

## Frequently Asked Questions about Cessation Referral

### About Quit Partner

**Question: What is Quit Partner?**

Answer: Quit Partner is Minnesota's new family of cessation programs for individuals who want to quit smoking, vaping, chewing or using other commercial tobacco products. Free support includes phone and web coaching, text and email programs, and free nicotine replacement therapy (NRT), like patches, gum, or lozenges delivered by mail.

Call 1-800-QUIT-NOW or visit [QuitPartnerMN.com](http://QuitPartnerMN.com) to learn more.

**Q. Can all Minnesota residents sign up for Quit Partner?**

A. All Minnesota residents can connect with Quit Partner (by phone, online, or by referral) and get connected to the right program for them. Quit Partner and Minnesota health plans work collaboratively to ensure that individuals get the support they need to quit commercial tobacco.

Some Quit Partner services, such as free nicotine replacement therapy (NRT), are available to all Minnesota residents. In addition, some Quit Partner programs for specific populations are offered to all eligible individuals, regardless of health insurance status.

Many health plans offer commercial tobacco support to their members. For telephone counseling support specifically, Quit Partner provides this support to Minnesota residents that are underinsured, meaning that their health insurance does not cover telephone counseling, or uninsured. All other individuals will receive telephone counseling through their health insurance provider.

**Q. Who runs Quit Partner?**

A. The Minnesota Department of Health runs Quit Partner, with quitline programs provided by National Jewish Health, the nation's leading respiratory hospital and largest, non-profit quitline provider.

### Provider Referral FAQs

**Q. Who can refer a patient for commercial tobacco cessation support?**

A. Any provider, including physicians, nurses, dentists, and therapists/counselors, can refer a patient to Quit Partner.

**Q. How can I refer a patient for commercial tobacco cessation support?**

A. Providers can easily refer patients via a fax form or an online web form. Visit [QuitPartnerMN.com](http://QuitPartnerMN.com) and click "Refer a Patient" at the top of the page.

Quit Partner will connect your patient to the appropriate commercial tobacco cessation program. Minnesota's major health plans (Blue Cross and Blue Shield of Minnesota, HealthPartners, Medica, PreferredOne and UCare) and the Minnesota Department of Health (operator of Quit Partner) collaborate to make the referral process seamless for providers and patients.

**Q. Can anyone outside of the health care setting make a referral?**

A. Yes. A non-HIPAA compliant organization, such as a community-based organization, public housing complex, or community center, can also make a referral for their client. Visit [QuitPartnerMN.com](http://QuitPartnerMN.com) and click "Refer a Patient" at the top of the page to access the fax or web referral form.

## FREQUENTLY ASKED QUESTIONS ABOUT QUIT PARTNER REFERRAL

### **Q. Who can I refer for cessation support?**

A. You can refer any Minnesota resident age 13 or older, regardless of insurance coverage.

Patients ages 13 to 17 will be contacted by an agent from our new youth cessation program, My Life, My Quit.

### **Q. How does a referral to Quit Partner work?**

A. As you and your patient talk about their commercial tobacco use, you can offer the option of having a trained commercial tobacco cessation agent call the patient as a resource to support quitting. If your patient agrees, you can either fax a signed referral form or submit a web referral form.

Once you submit the referral to Quit Partner, a trained cessation agent will contact your patient within 24 hours and complete an enrollment. During this enrollment process, the agent will assess your patient's health insurance status. If your patient is underinsured or uninsured or qualifies for one of our specialized programs, they will receive support through Quit Partner. If your patient has health insurance coverage, the agent will connect them to cessation support through their health plan.

### **Q. Can I make an electronic referral (eReferral) to Quit Partner?**

A. We are in the process of implementing eReferral in Minnesota. If your organization uses electronic medical records (EMR) and you would like to include a referral to Quit Partner in the EMR, please contact [cessation@state.mn.us](mailto:cessation@state.mn.us).

