

# Ready to join NCHPAD Connect?

## A Step-By-Step Guide



### 1. Sign Up

When you decide to join NCHPAD Connect, start by signing up online or through one of our partners. You can also scan the QR code at the bottom of this page. Be prepared to answer some short eligibility questions and share some basic contact information.



### 2. Agree to Participate

Once your eligibility is confirmed, you'll need to answer a 'Yes' or 'No' question to agree to participate in NCHPAD Connect. By selecting 'Yes', your participation helps us develop free and effective health promotion resources for everyone!



### 3. Answer Surveys

Next, you will be emailed a link to a series of surveys that will need to be completed. If you don't want to fill them out online, we are happy to mail them to you or help you complete them over the phone. Your personal information is protected by our HIPAA-compliant system, and we will never sell, trade or rent your information.



### 4. Enjoy the Benefits!

Once your surveys are submitted or mailed back, our team will help connect you to the programs and resources that interest you. We'll also occasionally contact you about other opportunities available exclusively to NCHPAD Connect participants.

[Explore FAQs →](#)



## Ready to sign up? Scan the QR Code to get started!

Scan the QR code with your smartphone, or contact our Call Center at 866-866-8896 or [nchpad@uab.edu](mailto:nchpad@uab.edu) to request materials to be mailed to you or to complete your enrollment over the phone. We're here to help you get started with NCHPAD Connect!



[nchpadconnect.org](http://nchpadconnect.org)



866-866-8896



[nchpad@uab.edu](mailto:nchpad@uab.edu)

**NCHPAD**connect

# Joining NCHPAD Connect **FAQs**

## Who is eligible for NCHPAD Connect?

To be eligible to join NCHPAD Connect, you must live in the United States or its territories, be 18 years or older, self-report a mobility limitation or physical disability, or use a mobility device or assistive technology. No medical diagnoses or paperwork required.

## I started to join but didn't finish. Will I need to start the sign up process over?

No. If you begin the sign-up process and don't complete it, our NCHPAD Call Center will contact you within 24 business hours to assist with finishing your enrollment and answering any other questions.

## Can I join NCHPAD Connect without internet access?

Yes! You can still join NCHPAD Connect's wellness database by requesting our surveys to be mailed to you or by calling 866-866-8896 to complete them over the phone with a team member. While internet access is needed for program participation, we can mail resources and opportunities to you. We're also working on expanding offline options for better accessibility.

## How do I get started with a program?

To join a program, you must complete all your NCHPAD Connect enrollment surveys. During the process, you'll be asked if you're interested in joining the NCHPAD MENTOR program. If you answer 'Yes,' we'll contact you with enrollment details and next steps. If you selected 'No' but change your mind, contact our call center at 866-866-8896 or email [nchpad@uab.edu](mailto:nchpad@uab.edu).

## Why do I need to fill out an annual questionnaire?

The annual questionnaire helps us provide our programs and resources for free and ensures we design them with you – not just for you. Completing the questionnaire is necessary to continue participating in future programs, accessing local and national resources, and staying connected with others.

## Who will be contacting me after I join NCHPAD Connect?

You may hear from someone at our NCHPAD Call Center, an Expert Information Specialist (EIS), or another NCHPAD team member to help complete your enrollment or assist with program access and resources. If you get a call from 866-866-8896 or an email from [nchpad@uab.edu](mailto:nchpad@uab.edu), it's us - not spam! If you request contact, we'll follow up with you within 24-48 business hours.. If we initiate contact, it's usually for enrollment assistance, paperwork, scheduling or sharing new opportunities. We also send a monthly email with resources and updates, which you can unsubscribe from anytime.



[nchpadconnect.org](https://nchpadconnect.org)



866-866-8896



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