

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 Department of Public Health and Human Services and the Montana Tobacco Use Prevention Program. 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 <https://montana.quitlogix.org/>, or be referred via fax or email by a doctor, nurse, or other healthcare professional.

What are the hours?

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.

How many times will the Quit Line try to call me after a referral, and do they leave a message?

They will attempt to call you 3 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.

How long is the initial intake phone call and what kind of questions will be asked?

The intake takes about 25 minutes and you will be asked about your tobacco use, what part of the state you are living in, what other co-occurring 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 the complete portfolio of services and treatment.

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.

What medications are available and how much do they cost?

You may receive 8 weeks of patches, gum or lozenges completely free of charge. You can also get 3 months of Bupropion for \$5/month. 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 often can I receive medications through the Quit Line?

You may receive nicotine replacement therapy (patches, gum or lozenges) or prescription cessation medication once a year. However, if you have extenuating circumstances please contact the Montana Tobacco Use Prevention Program.

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.

Will the Quit Line send me any information, via mail, email or text?

When you enroll you have the option of receiving text messages to help support you through your quit process. The Quit Line will also send you a Quit Journey book that will help you with tips and tricks to quit and stay quit, along with valuable health information.

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.

How many times can I call the Quit Line?

The program is considered complete at 5 (five) calls, however there is no limit to the number of times you can call and receive assistance.

Are there special services for American Indians?

Montana is proud to offer an American Indian-specific quit line that honors their sacred relationship with traditional tobacco and understands the unique cultural heritage of American Indians. This is available at 1-855-372-0037 or <http://www.mtamericanindianquitline.com/>.

Are there special programs for pregnant women, and what kind of incentives are available?

Pregnant women may opt into a special program that will give them a dedicated female coach and additional NRT following the birth of the child. There is also a cash incentive for each coaching call completed for up to 9 (nine) calls. Pregnant women receive \$20 for coaching calls completed while pregnant and \$30 for coaching calls completed when post-partum.

Are there special services for Youth?

In 2019, Montana began offering a youth specific program, My Life, My Quit. My Life, My Quit is for anyone under the age of 18 who is looking to quit any form of tobacco, including e-cigarettes and vaping devices. It is free and completely confidential. To join the program youth just need to text “start my quit” to 1-855-891-9899 or visit mylifemyquit.com.

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 cell phone, please call 1-866-485-7848 to directly reach the Montana Tobacco Quit Line.

Do I get to talk to the same coach each time?

Due to the popularity of the service and the call volume the Quit Line receives, there are



MONTANA
TOBACCO USE
PREVENTION PROGRAM



no guarantees that you will be able to speak with the same coach every time. However, every cessation coach has undergone extensive training. Each and every coach is qualified to help you quit tobacco use for good.

If my doctor refers me, will they get updates?

If your doctor refers you via fax, they will not receive updates. However, if they are one of the facilities that is referring via the electronic health record and a secure email address there are updates that are sent at regular intervals to keep your provider up to date on your progress.