### **Q. What about confidentiality?**

A. Once your patient signs the referral form or agrees verbally to participate, Quit Partner is authorized to contact the patient and share the intervention results with you. Consent does not authorize release to any other parties. The referral form complies with Health Insurance

Portability and Accountability Act (HIPAA) regulations.

### **Q. How do I know the outcome of the referral?**

A. Quit Partner will send individual referral outcomes back to you, via fax or secure email, as long as your organization is HIPAA-compliant. This information includes whether your patient was reachable or unreachable, enrollment status, NRT dosage (if applicable), and whether they dis-enrolled or completed the program.

For privacy reasons, Quit Partner does not share outcome data with non-HIPAA compliant organizations.

You can request additional reporting by emailing [cessation@state.mn.us](mailto:cessation@state.mn.us).

### **Q. Can I modify the referral form?**

A. No. The form was carefully developed to meet the needs of providers and Quit Partner, as well as HIPAA requirements. You are welcome to suggest modifications by emailing [cessation@state.mn.us](mailto:cessation@state.mn.us). We will take suggestions into consideration for future revisions to the form.

### **Q. How many times can I refer a patient?**

A. There is no limit. You should assess for commercial tobacco use at every visit and, if they aren't currently enrolled in a cessation program, offer a referral.

### **Q. How many times can my patient enroll in cessation programs?**

A. The number of enrollments per year varies by health plan. If the patient is getting support from Quit Partner, they can enroll two times per 12 month period.

### **Q. What if my patient is not ready to quit?**

A. Consider giving them a Quit Partner palm card or flyer for future reference. Visit our [Downloadable Materials](#) webpage to download these materials.

**Q. Whom do I contact if I have questions about the Quit Partner referral program?**

A. Please email questions or concerns to [cessation@state.mn.us](mailto:cessation@state.mn.us). If you are looking for Quit Partner promotional materials, such as a palm card and posters, visit our [Downloadable Materials](#) webpage.

**Commercial Tobacco Cessation Telephone Counseling**

**Q. What should the patient expect during the first phone call?**

A. During the first phone call, a commercial tobacco cessation agent will confirm contact information, determine the patient's tobacco history, ask questions to discern the patient's readiness to quit, and confirm health insurance information.

If a patient has health insurance that covers cessation counseling and quit medication, the agent will connect them to their health plan. If the patient does not have health insurance or is uninsured, the agent will describe the program(s) they are eligible for and start the first coaching call or schedule it for a different date. The quitline agent will also answer any cessation questions the patient might have. The patient has the opportunity to accept or decline enrollment into the program.

**Q. Can the patient get quit medications as part of this telephone counseling?**

A. Yes, patients served by Quit Partner will have access to free over-the-counter nicotine replacement therapy with counseling.

(Even without enrolling in counseling, any Minnesota resident age 18 or over can access two weeks of free over-the-counter nicotine replacement therapy from Quit Partner.)

The commercial tobacco cessation coach will provide consultation about prescription quit medications but cannot prescribe them.

Instead, patients will be referred to their physician for prescriptions and to their health plan's customer service department or pharmacy benefit manager for specific benefit coverage information.

**Q. In what languages does Quit Partner offer telephone counseling services?**

A. Quit Partner phone counselors work in English, Spanish, and Arabic, with interpreters available for over 200 other languages.

If your patient needs services in a language other than English, Spanish, or Arabic, please indicate on the referral form the patient's preferred language so that Quit Partner can access a translator.

**Q. What is the cost of telephone support services?**

A. All telephone support services and other programs, including nicotine replacement therapy, are free.

**Q. Does the word "tobacco" show up on the caller ID display when Quit Partner calls a patient?**

A. No. For HIPAA purposes, "tobacco" is not identified on caller ID. Typically, the caller ID shows "Quitline Help" or a numeric phone number.

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*To obtain this information in a different format, call 651-201-3535.*