

Quit Now Indiana Quick Reference Guide

Quit Now Indiana (QNI) offers free and confidential tobacco treatment services to help Hoosiers end nicotine dependence.



Coach



Medication



Online Dashboard



Quit Guides



Text2Quit

Quit Now Indiana Tobacco Treatment Services

Coaches

- Provide non-judgmental, member-focused coaching services via phone, text, and online chat and help members design individualized quit plans
- Provide tobacco treatment services with empathy, matching conversational style, and employing motivational interviewing skills
- Complete over 150 hours of rigorous training and evaluation accredited by The Council for Tobacco Treatment Training Programs

Coaching Sessions

- Include five pre-arranged counseling sessions with a Coach (standard adult program) including access to Coach-led peer support sessions
- Include unlimited in-bound outreach to QNI; Hoosiers can contact QNI any time, as many times as they wish
- Help members decide how to overcome personal challenges including environmental and behavioral barriers to their success

Medication

Access to Nicotine Replacement Therapy (NRT) products (patches, gum, lozenge) for eligible members while supplies last. Coaches help guide members in selecting the best NRT for their quit journey. NRT can help relieve some of the physical withdrawal symptoms, so members can focus on the psychological (emotional) aspects of quitting.

Online Dashboard

- Features a self-exploration online experience designed to support and assist members with managing their quit journey including ordering and managing NRT
- Features a multi-media action card system, on-demand learning trackers and mini survey assessments and quizzes
- Allows members to connect with a coach via online chat and/or schedule coaching sessions

Quit Guide

- Stage-based support material for the member and support team (family, friends, etc.)

Text2Quit

- Convenient, clinically proven successful tool for helping manage the quit process
- Features personalized text messages: two-way tailored dialogues using AI technology, on-demand content using key words, and access to live coaches
- Helps members stay connected with a Coach, manage their cravings, and get the right medication at the right times to prevent relapses

NO LECTURES. NO PRESSURE. NO JUDGMENTS.
JUST FREE HELP.

**QUIT
now**
INDIANA
1.800.Quit.Now

Programs by Populations

Description

Program Features

Adult	Traditional programs for adults	<ul style="list-style-type: none">• 5 pre-arranged sessions with a Coach• Access to services and resources listed in table on page one
Youth	Online program tailored for youth ages 13 to 17.	<ul style="list-style-type: none">• Six-Step Online Program• Ability to address e-cigarettes/vaping• No parental consent required to enroll• Access to online chat with a Coach, video blogs, and podcasts
Pregnancy/ Postpartum	Tailored program for Hoosiers planning to get pregnant, expecting, and those who recently gave birth	<ul style="list-style-type: none">• 7 pre-arranged sessions with a Coach• Ability to address partner tobacco use• Access to services and resources listed in table on page one, medical provider must authorize NRT
Behavioral Health	Tailored program for Hoosiers living with depression, anxiety, substance use disorder, and other behavioral health conditions	<ul style="list-style-type: none">• 7 pre-arranged sessions with a Coach• Access to services and resources listed in table on page one, plus...• Access to 12-week regimen of combination therapy NRT. NRT is mailed in four week increments for a total of three separate packages• Letter sent to provider informing of member's quit attempt• Screening conducted during registration –no medical documentation required

Methods



- **Fax Referrals** – Indicate the best time to contact client on the fax referral form. (must provide client's name, phone number, consent to leave a voicemail message, and client signature)



- **Online Referral Tool** – Visit QuitNowReferral.com and register or search for your organization's account to make an online referral.



- **e-Referrals** – Refer using your EHR, if integrated within your system.
- Medical providers can pre-authorize NRT if applicable.

Outcomes Reports



- **Outcomes report** is sent back to the referring facility within two weeks (if HIPAA compliant entity).
- Reports display the number of referred clients, number of clients who declined or enrolled in QNI services, and number of clients who were unreachable.

Outbound Contact



- Outbound outreach within 24-48 hours of receiving a referral
- 7 attempts to contact referred individuals - 4 live person, 3 interactive voice response (IVR) before they are considered "unreachable"
- Calls from QNI should appear as 1-800-Quit-Now on caller ID for most cell phone carriers



Contact Information

1-800-Quit-Now (784-8669)
1-855-DÉJELO-YA (Spanish)
1-877-777-6534 (TTY)

Text READY to 34191
Text LISTO to 34191 (Spanish)
quitnowindiana.com

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