

Arizona Smokers' Helpline (ASHLine)  
Arizona Pharmacy Association  
OptumRx  
Nicotine Replacement Therapy  
Referral & Fulfillment Process



MEL & ENID ZUCKERMAN COLLEGE OF PUBLIC HEALTH

Center for  
Tobacco Cessation

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.



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[cessation.arizona.edu](http://cessation.arizona.edu)



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

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Communications

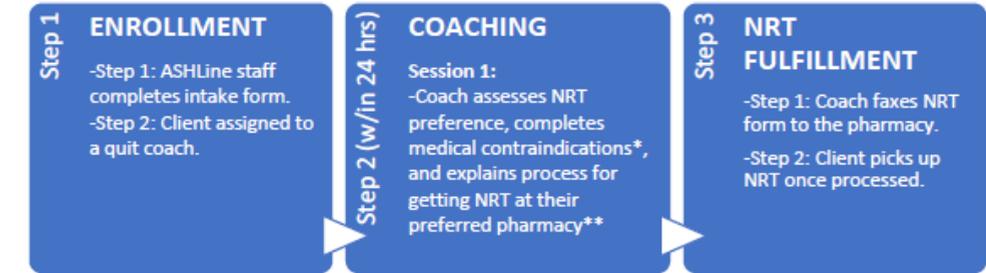
# AzPA Communication

## Email & FAQ's



### 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.



\* 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.

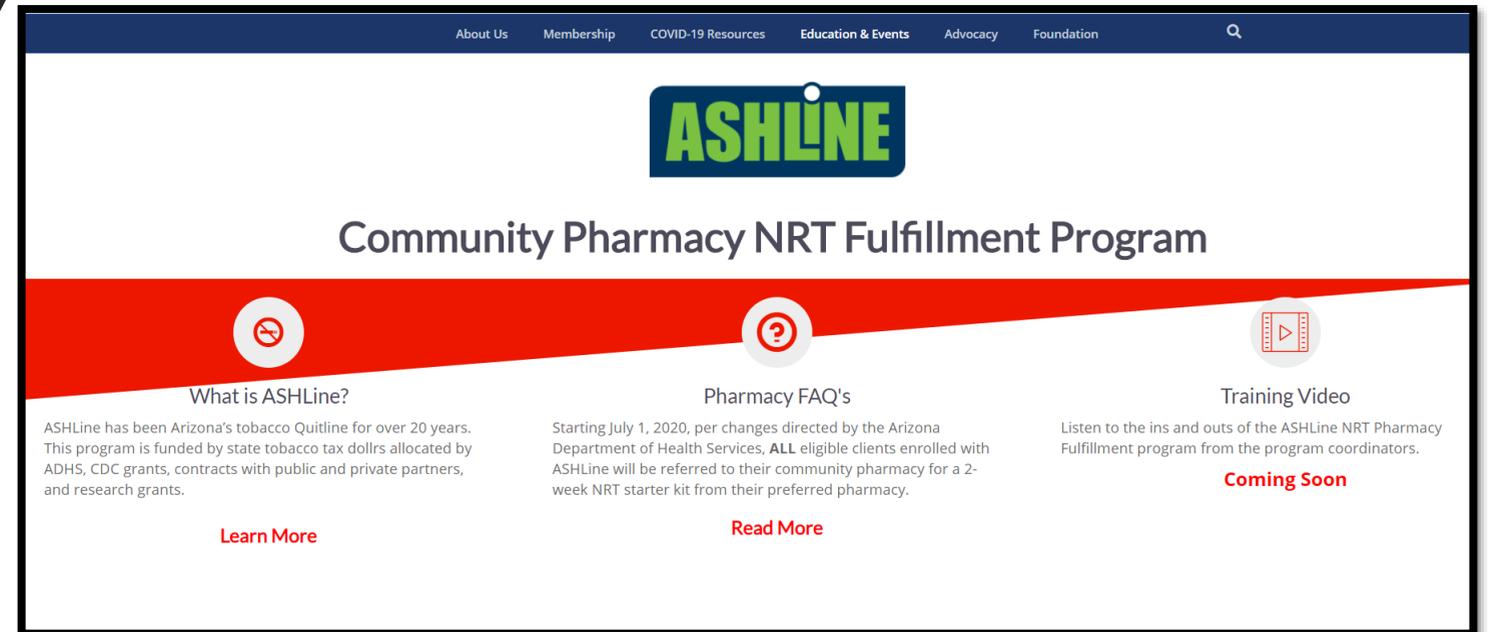
\*\*Check-in-session will occur about 5 days after initial session to assess NRT usage and barriers as needed.

