The Arizona Center for Tobacco Cessation (ACTC) serves Arizona through its core mission to develop and implement comprehensive tobacco cessation strategies to reduce the adverse health and economic impacts of tobacco.
For Today

INTRODUCTIONS

OVERVIEW OF THE ASHLINE NRT FULFILLMENT PROCESS

GUIDANCE TO PHARMACISTS

PROVIDING TECHNICAL SUPPORT AND ASSISTANCE TO CLIENTS AND PHARMACISTS
Introductions

• Mark Martz, PhD, Director, Arizona Center for Tobacco Cessation
• Uma Nair, PhD, Project Consultant, University of Arizona
• Maureen Milazzo, LMSW, Clinical Services Manager, ASHLine
• Alma Anderson, MA, NCTTP, Clinical Team Lead Supervisor, Clinical Services, ASHLine
• Kelly Fine, RPh, FAzPA, CEO, Arizona Pharmacy Association
• Emily Carlson, Office Chief, Tobacco Prevention and Cessation, Arizona Department of Health Services
ASHLine NRT Fulfillment Process

Communications
ATTENTION: ASHLine NRT Starter Kits Will Now Be Supplied by Community Pharmacies

Starting July 1, 2020, per changes directed by the Arizona Department of Health Services, all eligible clients enrolled with ASHLine will be referred to their community pharmacy for a 2-week NRT starter kit from their preferred pharmacy. Please read this information carefully to avoid workflow disruptions and delays in getting the NRT to ASHLine clients who are ready to quit.

ENROLLMENT
- Step 1: ASHLine staff completes intake form.
- Step 2: Client assigned to a quit coach.

COACHING
- Session 1: Coach assesses NRT preference, completes medical contraindications, and explains process for getting NRT at their preferred pharmacy.

FULFILLMENT
- Step 1: Coach fills NRT form to the pharmacy.
- Step 2: Client picks up NRT once processed.

FAQs
- What is ASHLine?
  - ASHLine is housed in the Mel & Enid Zuckerman College of Public Health at the Arizona Center for Tobacco Cessation. It has been Arizona’s Tobacco Cessation Outline for over 20 years.
  - This program is funded by state tobacco tax dollars allocated by the Arizona Department of Health Services, Centers for Disease Control and Prevention grants, contracts with public and private partners, and research grants.
- What does ASHLine Tobacco Cessation Program consist of?
  - Provision of OTC nicotine replacement therapy (nicotine gum, patch, lozenges).
  - 8 telephone-based counseling sessions, with 8 weekly check-in calls.
  - Client quit materials, Quit book.
  - Text message support.
  - Program completion certificate.
- Is the fax from ASHLine considered a prescription?
  - No. The OTC product is being requested by the client and this is an OTC product that is NOT being processed by an insurance company and will NOT be labeled as a prescription. This process was set up for accounting and billing purposes only. Prior to this new program the ASHLine mailed the product out directly to the client. The pharmacist in this case is helping the ASHLine client to select the proper OTC product just as they do now for those patients that have NRT questions in their pharmacy.
AzPA Website

- What is ASHLine
- FAQs
- Training Video

https://azpharmacy.org/ashline-nrt-fulfillment-program/
Communication highlighting key changes to the ASHLine’s NRT fulfillment process

Effective July 1, 2020, OptumRx will begin processing retail pharmacy claims for Arizona Health Care Cost Containment System members and other eligible individuals for over the counter nicotine replacement therapy (NRT) smoking cessation products facilitated by the Arizona Smokers’ Helpline (ASHLine) as approved by the Arizona Department of Health Services.

- The ASHLine will provide the retail pharmacy with the NRT order via fax and the retail pharmacy can submit the electronic pharmacy claim to OptumRx using the BIN and PCN ID above.
- NRT will be provided to eligible clients in the form of gum (2 mg or 4 mg box), lozenge (2 mg or 4 mg box), or patch (7 mg; 14 mg or 21 mg box). Only generic products will be dispensed.
- ASHLine clients eligible to receive a one (1) time per year, two-week supply of NRT are: AHCCCS beneficiaries, clients with Medicare and the uninsured.
- ASHLine clients eligible to receive up to four (4) times per year, two-week supplies of NRT are clients who are currently pregnant, nine-months postpartum, or who have recently adopted a child 0-12 months of age.
- Reimbursement for these products will be at the pharmacy contracted rate with OptumRx.

