



## Frequently Asked Questions from Participants

### Quitline Services

**Q:** *How can the Quitline help me quit smoking or using tobacco?*

**A:** The Quitline can help you quit by working with you on nicotine addiction (psychological, behavioral, and physical).

A trained Quit Coach® will work one-on-one with you to help you overcome urges, identify barriers to quitting, and create a quit plan. You can also get printed and web-based self-help materials and text messaging support.

The Quitline may also send you medication if available and right for you.

**Q:** *How much does it cost?*

**A:** **The Quitline is FREE to use.** If you have health insurance, you may get extra services.

**Q:** *Can the Quitline help me quit vaping?*

**A:** Yes. Many electronic cigarettes (e-cigarettes) or "vapes" have nicotine, the same addictive chemical in cigarettes and other commercial tobacco products. So if you vape, Quit Coaches know how to help you quit.

People who vape get the same program benefits as other participants. There are also special services for youth ages 13-17.

E-cigarettes are not approved by the FDA as a quit-smoking aid. But, if you have totally replaced smoking with vaping, Quit Coaches do not recommend you quit vaping if you are at risk of returning to smoking. Quit Coaches instead encourage you to start FDA-approved nicotine replacement therapy (like the nicotine patch) as a safe source of nicotine delivery.

**Q:** *Who are the Quit Coaches?*

**A:** Quit Coaches have bachelor's or master's degrees in counseling, addiction studies, community health education, or social work. Many coaches have previous counseling experience.

Quit Coaches are chosen for their empathy and strong communication skills. They are all ages, ethnically and racially diverse, and come from a variety of backgrounds. To work in this role, Quit Coaches must be abstinent from tobacco and nicotine for at least two years.

**Q: *What type of training do the Quit Coaches receive?***

**A:** Quit Coaches go through intensive new-hire training that is accredited by the Association for the Treatment of Tobacco Use and Dependence (ATTUD) Advisory Council. Quit Coaches take more than 300 hours in tobacco cessation counseling, motivational interviewing, cultural competence, and skills for working with specific populations.

After the new-hire training, Quit Coaches work on a transition team for at least 320 hours. On the transition team, Quit Coaches are assessed for their counseling skills, consistency, and caller satisfaction.

Quit Coaches continue to get trained around the latest science on quitting and medications, cultural competence, and new counseling techniques.

**Q: *Does the Quitline have materials for special populations?***

**A:** Yes. The Quitline has materials tailored to pregnant women, American Indian and Alaska Native peoples, the LGBTQ community, and people supporting another person to quit. The Quitline also has special materials for people who use smokeless tobacco.

**Q: *Does the Quitline have materials in different languages?***

**A:** Yes. The Quitline has printed and web-based self-help materials in English and Spanish.

**Q: *I am a health care provider. Where can I get promotional materials?***

**A:** You can call the Quitline at 1-800-QUIT-NOW to request a free shipment of promotional materials. Also, you may want to review the [Frequently Asked Questions from Providers](#) document.

## Connecting with the Quitline

**Q: *What happens when I call 1-800-QUIT-NOW?***

**A:** An Enrollment Specialist will take your call and ask you some questions. Your answers will help them find the right quit program for you. In most cases, they will offer to enroll you in a program and connect you to a Quit Coach right away.

**Q: *What happens when I text READY to 200-400?***

**A:** You will get a text that asks for your ZIP code. If you give a Washington state ZIP code, the text message service will connect you with the Washington State Quitline. The Quitline will ask for your name, and if it's okay for them to leave a voicemail. An Enrollment Specialist will call you within 48 hours (2 days) to finish your registration and enroll you into a quit program.

**Q: *Can I sign up online?***

**A:** Yes! Go to [quitline.com](https://quitline.com) and fill out the registration form. An Enrollment Specialist will call you within 48 hours (2 days) to finish your registration and enroll you in a quit program.

**Q: *My health care provider referred me to the Quitline – who is going to contact me, and when?***

**A:** An Enrollment Specialist at the Quitline will call you within 48 hours (2 days). Or, you can call the Quitline at 1-800-QUIT-NOW to register.

**Q: *Will the Quitline call me? How will I know it's the Quitline calling?***

**A:** **If you registered online or by text**, the Quitline will call you within 48 hours (2 days).

**If your provider referred you**, the Quitline will call you within 48 hours (2 days).

**If you scheduled a call with the Quitline**, the Quitline will try to call you on the scheduled date.

The number will show up as 1-866-784-8454 or 1-877-270-7867. If you miss the call, the Quitline will try you again later.

You may also call 1-800-QUIT-NOW (1-800-784-8669) to finish your registration or get support at any time.

**Q: *Do I need a health plan (health insurance) to use the Quitline?***

**A:** No, but if you have a health plan, you may have access to more Quitline services.

If you have a health plan that offers tobacco cessation telephone counseling, the Quitline will transfer you to your health plan's call center. So, it's important that you share your health plan information with the Quitline.