#### FAQ's:

- **What is ASHLine?**
  - Housed in the Mel & Enid Zuckerman College of Public Health at the Arizona Center for Tobacco Cessation it has been Arizona's tobacco Quitline 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 the ASHLine Tobacco Cessation Program consist of?**
  - Provision of OTC nicotine replacement therapy (nicotine gum, patch, lozenge)
  - 3 telephone-based counseling sessions, with 3 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/>

# OptumRx Fax Blast

Communication highlighting key changes to the ASHLine's NRT fulfillment process



July 2020

## Arizona Health Care Cost Containment System Pharmacy Network Update

Effective Date: July 1, 2020	
BIN: 001553	PCN: ASHLINE

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

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Changes to ASHLine Client NRT Fulfillment

Effective July 1, 2020



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## 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.



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## Changes to ASHLine Client NRT Fulfillment

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- 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<sup>®</sup>
  - Equate<sup>™</sup>
  - Good Neighbor Pharmacy (GNP<sup>®</sup>)
  - Healthmart (HM<sup>®</sup>)
  - Kirkland Signature Quit4 (KLS QUIT4)
- GSK products (Nicoderm CQ, Nicorette) are not approved





## Changes to ASHLine Client NRT Fulfillment

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- 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

Step 1

## ENROLLMENT

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

Step 2 (w/in 24 hrs)

## COACHING

### Session 1:

- Coach assesses NRT preference, completes medical contraindications\*, and explains process for getting NRT at their preferred pharmacy\*\*

Step 3

## NRT FULFILLMENT

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

*\*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.*



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## ASHLine NRT Referral Process

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**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

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# 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.



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# ASHLINE

Return Fax: 520-621-2571

DATE: \_\_\_\_\_

### CLIENT INFORMATION

FIRST NAME: \_\_\_\_\_ MI: \_\_\_\_\_ Potential medical contraindications for NRT use\*  
LAST NAME: \_\_\_\_\_  Patient is less than 18 years of age  
DATE OF BIRTH: \_\_\_\_\_  Arrhythmia  
ASHLINE CLIENT/MEMBER/PATIENT ID: \_\_\_\_\_  Hypertension  
PHONE NUMBER: \_\_\_\_\_  Heart attack in past 2 weeks  
CLIENT TYPE: \_\_\_\_\_  Angina pectoris  
 Pregnancy  
 AHCCCS (Medicaid) \* The pharmacist should use their professional  
 MEDICARE judgement to determine if it is a true  
 UNINSURED contraindication before  
 PREGNANT/POSTPARTUM fulfilling the NRT which may include contacting the  
client's PCP.

### CLAIM PROCESSING INFORMATION

OPTUM RX  
BIN #: 001553 Optum RX Pharmacy Help Desk:  
PCN #: ASHLINE 1-(855)-577-6310

Prescriber: Use the Pharmacists' Name and NPI  
Quantity to Dispense: 14 patches, or 100 pieces of gum, or 81 lozenges  
\*Please only dispense the least costly generic product available.\*

### NRT INFORMATION

This client is enrolled with the Arizona Smoker's Helpline (ASHLine) and requests the following NRT. NOTE: The client is only eligible for a 2-week supply of the requested product, one (1) time per year. If pregnant/postpartum, clients can receive a 2-week supply of NRT up to four (4) times per year.

