

UCanQuit2 Live Chat Resources Guide

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Prepared exclusively for UCanQuit2 Chat Team

HOW TO USE THIS GUIDE

The UCanQuit2 Live Chat Resources Guide was created for the UCanQuit2 Live Chat Team. This guide includes a comprehensive list of all resources chat team members can share with live chat users on <https://tricare.mil/ucanquit2>. Resources not listed in this document should not be shared with live chat users. If there are resources the UCanQuit2 Live Chat Team would like to add to this list, they should email the resource name and URL to Barbara Blue at blue_barbara@bah.com for consideration.

Live Chat Team members can reference this document when looking for appropriate resources to recommend to a chat user.

Table 1: If the chat user is a TRICARE beneficiary, Table 1 includes resources exclusively available to TRICARE beneficiaries through TRICARE coverage. Note that some resources are available only in certain TRICARE regions or may not be available overseas; this is indicated on the table where appropriate. Note that resources in Tables 2-4 can and should also be provided to TRICARE beneficiaries based on need and to supplement TRICARE coverage.

Tables 2-4: These tables include resources available for specific types of tobacco use. They can be provided to any chat user.

Note: If a chat user is a dual tobacco user, it can be helpful to provide resources for both the primary product they use (if known) as well as all other types of tobacco they indicate using. Dual users sometimes consider themselves tobacco users, but some may identify or align with a certain product. For example, a chat user could identify as a smoker but also use smokeless tobacco.

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1 RESOURCES FOR TRICARE BENEFICIARIES

The following resources in Table 1 can be shared with all TRICARE beneficiaries who are attempting to quit using tobacco. **Do not share these resources with those not enrolled in TRICARE as they will not be able to access them.** The resources under Phone, Online and In-person are available for TRICARE beneficiaries located within the United States. Those TRICARE beneficiaries located overseas can use resources in Table 1 under the Overseas category. TRICARE beneficiaries can use these resources as well as resources described in Tables 2-4.

TABLE 1 INCLUDES RESOURCES FOR TRICARE BENEFICIARIES ARRANGED BY TYPE OF RESOURCE

RESOURCE TYPE	RESOURCE NAME	DESCRIPTION	AUDIENCE	CONTACT	WEBSITE
Quitlines	Freedom Quitline	TRICARE beneficiaries can enroll in this research study to receive four proactive smoking cessation counseling sessions by phone and eight weeks of free nicotine replacement therapy (NRT) sent to their homes.	Smokers who are TRICARE beneficiaries	1-844-426-3733 DSN 473-1993	https://www.freedomquitline.org/
	Preparing to Quit Tobacco (West Region)	This 60-minute phone class focuses on the most current techniques and medications to assist members to quit tobacco successfully.	All tobacco users aligned to TRICARE West Region		https://www.tricare-west.com/content/hnfs/home/tw/bene/wellness/wellness_programs/TeleclassInformation/p2qt.html
Online	Time to Quit	This online cessation program will help smokers create personal plans of action for quitting and provide information, tools, activities and resources to identify reasons for smoking, cope with withdrawal symptoms, determine quitting methods and stay motivated.	Smokers aligned to TRICARE West Region		https://www.tricare-west.com/content/hnfs/home/tw/bene/wellness/wellness_programs/online-programs/TTQlanding.html
In-Person	Counseling	Members can reach out to any TRICARE-authorized provider in the US. Counseling is not covered overseas.	All tobacco users who are TRICARE beneficiaries		https://tricare.mil/HealthWellness/Tobacco/Counseling and https://tricare.mil/HealthWellness/Tobacco/Products and https://www.express-scripts.com/TRICARE/faq/smoking_cessation_program.shtml
	Over-The-Counter and Prescription Medications	Medications can be obtained at Military Treatment Facility (MTF) pharmacies or through the TRICARE Pharmacy Home Delivery only. Some installations may require participation in a program or class to receive medication. Members should check with their MTF pharmacy to see what is available.			

