



Serving Hawai'i since 2005

Celebrating 20 years of serving Hawai'i and helping over 44,000 residents in their journey to quit tobacco

Funded solely through funds received from the Tobacco Master Settlement Agreement which are housed in the Tobacco Prevention and Control Trust Fund

HAWAI'I TOBACCO QUITLINE (HTQL) OVERVIEW

HAWAI'I TOBACCO QUITLINE

1-800-QUIT-NOW

HAWAIIQUITLINE.ORG | 1-800-784-8669





- **Hawai'i residents aged 18 years and older (all types of tobacco including vapes)**
- **Free phone call program**
 - **5 call program (scheduled – coaches call participants), unlimited calls into 1-800-QUIT-NOW**
 - **Opt-in to automated message support via text or email**
 - **Option to add-on web-based support to receive live E-chat coaching (real person not a bot)**

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- **Free web-based/online program – <http://hawaiiquitline.org>**
 - Same as phone program with milestones and check-ins
 - Opt-in to automated message support via text or email
 - Live E-chat coaching – with real coaches (not bots)
- **Free quit medications**
 - Nicotine patch, gum, lozenge or patch/gum, patch/lozenge
 -  2-week supply (web program, regardless of insurance type)
 -  2-week supply (commercially-insured including Medicare)
 -  4-week supply (MedQuest insured)
 -  8-week supply (uninsured)



Nicotine Gum – Nicorette brand

- 2mg, 4mg
- 1 box, 100 count

Nicotine Mini-Lozenge

- 2mg, 4mg
- 1 box, 81 count

Nicotine Patch – Nicoderm CQ

- 7mg, 14mg, 21mg
- 1 carton, 14 count

Nicotine Patch/Gum

Nicotine Patch/Lozenge

- 2-week supply (web only, commercially-insured including Medicare)
- 4-week supply (MedQuest insured)
- 8-week supply (uninsured)

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HTQL NICOTINE REPLACEMENT THERAPY

HTQL SPECIALTY PROGRAMS

Pregnancy (pregnant, postpartum)

- Phone program only – during intake patients are triaged into program
- 5 calls before birth, 4 calls after birth
- \$20 gift card incentive per call before birth
- \$30 gift card incentive per call after birth
- Dedicated female coach (same coach every call)



*Pregnant participants require provider consent to receive NRT.

HTQL SPECIALTY PROGRAMS

Behavioral Health (ADHD, anxiety, bi-polar, depression, PTSD, schizophrenia; alcohol or drug use)



- **Phone program only – during intake patients are triaged into program**
- **7 call program**
- **Coaches receive specialized training to treat this population**

HTQL SPECIALTY PROGRAMS

Young Adult (aged 18-24 years)



- Text coaching option – “Start My Quit” or “Coach” to 36072

Youth program (My Life, My Quit – aged 13-17)



- www.mylifemyquit.com
- My Life, My Quit app
- Text coaching option – “Coach” to 36072 after they enroll
- Call 1-855-891-9989
 - 5 call program
 - Aged 12 and under and requires parental consent

MY LIFE MY QUIT™



CIGS IN AN E-CIG



1 Pack of Cigarettes
= ~22mg of Nicotine

1 JUUL Pod
= ~41.3mg of Nicotine

1 Vuse Pod
= ~90mg of Nicotine

1 Elf Bar
= ~650mg of Nicotine



AMOUNT OF NICOTINE IN

~20

CIGARETTES

AMOUNT OF NICOTINE IN

~37

CIGARETTES

AMOUNT OF NICOTINE IN

~82

CIGARETTES

AMOUNT OF NICOTINE IN

~590

CIGARETTES



HTQL REFERRALS

Web Referral

<https://hawaii.quitlogix.org/en-us/health-professionals/make-a-referral/>

- Patient will be contacted via phone call within 24 hours

Fax Referral

1-800-261-6259

- Fax will be reviewed within 24 hours
- Patient will be contacted via phone call within 48 hours after review