Should you have any questions or require assistance, please contact the OptumRx Pharmacy Help Desk at (855)-577-6310 (24 hours a day, 7 days a week).
NRT Process Overview

Changes to ASHLine Client NRT Fulfillment
Effective July 1, 2020
Changes to ASHLine Client NRT Fulfillment

• Per changes implemented by the Arizona Department of Health Services (ADHS) all eligible ASHLine clients will receive their 2 week starter kit of over the counter nicotine replacement therapy at their preferred retail pharmacy.
• The ASHLine will provide the retail pharmacy with the NRT order via fax.
• The retail pharmacy will be reimbursed through OptumRx using the BIN and PCN provided on the fax form.
Changes to ASHLIne Client NRT Fulfillment

- OTC NRT products include the transdermal patch, gum, and lozenge.

- Only generic products will be covered under this initiative (no brand name products covered). **THIS IS A CHANGE FROM THE INITIAL ROLLOUT**

- OTC NRT will include either:
  - Nicotine gum (2 mg or 4 mg box),
  - Nicotine lozenge (2 mg or 4 mg box)
  - Nicotine TD patch (7 mg, 14 mg or 21 mg box)
Approved NRT Products

• **NEW** Only generic NRT products (nicotine patch, gum, and lozenge) are approved

• Examples of generic products:
  • CVS Health®
  • Equate ™
  • Good Neighbor Pharmacy (GNP®)
  • Healthmart (HM®)
  • Kirkland Signature Quit4 (KLS QUIT4)

• **GSK products (Nicoderm CQ, Nicorette) are not approved**
Changes to ASHLine Client NRT Fulfillment

• Clients are eligible to receive a one (1) time per year, two-week supply of NRT.

• Eligible clients: AHCCCS beneficiaries, clients with Medicare and the uninsured.

• Pregnant and postpartum clients: Eligible to receive up to four (4) times per year, two-week supplies of NRT per year.
ASHLIne NRT Referral Process

**ENROLLMENT**
- Step 1: ASHLIne staff completes intake form.
- Step 2: Client assigned to a quit coach.

**COACHING**
- Session 1:
  - Coach assesses NRT preference, completes medical contraindications*, and explains process for getting NRT at their preferred pharmacy**

**FULFILLMENT**
- Step 1: Coach faxes NRT form to the pharmacy.
- Step 2: Client picks up NRT once processed.

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*ASHLine coach will assess for potential contraindications for NRT use. The pharmacist should use their professional judgement before fulfilling the NRT which may include contacting the patient’s PCP.

**Check-in-session will occur with coaches about 5 days after initial session to assess NRT usage and barriers as needed.
ASHLine NRT Referral Process

ASHLine will send pharmacies a Fax Bundle to include:

- NRT Fax Order Form
- Communications Update
- Fax Cover Page
- PCP Request Form
NRT Fax Order Form
Is the fax from ASHLine considered a prescription?

- **NO:** The OTC product is being requested by the client and this is an OTC product that is NOT being processed by an insurance company and will NOT be labeled as a prescription.
- This process was set up for accounting and billing purposes only. Prior to this new program the ASHLine mailed the product out directly to the client.
- The pharmacist in this case is helping the ASHLine client to select the proper OTC product just as they do now for those patients that have NRT questions in their pharmacy.
What if the ASHLine client has a medical contraindication marked on the form?

• The pharmacist should use their professional judgement to determine if it is a true contraindication before dispensing which may include contacting the client’s PCP just as you would for another person wanting to quit and use an OTC product.