Overseas	Freedom Quitline (Overseas)	TRICARE beneficiaries stationed overseas can enroll in this research study to receive smoking cessation counseling sessions by phone and free nicotine replacement therapy (NRT) sent to them. Limitations may apply based on location. Other overseas locations may be added based on request.	Smokers who are TRICARE beneficiaries stationed overseas at some locations in Guam, Germany, Italy, Puerto Rico or the United Kingdom.	Direct Number: 210-671-1993 or DSN: 473-1993 Guam: 1-844-426-3733 Germany: 0800-184-0240 Italy: 800-799-296 Puerto Rico: 1-844-426-3777 United Kingdom: 0808-234-3343	https://www.freedomquitline.org/overseas-visitors (For information and current locations)
	Over-The-Counter and Prescription Medications (Overseas)	Prescription and over-the-counter tobacco cessation products are available to active duty service members and family members located overseas and in US territories and enrolled in TRICARE Prime Overseas through a military pharmacy or TRICARE Pharmacy Home Delivery (where available).	Active duty Military Service members and family members located overseas or in US territories and enrolled in TRICARE Prime Overseas		https://tricare.mil/CoveredServices/IsItCovered/TobaccoCessationServices or http://www.tricare-overseas.com/

2 RESOURCES FOR SMOKERS

The following resources are directed toward those attempting to quit smoking, including the use of cigarettes, cigars, pipes, hookah (water pipes) and cigarillos. These resources may not be helpful for smokeless or other tobacco users.

TABLE 2 INCLUDES RESOURCES FOR SMOKERS ARRANGED BY TYPE OF RESOURCE

RESOURCE TYPE	PURPOSE	RESOURCE NAME	DESCRIPTION	WEBSITE
Quitlines	QUIT SMOKING: INFORMATION AND PROGRAMS	1-800-QUIT-NOW	Tobacco users can call this number to connect to their state quitline. Routing will occur based on area code of phone number. Users should first visit this website and click on their state to see eligibility requirements and programs offered before calling. States have different requirements.	http://map.naquitline.org/ (Provide users with this link. Encourage them to check eligibility requirements and programs offered in their state before calling the quitline.)
Online	QUIT SMOKING: INFORMATION	Smoking Health Effects	Smokers can learn about the health effects of smoking and secondhand smoke on the Centers for Disease Control and Prevention (CDC) website.	https://www.cdc.gov/tobacco/basic_information/health_effects/index.htm
		Tips from Former Smokers	Smokers can find videos, podcasts, photos and social media content on the Centers for Disease Control and Prevention's (CDC) Tips for from Former Smokers campaign website.	https://www.cdc.gov/tobacco/campaign/tips/resources/#

	QUIT SMOKING: PROGRAMS	Smokefree.gov	The National Cancer Institute provides support, tips, tools and expert advice to help smokers quit smoking.	https://smokefree.gov/
		BeTobaccoFree.gov	The Department of Health and Human Services provides the most up-to-date, tobacco-related information from across its agencies.	https://betobaccofree.hhs.gov/
		The Ex Plan (BecomeAnEX)	The Truth Institute provides a free online tobacco cessation program.	https://www.becomeanex.org/
		Freedom From Smoking	The American Lung Association provides an online smoking cessation program.	http://www.freedomfromsmoking.org/
Text Messaging	QUIT SMOKING: PROGRAMS	SmokefreeMIL	UCanQuit2 offers a free texting program to help service members quit tobacco. Text MIL to to 47848 to get started.	https://tricare.mil/HealthWellness/Tobacco/UCanQuit2/How-to-Quit/SmokeFreeMIL
		SmokefreeVET	The Department of Veterans Affairs offers a free texting program to help Military Veterans quit smoking with daily support, advice and encouragement.	https://www.publichealth.va.gov/smoking/smokefreevet.asp
		SmokefreeTXT	Smokefree.gov offers a free texting program for adults trying to quit smoking that gives 24/7 encouragement, advice and tips for becoming smokefree and adopting healthier lifestyle habits.	https://smokefree.gov/smokefree-text-messaging-programs
		SmokefreeMOM	Smokefree.gov offers a free texting program to help pregnant women quit smoking.	https://women.smokefree.gov/smokefreemom.aspx
		Practice Quit	Smokefree.gov offers a free texting program for smokers who want to prepare to quit. This app helps smokers quit for small amounts of time to build up to quitting for good.	https://smokefree.gov/practicequit-txt-signup
		Daily Challenges	Smokefree.gov offers a free texting program for smokers who are thinking about quitting but are not ready to stop completely. This mobile app helps users build skills to prepare for a practice quit day or to quit for good.	https://smokefree.gov/dailychallenges-signup
		On-Demand Support	Smokers can text one of the following keywords to 47848 for immediate support from smokefree.gov: <ul style="list-style-type: none"> ○ CRAVE: Get help to beat a craving ○ MOOD: Receive an emotional boost ○ SLIP: Get help to get back on track after a smoke 	

