Inbound Call to Quitline (QL)

- Registration Process
  - Provide Information (MCO #/Medicaid #) and Assess Medication Interest

No Interest
- Continue with Counseling

Interest
- Refer to Physician for Prescription and Quitline Fax Referral
- QL Receives Fax from Doctor or Pharmacist & Enters Medicaid ID and MCO
- Unreachable (5-attempts) NE Medicaid Pharmacy Claims Processor will receive a fax indicating that 5 “unsuccessful” attempts had been made to the caller for Intake/Counseling

QL Outbound Call to Participant
- QL Provides 1st Counseling Call, Sets Quit Date
- QL Sends Participant Verification Fax to MCOs/NE Medicaid Pharmacy Claims Processor
- Optum Receives Faxed Approval Notice from MCO

Initial Contact with Doctor
- Receives Prescription
- QL Receives Fax from Doctor

QL Sends Outcome Report to Providers upon Participant Status Change: Enrollment, Decline, Unreachable

Quitline is Optum