



# **RVO Health**

## **Quitline & Referral**

### **Overview for Providers**

# How to enroll

Participants can enroll in the Quitline via phone, text or web enrollment.

## Phone enrollment

Participants can call either 1-800-QUITNOW for English or 1-800-DEJELOYA for Spanish to enroll with a coach over the phone. State's may also have a designated phone number, as seen on the appendix list provided separately.

## Text enrollment

**English:** text READY to 34191

We have helped millions of people quit tobacco for good. And it's free. Enroll today and get 24/7 support: <https://bit.ly/3Y38h8G>

**Spanish:** text LISTO to 34191

Hemos ayudado a millones de personas a dejar de fumar para siempre gratis. Insíbete hoy y recibe ayuda. Disponible en todo momento: <https://bit.ly/3JctpEe>

## Web enrollment

A participant can enroll via [quitnow.net](https://quitnow.net), or the applicable state's Quitline or DOH landing page link to the state-specific [quitnow.net](https://quitnow.net) site. Providers can refer patients via the [Prod Wed Referral Link](#).

# Quitline Offerings

## Nicotine Replacement Therapy

Participants can self-serve their NRT order online by picking the NRT they prefer to use and answering the screening questions.

**Medication Use Instruction Line (NRT Med Line):** This line provides instructions for use of each type of NRT the participant may be using. The participant is transferred at the end of call where NRT is ordered with a coach, and they can select the medication or combination medication they are using to hear the specific instructions. This is to ensure the participants understand how to use NRT effectively. If a participant orders NRT online there is a link provided with the information. This ensures they hear or read the medication instructions in a manner accessible to them.

- 1-866-910-7418 (English)
- 1-877-666-1275 (Spanish)

NRT is available to any Quitline participant aged 18 and older. NRT type offerings include patches, gum, or lozenge, or a combination of patch and gum or lozenge. Reach out to your State's Quitline team to find out what combinations of NRT are offered to your state's participants.

## Specialty Tracks and Menthol

Based on their enrollment survey, participants can be stratified into nuanced program types. Along with the Standard Quitline Program, participants can qualify for the following specialty tracks and programs:

- **Behavioral Health Program:** Offers expert support and online dashboard containing specialized content for commercial tobacco users with behavioral health conditions.
- **Pregnancy Program:** Provides specialized support and online dashboard content to help new, expecting, and post-partum mothers as they navigate quitting tobacco use.
- **American Indian Program:** Offers culturally respectful tobacco cessation services tailored to the unique needs of American Indians and Alaska Natives – populations with the highest smoking rates of almost any minority group in the U.S.

- **Youth Digital:** An online self-paced program for Youth who may prefer to quit using digital tools and lessons.
- **Live Vape Free:** A solution for teenagers, young adults, and adult “youth advocates” to battle the vaping epidemic.
- **Menthol Enhancement:** Provides additional menthol-related content and coaching in conjunction with the participant’s quit experience to those who indicate they use menthol tobacco and nicotine products.

## Provider Referrals

There are 4 ways through which referrals can be submitted to the Quitline. Confirm with your administration to learn more about which referral approach applies to your facility.

### Fax Referral

- Provider can fill out a paper copy of the referral form and fax it to 1-800-483-3114.
- Referred participants receive proactive phone calls from Quit Coaches, which are attempted within 48hrs from referral entry.
- Outcome reports are returned by fax or email.

### Online Provider Tool

- [Prod Wed Referral Link](#)
- Providers can go directly to the link above and fill out the referral form. They can find their provider information in the EPIM (Enterprise Provider Information Management) search system or enter and save their information manually.
- Outcome reports are returned by fax or email, not online.

### EHR Integration (HL7)

- This is an option to connect directly with the electronic medical record to easily make referrals to the Quitline. Outcomes will be reported back to the provider.
- There are two versions of HL7: HL7v2 and HL7v3 (The type of system the health system has determines which version to set-up with)
- There is a fee and implementation timeline to set this up.

## Safe File Transfer Portal (SFTP)

- This is an option that does not include a real-time data exchange and referrals are sent via flat files on the SFTP.
- Implementation time ranges from 45-60 days, but the connection setup is simpler than that of an EHR.
- Outcome reports are sent weekly.

## Outcome Reports

To receive outcome reports, a provider must indicate on their referrals that they want outcome reports and are HIPAA compliant. Outcome reports are returned after the participant either successfully responds to 1 of the outreach attempts and/or after 5 unsuccessful outreach attempts are completed.