**Directions:**  
Nicotine patch:  7mg  14mg  21mg [Apply 1 patch transdermally, once a day]  
Nicotine gum:  2mg  4mg [Chew 1 piece of gum orally, every 1-2 hours]  
Nicotine lozenge:  2mg  4mg [Use 1 lozenge orally, every 1-2 hours]

ASHLine Coach Name: \_\_\_\_\_ : Coach Initials: \_\_\_\_\_

Please contact the ASHLine at [1-800-556-6222 \(Ext. 230\)](tel:1-800-556-6222) or email us at [ecoach@ashline.org](mailto:ecoach@ashline.org) for any assistance.

### CLIENT HEALTHCARE PROVIDER INFORMATION

PRIMARY CARE PROVIDER NAME: \_\_\_\_\_  
PHONE: \_\_\_\_\_ FAX: \_\_\_\_\_

*Confidentiality Notice: This facsimile contains confidential information. If you have received this facsimile in error, please notify the sender immediately by telephone 1-800-556-6222 Ext. 230 and confidentially dispose of the material. Do not review, disclose, copy or distribute.*

# NRT FAX ORDER FORM



**ASHLINE** Return Fax: 520-621-2571 DATE: \_\_\_\_\_

**CLIENT INFORMATION**

FIRST NAME: \_\_\_\_\_ MI: \_\_\_\_\_  
LAST NAME: \_\_\_\_\_  
DATE OF BIRTH: \_\_\_\_\_  
ASHLINE CLIENT/MEMBER/PATIENT ID: \_\_\_\_\_  
PHONE NUMBER: \_\_\_\_\_  
CLIENT TYPE:  
 AHCCCS (Medicaid)  
 MEDICARE  
 UNINSURED  
 PREGNANT/POSTPARTUM

**Potential medical contraindications for NRT use\***  
 Patient is less than 18 years of age  
 Arrhythmia  
 Hypertension  
 Heart attack in past 2 weeks  
 Angina pectoris  
 Pregnancy

*\* The pharmacist should use their professional judgement to determine if it is a true contraindication before fulfilling the NRT which may include contacting the client's PCP.*

