

Oregon Tobacco Quit Line Fact Sheet

EMERGENCY TOBACCO CESSATION SUPPORT IN EFFECT

In October 2019, as part of Executive Order 19-09 responding to vaping-related illnesses and deaths, OHA began offering 8 weeks of Nicotine Replacement Therapy (NRT) via expedited shipping to adult tobacco users in Oregon, regardless of insurance. Due to the higher risk of severe COVID-19 illness for tobacco users, this emergency cessation support is still in effect.

Oregon Tobacco Quit Line provides free tobacco cessation counseling and medication (for eligible tobacco users) to help people quit tobacco.

Services are delivered:

- **Over the phone or online**
- **24 hours a day, seven days a week**

[1-800-QUIT-NOW](tel:1800QUITNOW)
[1-800-784-8669](tel:18007848669)
QUITNOW.NET/OREGON

[SPANISH QUIT LINE](tel:1855DEJELOYA)
[1-855-DEJELO-YA](tel:185533535692)
[1-855-335356-92](tel:185533535692)
QUITNOW.NET/OREGONSP

All Quit Line coaches receive cultural competency training which prepares them to address the needs of all participants, regardless of race, gender, age, sexual orientation and religious backgrounds, language, ethnic background and other diversity factors (e.g., intellectual and developmental disabilities).

For uninsured Oregonians

- Participate in registration call (demographic & insurance information collected)
- Receive 4 outbound counseling calls and access to online Web Coach® program with online lessons and e-modules
- Eligible for 2 weeks of combination Nicotine Replacement Therapy (NRT) (patch and gum) which are sent directly to participants' permanent addresses via mail order
- Eligible for NRT and counseling re-enrollment once every 12 months
- Receive printed Quit Line Materials (e.g. Quit Guide), available in 170 languages
- Option to receive counseling emails between outbound calls with tips on quitting and reminders to help tobacco users stay on track.
- Option to enroll in Text2Quit to receive tailored, text-based support messages
- Unlimited inbound calls for counseling support

For insured Oregonians – *with* Quit Line benefit

- Participate in registration call (demographic & insurance information collected)
- Callers are transferred to their health plan benefits
- Receive counseling calls**
- Eligible for nicotine patches, gum or lozenges which are sent directly to participants' permanent addresses via mail order **
- Eligible for full regimen of cessation medications, including Rx meds
- Eligibility for NRT re-enrollment**

***Number of counseling calls, weeks of NRT, and NRT re-enrollment frequency may vary based on plan's contract with Quit Line*

For insured Oregonians – *without* Quit Line benefit

- Participate in registration call (demographic & insurance information collected)
- Receive 1 counseling call and access to online Web Coach® program with online lessons and e-modules
- Receive printed Quit Line Materials (e.g. Quit Guide), available in 170 languages. If available, Quit Coaches will provide participants with local resources in their communities to connect them to tobacco cessation services.
- Can make unlimited inbound calls for counseling support

Benefits for Medicaid and Medicare members

Medicaid (Oregon Health Plan--OHP)

- OHP members enrolled in a Coordinated Care Organization (CCO)
 - Transferred or referred to their health plan-specific benefits
- OHP members who are Fee-for-Service (open card) clients (non-CCO members)
 - Receive 4 counseling calls and access to online Web Coach program with online lessons and e-modules
 - Eligible for 8 weeks of combination Nicotine Replacement Therapy (NRT) (patch and gum) which are sent directly to participants' permanent addresses via mail order
 - Printed Quit Line Materials (e.g. Quit Guide), available in 170 languages

CCO Member Benefits Information

This section can be populated with the specific tobacco cessation benefits offered by the CCO in your area.

Medicare

- Medicare Part B will pay for 8 face-to-face visits in a 12-month period with a qualified doctor or Medicare-recognized practitioner.
- Medicare Part D will pay for Prescription cessation drugs, but not over-the counter treatments, such as nicotine patches or gum.
- Medicare beneficiaries calling the Quit Line are referred to their health plan benefits which will pay for counseling and prescription drugs, but not Nicotine Replacement Therapy.

Services provided regardless of insurance type

Web-Only Program (no counseling calls)

Web Coach® is Quit Line's online learning system, offered in English & Spanish, featuring interactive lessons, exercises, progress trackers and a support community. The service that integrates with phone-based services or can be a standalone support service.