E-referral

Queen's System – EPIC

- Patient will be contacted via phone call within 24 hours

Important to give
patient this number
1-844-251-0009
to save as the Quitline

Recommend
checking “yes” to
receiving texts and/or
voicemails

HTQL REFERRALS

Web Referral

<https://hawaii.quitlogix.org/en-us/health-professionals/make-a-referral/>



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SIGN IN

Make a Referral

Use the form below if you would like to refer someone to the program.
[Prefer fax referral](#) [Learn about eReferral](#)

***= Required**

Patient Information
* Patient's first name

Patient Information

* Patient's first name

* Patient's last name

* Patient's DOB
mm/dd/yyyy

* Primary phone type
Select

* Primary Phone
- - - - -

Secondary phone type
Select

Secondary Phone
- - - - -

* Patient's zip
- - - - -

Patient's preferred language
English

The patient has consented to receiving text messages with motivational messages tailored to them and other program events, such as appointment reminders, and quit anniversaries.

Yes
 No

Standard message and data rates may apply. The patient may opt-out at any time.

Is it ok to leave a voicemail?

Yes
 No

Provider Information

Clinic Information

* Type of HIPAA covered Entity:
Select

* Provider First Name

* Provider Last Name

* Contact First Name

* Contact Last Name

* Clinic/organization name

* Clinic address

Clinic address 2

* Clinic city

* Clinic state
Select

* Clinic zip code

* Clinic Phone Number

SUBMIT

PRINT THIS PAGE

The patient has consented to receiving text messages with motivational messages tailored to them and other program events, such as appointment reminders, and quit anniversaries.

Yes
 No

Standard message and data rates may apply. The patient may opt-out at any time.

Is it ok to leave a voicemail?

Yes
 No



HTQL REFERRALS

Both patient and provider need to sign the form

Fax Referral

1-800-261-6259



HAWAI'I TOBACCO QUITLINE

1-800 QUIT-NOW

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FAX REFERRAL FORM HAWAI'I TOBACCO QUITLINE Fax Number: 1-800-261-6259

HAWAI'I TOBACCO QUITLINE
1-800 QUIT-NOW
HAWAIIQUITLINE.ORG | 1-800-784-8669

PROVIDER INFORMATION (PRINT CLEARLY)

Feedback will only be sent to HIPAA covered entities to either the fax number or email listed below.

Provider First Name _____ Provider Last Name _____
Organization Contact (if applicable): First Name _____ Last Name _____
Name of Health System/Hospital/Health Center/Community Organization: _____
Department or Clinic Name (if applicable): _____
Address _____ City _____ State _____ Zip _____
Phone (____) _____-____-____ Email for HIPAA-covered entity _____
Fax for HIPAA covered entity (____) _____-____-____
Type of HIPAA covered entity: Health care Provider Health Plan Health care Clearing House Not Covered Entity
As a HIPAA covered entity you are authorized to receive personal health information for the individual being referred.
As a Not Covered Entity, personal health information will not be shared back for the individual being referred.
Provider consent is required to provide nicotine replacement therapy (NRT) to individuals who are pregnant or breast feeding.
Is the patient: Pregnant Breastfeeding
(If Provider) I authorize the Quitline to send the patient over-the-counter nicotine replacement therapy.

Please sign here if patient may use NRT. _____ Date _____
Provider signature

PATIENT INFORMATION (*Required) (PRINT CLEARLY)

*Patient Name (First) _____ (Last) _____
Address _____ City _____ Island _____ *Zip _____
*Phone (____) _____-____-____ Home Cell Work
*Do you require accommodation while participating in the program such as TTY, Translator or Relay Service?
 Yes, if yes, please specify _____ No
 Yes No
*Language? English Spanish Other _____ Date of Birth: ____/____/____

*OK to leave message at number provided? Yes No
THE VOICEMAIL MAY BE A RECORDING FROM AN AUTODAILER.

Consent of Text:
I consent to receiving text messages with motivational messages and other program events, such as appointment reminders, medication shipments, and quit anniversaries.
 Yes No

I, the patient (or authorized representative), give permission to release my information to the Hawai'i Tobacco Quitline. The purpose of this release is to request an initial phone call to discuss my interest and participation in the tobacco cessation program and allow communication with the provider identified on this form. I may revoke this authorization at any time in writing, but if I do, it will have no effect on actions taken prior to receiving the revocation.

