



# Questions & Answers

**Call 1-866-784-8454 to enroll.**

## **Who is eligible?**

CommonHealth's Quit For Life program is provided at no cost to employees, spouses and dependents over age 18 who are eligible to participate in The Local Choice benefits program.

## **How do I get started?**

Once you decide you want to quit, call the *Quit For Life* toll-free number at 1-866-784-8454 to enroll in the program. You will be assigned a Quit Coach who is available for extra support any day of the week and will work with you to create a personal quitting plan. Quit Guides will be provided with helpful tips and information to keep you on track. Your Quit Coach will help you decide what treatment is best for you.

## **Can I start this program immediately?**

Yes! People move through a process of change when they quit successfully, and it's important not to rush through this process. Preparing to quit is vital to your success. It includes learning what to expect physically and emotionally, making a plan for handling stress situations, and practicing techniques that will help you quit. Quit coaches will help you prepare appropriately.

## **How long do the calls take?**

The calls from your Quit Coach usually take 10-20 minutes, with the exception of the first call, which usually takes 25-30 minutes. During the first call the coach reviews your tobacco use history, and helps you develop a quit plan, including a recommendation on type, dose and duration of medication if appropriate. If you're not ready to quit yet, your coach will work with you to help you get closer to making that decision. And you can always call the toll-free number if you want additional support between your scheduled calls.

## **I've quit many times before – how can *Quit For Life* help me?**

Quitting for life can take many attempts. Each one brings you closer to your goal of being free of tobacco. Your Quit Coach can help you explore and understand what's worked for you before and use that information to design a personalized quit plan. Self-management materials guide you through each step of the process, and help you address nicotine cravings with coping skills and medications such as the patch or smoking cessation drugs covered under your health plan. Plus, you have unlimited toll-free telephone access to Quit Coaches throughout the program.

## Free Quit For Life™ Tobacco Cessation Program

### **What if I start using tobacco again while I'm enrolled in the program?**

Quit Coaches are available by phone whenever you need them. Just as they helped you quit initially, they are there to help you get back on track if you start using tobacco again.

### **What about nicotine replacement products such as the patch or gum?**

Your Quit Coach can help you decide if one of these products will work for you. You'll work with the coach to create a plan for quitting, which may include helpful medications such as the patch, gum or covered smoking cessation drugs. Research has shown that these products are much more effective when used in conjunction with behavior counseling.

### **What training do the Quit Coaches receive?**

Quit Coaches are professionals with a wide range of educational backgrounds, including psychology, sociology, community health, counseling and social work. Each coach receives over 240 hours of initial training, provided by expert cessation training staff. Topics covered include all phases of nicotine dependence, assessing readiness to quit tobacco, assessment for and dosing of nicotine replacement therapy and covered smoking cessation drugs, counseling techniques, proven quitting strategies and customer service skills. The training protocol has been developed based on the most reliable and current tobacco cessation science.

All coaches receive comprehensive training in the use of motivational interviewing, brief solution-focused therapy techniques, and cognitive behavioral approaches to treating tobacco dependence.

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Quit For Life™ PROGRAM

