

# Washington State Tobacco Quit line

## Frequently Asked Questions

### Calling the Quit line

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

**A:** The quit line helps you quit using tobacco by addressing the mental and physical aspects of tobacco addiction. The quit line provides you tailored telephone-based support, self-help material, and medications (when 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: *What happens when you call the quit line?***

**A:** When you call the quit line, a Registration Specialist will answer your call. The Registration Specialist will take 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 health conditions that are important to know during treatment. Proof of citizenship is not asked as part of the call process. The Registration Specialist will also tell you what you can expect from the service. All information collected is kept strictly confidential and is treated as Protected Health Information (PHI). Once the Registration Specialist determines the highest possible benefit plan for you, you will be transferred to a Quit Coach.

**Q: *Can anyone in Washington State call the quit line?***

**A:** Yes, the quit line 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 quit line Coverage Sheet.

**Q: *How often can tobacco users call the quit line?***

**A:** Washington State residents can call the quit line 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 quit line conduct calls in other languages?***

**A:** In addition to English, the quit line has a dedicated Spanish-speaking line where calls are answered in Spanish and help provided by Quit Coaches in Spanish. The phone number for the Spanish line is: **1-877-2NO-FUME**.

You can request translation in over 100 languages through AT&T language services. The quit line will connect you to the interpretive service. Please see this link for a list of languages:

<http://www.language.com/languages>. In addition, the quit line has a dedicated line for you if you are deaf or hard of hearing: **1-877-777-6534**.

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

**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 (1-877-2NO-FUME).

### **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 quit line 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 quit line'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 quit line 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 quit line to get a supply of free nicotine gum or patches?***

**A:** No. 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 quit line 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.

## **Quit Line Materials**

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

**A:** Yes. The quit line has special materials available if you are pregnant or have a chronic condition (e.g. asthma, lung disease). The quit line 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 quit line is not able to call you if you are under the age of 18. However, you may call the quit line to seek help. This is called a “one call” program. Although a quit line Coach cannot reach out to you even if you have called before, you can continue to call the quit line as much as you need to.

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

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

## **Providers**

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

**A:** Yes, you as a provider can call the quit line 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 quit line sends to tobacco users?***

**A:** You can call the quit line 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 quit line for treatment. You and the tobacco user jointly complete the form and the clinic faxes it to the quit line. When the fax is received, the quit line calls the tobacco user to begin services. Traditionally, the tobacco user must call the quit line 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 quit line 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 quit line at 1-800-784-8669. You should also include your own fax number on the form so you can receive correspondence from the quit line about the outcome of our outreach. A quit line 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 quit line?***

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

### **Q: *Who operates the quit line?***

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

**For more information visit [Quitline.com](http://Quitline.com).**