



QuitlineNC: Summary of Services

Up to date as of 6/26/2019

All NC residents can access free evidence-based tobacco treatment services through QuitlineNC. These services include telephone treatment sessions with highly trained Quit Coaches, web coaching, texting, and (for some) free nicotine replacement therapy (NRT). See table below for eligibility.

Insurance	# Proactive Quit Coaching Calls	FREE Nicotine Replacement Therapy (NRT)	Web coaching or Texting
Uninsured	4 Calls	8 weeks of nicotine patches AND nicotine gum OR lozenges	Unlimited
Medicaid	4 Calls	2-week starter kit of nicotine patches AND nicotine gum OR lozenges	Unlimited
Medicare	4 Calls	2-week starter kit of nicotine patches AND nicotine gum OR lozenges	Unlimited
Blue Cross Blue Shield NC (BCBSNC)	4 Calls	12-weeks of nicotine patches AND nicotine gum OR lozenges	Unlimited
Other commercial insurance	1 Call (although caller can call back as many times as they like)	None (caller should check w/ their health plan for cessation medication coverage)	Unlimited

Pregnancy Protocol: 10 specialized treatment sessions for people who are pregnant, planning to become pregnant in next 3 months, breastfeeding, or 12 months postpartum.

Pregnant callers can only receive NRT with a medical override

Behavioral Health Protocol: 7 specialized treatment sessions & 12 weeks combination therapy for people with one or more behavioral health conditions.

In order to receive this service, make it clear to your clients that they should let their quit coach know that their behavioral health condition will affect their ability to quit.

Referring patients: Fax a [referral form in English](#) or [Spanish](#) to 1-800-483-3114. The Quitline will make 4-7 attempts to reach your patient at a convenient time.

HIPAA covered entities can receive outcome reports tracking patient enrollment and services received. **This is a great way to track the quality of your interventions.**

Empower patients to call the QuitlineNC using the [QuitlineNC Brochure](#) in English or [Spanish](#). Email stephanie.gans@dhhs.nc.gov to order free brochures and wallet cards for patients. Check out QuitlineNC.com for printable resources!