*Patient Signature _____ Date _____

If filling out form on behalf of the patient:

Authorized Representative name: (First) _____ (Last) _____

Signature _____ Date _____

*Participant or Authorized Representative signature required in order to place phone call to the patient.

PLEASE FAX COMPLETED FORM TO: 1-800-261-6259

Confidentiality Notice: This facsimile contains confidential information. If you have received this in error, please notify the sender immediately by telephone and confidentially dispose of the material. Do not review, disclose, copy or distribute.

Make sure writing is legible or referral will be marked as incomplete and patient will not be contacted

WHAT HAPPENS WHEN YOU REFER YOUR PATIENT?

- Quitline contacts the participant within 24hrs (web/e-referral); 72hrs (fax referral) **1-844-251-0009**
- Intake questions and option to speak to a coach - During intake, patients are triaged into the different programs they are eligible for (pregnancy, behavioral health, youth)
- Health care providers are given status updates - Contacted/not contacted; Intake complete; Coaching call complete, etc.
- Updates are sent via fax, secure email, or as a note in the patient's chart

WHAT HAPPENS WHEN PATIENTS CALL THE QUITLINE?

HAWAI'I TOBACCO QUITLINE
1-800 QUIT-NOW
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- Initial call is the patient intake
- 1st coaching call (about 25 mins)
 - Triggers
 - Techniques to quit
 - Tips/tricks
 - NRT review
 - Assess confidence and commitment to quitting
 - Checking in on how things are going, how they are feeling
- 2nd-5th coaching calls are about 18-20 mins
 - Checking in on how things are going, how they are feeling
 - Assess confidence and commitment to quitting



RESOURCES

HAWAI'I TOBACCO QUITLINE

1-800 QUIT-NOW

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Want to Quit Nicotine?



Quitting nicotine is one of the most important things you can do for your health, but we know how hard it can be to do it on your own. The Hawaii Tobacco Quitline is here to support you on your quit journey.



FREE SUPPORT BY CALLING OR CHATTING ONLINE

- ★ FREE for all Hawaii residents aged 18+
- ★ Includes 5 pre-scheduled calls with a local coach
- ★ Unlimited calls any time at **1-800-784-8669**
- ★ Sign up for online support, receive LIVE e-chat coaching



DON'T WANT TO CALL? TEXT US INSTEAD!

- ★ Only for young adults aged 18-24 years
- ★ Text "Start My Quit" or "Coach" to 36072
- ★ Sign up for automated message support on text or email



FREE QUIT MEDICATIONS TO SUPPORT YOUR JOURNEY

- ★ Nicotine patch, nicotine gum, and nicotine lozenge
- ★ Web-based program: **2-week supply** of quit medications
- ★ Phone program: **2-8 week supply** based on insurance type

You are not alone! Let us support you on your journey to quit vaping with FREE support and quit medications.

HawaiiQuitline.org **1-800 QUIT-NOW**



Hawai'i Tobacco Quitline Pregnancy Program



For those who are pregnant or gave birth within the last twelve (12) months

Quitting tobacco is one of the most important things you can do to protect both you AND your child's health. The Hawaii Tobacco Quitline can help you on your quit journey with FREE counseling and quit medications.



FREE PHONE PROGRAM

- ★ Includes **5 calls before** and **4 calls after delivery**
- ★ **Dedicated female coach** throughout your entire journey
- ★ **Unlimited calls** any time at **1-800-784-8669**



IF YOU PARTICIPATE, YOU WILL GET...

- ★ **\$20 gift card** per call **before** delivery
- ★ **\$30 gift card** per call **after** delivery
- ★ **Automated message support** on text or email
- ★ **LIVE e-chat coaching**



FREE QUIT MEDICATIONS

- ★ Nicotine patches, gum, and lozenges
- ★ Phone program: **2-8 week supply**, based on insurance
- ★ ***Pregnant patients require doctor's approval***

FREE, confidential support from friendly, local coaches.

Call today & receive **gift cards** for getting support!

HawaiiQuitline.org **1-800 QUIT-NOW**



Hawai'i Tobacco Quitline

BEHAVIORAL HEALTH PROGRAM

For people living with ADHD, anxiety, bipolar, depression, PTSD, schizophrenia, and alcohol or drug use who want to quit nicotine.



