

Provider 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 use any form of tobacco, including e-cigarettes.

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. Patients can enroll in the program two times per year.

What Services Can Patients Receive From the TTQL?

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

Phone Program Services	Web Program Services
A counselor will call the patient for five counseling sessions.	Patients will receive access to online modules that are self-paced.
Patients have access to a Text2Quit line and a Web Coach for motivational messaging and check-ins.	Patients have access to a Text2Quit line and a Web Coach for motivational messaging and check-ins.
Patients will receive community resources for more services/support groups.	Patients will receive community resources for more services/support groups.
Patients can call the TTQL to speak to someone as many times as they want; they might call the TTQL if they feel like they are going to lapse/relapse. These calls are short in duration.	
Qualifying patients may receive up to two weeks of free nicotine patches, gum, or lozenges.	

Combined counseling and medication, such as nicotine patches, gum, or lozenges, is the **best way** for your patient to find success quitting tobacco. You should encourage patients to enroll in the **phone** program.

Does the TTQL Offer Tailored Treatment for Special Groups?

Yes, the TTQL has tailored Quit Coaches/programs for youth (under 18), pregnant individuals, and individuals with behavioral health needs.

How Can Patients Enroll in the TTQL?

TTQL services can be accessed via phone, web, or by provider referral. A referral will assist the patient in qualifying for free NRT. Below are the ways in which you can provide your patients a referral:

- Fax a standardized referral form (https://www.dshs.texas.gov/tobacco/pdf/TX_Fax-Referral-Form.pdf) to **1-800-483-3114**.
- Go **online** to www.quitnow.net/texas and “Refer a Patient”.
- Use your **electronic health record** if you’re employed at a participating health center.

Why Should You Refer Patients to the TTQL?

Tobacco use is the leading cause of death and disability in the United States. Tobacco use is an addiction, not a habit. Accessing counseling and NRT is a great way to support patients interested in making a quit attempt. Nicotine is:

- As addictive as heroin.
- 1,000 times more potent than alcohol.

- 5–10 times more potent than cocaine.

TTQL referral should not replace a health providers' efforts to assist patients in quitting tobacco use. It is a helpful *additional* resource for patients. However, it is important to note that 5 counseling sessions may not be, and 2 weeks of NRT is not, sufficient for most patients to quit tobacco use.

When Should Patients be Referred to the TTQL?

The TTQL is for patients who are ready to make a quit attempt.

- 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.

Who Will Patients Talk to When They Call or are Referred to the TTQL?

An Intake Specialist will first get the patient set up in the TTQL system. Next, a Quit Coach will provide them with evidence-based counseling. The Quit Coach has at least a bachelor's degree in addictions or related fields and requisite tobacco intervention training. Additionally, Quit Coaches receive cultural competency training, and so are familiar with the needs of tobacco users from minoritized groups.

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

If patients are referred by fax, they should receive a call from the TTQL within 24 hours; if referred online or through the electronic medical record, they should receive a call within 48 hours. Ask your patients to let you know if they do not receive a call from the TTQL. If they do not, you should let the DSHS know by emailing them at tobacco.free@dshs.texas.gov. You should secure your patient's approval to use any identifying information.

How Long Are the Counseling Calls?

The length of the counseling calls can vary based on the patient's individual needs.

Which Patients Qualify for Two Weeks of Free NRT?

- Free NRT is offered to tobacco users who are uninsured, referred (by [fax](#), [online](#), or through an electronic health record), have a mental health disorder, have a chronic condition, are pregnant, or are residents of specific counties in Texas.
- Patients in the same household can each qualify for the two weeks of free NRT.
- If you are serving patients who live in a group home setting where many unrelated individuals share a mailing address, please email tobacco.free@dshs.texas.gov and let them know of the situation before making any referrals, in order to ensure requests for NRT are not rejected by the TTQL.

Can Patients Get NRT from the TTQL if They have Medicaid?

Patients are not eligible for free NRT from the TTQL if they have Medicaid; however, the TTQL can inform them of the excellent benefits that are available from Medicaid to help patients quit tobacco use, and they can still receive counseling and other services from the TTQL.

How Long Until Patients Get the Free NRT?

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

Can the TTQL Accommodate non-English Speakers?

Services are provided in English and Spanish; translation services for other languages are also available.

Some additional non-English Quitlines include: 1-855-DEJELO-YA (Spanish), 1-800-838-8917 (Mandarin and Cantonese), 1-800-556-5564 (Korean), and 1-800-778-8440 (Vietnamese).