## 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.



## PHARMACOLOGIC PRODUCT GUIDE: FDA-APPROVED MEDICATIONS FOR SMOKING CESSATION

# RESOURCES

		NICOTINE REPLACEMENT THERAPY (NRT) FORMULATIONS				BUPROPION SR	VARENICLINE
		GUM	LOZENGE	TRANSDERMAL PATCH	NASAL SPRAY	ORAL INHALER	
PRODUCT	<p>Nicorette<sup>1</sup>, Generic OTC 2 mg, 4 mg original, cinnamon, fruit, mint</p>	<p>Nicorette<sup>1</sup>, Generic Nicorette<sup>1</sup> Mini OTC 2 mg, 4 mg; cherry, mint</p>	<p>NicoDerm CQ<sup>1</sup>, Generic OTC (NicoDerm CQ, generic) 7 mg, 14 mg, 21 mg (24-hr release)</p>	<p>Nicotrol NS<sup>2</sup> Rx Metered spray 10 mg/mL nicotine solution</p>	<p>Nicotrol Inhaler<sup>2</sup> Rx 10 mg cartridge delivers 4 mg inhaled vapor</p>	<p>Generic (formerly available as Zyban<sup>1</sup>) Rx 150 mg sustained-release tablet</p>	<p>Chantix<sup>2</sup> Rx 0.5 mg, 1 mg tablet</p>
PRECAUTIONS	<ul style="list-style-type: none"> <li>Recent (<math>\leq</math> 2 weeks) myocardial infarction</li> <li>Serious underlying arrhythmias</li> <li>Serious or worsening angina pectoris</li> <li>Temporomandibular joint disease</li> <li>Pregnancy<sup>3</sup> and breastfeeding</li> <li>Adolescents (&lt;18 years)</li> </ul>	<ul style="list-style-type: none"> <li>Recent (<math>\leq</math> 2 weeks) myocardial infarction</li> <li>Serious underlying arrhythmias</li> <li>Serious or worsening angina pectoris</li> <li>Pregnancy<sup>3</sup> and breastfeeding</li> <li>Adolescents (&lt;18 years)</li> </ul>	<ul style="list-style-type: none"> <li>Recent (<math>\leq</math> 2 weeks) myocardial infarction</li> <li>Serious underlying arrhythmias</li> <li>Serious or worsening angina pectoris</li> <li>Pregnancy<sup>3</sup> and breastfeeding</li> <li>Adolescents (&lt;18 years)</li> </ul>	<ul style="list-style-type: none"> <li>Recent (<math>\leq</math> 2 weeks) myocardial infarction</li> <li>Serious underlying arrhythmias</li> <li>Serious or worsening angina pectoris</li> <li>Underlying chronic nasal disorders (rhinitis, nasal polyps, sinusitis)</li> <li>Severe reactive airway disease</li> <li>Pregnancy<sup>3</sup> and breastfeeding</li> <li>Adolescents (&lt;18 years)</li> </ul>	<ul style="list-style-type: none"> <li>Recent (<math>\leq</math> 2 weeks) myocardial infarction</li> <li>Serious underlying arrhythmias</li> <li>Serious or worsening angina pectoris</li> <li>Bronchospastic disease</li> <li>Pregnancy<sup>3</sup> and breastfeeding</li> <li>Adolescents (&lt;18 years)</li> </ul>	<ul style="list-style-type: none"> <li>Concomitant therapy with medications/conditions known to lower the seizure threshold</li> <li>Hepatic impairment</li> <li>Pregnancy<sup>3</sup> and breastfeeding</li> <li>Adolescents (&lt;18 years)</li> <li>Treatment-emergent neuropsychiatric symptoms<sup>4</sup> BOXED WARNING REMOVED 12/2016</li> </ul> <p><b>Contraindications:</b></p> <ul style="list-style-type: none"> <li>Seizure disorder</li> <li>Concomitant bupropion (e.g., Wellbutrin) therapy</li> <li>Current or prior diagnosis of bulimia or anorexia nervosa</li> <li>Simultaneous abrupt discontinuation of alcohol or sedatives/benzodiazepines</li> <li>MAO inhibitors in preceding 14 days; concurrent use of reversible MAO inhibitors</li> </ul>	<ul style="list-style-type: none"> <li>Severe renal impairment (dosage adjustment is necessary)</li> <li>Pregnancy<sup>3</sup> and breastfeeding</li> <li>Adolescents (&lt;18 years)</li> <li>Treatment-emergent neuropsychiatric symptoms<sup>4</sup> BOXED WARNING REMOVED 12/2016</li> </ul>