	HEALTHIER LIVING DURING TOBACCO CESSATION: PHYSICAL ACTIVITY	HealthyYouTXT – Get Active	This texting program from smokefree.gov includes encouragement, advice and tips to help smokers build skills for being active. This is a helpful tool to use when quitting tobacco.	https://smokefree.gov/smokefree-text-messaging-programs
	HEALTHIER LIVING DURING TOBACCO CESSATION: HEALTHY EATING	HealthyYouTXT – Eat Better	This texting program from smokefree.gov includes encouragement, advice and tips to help smokers build skills for eating healthier. This is a helpful tool to use when quitting tobacco.	https://smokefree.gov/smokefree-text-messaging-programs
	HEALTHIER LIVING DURING TOBACCO CESSATION: WEIGHT MANAGEMENT	HealthyYouTXT – Weight Management	This texting program from smokefree.gov includes encouragement, advice and tips to help smokers maintain or lose weight with healthy foods and exercise. This is a helpful tool to use when quitting tobacco.	https://smokefree.gov/healthyyoutxt-weight-program
Mobile Apps	QUIT SMOKING: PROGRAMS	QuitGuide	This free app from smokefree.gov helps smokers understand their smoking patterns and build the skills needed to become and stay smokefree.	https://smokefree.gov/apps-quitguide
		Stay Quit Coach	This mobile app from the Department of Veterans Affairs allows smokers to create a tailored quit plan and use interactive tools to help them cope with urges, maintain motivation, get information and obtain support while quitting smoking.	https://mobile.va.gov/app/stay-quit-coach
	HEALTHIER LIVING DURING TOBACCO CESSATION: STRESS, EMOTIONAL HEALTH AND SLEEP	Breathe2Relax	From the National Center for Telehealth & Technology, this hands-on diaphragmatic breathing exercise helps with stress response, mood stabilization, anger control and anxiety management.	https://t2health.dcoe.mil/apps/breathe2relax
		Mindfulness Coach	Developed by the National Center for Telehealth & Technology and the Department of Veterans Affairs, this app includes voice-guided mindfulness meditations, a practice tracker and educational materials about the benefits of mindfulness.	https://t2health.dcoe.mil/apps/MindfulnessCoach (Only available in iTunes.)
		Positive Activity Jackpot	Developed by the National Center for Telehealth & Technology, this app uses pleasant event scheduling to overcome depression and build resilience. Users can find nearby activities and invite friends.	https://t2health.dcoe.mil/apps/positiveactivityjackpot (Only available on Google.)
		Moving Forward	Developed by the National Center for Telehealth & Technology and the Department of Veterans Affairs, this app uses problem-solving tools to teach skills to overcome	https://t2health.dcoe.mil/apps/MovingForward

