

WHAT HAPPENS WHEN YOUR PATIENT IS REFERRED TO  
THE MICHIGAN TOBACCO QUITLINE?

1-800-QUIT-NOW

1-800-784-8669

<https://michigan.quitlogix.org>

The first call a patient receives from the quitline is called an intake call. The first attempt to reach the patient is made within 24 hours of your referral. During intake, your patient's needs are assessed through a series of questions about their tobacco use history, health conditions, and motivation to quit tobacco. This call can take up to 15 minutes.

The quitline offers many options for people trying to quit. They can opt to receive materials only or can enroll in text or email messaging, online coaching or phone coaching. Patients with commercial insurance may not qualify for all the programs. If so, they will be triaged to their insurance plan.

Some enrollees may qualify for free nicotine replacement therapy. A list of those who qualify can be found on our website under the tab "who qualifies for the quitline." Qualified enrollees will receive their choice of patch, gum or lozenge. The medications will be mailed directly to their home.

Tobacco users with Medicaid are eligible for any of the 7 FDA-approved medications as a covered benefit. In order for the medication to be covered, whether it is prescription or over the counter, they will need a prescription from you. Prior authorization is not needed. If you have a patient who is dual-eligible (Medicaid and Medicare), the over-the-counter medications are only covered by Medicaid.

Your patients who enroll in telephone coaching will receive printed materials and a quit booklet. They will receive four coaching calls. Coaching calls are designed to motivate quitting and prevent relapse. All the coaching appointments are set up with the enrollee around the quit date and during times that are convenient for their schedule. Enrollees may also be called between sessions if they need additional help.

Physicians who refer patients to the quitline using the fax referral form will receive follow up reports on their enrollment and progress. You will also get follow up to let you know if we were unable to reach the them. These reports are a tool you can use to help provide ongoing encouragement and support to your patients who are trying to quit.

Referral forms can be found online at: <https://michigan.quitlogix.org>. Click on the healthcare provider tab on the top right-hand side.

Free clinic posters and referral cards can be ordered by emailing [MDHHS-quitkit@michigan.gov](mailto:MDHHS-quitkit@michigan.gov). Please provide amount needed and your mailing address.