FREE PHONE PROGRAM

- ★ Includes **7 calls** with a local coach
- ★ Local coaches call at a **pre-scheduled time**
- ★ **Unlimited calls** any time at **1-800-784-8669**



1-ON-1 CUSTOM COACHING

- ★ Speak with specially trained coaches
- ★ **Automated message support** through text or email
- ★ Receive **LIVE e-chat coaching**
- ★ **Translation services** available in various languages



FREE QUIT MEDICATIONS

- ★ Nicotine patch, nicotine gum, and nicotine lozenge
- ★ Web program: **2-week supply** of quit medications
- ★ Phone: **2-8 week supply** based on insurance type

You are not alone! Let us support you on your journey to quit vaping with FREE support and quit medications.

HawaiiQuitline.org **1-800 QUIT-NOW**



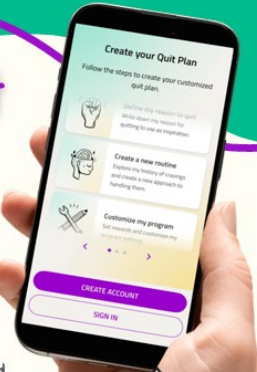
Want to Quit Nicotine?

You don't have to do it alone. We know how hard quitting nicotine can be. Let us help you on your journey to quit nicotine for good.

★ For ages **13-17** years old

★ Get support by **live chatting** (or texting) with a **real coach!**

Scan to learn more about our program and how we can help!



100% FREE + confidential



MY LIFE MY QUIT TM Scan to get started!

RESOURCES

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Scan Me

to learn about our programs

Program	Eligibility Requirements	Coaching Calls	Nicotine Replacement Therapy (NRT) Supply	Incentives
NRT Starter Kit	Age 18 and over	1 follow-up support call	2-week supply of patches, gum, or lozenges	None
General	Age 18 and over, ready to quit in 30 days	5 coaching calls	Quantity based on insurance status	None
Planning to Become Pregnant	Age 18 and over, planning to become pregnant	5 coaching calls with a specialized female coach	Quantity based on insurance status	None
Pregnant and Postpartum	Age 18 and over, who are pregnant or postpartum	5 coaching calls with a specialized female coach	Quantity based on insurance status	None
Behavioral Health Program	Age 18 and over, self-identified as living with anxiety, depression, schizophrenia, ADHD, PTSD, or other disorder, or substance use disorder	7 coaching calls	Quantity based on insurance status	None
Young Adult Program	Young adults, 18-24 years old	5 coaching calls, e- or text-based	Quantity based on insurance status	None
My Life, My Quit Youth Program	Youth, 17 years of age and younger	5 coaching calls, e- or text-based	Quantity based on insurance status	None



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Scan Me

to make a patient referral

Medication and counseling doubles quit rates.
Refer your patients to the Hawai'i Tobacco Quitline today.

The Hawai'i Tobacco Quitline offers **FREE** customized quit support:

- Nicotine Replacement Therapy (gum, patches, or lozenges)
- 1:1 coaching from a trained tobacco cessation expert
- Special programs for pregnant or postpartum patients or behavioral health

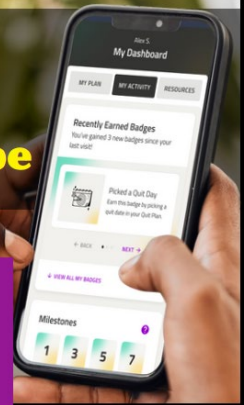
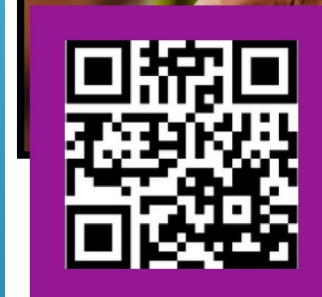
Patients are more likely to make a quit attempt even a brief discussion with a health professional.



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Scan Me!

Get the App
- to -
Quit the Vape



MY LIFE
MY QUIT

Leslie Yap

Hawai'i Tobacco Quitline/My Life, My Quit Coordinator

LESLIE.YAP@DOH.HAWAII.GOV