			life problems. Users can explore educational content, assessments, tools, worksheets and more.	(Only available in iTunes.)
		T2 Mood Tracker	Users can record emotions including stress, anxiety and general well-being and track progress in unique areas on this app developed by the National Center for Telehealth & Technology.	https://t2health.dcoe.mil/apps/t2-mood-tracker
		Tactical Breather	Developed by the National Center for Telehealth & Technology, this app is used to gain control over responses to stress, such as heart rate, emotions and concentration, through repetitive practice and training.	https://t2health.dcoe.mil/apps/tactical-breather
	HEALTHIER LIVING DURING TOBACCO CESSATION: WEIGHT MANAGEMENT	MOVE! Coach	This weight loss app from the Department of Veterans Affairs includes a 19-week program to help users lose weight. Monitor, track and receive feedback regarding progress with weight, diet and exercise goals.	https://mobile.va.gov/app/move-coach

3 RESOURCES FOR SMOKELESS TOBACCO USERS

The following resources are directed toward those attempting to quit using smokeless tobacco, including dip, chew and snuff. These resources may not be helpful for smokers or other tobacco users.

TABLE 3 INCLUDES RESOURCES FOR SMOKELESS TOBACCO USERS ARRANGED BY TYPE OF RESOURCE

RESOURCE TYPE	PURPOSE	RESOURCE NAME	DESCRIPTION	WEBSITE
Quitlines	QUIT SMOKING: INFORMATION AND PROGRAMS	1-800-QUIT-NOW	Tobacco users can call this number to connect to their state quitline. Routing will occur based on area code of phone number. Users should first visit this website and click on their state to see eligibility requirements and programs offered before calling. States have different requirements.	http://map.naquitline.org/ (Provide users with this link. Encourage them to check eligibility requirements and programs offered in their state before calling the quitline.)
Online	QUIT TOBACCO: INFORMATION	Smokeless Products	Tobacco users can learn about the health effects of tobacco and find information on smokeless tobacco on the Centers for Disease Control and Prevention (CDC) website.	https://www.cdc.gov/tobacco/basic_information/smokeless/index.htm
		BeTobaccoFree.gov	The Department of Health and Human Services provides the most up-to-date, tobacco-related information from across its agencies.	https://betobaccofree.hhs.gov/
	QUIT TOBACCO: PROGRAMS	The Ex Plan (BecomeAnEX)	The Truth Institute provides a free online tobacco cessation program.	https://www.becomeanex.org/
Text Messaging	QUIT TOBACCO: PROGRAMS	SmokefreeMIL	UCanQuit2 offers a free texting program to help service members quit tobacco. Text MIL to to 47848 to get started.	https://tricare.mil/HealthWellness/Tobacco/UCanQuit2/How-to-Quit/SmokeFreeMIL
		DipfreeTXT	Smokefree.gov offers a free texting program for young adults who are ready to quit dip.	https://smokefree.gov/become-smokefree/dipfreetxt-signup
		On-Demand Support	Tobacco users can text one of the following keywords to 47848 for immediate support from smokefree.gov: <ul style="list-style-type: none"> ○ CRAVE: Get help to beat a craving ○ MOOD: Receive an emotional boost ○ SLIP: Get help to get back on track after using tobacco 	
	HEALTHIER LIVING DURING TOBACCO CESSATION: PHYSICAL	HealthyYouTXT – Get Active	This texting program from smokefree.gov includes encouragement, advice and tips to help users build skills for being active. This is a helpful tool to use when quitting	https://smokefree.gov/smokefree-text-messaging-programs

