



1-888-354-PLAN quitplan.com

## ***FAQ for Advocates***

### **Common Questions about Enhanced QUITPLAN Services for People Living with Mental Illness and/or Substance Use Disorders**

1. What are Enhanced QUITPLAN Services?

QUITPLAN Services recognizes that individuals with a history of mental illness and/or substance use disorders smoke at higher rates than the general population, smoke more cigarettes per day, and may be at greater risk of negative health effects as a result. To address these concerns, on November 1, 2017, QUITPLAN Services began offering a new treatment approach for participants who report one or more mental health conditions. With this new service offering, we hope to help QUITPLAN Helpline participants successfully quit and experience improved health outcomes.

2. What makes these services different from the standard QUITPLAN Helpline?

The enhanced QUITPLAN Helpline (telephone counseling for uninsured and underinsured Minnesotans) will provide seven coaching calls, 12-weeks of combination Nicotine Replacement Therapy (NRT), dependent on continued engagement, and communication with the participant's health care provider, if desired. A team of coaches who have received additional, specialized training in coaching persons living with mental illness and/or substance use disorders will deliver the program. The standard QUITPLAN Helpline program consists of five coaching calls and 4 weeks of combination NRT.

3. Who is eligible for this enhanced service?

Uninsured and underinsured Minnesotans interested in telephone counseling. QUITPLAN Services transfers insured participants who are interested in telephone counseling to their health plan's cessation service. Underinsured is defined as those who do not have coverage for telephone counseling or nicotine replacement therapy through their health plan.

4. How will you identify participants who might be interested in these services?

During the enrollment process, we ask uninsured and underinsured participants interested in telephone counseling if they have any mental health conditions such as ADHD, bi-polar disease, depression, drug or alcohol use disorder, generalized anxiety disorder, PTSD or schizophrenia. Participants with bipolar disease or schizophrenia are automatically offered the program. All others who report one of the conditions are asked if they feel the condition might interfere with their ability to quit. If they answer yes, the registration specialist will offer the enhanced service.

5. What can participants expect during the coaching calls?

The coaches are trained to address the unique challenges people living with mental illnesses and/or substance use disorders face in trying to quit commercial tobacco. The coaches will adjust the content of the intervention to meet the treatment needs of each participant.



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6. When the “specially trained coaches” receive training, what topics does this cover?

Some of the topics covered in the training include but are not limited to:

- adapting communication techniques, facilitation skills and pacing for this population.
- breaking down the quitting process into more concrete steps when needed to ensure the participant can take action.
- tailoring the content and treatment planning to meet the individual’s current state.
- examining perceptions about tobacco use and quitting and addressing them with the participant.

7. How often can people enroll in the QUITPLAN Helpline Enhanced Services?

People who live in Minnesota can enroll in the QUITPLAN Helpline two times every 12 months.

8. Is participation in the coaching calls required to receive NRT?

Participants must be eligible for and enroll in the QUITPLAN Helpline Enhanced Services to receive NRT, and they must participate in coaching calls. Quit coaches order a 4-week supply of NRT at a time during the appropriate coaching calls. Coaches will work with participants on the timing of NRT orders. Participants enrolled in the enhanced services can receive a maximum of 12-weeks of NRT per enrollment.

A 2-week starter kit of NRT is available for those who do not want to participate in telephone counseling. The starter kit is available to all Minnesotans and is not a part of the enhanced services.

9. Is communication with a participant’s healthcare provider required?

No, but the participant will be asked for their healthcare provider information. The participant can say: I don’t have one, I don’t know or refuse and still be enrolled in the program.

10. How do you know this program works?

This program was tested with another state and results are very promising. Participants were engaged with the program as demonstrated by taking more calls than standard Helpline participants and early signs show quit rates comparable to those in the standard program.

11. How do people sign up?

To sign up, participants should call 1-888-354-PLAN or 1-800-QUIT-NOW.

12. Who can I contact if I have more questions?

Please contact Randi Lachter, Senior Cessation Manager, ClearWay Minnesota at [rlachter@clearwaymn.org](mailto:rlachter@clearwaymn.org)