DOSING	<p>1<sup>st</sup> cigarette <math>\leq</math>30 minutes after waking: 4 mg 1<sup>st</sup> cigarette &gt;30 minutes after waking: 2 mg</p> <p>Weeks 1–6: 1 piece q 1–2 hours Weeks 7–9: 1 piece q 2–4 hours Weeks 10–12: 1 piece q 4–8 hours</p> <ul style="list-style-type: none"> <li>Maximum, 24 pieces/day</li> <li>Chew each piece slowly</li> <li>Park between cheek and gum when peppery or tingling sensation appears (~15–30 chews)</li> <li>Resume chewing when tingle fades</li> <li>Repeat chew/park steps until most of the nicotine is gone (tingle does not return; generally 30 min)</li> <li>Park in different areas of mouth</li> <li>No food or beverages 15 minutes before or during use</li> <li>Duration: up to 12 weeks</li> </ul>	<p>1<sup>st</sup> cigarette <math>\leq</math>30 minutes after waking: 4 mg 1<sup>st</sup> cigarette &gt;30 minutes after waking: 2 mg</p> <p>Weeks 1–6: 1 lozenge q 1–2 hours Weeks 7–9: 1 lozenge q 2–4 hours Weeks 10–12: 1 lozenge q 4–8 hours</p> <ul style="list-style-type: none"> <li>Maximum, 20 lozenges/day</li> <li>Allow to dissolve slowly (20–30 minutes)</li> <li>Nicotine release may cause a warm, tingling sensation</li> <li>Do not chew or swallow</li> <li>Occasionally rotate to different areas of the mouth</li> <li>No food or beverages 15 minutes before or during use</li> <li>Duration: up to 12 weeks</li> </ul>	<p>&gt;10 cigarettes/day: 21 mg/day x 4–6 weeks 14 mg/day x 2 weeks 7 mg/day x 2 weeks</p> <p><math>\leq</math>10 cigarettes/day: 14 mg/day x 6 weeks 7 mg/day x 2 weeks</p> <ul style="list-style-type: none"> <li>Rotate patch application site daily; do not apply a new patch to the same skin site for at least one week</li> <li>May wear patch for 16 hours if patient experiences sleep disturbances (remove at bedtime)</li> <li>Duration: 8–10 weeks</li> </ul>	<p>1–2 doses/hour (8–40 doses/day) One dose = 2 sprays (one in each nostril); each spray delivers 0.5 mg of nicotine to the nasal mucosa</p> <ul style="list-style-type: none"> <li>Maximum <ul style="list-style-type: none"> <li>– 5 doses/hour or</li> <li>– 40 doses/day</li> </ul> </li> <li>For best results, initially use at least 8 doses/day</li> <li>Do not sniff, swallow, or inhale through the nose as the spray is being administered</li> <li>Duration: 3 months</li> </ul>	<p>6–16 cartridges/day Individualize dosing; initially use 1 cartridge q 1–2 hours</p> <ul style="list-style-type: none"> <li>Best effects with continuous puffing for 20 minutes</li> <li>Initially use at least 6 cartridges/day</li> <li>Nicotine in cartridge is depleted after 20 minutes of active puffing</li> <li>Inhale into back of throat or puff in short breaths</li> <li>Do NOT inhale into the lungs (like a cigarette) but “puff” as if lighting a pipe</li> <li>Open cartridge retains potency for 24 hours</li> <li>No food or beverages 15 minutes before or during use</li> <li>Duration: 3–6 months</li> </ul>	<p>150 mg po q AM x 3 days, then 150 mg po bid</p> <ul style="list-style-type: none"> <li>Do not exceed 300 mg/day</li> <li>Begin therapy 1–2 weeks prior to quit date</li> <li>Allow at least 8 hours between doses</li> <li>Avoid bedtime dosing to minimize insomnia</li> <li>Dose tapering is not necessary</li> <li>Duration: 7–12 weeks, with maintenance up to 6 months in selected patients</li> </ul>	<p>Days 1–3: 0.5 mg po q AM Days 4–7: 0.5 mg po bid Weeks 2–12: 1 mg po bid</p> <ul style="list-style-type: none"> <li>Begin therapy 1 week prior to quit date</li> <li>Take dose after eating and with a full glass of water</li> <li>Dose tapering is not necessary</li> <li>Dosing adjustment is necessary for patients with severe renal impairment</li> <li>Duration: 12 weeks; an additional 12-week course may be used in selected patients</li> <li>May initiate up to 35 days before target quit date OR may reduce smoking over a 12-week period of treatment prior to quitting and continue treatment for an additional 12 weeks</li> </ul>

