



August's Care Management Webinar

Wednesday, August 21, 2024

CountyCare

A MEDICAID HEALTH PLAN



Illinois Tobacco Quitline - ITQL In-Service Training

By: Marilyn Felix, B.S
Tobacco cessation counselor



Making an Impact

Funded by the Illinois Department of Public Health

A partnership of the Illinois Department
of Public Health and the American Lung
Association

ITQL: Illinois Tobacco Quitline



- Partnership between the Illinois Department of Public Health's (IDPH) Tobacco Control Program and the American Lung Association (ALA).
- Work collaboratively with the IDPH's Tobacco Control Team under the Illinois Tobacco Quitline grant:
 - Gail DeVito, Tobacco Control Program Manager
 - Kristi Bunn – Public Health Educator / Regional Tobacco Advisor
- Established in 2001

- Tobacco cessation services for all residents in Illinois – assisting with all forms of tobacco including **e-cigarettes and vaping**.
 - All residents 13 years of age and older are eligible to receive counseling.
 - **Parental permission no longer required for callers aged 13 – 17.**
- Building upon American Lung Association Core Beliefs About Tobacco Cessation:
 - Everyone can quit.
 - You don't have to quit alone.
 - Every moment you don't use a form of tobacco is a success.
 - You had to learn how to smoke/use tobacco and you have to learn how to quit.
 - It takes most tobacco users several tries before they're able to quit for good.
 - One size doesn't fit all.
 - Combine medication with a quit-tobacco program for the best results.
 - A slip isn't the same as a relapse.

ITQL: 23 years Building Partnerships



- Local Health Departments
- Health Care Facilities:
 - Federally Qualified Health Centers (FQHC)
 - Health Systems and Hospitals
 - Private clinics
 - Behavioral health facilities and units
 - Dental offices
 - Chiropractic offices
 - Pharmacies
 - Cancer centers
- Community Service Agencies
- Public Housing Authorities

ITQL Caller Reach in Fiscal Year 2023

26,096

Number of calls (30 seconds or longer)

7,639

Total Number of Callers

4,344

Callers Enrolling for ITQL
Counseling

981

Callers Completing Online
Enrollment

2,580

ITQL Referrals (E-fax and

2,257

Callers receiving NRT with ITQL

Callers

ITQL Options for Access



- **Phone:**
 - **866-QUIT-YES (784-8937)**
- **Online Enrollment:**
 - 24 hours per day/7 days per week
 - www.QuitYes.org
- **Online Chat:**
 - www.QuitYes.org



ITQL Operations

- **Operating times:**

- 7:00 AM to 9:00 PM Monday through Friday
- 9:00 AM to 5:00 PM Saturday and Sunday
- After Hours Answering Service

- **Languages available:**

- Spanish speaking staff
- Interpretation services for 250+ languages
- Telecommunication line for individuals that are deaf or hard of hearing at (800) 501-1068



ITQL Services Available to Callers and Referral Agencies

- **Freedom From Smoking® Plus** (<https://www.freedomfromsmoking.org/>): Online self-paced format, available via desktop, tablet, or smart phone.
- **My Life, My Quit Program** (<https://mylifemyquit.org/>): Teen vaping cessation program for teens 13 to 17 and is available 7 days per week, 24 hours per day (except Holiday).
 - Teens can text “Start My Quit” to 36072
 - Teens can chat with a Coach.
 - Teens can enroll Online.
 - Teens can call 1-855-891-9989.
- **Motivational Text Messages:** Callers can enroll to receive daily motivational text messages for 8 weeks and can opt out at any time.
- **Reminder Text:** Callers can enroll with a Counselor to receive reminder text messages of their weekly call-in date and time.

Quarterly Referral Reports: Enrolled and active ITQL Referral Agencies will receive Quarterly Referral

Benefits of Talking to ITQL Counselors



- They are specialized in helping people quit.
- They are Certified Tobacco Treatment Specialists (CTTS) from:
 - Mayo Clinic – Nicotine Dependence Center and Florida State University
 - Evidence-based interventions for tobacco dependence

ITQL: Special Populations

- Mental Health Conditions
- Low Socio-Economic Status (SES)
- Pregnant Women
- Black; African American
- Hispanic/Latino
- Lesbian, Gay, Bisexual, Transgender (LGBTQ+)
- Military Veterans
- Disabilities



ASK, ADVISE, REFER

Role of the Health Care Team

Ask, Advise, Refer

Nurse, medical assistant or other staff



Primary healthcare provider or trained staff



Primary healthcare provider or any assisting staff



Why Use Ask, Advise, Refer?