All Oregon tobacco users are eligible for the Web Coach® program.

- Online intake and easy setup of Web Coach account
- Eligible for 2 weeks of NRT (patch OR gum)
- Eligible for NRT re-enrollment once every 12 months
- Can make unlimited inbound calls for telephonic counseling support

With the Web Coach® program, tobacco users can:

- Track their progress and personalized quit plan.
- Interact with others who are trying to quit and with Quit Coaches in the discussion forums. Peer support is a key factor in success.
- Receive counseling emails with tips on quitting and support to stay on track.
- Opt to enroll in Text2Quit to receive tailored, text-based support messages

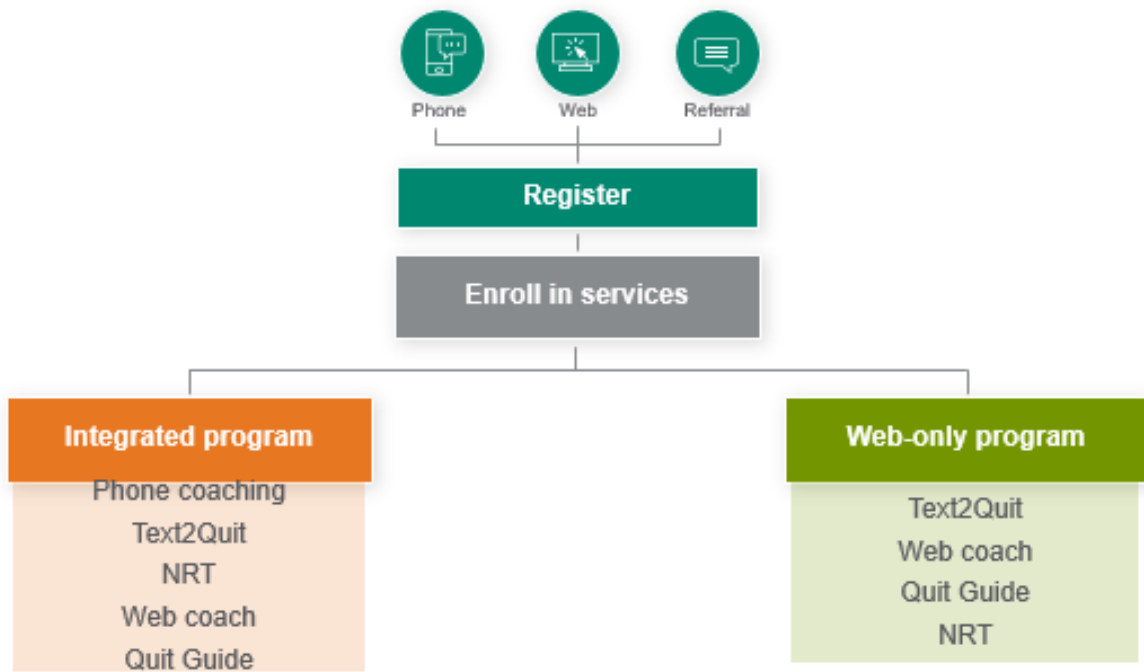
Enhanced Quit Line benefits for special populations

Cessation benefits offered through the Quit Line for the designated groups below are often more comprehensive than those offered by insurance providers. Tobacco users who meet the criteria are encouraged to access enhanced benefits through the Quit Line. Eligibility for the following benefits is determined as part of the registration call process.

- Native Quit Line program
 - Available to American Indian and Alaska Native residents of Oregon
 - Receive 7 outbound counseling calls
 - Receive 12 weeks of NRT
- Pregnancy Program
 - Available to pregnant women and women who are 6 months postpartum
 - Receive 10 outbound counseling calls
 - Receive 4 weeks of combination NRT (patch AND gum) which are sent directly to participants' permanent addresses via mail order
 - NRT available once every twelve months
- Youth Support Program (ages 13-17)
 - Receive 4 outbound counseling calls
 - Not eligible for NRT*

**NRT is not FDA approved for individuals under 18.*

How Oregonians access Quitline services



Oregon Tobacco Quit Line Program Design



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