

# Get Tobacco Cessation Support and Save

Two ways to get tobacco cessation support and have your \$5 copay waived on over-the-counter generic nicotine patches beginning April 10, 2007, through the State Health Plan!

## Here's How...

### Get free tobacco cessation support from the NC Quitline:

Call the NC Quitline at 1-800-QUIT-NOW (800-784-8669) OR your physician may refer you and a quit specialist will contact you.

A quit tobacco specialist will assist you with quitting, goal setting, medication questions and locating local tobacco cessation resources. Quit specialists can also send educational materials by mail and make follow-up support calls.

When asked about health insurance, say "State Health Plan."

Have your Plan ID# available (*Plan numbers start with a Y and are 12 digits long or start with a W and are 11 digits long.*)

Get a prescription from your physician for OTC generic nicotine patches. (*You must have a prescription to take advantage of this benefit!*)

Your copay waiver will be active at a local participating network pharmacy about 2 business days after it is faxed by the NC Quitline.

**Have questions?**  
**Call pharmacy customer service at**  
**1-800-336-5933.**

**-OR-**

### Get counseling from your health care provider:

Download the Tobacco Cessation Counseling Prescriber Confirmation Form from [www.shpnc.org/pdf/NRT-provider-cert.pdf](http://www.shpnc.org/pdf/NRT-provider-cert.pdf). (*Your provider may also visit this site to download the form.*)

Bring this form with you to an appointment with your provider.

Have your provider complete the form and fax it to Medco at 319-896-5904.

Get a prescription for OTC generic nicotine patches from your physician. (*You must have a prescription to take advantage of this benefit!*)

Your copay waiver will be active at a local participating network pharmacy about 2 business days after it is faxed.



North Carolina  
**State Health Plan**  
Teachers' and State Employees' Comprehensive Major Medical Plan

North Carolina  
**HEALTH**  
*Smart*

# State Health Plan's Generic Over-the-Counter Nicotine Replacement Therapy Program - Phase II

## FAQs

### 1) **How do I register for the free smoking cessation program?**

First, you must obtain a prescription from your health care provider for a generic over-the counter nicotine replacement therapy patches.

*There are two ways to receive the generic OTC patches free:*

1. You can receive smoking cessation counseling from your health care provider. Then, have your provider complete the copay override form from the State Health Plan Web site at [www.shpnc.org](http://www.shpnc.org). The form can then be faxed to Medco at 319-896-5904.

2. Enroll through the NC Quitline program at 1-800-QUIT-NOW. A request for a copay override will then be faxed from the Quitline to Medco.

In both circumstances, the waiver will be entered in about two business days after the copay waiver form is faxed.

### 2) **Whom do I call to get more information on this program?**

You may call the State Health Plan pharmacy customer service line through Medco at 1-800-336-5933. Or, you may contact the State Health Plan Customer Service Line. Indemnity Plan members call 1-800-422-4658. NC *SmartChoice*<sup>SM</sup> Blue Options<sup>SM</sup> PPO members call 1-888-234-2416.

### 3) **What is my health care provider's role in this process?**

First, to get pharmacy coverage for the OTC generic nicotine patches, you must obtain a prescription from your provider.

Second, your provider has two possible ways to help State Health Plan members receive OTC generic nicotine patches at no cost:

1. Providers can personally provide members with tobacco cessation counseling. To provide a member with tobacco cessation counseling, health care providers can visit the State Health Plan Web site to obtain a fax form to certify that smoking cessation counseling has been provided. The Web address for the *Tobacco Cessation Counseling Prescriber Confirmation* form is [www.shpnc.org](http://www.shpnc.org). The certification form should be faxed to Medco at 319-896-5904.

2. Providers may also refer a member to the NC Quitline for free tobacco cessation support services. Providers can download a patient referral form from [www.quitlinenc.com](http://www.quitlinenc.com) and fax it to the NC Quitline to register a member for the

free tobacco cessation support program. A quit specialist will then call the member. Quit specialists will assist callers with quitting, goal setting, medication questions and locating smoking cessation resources. A member may also take a copy of the referral form to his or her provider and ask the provider to complete and fax the referral form to the NC Quitline. Referral forms should be faxed to the NC Quitline at 1-800-483-3114.

**4) What is the NC Quitline?**

The NC Quitline assists members with quitting smoking, goal setting, medication questions, and locating local tobacco cessation resources. They will also send educational materials by mail and can make follow-up support calls to members. You can reach the NC Quitline at 1-800-QUIT-NOW (1-800-784-8669). When asked about health insurance, say “State Health Plan.” You should also have your Plan ID# available (this number is located on your State Health Plan insurance card). Indemnity Plan numbers start with a W (11 digits including the W). NC *SmartChoice*<sup>SM</sup> Blue Options<sup>SM</sup> PPO plan numbers start with a Y (12 digits including the Y).

**5) Who will notify me that my certification form has been received?**

To verify that your copay override form has been received, call Medco Customer Service at 1-800-336-5933.

**6) How do I get the generic copay waiver at a participating pharmacy after a member’s certification form has been faxed by a health care provider or NC Quitline?**

Medco will enter your information within two business days, and your pharmacist will then waive your copay when filling your prescription.

**7) How many boxes of patches can I get?**

Each year, State Health Plan members can receive coverage of a 10-week course of therapy. The number of prescriptions necessary during the 10-week period may vary depending on individual needs.

**8) What is a participating pharmacy?**

A participating network pharmacy is a pharmacy that contracts with Medco to provide prescription benefits to State Health Plan members. A participating network pharmacy agrees to participate in the programs that are available as part of the State Health Plan’s pharmacy benefit. Most chain and independent pharmacies contract with Medco.

9) **How can I find out which pharmacies are participating?**

You can locate a participating pharmacy in your area by calling Medco Member Services at 1-800-336-5933 or simply go to [www.medco.com](http://www.medco.com) and click on “*Locate a Pharmacy*” located on the navigation list on the left.

10) **Will the State Health Plan offer more nicotine replacement/smoking cessation programs in the future?**

The State Health Plan is committed to helping members improve their health and will continue to explore options and benefits to assist you in reaching your healthy lifestyle goals.