

Patient Guide to the Texas Tobacco Quit Line (TTQL) Effective through 8/31/22

Who is Eligible for TTQL Services?

Texas residents ≥ 13 years old who are interested in beginning a tobacco-free lifestyle.

What is the TTQL?

The TTQL is a free program, funded by the Texas Department of State Health Services (DSHS), that provides free, evidence-based interventions to quit using tobacco. You can enroll in the program two times per year.

What Services Can I Receive From the TTQL?

You can choose between a **phone** program or a **web** program each time that you enroll in the program.

Phone Program Services	Web Program Services
Your counselor will call you for five counseling sessions.	You receive access to online modules (i.e., lessons) that you can complete whenever you like.
You have access to a Text2Quit line and a Web Coach for motivational messaging and check-ins.	You have access to a Text2Quit line and a Web Coach for motivational messaging and check-ins.
You will receive community resources for more services/support groups.	You will receive community resources for more services/support groups.
You can call the TTQL to speak to someone as many times as you want; you might call the TTQL if you feel like using tobacco but want help not using it. These calls are short in duration.	
Qualifying patients may receive up to two weeks of free nicotine patches, gum, or lozenges.	

Using counseling and medication, such as nicotine patches, gum, or lozenges, is the **best way** to find success with quitting tobacco use. If you can, we recommend you enroll in the **phone** program.

Does the TTQL Offer Tailored Treatment for Special Groups?

Yes, the TTQL has specialized Quit Coaches/programs for:

- Youth under the age of 18.
- Pregnant individuals.
- Individuals with behavioral health needs.

Ask your Intake Specialist/Quit Coach for more information about these services and see if you qualify.

Why Start Your Quit Journey with TTQL?

Tobacco use is a harmful addiction and the leading cause of death and disability in the United States. Access to the TTQL is free and offers guidance through your quit journey that can increase your chance of a successful quit attempt. It is a great addition to counseling and medications you may already receive through your regular health care provider. To learn more, speak with your provider to discuss the negative effects tobacco has on your body and how to start your quit journey.

Who Will You Talk to When You Call?

An Intake Specialist will first get you set up in the TTQL system. Next, a Quit Coach will provide you with evidence-based counseling to help you quit tobacco use. The Quit Coach has at least a bachelor’s degree in addictions or a similar field

and has training and experience in providing this counseling. Additionally, Quit Coaches receive cultural competency training, and so are familiar with the needs of tobacco users from minoritized groups.

How Long Are the Counseling Calls?

The length of the counseling calls can vary based on your individual needs.

When Should You Enroll in the TTQL?

Call the TTQL when you are ready to quit tobacco use.

- Intake Specialists/Quit Coaches are available to answer calls to the Quitline 24 hours a day, seven days a week, including all holidays except for Independence Day, Thanksgiving Day, and Christmas Day. In addition, TTQL services close at 2:00 p.m. CT on Christmas Eve and at 5:00 p.m. CT on New Year's Eve.

Do You Qualify for Two Weeks of Free NRT?

- Free NRT is offered to tobacco users who are: uninsured, referred by a health care provider (by fax, online, or through an electronic health record), have a mental health disorder, have a chronic condition, are pregnant, or who are residents of specific counties in Texas.
- Multiple people living in the same household can each qualify for the two weeks of free NRT.
- If you live in a group home setting where many unrelated individuals share a mailing address, let your referring health care provider know so that they can alert DSHS to the situation.

Can You Get NRT from the TTQL if You Have Medicaid?

You are not eligible for free NRT from the TTQL if you have Medicaid; however, the TTQL can tell you about the excellent benefits that are available from Medicaid to help you quit tobacco use, and you can still receive counseling and other services from the TTQL.

How Long Does It Take After Referral to Receive a Call From the TTQL?

If you are referred by fax, you should receive a call from the TTQL within 24 hours; if you were referred online or through your electronic medical record, you should receive a call within 48 hours. If you do not, please tell your health care provider. They can help make sure you receive a call.

How Long Until You Get the Free NRT?

NRT eligibility and dosage is determined on the first TTQL call and takes ~8-10 days to be received by postal mail.

How Can You Begin your Quit Journey with TTQL?

Ask your health care provider for a referral. If you do not have a health care provider, TTQL services can be accessed online or by phone. Services are provided in English and Spanish; translation services for other languages are also available.

Online	Phone
www.yesquit.org	(877) YES-QUIT
www.quitnow.net/texas	(800) QUIT-NOW

Is the TTQL the Only Way to Get Help Quitting Tobacco?

There are many places from which you can get help to quit. Talk to your health care provider, or check out www.smokefree.gov or the resources at <https://smokingcessationleadership.ucsf.edu/icovidquit>. Some additional non-English Quitlines include: 1-855-DEJELLO-YA (Spanish), 1-800-838-8917 (Mandarin and Cantonese), 1-800-556-5564 (Korean), and 1-800-778-8440 (Vietnamese).