



What to expect when I refer a patient to the Montana Tobacco Quit Line

Basic Quit Line Information

- The Quit Line will contact the patient as soon as possible following a referral. Fax referrals are processed by hand so it could take up to 24 hours.
- The Quit Line will attempt to call the patient 3 times.
- If the patient does not answer, or call them back, the Quit Line will mark the patient as unreachable and will not attempt to contact them again.

Two Ways to Refer

- Fax referrals
 - Found in our provider packet or online at quitnowmontana.com.
 - Are faxed to the Quit Line and manually entered into the system.
 - Patient updates for fax referrals are faxed back to providers when a patient enrolls in the program, denies enrollment, is unreachable, and/or orders nicotine replacement therapy.
- Web referrals
 - Found online at quitnowmontana.com.
 - Feedback reports for web referrals are faxed back to the provider when a patient enrolls in the program, denies enrollment, is unreachable, and/or orders nicotine replacement therapy.

Quit Line and Medications

- The Quit Line offers a full range of medications along with tobacco cessation counseling.
- These medications include nicotine patches, gum or lozenges as well as discounted prescription cessation medications.
- A patient can only get prescription cessation medication after getting a valid prescription from their provider.
- Ridgeway Pharmacy in Victor Montana ships all prescription medications directly to patients/callers.

