

# Montana Tobacco Quit Line Frequently Asked Questions

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## 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 Department of Public Health and Human Services and the Montana Tobacco Use Prevention Program in partnership with National Jewish Health based in Denver, Colorado. Callers are eligible regardless of insurance status, meaning Montanans can use the service whether or not they have health care 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](http://quitnowmontana.com), or be referred via fax or email 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.

## 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.

## 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 discounted 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. You can also get 3 months of varenicline (Chantix) or Bupropion for little to 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 Michigan, Arrowhead, and the prescription cessation medications will be sent from the Ridgeway Mail Order Pharmacy in Victor, MT after they receive your prescription copy.

## Does the Quit Line work for vaping or smokeless tobacco?

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 the needs of each participant and increase the chance of successful quit attempts. Individualized programs include the American Commercial Tobacco Quit Line, Pregnancy Post-Partum Program, American Indian Pregnancy Post-Partum Program, and My Life, My Quit for youth. To learn more about what each program offers, go to [quitnowmontana.com](http://quitnowmontana.com).

### **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 fluid 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.