# RESOURCES

NICOTINE REPLACEMENT THERAPY (NRT) FORMULATIONS							BUPROPION SR	VARENICLINE
GUM	LOZENGE	TRANSDERMAL PATCH	NASAL SPRAY	ORAL INHALER				
<b>ADVERSE EFFECTS</b>	<ul style="list-style-type: none"> <li>Mouth and throat irritation</li> <li>Jaw muscle soreness</li> <li>Hiccups</li> <li>GI complaints (dyspepsia, nausea)</li> <li>May stick to dental work</li> </ul> <p>Adverse effects more commonly experienced when chewing the lozenge or using incorrect gum chewing technique (due to rapid nicotine release):</p> <ul style="list-style-type: none"> <li>Lightheadedness/dizziness</li> <li>Nausea/vomiting</li> <li>Hiccups</li> <li>Mouth and throat irritation</li> </ul>	<ul style="list-style-type: none"> <li>Mouth and throat irritation</li> <li>Hiccups</li> <li>GI complaints (dyspepsia, nausea)</li> </ul>	<ul style="list-style-type: none"> <li>Local skin reactions (erythema, pruritus, burning)</li> <li>Sleep disturbances (abnormal or vivid dreams, insomnia); associated with nocturnal nicotine absorption</li> </ul>	<ul style="list-style-type: none"> <li>Nasal and/or throat irritation (hot, peppery, or burning sensation)</li> <li>Ocular irritation/tearing</li> <li>Sneezing</li> <li>Cough</li> </ul>	<ul style="list-style-type: none"> <li>Mouth and/or throat irritation</li> <li>Cough</li> <li>Hiccups</li> <li>GI complaints (dyspepsia, nausea)</li> </ul>	<ul style="list-style-type: none"> <li>Insomnia</li> <li>Dry mouth</li> <li>Nausea</li> <li>Anxiety/difficulty concentrating</li> <li>Constipation</li> <li>Tremor</li> <li>Rash</li> <li>Seizures (risk is 0.1%)</li> <li>Neuropsychiatric symptoms (rare; see PRECAUTIONS)</li> </ul>	<ul style="list-style-type: none"> <li>Nausea</li> <li>Sleep disturbances (insomnia, abnormal/vivid dreams)</li> <li>Headache</li> <li>Flatulence</li> <li>Constipation</li> <li>Taste alteration</li> <li>Neuropsychiatric symptoms (rare; see PRECAUTIONS)</li> </ul>	
<b>ADVANTAGES</b>	<ul style="list-style-type: none"> <li>Might serve as an oral substitute for tobacco</li> <li>Might delay weight gain</li> <li>Can be titrated to manage withdrawal symptoms</li> <li>Can be used in combination with other agents to manage situational urges</li> <li>Relatively inexpensive</li> </ul>	<ul style="list-style-type: none"> <li>Might serve as an oral substitute for tobacco</li> <li>Might delay weight gain</li> <li>Can be titrated to manage withdrawal symptoms</li> <li>Can be used in combination with other agents to manage situational urges</li> <li>Relatively inexpensive</li> </ul>	<ul style="list-style-type: none"> <li>Once-daily dosing associated with fewer adherence problems</li> <li>Of all NRT products, its use is least obvious to others</li> <li>Can be used in combination with other agents; delivers consistent nicotine levels over 24 hours</li> <li>Relatively inexpensive</li> </ul>	<ul style="list-style-type: none"> <li>Can be titrated to rapidly manage withdrawal symptoms</li> <li>Can be used in combination with other agents to manage situational urges</li> </ul>	<ul style="list-style-type: none"> <li>Might serve as an oral substitute for tobacco</li> <li>Can be titrated to manage withdrawal symptoms</li> <li>Mimics hand-to-mouth ritual of smoking</li> <li>Can be used in combination with other agents to manage situational urges</li> </ul>	<ul style="list-style-type: none"> <li>Twice-daily oral dosing is simple and associated with fewer adherence problems</li> <li>Might delay weight gain</li> <li>Might be beneficial in patients with depression</li> <li>Can be used in combination with NRT agents</li> <li>Relatively inexpensive (generic formulations)</li> </ul>	<ul style="list-style-type: none"> <li>Twice-daily oral dosing is simple and associated with fewer adherence problems</li> <li>Offers a different mechanism of action for patients who have failed other agents</li> <li>Most effective cessation agent when used as monotherapy</li> </ul>	
<b>DISADVANTAGES</b>	<ul style="list-style-type: none"> <li>Need for frequent dosing can compromise adherence</li> <li>Might be problematic for patients with significant dental work</li> <li>Proper chewing technique is necessary for effectiveness and to minimize adverse effects</li> <li>Gum chewing might not be acceptable or desirable for some patients</li> </ul>	<ul style="list-style-type: none"> <li>Need for frequent dosing can compromise adherence</li> <li>Gastrointestinal side effects (nausea, hiccups, heartburn) might be bothersome</li> </ul>	<ul style="list-style-type: none"> <li>When used as monotherapy, cannot be titrated to acutely manage withdrawal symptoms</li> <li>Not recommended for use by patients with dermatologic conditions (e.g., psoriasis, eczema, atopic dermatitis)</li> </ul>	<ul style="list-style-type: none"> <li>Need for frequent dosing can compromise adherence</li> <li>Nasal administration might not be acceptable or desirable for some patients; nasal irritation often problematic</li> <li>Not recommended for use by patients with chronic nasal disorders or severe reactive airway disease</li> <li>Cost of treatment</li> </ul>	<ul style="list-style-type: none"> <li>Need for frequent dosing can compromise adherence</li> <li>Cartridges might be less effective in cold environments (<math>\leq 60^{\circ}\text{F}</math>)</li> <li>Cost of treatment</li> </ul>	<ul style="list-style-type: none"> <li>Seizure risk is increased</li> <li>Several contraindications and precautions preclude use in some patients (see PRECAUTIONS)</li> <li>Patients should be monitored for potential neuropsychiatric symptoms<sup>4</sup> (see PRECAUTIONS)</li> </ul>	<ul style="list-style-type: none"> <li>Patients should be monitored for potential neuropsychiatric symptoms<sup>4</sup> (see PRECAUTIONS)</li> <li>Cost of treatment</li> </ul>	
<b>COST/DAY<sup>5</sup></b>	2 mg or 4 mg: \$1.90–\$5.49 (9 pieces)	2 mg or 4 mg: \$3.33–\$4.23 (9 pieces)	\$1.52–\$3.49 (1 patch)	\$9.19 (8 doses)	\$15.60 (6 cartridges)	\$2.58–\$8.25 (2 tablets)	\$16.70 (2 tablets)	

