

# **Oregon American Indian/Alaska Native Commercial Tobacco Cessation Program Webinar (July 22, 2019)**

## **Questions and Answers**

- Is there a distinction made between the commercial and traditional tobacco for the call-in participants?
  - Yes. The Oregon American Indian/Alaska Native Commercial Tobacco Cessation Program provides a clear distinction between commercial and traditional tobacco. The program aims to help callers quit commercial tobacco, not traditional tobacco.
- Does the printed quit guide come with the NRT in the mail?
  - The Quit Guide and the NRT are sent separately in the mail.
- How long does it take for the Quit Guide to arrive?
  - It takes about a week for the Quit Guide to arrive. NRT is delivered within 7 – 10 business days.
- Can you share the AI/AN specific materials that get sent out to callers?
- Can we see the materials?
  - Yes. Shira can provide both the Quit Guide and the American Indian materials.
- If the caller is trying to enroll in the AI/AN quit line but pregnant which program do they get?
- If someone calls in that is pregnant and is also AI/AN, how will they be navigated to services?
  - The priority of programs is that Pregnant and the Youth Support Programs are offered to these populations.
- I know, in Warm Springs (more of a statement), traditional/ceremonial tobacco is never smoked or ingested into the body. It is only used to bless a drum, lay down on the dance floor, leave in the woods even to appease spirits. But it's not intended to be smoked or chewed or for human consumption in general. That's just Warm Springs. I cannot speak for every tribe.
  - Thank you for this great comment. We also learned this from other tribal partners.
- What are the specific reasons that NRT is not used with teens?
  - The reason that we cannot provide NRT to teenagers is that NRT is not FDA approved for youth under 18 years old.
- After the first call, does the participant keep calling or does the coach call the participant?
  - We make outbound calls attempts to reach the participant for their 7 calls. They may also call us whenever they wish. Inbound calls in the program are unlimited.
- What happens beyond the 7th call?
  - A participant can re-enroll in the program if they need additional support.
- Are there any pay-out-of-pocket options, if I don't have insurance and I'm really determined to do this in a financial sense? Or if my insurance does not cover this?
  - This is a free program for Oregonians and no payment is necessary.
- Why distinguish between insurance and no insurance if it is free?

- The eligibility rules for the Oregon Tobacco Quit Line are based on self-reported insurance status. The eligibility rules for the Oregon American Indian/Alaska Native Commercial Tobacco Cessation Program are not, however, based on insurance status.
- Vaping...would that essentially be covered as well or is that an entirely different ballpark?
- I was confused by what you meant by "protocol" for vaping... can participants call in if they are American Indian and vape?
  - Yes, the Oregon American Indian/Alaska Native Commercial Tobacco Cessation Program helps people stop vaping. American Indian participants can receive help to stop vaping.
- Do you have a referral system in place for electronic health records?
  - Yes, we have electronic referral systems in place for several health systems in Oregon.
- Who can we call for help to set up e-referrals?
  - You can contact HPCDP staff directly. Typically, we convene a meeting with the interested health system, OHA and Optum to discuss technical requirements to build secure e-referral connections.
- If someone calls in for support, will they be connected to their same coach?
  - We use a dedicated team model rather than a dedicated coach model, to make sure that we are providing comprehensive support. As a result, a caller will likely not receive the same coach every time.
- What are the hours that participants can call?
  - We set up the program to be available from 7 – 7 PST. Although we have a current gap in evening hours, this gap will be closed by August 2<sup>nd</sup>. We are also evaluating the operational needs for this program to address expanding the hours of operation.
- When participants call outside of the window, do they leave a voicemail to get a call back? how does that work? What information do they share to get that call back?
  - Because we operate the Oregon Tobacco Quit Line 24/7, we receive a very small number of voicemails. If a participant calls outside of program operating hours, they will receive support from Oregon Tobacco Quit Line Quit Coaches.