- Proactive approach towards patient health promotion.
- Follows national recommendations.
- Determines a patient's tobacco status and readiness to quit.
- Provides support to patients thinking about quitting and who are ready to quit.
- Nearly 70 percent of current smokers want to quit – Ask, Advise, Refer has been proven successful.

Short Term Effects of Tobacco Use

- Lowers lung function
- Addiction to nicotine
- Shortness of breath
- Decreases senses of taste and smell
- Increases resting heart rate
- Skin appears pale and unhealthy
- Bad breath
- Diminished capacity in sports

Stages of Change

- Based on decades of research, the model states that individuals move through a series of stages during the adoption of healthy behaviors or cessation of unhealthy ones.
- The stages are:
 - Precontemplation – Not ready to quit
 - Contemplation – Thinking about quitting
 - Preparation – Ready to quit
 - Action -- Quitting
 - Maintenance – Staying quit
 - Termination – Living quit

- We would think all tobacco users would quit if we:
 - Give them INSIGHT – we can just make people see, then they will change.
 - Give them KNOWLEDGE – if people just know enough, then they will change.
 - Give them SKILLS – if we can just teach people how to change, then they will do it.
 - Give them HECK – if we can just make people aware of the health consequences.
 - Behavior change is not driven by education, it is driven by motivation.

Benefits of Quitting Tobacco Use

- Improves health status and enhances quality life.
- Reduces the risk of premature death and can add as much as 10 years to life expectancy.
- Reduces the risk of many adverse health effects, including poor reproductive health outcomes, cardiovascular disease, chronic lung disease and cancer.
- Benefits the health of pregnant women and their fetuses and babies.
- Reduces the financial burden that tobacco use places on people who use health care systems and society.

ITQL Referral Agencies

Background

- Reach a large number of tobacco users in a cost-efficient way.
- Reduce access barriers to tobacco cessation by providing a toll-free number that is flexible to the caller's schedule.
- Serve as a gateway to other cessation services (i.e., Nicotine Replacement Therapy).
- Resources for health care providers to refer clients seeking tobacco cessation.
- Offer a treatment service that is appealing to a broad number of clients regardless of race/ethnicity/geographic location/education level.

- Studies show that 3 to 5 percent of people can quit tobacco without any form of assistance.
- Quitlines: Double chances of quitting
- Quitlines + Nicotine Replacement Therapy (NRT): Triple chances of quitting
 - **Combination Therapy Available, per IDPH NRT Distribution Guidelines**
 - Patches, Gum, Lozenges
 - Highly dependent tobacco users

ITQL Caller Experience

- Approximately 30 minutes
- Basic caller information
- Other health information
- Demographic information
- Health insurance status

- Reason for quitting
- Previous quit attempts
- Dual usage
- Already quit
- Quitting method
- Confidence of quitting

- Current Tobacco Use:
 - How long they have been using tobacco?
 - Which products they use?
 - How often they use tobacco products?
 - How many per day?
 - How soon after waking up?
- Information used to determine which Nicotine Replacement Therapy is recommended.

- Nicotine Replacement Therapy (NRT) products:
 - **Patches**
 - **Gum**
 - **Lozenge**
 - Inhaler
 - Nasal Spray
- Non-nicotine medications:
 - Bupropion
 - Varenicline
- **Note:** Electronic Cigarettes are not an FDA approved NRT and should not be recommended for tobacco cessation.

Free Nicotine Replacement Therapy (NRT) Program

- Callers are excluded from NRT eligibility for the following reasons:
 - Under age 18
 - Pregnant
 - NRT is medically contraindicated
 - Medicaid only insurance -- Eligible for 2-week starter NRT Starter Set
 - Private insurance coverage for NRT products
 - Enrolled in other NRT distribution program (i.e., worksite wellness)
- NRT products available, based on ITQL individualized quit plan:
 - Patches, Gum, Lozenges – up to an 8-week supply, with weekly ITQL counseling sessions (2 weeks supply at a time)
- Eligible callers may receive up to an 8-week supply twice during a 12-month period. The first 8-week supply of NRT is given during the initial process. The second supply is given at the 7-month follow-up, if needed.