<sup>1</sup> Formerly marketed by GlaxoSmithKline; discontinued July 2019.

<sup>2</sup> Marketed by Pfizer.

<sup>3</sup> The U.S. Clinical Practice Guideline states 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.

<sup>4</sup> In July 2009, the FDA mandated that the prescribing information for all bupropion- and varenicline-containing products include a black-boxed 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 health care provider immediately if they experience agitation, depressed mood, or any changes in behavior that are not typical of nicotine withdrawal, or if they experience suicidal thoughts or behavior. If treatment is stopped due to neuropsychiatric symptoms, patients should be monitored until the symptoms resolve. Based on results of a mandated clinical trial, the FDA removed this boxed warning in December 2016.

<sup>5</sup> Approximate cost based on the recommended initial dosing for each agent and 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 manufacturers' package inserts.

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# ASHLine NRT FAX FORM



THE UNIVERSITY OF ARIZONA  
MEL & ENID ZUCKERMAN COLLEGE OF PUBLIC HEALTH

Center for  
Tobacco Cessation

## CLAIM PROCESSING INFORMATION

OPTUM RX

BIN #: 001553

PCN #: ASHLINE

Optum RX Pharmacy Help Desk:

1-(855)-577-6310

Prescriber: Use the Pharmacists' Name and NPI

Quantity to Dispense: 14 patches, or 100 pieces of gum, or 81 lozenges

### 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



## NRT INFORMATION

This client is enrolled with the Arizona Smoker's Helpline (ASHLine) and requests the following NRT. NOTE: The client is only eligible for a 2-week supply of the requested product, one (1) time per year. If pregnant/postpartum, clients can receive a 2-week supply of NRT up to four (4) times per year.

Nicotine patch:	<input type="checkbox"/> 7mg	<input type="checkbox"/> 14mg	<input type="checkbox"/> 21mg	<b>Directions:</b> [Apply 1 patch transdermally, once a day]
Nicotine gum:	<input type="checkbox"/> 2mg	<input type="checkbox"/> 4mg		[Chew 1 piece of gum orally, every 1-2 hours]
Nicotine lozenge:	<input type="checkbox"/> 2mg	<input type="checkbox"/> 4mg		[Use 1 lozenge orally, every 1-2 hours]

ASHLine Coach Name:  : Coach Initials:

Please contact the ASHLine at [1-800-556-6222 \(Ext. 230\)](tel:1-800-556-6222) or email us at [ecoach@ashline.org](mailto:ecoach@ashline.org) for any assistance.

