

Illinois Tobacco Quit Line (ITQL) and How CountyCare Care Managers Can Engage & Educate Members



ITQL will provide Tobacco cessation services for all residents in Illinois – assisting with all forms of tobacco including e-cigarettes and vaping. The ITQL 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 having Medicaid as their primary health insurance and are interested in receiving NRT to support their quit attempt.

ITQL has introduced ASK, ADVISE, REFER method to communicate about smoking cessation.

ASK: About tobacco use at every visit/call. Implement a system that queries and documents tobacco use status for every patient at every visit/call. (i.e., Do you use tobacco/Do you smoke? Have you ever thought of quitting smoking? Do you know the benefits of quitting smoking?) (i.e., When completing the HRS/A and/or IPOC.)

ADVISE: Tobacco users to quit. Urge quitting in a clear strong and personalized manner. (i.e., Are you interested in quitting?). Tell them about the free services. Tell them you can provide members with products to help them quit smoking and counseling that's directed specifically to quitting.

REFER: Interested quitters. Care coordinators can get member's information for the referral forms, that way ITQL can call the members directly). Talking about the cost, for example say they're \$10 a day, and if they smoke Monday through Friday, that's \$50.00 extra that they can have in their pocket, so discussing cost is always a great motivator, especially since the clients are low income. By telling them, imagine what you can do with that money like \$50.00 more groceries.

Facilitating Behavior Change

- Give them INSIGHT – make people see, then they will change.
- Give them KNOWLEDGE – if people just know enough, then they will change.
- Give them SKILLS – teach people how to change, then they will do it.
- Give them AWARENESS – make people aware of the health consequences.

Important Reminder

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

Referral Options

- Online Referral Form <https://quitline.bridgegatehealth.com/refer/ITQLagencyenrollment/>
- Secure e-mail: Referral@helpline.lung.org
- Paper fax referral: Secure Fax: 1-855-784-8329

ITQL Resources

- Web site: www.QuitYes.org
- Email: info@quityes.org
- Phone: 866-QUIT-YES (784-8937)
- Online Enrollment/Chat (24 hours per day/7 days per week)
- [FAQs and Resources | Illinois Tobacco Quitline \(quityes.org\)](#)