

WHAT HAPPENS?

When your patient calls the Michigan Tobacco Quitline 1-800-QUIT-NOW (1-800-784-8669)

The first call a patient makes to the quitline is called an intake call. Intake is available from 7 a.m. to 1 a.m. EST. During the first call, your patient's needs are assessed and services will be offered.

Your patient will have a menu of options to choose from including receiving materials only, referral to resources in the community or registration in an ongoing counseling program. Callers who have a health insurance plan such as Blue Cross Blue Shield, Aetna, HAP or others will be encouraged to contact their plan to learn about any benefits for which they may be qualified.

Callers with no insurance, a County Health Plan or Medicare can receive up to 2 months of free nicotine replacement patches, gum or lozenges after completing a brief health assessment and enrolling in the quitline. Medications will be mailed directly to the caller's home.

Callers with Medicaid have some smoking cessation medications as a covered benefit. Callers will be encouraged to contact their health care provider to obtain a prescription to be filled at their local pharmacy.

Callers who enroll in telephone coaching will receive printed materials and a quit booklet. They will receive five coaching sessions. All coaching calls are proactive, meaning, the counselor will call the enrollee at a mutually agreed upon day and time. Enrollees may also call between sessions if they need additional help.

Coaching calls are designed to motivate quitting and prevent relapse. Calls are scheduled around times when relapse has been determined to be most likely.

Physicians who refer patients to the quitline via fax referral will receive a follow up report on the patient's progress. Fax referral forms can be found and printed off at www.Michigan.gov/tobacco under "Information for Health Care Professionals".

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