

Montana Tobacco Quit Line Frequently Asked Questions

Is the Quit Line free, confidential and/or dependent on health insurance?

The Montana Tobacco Quit Line is a completely free and confidential service offered by the Montana Tobacco Use Prevention Program within the Montana Department of Public Health and Human Services in partnership with National Jewish Health based in Denver, Colorado. Montanans are eligible whether or not they have health insurance.

How do I get started with the Quit Line?

You may call 1-800-QUIT-NOW (1-800-784-8669), go to the website and start chatting with a coach at QuitNowMontana.com, or be referred via fax or web by a doctor, nurse, or other healthcare professional. The Montana Tobacco Quit Line is open from 5 a.m.-11 p.m. Mountain Standard Time 7 days a week. You can also leave a voicemail 24 hours a day.

How long will it take the Quit Line to call me after a referral?

The Quit Line will contact you within 24 hours of a referral. Should you not hear from them in a satisfactory time frame, you are always welcome to call them at 1-800-QUIT-NOW. They will attempt to call you 5 times and if you do not answer or call them back, they will mark you as unreachable and will not attempt to contact you. If you do not answer the phone, the Quit Line will only leave a message if you give them permission to do so.

What number appears on caller ID?

The caller ID number depends on your cell phone carrier. If it allows the number, it will come through as 1-800-784-8669. If your carrier does not allow the number, it will come in as “No Caller ID” or “Unknown Caller.”

What will happen when I call the Quit Line?

When you call, you will be asked a series of intake questions. When these are complete you can have your first coaching session immediately, or you can schedule a session for a later date. The intake takes about 15 minutes, and you will be asked about your tobacco use, what part of the state you are living in, what other health issues you may be suffering from, and how you heard about the Quit Line. Please remember that if any of these questions make you feel uncomfortable you can refuse to answer, and you will still be eligible for all services.



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What does the Quit Line offer?

When you enroll in the Quit Line, you gain access to numerous program offerings. Based on your needs and communication style, you can create a program that will work for you. Program offerings include:

- Coaching by phone and additional support via email, text or instant message. Our standard program includes up to five proactive coaching sessions, and the potential for some additional support where appropriate. Our coaches are available to you seven days a week.
- Full pharmacotherapy program including nicotine replacement therapy (NRT) provisions and coordination of pharmacy benefits.
- Planning and educational materials (online or on paper) to help you map out your road to quitting tobacco.
- Membership in an online community of others who are working hard to become tobacco free.
- Clinical oversight and extensive training of coaches and staff by National Jewish Health faculty.

What is a coaching session and how long will that take?

Coaching sessions take anywhere from 10-20 minutes depending on the level of detail you would like to discuss. The role of the coaches is to help you identify triggers and stress points while giving you tips and tricks to help you quit and stay quit.

How do I work with Quit Line coaches?

You work with tobacco quit coaches over the phone and you can choose to receive additional support via email, text, or instant message—whichever way is convenient and comfortable for you. As part of the Quit Line program, a coach will contact you up to 5 times to check in and see what support you need. You also can reach out to your coach as often as you need.

What will the Quit Line give me to help me quit?

To help you succeed, the Quit Line offers a full range of medications along with tobacco cessation counseling. These medications include nicotine patches, gum or lozenges as well as prescription cessation medications. However, you can only get prescription cessation medications after you get a valid prescription from your doctor. You may receive 8 weeks of patches, gum or lozenges completely free of charge, or you can get 3 months of varenicline (Chantix) or Bupropion for no cost. Benefits are subject to change.

When will I be eligible to receive medications from the Quit Line?

For nicotine replacement therapy, you are eligible to order your first shipment following your first coaching call. For prescription cessation medication, your prescription will be eligible after you have completed a coaching call and Ridgeway Pharmacy has received a valid prescription.



How do I receive the medications?

All medications will be mailed directly to the physical address you provide the Quit Line. The nicotine replacement therapy is sent directly from a distributor out of Arrowhead, Michigan, and the prescription cessation medications will be sent from the Ridgeway Mail Order Pharmacy in Victor, MT after they receive your prescription copay.

Does the Quit Line work for vaping or smokeless tobacco?

Yes! The Quit Line works with any kind of nicotine addiction including smokeless tobacco and electronic cigarettes.

What programs does the Quit Line offer?

The Montana Tobacco Quit Line offers individualized programs to fit your needs and increase the chance of successful quit attempts. Individualized programs include the American Indian Commercial Tobacco Quit Line, Pregnancy Post-Partum Program, American Indian Pregnancy Post-Partum Program, and My Life, My Quit for youth.

The Quit Line works with individuals from all communities. We enroll an average of 180 participants per day from all over the United States. To learn more about what each program offers, go to QuitNowMontana.com.

What are the education and qualifications of the Quit Line coaches?

Our coaches must have a bachelor's or master's degree in social work, psychology or other health related area or equivalent clinical experience. Coaches complete the Tobacco Treatment Specialist Training Program accredited by the Council on Tobacco Treatment Training Programs (CTTTP). This is an extensive training program with standards for core competencies, training, and credentialing of tobacco treatment providers. Our coaches are among the most experienced in the country at providing remote coaching, due to the large volume of participants we help every day.

Are there special program incentives?

Incentives are available through both the Pregnancy Post-Partum Program and the American Indian Pregnancy Post-Partum Program. The Pregnancy Post-Partum Program offers a total of 9 calls, \$20 for each completed coaching call while pregnant and \$30 for each completed coaching call post-partum for \$220 total. The American Indian Pregnancy Post-Partum Program offers 14 calls, \$20 for each completed coaching call while pregnant and \$30 for each completed coaching call post-partum for \$320 total.

Are there services for the hearing impaired?

Yes. The Quit Line makes an effort to serve all people regardless of disability status.



What languages do you offer?

The Quit Line has coaches fluent in English, Spanish and Arabic on sight as well as a translation service for over 200 additional languages.

Do I have to live in Montana?

Yes. If you do not live in Montana, you can call 1-800-QUIT-NOW, and you will be directed to the services for your specific state. If you live in Montana and have an out-of-state cellphone, please call 1-866-485-7848 to directly reach the Montana Tobacco Quit Line.



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