

# Washington State Tobacco Quitline

## Frequently Asked Questions

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### Calling the Quitline

**Q: *What happens when you call 1-800-QUIT-NOW?***

**A:** When you call the quitline, a Registration Specialist will answer your call. If you have health insurance, please have your insurance card identification number ready. If your insurance plan uses a different program 1-800-QUIT-NOW may transfer you to your plans call center.

When you call the registration specialist takes down your information so they can best match you with the highest service benefit available. This information includes: insurance plan or status, employer or employment status and any important health conditions to know during treatment. Proof of citizenship is not asked as part of the call process. The registration specialist shares what you can expect from the service. All information collected is kept strictly confidential and is treated as Protected Health Information (PHI). You can talk to a quit coach once the registration specialist determines the highest possible benefit plan for you.

**Q: *Do you need medical insurance to use the quitline?***

**A: No.** The quitline offers some level of service for all Washington State residents.

**Q: *How does the quitline help people quit tobacco?***

**A:** The quitline helps you quit using tobacco by addressing the mental and physical aspects of tobacco addiction. The quitline provides you tailored telephone-based support, self-help material, and medications (when available and appropriate). Specially trained quit coaches work one-on-one with you to help you identify barriers to quitting, overcome urges and create a quit plan.

**Q: *Can anyone in Washington State call the quitline?***

**A:** Yes, the quitline offers some level of service for all Washington State residents. Services vary based on age, insurance and employment status. Additional benefits may be available to specific populations that tend to have a higher rate of tobacco use. For more details on the current coverage offered to Washington State residents, please see the quitline Coverage Sheet at [www.quitline.com](http://www.quitline.com).

**Q: *How often can tobacco users call the quitline?***

**A:** Washington State residents can call the quitline as needed. However, enrollment in a program (including self-help materials and medications, if appropriate) is available to qualifying callers once per 12-month period.

**Q: Does the quitline conduct calls in other languages?**

**A:** In addition to English, there is a dedicated Spanish-speaking line answered by Spanish-speaking quit coaches. The phone number for the Spanish line is: **1-855-DEJLO-YA or 1-855-335-3569.**

Translation is available in over 200 languages through AT&T language services. The quitline connects you to the interpretive service. Please see this link for a list of languages: <http://www.languageline.com/languages>. In addition, the quitline offers a dedicated line for the deaf or hard of hearing: **1-877-777-6534.**

**Q: Do you have to verify documentation of U.S. citizenship to use the quitline?**

**A:** No. As part of the registration process, you will only be asked to provide a home address in the state of Washington for mailing purposes.

## **Quit coaches**

**Q: Who are the quit coaches?**

**A:** Quit coaches are degreed professionals with over 240 hours of specific training in tobacco cessation counseling and ongoing training in motivational interviewing, cultural competency and skills to work with special populations. Quit coaches come from a variety of backgrounds, age groups and ethnicities. They must not have used tobacco and nicotine for two or more years. Quit coaches provide one-on-one counseling to you over the phone. They can help you create a tailored quit plan, provide medication decision support, and give you tips and tools on how to overcome everyday urges. Quit coaches deliver counseling in English (1-800-QUIT-NOW) and Spanish (1-855-DEJLO-YA).

**Q: What type of training do the quit coaches receive?**

**A:** Quit coaches receive both intensive new-hire training and ongoing training. New-hire quit coach training consists of over 240 hours of work in tobacco cessation counseling, motivational interviewing, cultural competency and skills to work with special populations. Quit coaches who complete the initial new-hire training take part in a transition team for a minimum of 320 hours. On the transition team, their counseling quality, consistency, and caller satisfaction are closely monitored. After the new-hire training is successfully finished, quit coaches continue to receive training and education around new medications, cultural competency, and new techniques.