### What products are covered?

- Only generic products are being covered under this initiative:
- Brand name products such as Nicoderm<sup>®</sup> patch, Nicorette<sup>®</sup> gum, Nicorette<sup>®</sup> lozenge are not covered

### Are there any limitations?

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

# ASHLine NRT FAX FORM



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## CLIENT HEALTHCARE PROVIDER INFORMATION

PRIMARY CARE PROVIDER NAME:

PHONE:

FAX:

*Confidentiality Notice: This facsimile contains confidential information. If you have received this facsimile in error, please notify the sender immediately by telephone 1-800-556-6222 Ext. 230 and confidentially dispose of the material. Do not review, disclose, copy or distribute.*

### 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

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Medical Contraindications

AHCCCS Beneficiaries needing additional NRT

# FAX COVER PAGE

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.

**ASHLINE** Fax Cover Page Date: \_\_\_\_\_

To: \_\_\_\_\_

FAX NUMBER: \_\_\_\_\_ PHONE NUMBER: \_\_\_\_\_

Re:

Patient Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Pharmacist Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Pharmacy Name: \_\_\_\_\_

Pharmacy Fax: \_\_\_\_\_ Pharmacy Phone: \_\_\_\_\_

For Questions Call

ASHLine: 1-800-556-6222 ext 230

Pharmacy: \_\_\_\_\_

Confidentiality Notice: This facsimile contains confidential information. If you have received this facsimile in error, please notify the sender immediately by telephone 1-800-556-6222 Ext. 230 and confidentially dispose of the material. Do not review, disclose, copy or distribute.

## 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

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## Request For Approval

DATE:

We are sending this fax to contact you regarding the following patient:

PATIENT NAME:

DATE OF BIRTH:

PHONE NUMBER:

# 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.

The patient is currently enrolled with the Arizona Smoker's Helpline and:

This patient indicated the following potential medical contraindication(s) and we are requesting your permission before ordering nicotine replacement therapy:

- Patient is less than 18 years of age
- Arrhythmia
- Hypertension
- Heart attack in past 2 weeks
- Angina pectoris
- Pregnancy

This patient is a Medicaid (AHCCCS) beneficiary and is eligible to receive up to 12 weeks of all 7 FDA-approved tobacco cessation pharmacotherapies. As such, we wanted to inform you of this to help facilitate this patient receiving a prescription from you to provide this patient with cessation medications they are eligible to receive.

Your patient has requested the nicotine replacement therapy below:

- |          |                              |                               |                               |
|----------|------------------------------|-------------------------------|-------------------------------|
| Patch:   | <input type="checkbox"/> 7mg | <input type="checkbox"/> 14mg | <input type="checkbox"/> 21mg |
| Gum:     | <input type="checkbox"/> 2mg | <input type="checkbox"/> 4mg  |                               |
| Lozenge: | <input type="checkbox"/> 2mg | <input type="checkbox"/> 4mg  |                               |

We will not be able to fulfill the nicotine replacement therapy for this patient unless we have your signed permission below.

If you have any questions about this request, please contact us at:

**I approve the medications checked above for this patient.**

Yes     No

SIGNATURE: \_\_\_\_\_

NAME (PLEASE PRINT): \_\_\_\_\_

HEALTHCARE PROVIDER NAME: \_\_\_\_\_

DOCTOR'S NOTE/COMMENT:



# Ongoing Client Support

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## What Happens After NRT Pick-up?

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- 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?

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## **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



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# Technical Assistance

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# Technical Assistance

- ASHLine
  - Phone: 1-800-556-6222, Ext. 230
  - Email: [ecoach@ashline.org](mailto: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](mailto:azpa@azpharmacy.org)
  - <https://azpharmacy.org/ashline-nrt-fulfillment-program/>



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Thank you!



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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.



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[cessation.arizona.edu](http://cessation.arizona.edu)