• For your convenience, the PCP contact information and a fax cover sheet will be included in the fax bundle you will receive from ASHLine.
# FDA-Approved Medications for Smoking Cessation

## NRT Formulations

<table>
<thead>
<tr>
<th>Product</th>
<th>Gum</th>
<th>LOZIGE</th>
<th>TRANSDERMAL PATCH</th>
<th>NASAL SPRAY</th>
<th>ORAL INHALER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nicorette® Generic</td>
<td>2 mg, 4 mg, 8 mg</td>
<td>2 mg, 4 mg</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nicorette®/Nicodone® CGT</td>
<td>2 mg/0.2 mg</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nicorette®/Nicodone®/Nicotine Inhaler System</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Bupropion SR

<table>
<thead>
<tr>
<th>Product</th>
<th>Chewable Tablets</th>
<th>150 mg sustained-release tablet</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zyban®</td>
<td>0.05 mg, 0.1 mg, 0.15 mg, 0.5 mg</td>
<td></td>
</tr>
</tbody>
</table>

## Phases

<table>
<thead>
<tr>
<th>Phase</th>
<th>Duration</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial</td>
<td>30 days</td>
<td>Choose a nicotine replacement product and begin taking it as directed.</td>
</tr>
<tr>
<td>Maintenance</td>
<td>9 months</td>
<td>Continue taking your nicotine replacement product and gradually decrease its use.</td>
</tr>
<tr>
<td>Keept</td>
<td>1 year</td>
<td>Continue taking your nicotine replacement product and consider using it for 1 year.</td>
</tr>
</tbody>
</table>

## Dosing

- **Nicorette®**
  - 2 mg: 1 spray or lozenge, 2 to 3 times a day
  - 4 mg: 1 spray or lozenge, 3 times a day
- **Nicorette®/Nicodone®**
  - 2 mg/0.2 mg: 1 spray or lozenge, 2 to 3 times a day
- **Nicorette®/Nicodone®/Nicotine Inhaler System**
  - 4 mg/4 mg: 1 spray or lozenge, 2 to 3 times a day
  - 8 mg/8 mg: 1 spray or lozenge, 2 to 3 times a day

## Side Effects

- **Nicorette®**
  - Dry mouth
  - Throat irritation
- **Nicorette®/Nicodone®**
  - Dry mouth
  - Throat irritation
- **Nicorette®/Nicodone®/Nicotine Inhaler System**
  - Cough

## Additional Information

- **Bupropion SR**
  - **Zyban®**
    - 150 mg sustained-release tablet
  - **Chewable Tablets**
    - 0.05 mg, 0.1 mg, 0.15 mg, 0.5 mg

## General Tips

- **Stop smoking abruptly**
- **Quit completely**
- **Use nicotine replacement products and counseling**
- **Support groups**
- **Stay away from smoking triggers**

## Important Notes

- **Visit a healthcare provider**
- **Ask about medications**
- **Discuss treatment options**
- **Consider counseling**

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**RESOURCES**
# Nicotine Replacement Therapy (NRT) Formulations

<table>
<thead>
<tr>
<th>Formulation</th>
<th>Gum</th>
<th>Lozenge</th>
<th>Patch</th>
<th>Nasal Spray</th>
<th>Oral Inhaler</th>
<th>Bupropion SR</th>
<th>Varenicline</th>
</tr>
</thead>
<tbody>
<tr>
<td>INCOME</td>
<td>Mouth and throat irritation, jaw muscle soreness, dizziness, nausea</td>
<td>Mouth and throat irritation, headache, nasal congestion</td>
<td>May cause dry mouth</td>
<td>Nasal irritant</td>
<td>Nasal irritant</td>
<td>May cause dry mouth</td>
<td>May cause nausea, headache, dizziness, nausea</td>
</tr>
<tr>
<td>ADVERSE EFFECTS</td>
<td>May cause dry mouth, nausea, vomiting, constipation, diarrhea</td>
<td>May cause dry mouth, headache, dizziness</td>
<td>May cause dry mouth</td>
<td>May cause nasal irritation</td>
<td>May cause nasal irritation</td>
<td>May cause dry mouth</td>
<td>May cause干 nausea, headache, dizziness, nausea</td>
</tr>
</tbody>
</table>

