



TOBACCO CESSATION COACHING

Frequently asked questions



The Quantum Health Tobacco Cessation Program gives you support, tools and one-on-one coaching to help you quit on your terms. You and your coach will build a plan that works for you. Here are the answers to some frequently asked questions.

Q: Are the coaches certified?

A: Our coaches are trained and educated to support you with specific tools and guidance to help you quit.

Q: How many calls do I need to complete?

A: Most programs require five calls over at least five weeks. Your coach can confirm what applies to you.

Q: How long is each call?

A: Up to 30 minutes.

Q: What is a “quit attempt”?

A: A quit attempt is a series of five coaching calls.

Q: When can I schedule a coaching call?

A: Calls are available Monday through Friday, 8:30 a.m. to 8 p.m. ET.

Q: What does the scheduling process look like?

A: You can schedule through your Quantum Health account or call your Care Coordinators. Calls are spaced out to help you build new habits:

- At least 7 days between calls
- No more than 45 days between calls

Q: What happens during a call?

A: Your first call focuses on understanding your tobacco use and goals. After that, your coach will help you build strategies, overcome challenges and stay on track. Every plan is personalized to you.

Q: Do I have to quit right away?

A: No. You can move at your own pace. The goal is to support you. To earn credit (*if offered*), you'll need to complete the required number of calls.

Q: Can I get nicotine replacement products?

A: If your plan includes it, your coach can help you order free nicotine replacement products shipped to your home. If not, they can help you find other options.

Q: What happens after I finish the program?

A: Your coach will check in about six months later to see how you're doing and offer more support if needed. You may also be able to enroll again.

Q: Will I get proof that I completed the program?

A: Yes. You will receive a certificate of completion if requested.

Have other questions? Contact your Care Coordinators.

(877) 220-2279

8:30 a.m.-10 p.m. ET

liiquantum.com



Download on the
App Store

Get it on
Google Play