- **Medicaid Coverage:**

- As of December 4, 2023, the Illinois Tobacco Quitline is providing a free 2-week starter set of over-the-counter Nicotine Replacement Therapy (patches, gum, or lozenge) two times per year to clients that report having Medicaid as their primary health insurance and are interested in receiving NRT to support their quit attempt.
- Medicaid clients are eligible for 90 days of all 7 FDA-approved quit medications prescribed by their primary health provider. The 2-week starter set allows the client time to schedule an appointment with their primary health provider and pick up their prescription while receiving support from ITQL Counselors.

- **Important:**

- A primary health provider prescription is required.
- The primary health provider may need to see the patient to write a prescription and/or can send the prescription to the pharmacy of choice.
- The Quitline cannot write prescriptions.

After Initial Call

- Before the initial call ends
 - Quitline schedules and initiates 3 additional follow-up calls (proactive approach).
 - Caller can reach out to the Quitline as needed.
- Caller will have the option to enroll in an 8-week motivational text message program:
 - Available in English and Spanish
- Quitline sends each enrolled caller cessation resources by email or regular mail.
- If eligible for the NRT Program, a caller may receive up to 8-week supply of NRT.
 - Average caller will be in contact with the Quitline weekly for 4 weeks.

Follow-Up Contact with Caller

- Conducted at 7 months after the caller's first call with the Quitline (recommendation set by the North American Quitline Consortium).
- Only callers who agreed to receive a follow-up call are contacted regarding current quit status.
- The 7-month call data is used to calculate the Illinois Tobacco Quitline annual quit rate FY23 data: 29% for tobacco and 70% for e-cigarettes and dual users.

Resources for ITQL Referral Agencies

- When an agency completes the ITQL Referral Agency Registration Form, the following ITQL Tobacco Treatment Enrollment Form will be created and sent in English and Spanish.

**ILLINOIS
TOBACCO
QUITLINE**
YOUR QUIT. YOUR CALL.

- Secure e-mail:
 - **Referral@helpline.lung.org**
- Paper fax referral:
 - **Secure Fax: 1-855-784-8329**
- E-Direct Referral (one-directional):
 - Coordinate a teleconference between the ITQL and Agency's IT Team to discuss integration.
 - ITQL will create a secure Web portal link to electronically send referrals to the ITQL secure server.
- EMR/EHR referral – Electronic Medical/Health Record:
 - Bi-directional electronic process for referrals
 - **Approval by the Illinois Department of Public Health**

- ITQL material order form.
- Sample ITQL materials available:
 - Business cards, rack cards, tear off pads, posters.
- The material order form is available on the ITQL Web site: www.QuitYes.org
- Material order forms can be submitted via:
 - Web site: www.QuitYes.org
 - Email: info@quityes.org

THANK YOU!

Do you have any questions?

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Cook County Health (CCH) Housing Program Updates

By: **Chante Gamby, LCSW**
Interim Housing Director

Guiding Principles

- We recognize that housing and meeting other social determinants are an integral aspect of one's overall health.
- We continually strive to learn more about our patients' experiences of housing insecurity to ensure high-quality, patient centered interventions are provided.
- We understand that every patient's housing journey is different, and we strive to advocate for resources to meet those needs.
- We acknowledge the role that structural racism plays in this work and move towards social justice through advancing health equity.

CCH Housing Programs At A Glance

Flexible Housing
Pool (2018)

Supportive Housing

Housed over 1,000
participants in
program

Recuperation in a
Supportive
Environment (RISE)
(2020)

Medical Respite

272 Patients Served

Housing Navigation
Program (HNP)
(2023)

Navigation Services
and Supports

Supported over 100
patients in resolving
their housing crisis
through diversion or
other resources