**As Needed**

<table>
<thead>
<tr>
<th>Formulation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Might serve as an oral substitute for tobacco</td>
<td>Might serve as an oral substitute for tobacco</td>
</tr>
<tr>
<td>Might delay weight gain</td>
<td>Might delay weight gain</td>
</tr>
<tr>
<td>Can be used in combination with other medications to manage withdrawal symptoms</td>
<td>Can be used in combination with other medications to manage withdrawal symptoms</td>
</tr>
<tr>
<td>Relatively inexpensive</td>
<td>Relatively inexpensive</td>
</tr>
</tbody>
</table>

**Maintenance**

<table>
<thead>
<tr>
<th>Formulation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Need for frequent dosing can compensate for adverse effects</td>
<td>Need for frequent dosing can compensate for adverse effects</td>
</tr>
<tr>
<td>Occlusal side effects (e.g., mouth sores, gingival bleeding) might be bothersome</td>
<td>Occlusal side effects (e.g., mouth sores, gingival bleeding) might be bothersome</td>
</tr>
<tr>
<td>Filters used as monotherapy, can compensate for adverse effects</td>
<td>Filters used as monotherapy, can compensate for adverse effects</td>
</tr>
<tr>
<td>Need for frequent dosing can compensate for adverse effects</td>
<td>Need for frequent dosing can compensate for adverse effects</td>
</tr>
<tr>
<td>Nast administration might not be acceptable or desirable for some patients</td>
<td>Nast administration might not be acceptable or desirable for some patients</td>
</tr>
<tr>
<td>May not be as effective in patients with chronic respiratory or cardiovascular disease (e.g., respiratory, cardiac, pulmonary disease)</td>
<td>May not be as effective in patients with chronic respiratory or cardiovascular disease (e.g., respiratory, cardiac, pulmonary disease)</td>
</tr>
<tr>
<td>Cost of treatment</td>
<td>Cost of treatment</td>
</tr>
</tbody>
</table>

**Route Types**

<table>
<thead>
<tr>
<th>Dosage</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 mg or 4 mg</td>
<td>$1.35-$4.95 (9 pieces)</td>
</tr>
<tr>
<td>2 mg or 4 mg</td>
<td>$3.33-$4.23 (3 pieces)</td>
</tr>
<tr>
<td>15 mg</td>
<td>$15.99 (5 vials)</td>
</tr>
<tr>
<td>$25.00-$35.00 (2 tablets)</td>
<td></td>
</tr>
<tr>
<td>$16.70 (6 tablets)</td>
<td></td>
</tr>
</tbody>
</table>

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1. Formerly marketed by GlaxoSmithKline; discontinued July 2019
2. The U.S. Clinical Practice Guidelines state that pregnant smokers should be encouraged to quit without medication based on insufficient evidence of effectiveness and theoretical concerns with safety. Pregnant smokers should be offered behavioral counseling interventions that exceed minimal advice to quit.
3. In July 2009, the FDA mandated that the prescribing information for all gum and varenicline-containing products include a black-box warning highlighting the risk of serious neuropsychiatric symptoms, including changes in behavior, hostility, agitation, depressed mood, suicidal thoughts and behavior, and attempted suicide. Clinicians should advise patients to stop taking varenicline or bupropion SR and contact a healthcare provider in the event they experience any change in mood or behavior. If treatment is stopped due to neuropsychiatric symptoms, patients should be monitored until all the symptoms resolve. Based on results of a well-controlled clinical trial, the FDA removed this boxed warning in December 2016.
4. The recommended initial dose for each agent is described in the package insert. The lowest cost based on the wholesale acquisition cost from Red Book Online, Thomson Reuters, January 2020.

Abbreviations: MAO, monoamine oxidase; NRT, nicotine replacement therapy; OTC, over-the-counter (nonprescription product); Rx, prescription product.

For complete prescribing information and a comprehensive listing of warnings and precautions, please refer to the manufacturer’s package inserts.

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ASHLine NRT FAX FORM

How do I enter this OTC product in my system?