**Q: *What information do I need to give to sign up?***

**A:** You will be asked:

- Name, age, gender, and where you live
- Information about your tobacco use
- Health conditions you may have, and if you are pregnant
- Information about your health insurance (if you have it)
- Your contact information
- The best time(s) to call you
- Your shipping address for materials and/or medication (if applicable)
- If you would like to get text message support

You will be also be asked:

- Optional demographic questions like ethnicity, race, and sexual orientation
- If it's okay for the Quitline to contact you in the future to ask questions about your experience. Any information you share will help the Quitline improve services.

**The Quitline will *never* ask for proof of citizenship or your Social Security Number.**

All information you share is kept strictly confidential and treated as Protected Health Information (PHI).

**Q: *Can anyone in Washington state call the Quitline?***

**A:** Yes, but services will vary based on age, health insurance status, and other factors. Check this guide for a summary of coverage by health insurance status:  
<https://www.doh.wa.gov/Portals/1/Documents/Pubs/340-207-QuitlineCoverage.pdf>

**Q: *How often can I call the Quitline?***

**A: You can call the Quitline any time, whenever you need to.**

The Quitline is open 24 hours per day, 7 days per week, and is only closed on Independence Day (4th of July), Thanksgiving, and Christmas. If you call on one of these holidays, or if the Quitline is busy, please leave a voice message and the Quitline will call you back.

**Q: *Does the Quitline conduct calls in other languages?***

**A:** Yes!

**Asian Smokers' Quitline:**

- Chinese (Cantonese and Mandarin): **1-800-838-8917**
- Korean: **1-800-556-5564**
- Vietnamese: **1-800-778-8440**

**Interpreter services:**

The Quitline can connect you to interpreter services in over 240 languages and dialects.

**Deaf and hard of hearing:**

The Quitline has a line for the deaf and hard of hearing: **1-877-777-6534**.

**Spanish:**

The Quitline has a Spanish line: **1-855-DÉJELO-YA** or 1-855-335-3569.

**Q: *Do I have to be a U.S. citizen to use the Quitline?***

**A:** No. **The Quitline will never ask for proof of citizenship or your Social Security Number.** You will only be asked your home address in Washington for mailing purposes.

## Medication

**Q: *Do Quit Coaches prescribe nicotine replacement therapy (NRT), like the nicotine patch?***

**A:** No, Quit Coaches do not prescribe NRT, but they may recommend NRT or other similar products based on your health information, the latest science, and the product use instructions. Quit Coaches are trained to assess for health conditions and medications that may not work well with NRT. The Quitline may be able to ship NRT to you as part of a quit program. Check this guide for a summary of coverage by health insurance status:  
<https://www.doh.wa.gov/Portals/1/Documents/Pubs/340-207-QuitlineCoverage.pdf>

**Q:** *May I just call the Quitline to get a supply of free nicotine patches?*

**A:** No. You must enroll in a quit program to get free nicotine patches. The Quitline pairs counseling with nicotine patches because it increases your chances of quitting tobacco.

If you do not want to enroll in a quit program, you may be able to get reimbursed for nicotine patches through your health insurance. Talk with your health insurance plan to see if this is an option for you.

**Q:** *Does the Quitline recommend NRT for pregnant women?*

**A:** No. Quit Coaches will advise participants who are pregnant or breastfeeding to talk with their health care provider about medications.

A health care provider must submit a medical override (permission) for the Quitline to give NRT to pregnant women or clients for whom it may not be medically appropriate.

**Q:** *Does the Quitline recommend NRT for youth?*

**A:** No. The FDA has not approved NRT for youth under 18 years of age.

## Funding and Operations

**Q:** *Who pays for Quitline services?*

**A:** The Washington State Department of Health (DOH) pays for Quitline services with a grant from the Centers for Disease Control and Prevention (CDC), so that you can get free help quitting.

**Q:** *Who operates the Quitline?*

**A:** Optum, Inc. operates the Quitline. Optum, Inc. is a third-party provider of tobacco cessation counseling services and operates over 20 state quitlines. They also work with over 800 employers and more than 30 major health plans.

**Q:** *How long has the Quitline been open?*

**A:** The Washington State Quitline started in 2000, when DOH partnered with Group Health Cooperative of Puget Sound to make its Free & Clear quitline services available, for free, to all Washingtonians. These quitline services transitioned into a separate company, were later acquired by Alere, and are now under the Optum name and Quit For Life® brand. Although names have changed, the goal of this 20-year partnership is the same: To help Washingtonians quit commercial tobacco.

**Q:** *Who can answer other questions?*

**A:** Please call 1-800-QUIT-NOW for general questions about the Quitline or quitting. You may also email Nick Fradkin, DOH Tobacco Treatment Consultant, at [nick.fradkin@doh.wa.gov](mailto:nick.fradkin@doh.wa.gov).