RISE Program

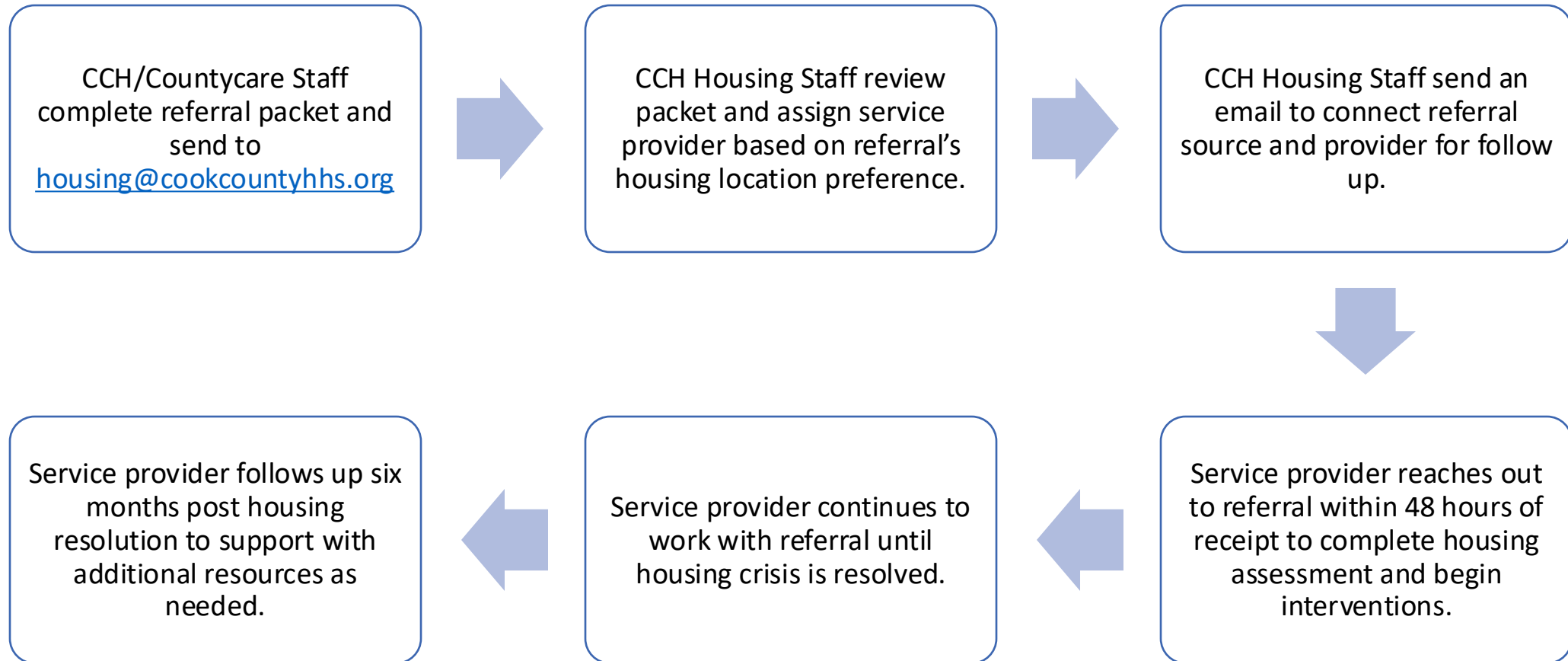
- Accepts direct referrals from CCH/CountyCare staff for patients experiencing homelessness and in need of recuperative care post-hospitalization.
- Patients receive both clinical care as well as case management services to identify shelter options upon discharge.
- Referral Process:
 - Please send an email to **mrc@cookcountyhhs.org** with the heading “New Referral” and include the (1) *patient’s initials*, (2) *referring person’s name and contact number*, (3) *the relevant service areas*, and (4) *confirmation that the patient satisfies all requirements and exclusion criteria in the body of the email*. If you don’t get a call within 2 hours, please call the Program Director of the day at (708) 738-6861. A brief conversation is required to determine the patient’s eligibility.



Housing Navigation Program (HNP)

- Works with any CCH patients/CountyCare member who are experiencing a level of housing insecurity such as:
 - Couch Surfing
 - Non-Affordable Housing
 - Homelessness
- Housing Navigators provide services such as **subsidy application assistance, affordable housing searches, utility and accessibility support, eviction prevention, access to shelters, etc.**

HNP Referral Process





Questions and Contact:

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Announcements

- Next webinar is September 18th, 2024!
- Slides posted on CountyCare Care Coordination Webpage:
 - <http://www.countycare.com/carecoordination>
- Have feedback? Please share.
 - <https://redcap.link/23k1fzzb>



- Please email questions/concerns: raphael.daniels@cookcountyhealth.org