- OptumRx BIN: 001553 and PCN: ASHLINE
- Member ID: ASHLine Number on form
- Prescriber: Pharmacist name and NPI
- Qty: 14 patches, 100 pieces of gum, or 81 lozenges
- Directions: Take as directed by quit coach
- Note: Use the fax from ASHLine to account for the prescription number if necessary, based on your computer system and company SOP’s. Scan the fax form for documentation and claim processing.

BIN and PCN may need to be enabled by your IT department if not available in your system
NRT FAX ORDER FORM

What products are covered?
• Only generic products are being covered under this initiative:
• Brand name products such as Nicoderm® patch, Nicorette® gum, Nicorette® lozenge are not covered

Are there any limitations?
• Yes: Each client is eligible for one 2-week supply of NRT in a 12-month period.
• Exception: Pregnant and postpartum clients can receive 2-weeks of NRT up to 4 times per year.

Directions:

Nicotine patch: □ 7mg □ 14mg □ 21mg
Nicotine gum: □ 2mg □ 4mg
Nicotine lozenge: □ 2mg □ 4mg

Please contact the ASHLine at 1-800-556-6222 (Ext. 230) or email us at ecoach@ashline.org for any assistance.
What if the client needs more than a 2-week supply?

• Some eligible AHCCCS members will qualify for an additional 12-week supply of NRT and in this case you will need a prescription to process a claim through AHCCCS.

• You can use the PCP fax form that comes with your fax bundle to request this prescription from their PCP. It would also be helpful to include the original fax form as documentation of what they are currently taking.
Fax Cover Page

Medical Contraindications
AHCCCS Beneficiaries needing additional NRT
The fax cover page is provided for pharmacist to use to communicate with the client’s PCP when necessary:

**Examples of when you may need/want to contact the PCP:**

- If the client has potential medical contraindication(s) and you need to contact the PCP for additional information and guidance to provide the 2-week starter kit. *(e.g. in case of pregnant woman)*

- If client is an AHCCCS beneficiary and is eligible for an additional 12-weeks of NRT. Since this will be processed through their AHCCCS plan you will need to contact PCP for prescription.
I thought pharmacists can prescribe NRT due to ARS 32-1979.03?

- Yes, this is true for pharmacists that have completed the proper training program* and are offering a tobacco cessation service in their pharmacy however AHCCCS has not made the necessary changes to the state plan amendment to allow this at this time.

- AzPA is working with AHCCCS to make this process easier and will also be rolling out a certification program that satisfies the requirements of the statute.

- NOTE: The 2-week starter kit is NOT a prescription and can be filled at any community pharmacy.

*AzPA is working on a Tobacco Cessation Certification Program and will be ready the Fall!
PCP Request Form
PCP REQUEST FORM

This form will provide information if:
(a) A PCP approval is requested by pharmacist for NRT
(b) An AHCCCS client needs additional 12-weeks of NRT

Process: PCP completes the form(s) and faxes the completed form back to the pharmacy.
Ongoing Client Support
What Happens After NRT Pick-up?

• ASHLine quit coach will follow up with client regarding NRT usage instructions and side effects monitoring

• Subsequent coaching sessions focus on preparing for a quit day, development of coping skills and strategies to quit and stay quit
What About Product Changes & Adverse Reactions?

If a client wishes to switch products:
- If not yet filled, ASHLine staff will reach out to the pharmacy to request a product change
- If filled, current guidance by ADHS does not allow for a client to switch to a different product

If a client has an adverse reaction:
- Current guidance by ADHS does not allow for clients to receive a different product once the product has been used by the client
Technical Assistance
Technical Assistance

• ASHLine
  • Phone: 1-800-556-6222, Ext. 230
  • Email: ecoach@ashline.org

• OptumRx
  • OptumRx Pharmacy Help Desk 1-(855)-577-6310
    (24 hours a day, 7 days a week)

• Arizona Pharmacy Association
  • Phone: 480-838-3385
  • Email: azpa@azpharmacy.org
  • https://azpharmacy.org/ashline-nrt-fulfillment-program/
The Arizona Center for Tobacco Cessation (ACTC) serves Arizona through its core mission to develop and implement comprehensive tobacco cessation strategies to reduce the adverse health and economic impacts of tobacco.