



# Frequently Asked Questions (FAQ)

## What happens when I call the Nebraska Tobacco Quitline for the first time?

You will be asked some basic demographic information that's asked of everyone who calls the Quitline for the first time. During the call, you'll be given a choice of services, including:

- telephone coaching;
- self-help materials;
- referrals to community programs; or
- a combination of these.

## How much will it cost me?

Services are free of charge to all Nebraskans.

## How many coaching sessions can I receive?

You can receive up to 5 coaching sessions, generally scheduled as follows:

1. Registration and 1st coaching session — or the first coaching session is scheduled.
2. Is scheduled for 1-2 days after the quit date.
3. Is scheduled roughly a week after the quit date.
4. Is scheduled 2-3 weeks after session three.
5. Is scheduled 2-3 weeks after session four.

Call timing and the length of each call is adjusted to your circumstances.

## What about medications to help me quit?

At this time, only tobacco users enrolled in Nebraska's Medicaid program are eligible for the coverage of medications. Covered medications include: bupropion SR, varenicline, nicotine patches and nicotine gums. To receive medication coverage, you must also enroll and actively participate in the Quitline. Check with your health care provider to get the process started.

## I don't smoke, but I chew, can the Quitline help me, too?

Yes! Many of the same strategies that are used to successfully quit smoking can also be used to quit chew.

## What if I'm pregnant?

Quit coaches are specially trained on the specific needs of pregnant women. Also, make sure to talk to your doctor before taking any medications — including nicotine gum or patches.

—MORE—

Nebraska Tobacco Quitline  
QuitNow.ne.gov | 1-800-QUIT-NOW

## **Nebraska Tobacco Quitline FAQ Continued ...**

### **What are the Quitline's hours?**

All calls are answered live 24/7. Quit coaches are available for coaching 133 hours per week: Monday through Sunday, 7 a.m. to 2 a.m.

### **Are services available in languages other than English?**

Coaching is offered in English and Spanish. All other languages are available through Interpretative Services.

### **How about services for the hearing impaired?**

Quit coaches are fluent in American Sign Language. Coaching sessions are conducted in ASL via video relay service, via video-to-video services, or via TTY services.

### **I'd rather be coached via the Web. Are there any options for me?**

Yes! After enrolling on the phone or Web (QuitNow.ne.gov), you will be sent a welcome message and log-in information / instructions for accessing the Web Coach program. Web Coach offers e-learning tools, social support and information about quitting. You can also interact with other participants or with quit coaches.

*Updated: October 2010*