## **Nicotine Replacement Therapy (NRT)**

**Q: Does the quitline prescribe nicotine gum or patches?**

**A:** Quit coaches may recommend nicotine gum or patches based on the latest science, on the product manufacturer's use instructions, and on the quitline's ability to cover the cost of the product. Quit coaches go through initial and ongoing training to correctly assess for health conditions and medications that may affect nicotine gum or patch use. They also stay current with the latest science on quitting and medications. The quitline will not distribute nicotine gum or patches to pregnant women or those for whom it may not be medically appropriate without a medical override (a prescriber's permission).

**Q: Can you just call the quitline to get a supply of free nicotine gum or patches?**

**A:** No. Not all plans offer free nicotine gum or patches. Any recommendation for a supply of free nicotine gum or patches is always accompanied with quit coach counseling and medication support because this increases your chances of quitting tobacco. Quit coaches are available for more support and discussion about nicotine gum or patch usage.

**Q: Does the quitline prescribe nicotine gum or patches for pregnant women?**

**A:** Yes, but only with a medical override (a prescriber's permission). Pregnant women covered by Medicaid insurance are only eligible to receive Bupropion with a prescriber's permission.

## Quitline Materials

**Q: Are there materials available for special populations?**

**A:** Yes. The quitline has special materials available if you are pregnant or have a chronic condition (e.g. asthma, lung disease). The quitline also has special materials if you are using smokeless tobacco.

**Q: Are materials available in different languages?**

**A:** Yes, materials are available in Spanish.

## If you are under 18

**Q: Why is the program for youth only one call?**

**A:** Due to Washington State privacy laws, the Washington State Tobacco Quitline is not able to call you if you are under the age of 18. However, you may call the quitline to seek help. This is called a "one call" program. Although a quitline coach cannot reach out to you even if you have called before, you can continue to call the quitline to see if you qualify for additional services.

**Q: Why can't youth receive materials?**

**A:** Due to Washington State privacy laws, the Washington State Tobacco quitline is not able to mail materials to you if you are under the age of 18. However, if you call into the quitline, you will receive counseling intervention over the phone.

## Providers

**Q: If I'm a provider, can I call the quitline to get more information?**

**A:** Yes, you as a provider can call the quitline either to speak with a quit coach about the intervention process or to request a sample set of materials. Sample materials are limited to one set per clinic.

**Q: How can I get samples of the materials that the quitline sends to tobacco users?**

**A:** You can call the quitline to request a sample set of materials. Sample materials are limited to one set per clinic.

**Q: What is a fax referral?**

**A:** A fax referral is a form that you, a Health Care Provider (or clinic), can use to refer a tobacco user to the quitline for treatment. You and the tobacco user jointly complete the form and the clinic faxes it to the quitline. When the fax is received, the quitline

calls the tobacco user to begin services. Traditionally, the tobacco user must call the quitline to begin services. The fax referral can remove this barrier for tobacco users and help them begin treatment. It also ensures a follow-up step after their clinic appointment.

**Q: *How does the fax referral program work?***

**A:** You and the tobacco user determine that the quitline is a good referral resource. The tobacco user completes a [fax referral form](#) with you. The form must be signed by the tobacco user and must contain a current or valid phone number or it will not be processed. You fax the form to the quitline at **1-800-483-3078**. You should also include your own fax number on the form for follow up correspondence from the quitline about the outcome of our outreach. A quitline coach makes three attempts to reach the tobacco user. After three attempts, they will fax the clinic a report with the outcome of the outreach (to be filed in the tobacco user's chart at your clinic).

## **Funding and Operations**

**Q: *Who funds the quitline?***

**A:** The Washington State Department of Health sponsors the Washington State Tobacco Quitline with funding from the Centers for Disease Control and Prevention (CDC).

**Q: *Who operates the quitline?***

**A:** The Washington State Tobacco quitline is operated by Alere Wellbeing, Inc., a Seattle-based, nationally recognized third party provider of telephone-based tobacco cessation counseling services.

For more information about the Washington State Tobacco Quitline please visit: [www.Quitline.com](http://www.Quitline.com) or contact us at <mailto:PCHClearinghouse@doh.wa.gov>



For people with disabilities, this document is available on request in other formats.

To submit a request, please call 1-800-525-0127 (TDD/TTY call 711).