	ACTIVITY		tobacco.	
	HEALTHIER LIVING DURING TOBACCO CESSATION: HEALTHY EATING	HealthyYouTXT – Eat Better	This texting program from smokefree.gov includes encouragement, advice and tips to help users build skills for eating healthier. This is a helpful tool to use when quitting tobacco.	https://smokefree.gov/smokefree-text-messaging-programs
	HEALTHIER LIVING DURING TOBACCO CESSATION: WEIGHT MANAGEMENT	HealthyYouTXT – Weight Management	This texting program from smokefree.gov includes encouragement, advice and tips to help users maintain or lose weight with healthy foods and exercise. This is a helpful tool to use when quitting tobacco.	https://smokefree.gov/healthyyoutxt-weight-program
Mobile Apps	HEALTHIER LIVING DURING TOBACCO CESSATION: STRESS, EMOTIONAL HEALTH AND SLEEP	Breathe2Relax	From the National Center for Telehealth & Technology, this hands-on diaphragmatic breathing exercise helps with stress response, mood stabilization, anger control and anxiety management.	https://t2health.dcoe.mil/apps/breathe2relax
		Mindfulness Coach	Developed by the National Center for Telehealth & Technology and the Department of Veterans Affairs, this app includes voice-guided mindfulness meditations, a practice tracker and educational materials about the benefits of mindfulness.	https://t2health.dcoe.mil/apps/MindfulnessCoach (Only available in iTunes.)
		Positive Activity Jackpot	Developed by the National Center for Telehealth & Technology, this app uses pleasant event scheduling to overcome depression and build resilience. Users can find nearby activities and invite friends.	https://t2health.dcoe.mil/apps/positiveactivityjackpot (Only available on Google.)
		Moving Forward	Developed by the National Center for Telehealth & Technology and the Department of Veterans Affairs, this app uses problem-solving tools to teach skills to overcome life problems. Users can explore educational content, assessments, tools, worksheets and more.	https://t2health.dcoe.mil/apps/MovingForward (Only available in iTunes.)
		T2 Mood Tracker	Users can record emotions including stress, anxiety and general well-being and track progress in unique areas on this app developed by the National Center for Telehealth & Technology.	https://t2health.dcoe.mil/apps/t2-mood-tracker
		Tactical Breather	Developed by the National Center for Telehealth & Technology, this app is used to gain control over responses to stress, such as heart rate, emotions and concentration, through repetitive practice and training.	https://t2health.dcoe.mil/apps/tactical-breather
	HEALTHIER LIVING	MOVE! Coach	This weight loss app from the Department of Veterans	https://mobile.va.gov/app/move-

	DURING TOBACCO CESSATION: WEIGHT MANAGEMENT		Affairs includes a 19-week program to help users lose weight. Monitor, track and receive feedback regarding progress with weight, diet and exercise goals.	coach
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4 RESOURCES FOR OTHER TOBACCO USERS

The following resources are directed toward those attempting to quit using forms of tobacco besides or in addition to smoking and smokeless tobacco, including e-cigarettes, dissolvables and other novel products.

TABLE 4 INCLUDES RESOURCES FOR OTHER TOBACCO USERS ARRANGED BY TYPE OF RESOURCE

RESOURCE TYPE	PURPOSE	RESOURCE NAME	DESCRIPTION	WEBSITE
Quitlines	QUIT SMOKING: INFORMATION AND PROGRAMS	1-800-QUIT-NOW	Tobacco users can call this number to connect to their state quitline. Routing will occur based on area code of phone number. Users should first visit this website and click on their state to see eligibility requirements and programs offered before calling. States have different requirements.	http://map.naquitline.org/ (Provide users with this link. Encourage them to check eligibility requirements and programs offered in their state before calling the quitline.)
Online	QUIT TOBACCO: INFORMATION	Electronic Cigarettes	Tobacco users can learn about the health effects of tobacco and find information on electronic cigarettes on the Centers for Disease Control and Prevention website.	https://www.cdc.gov/tobacco/basic_information/e-cigarettes/index.htm
		BeTobaccoFree.gov	The Department of Health and Human Services provides the most up-to-date, tobacco-related information from across its agencies.	https://betobaccofree.hhs.gov/
	QUIT TOBACCO: PROGRAMS	The Ex Plan (BecomeAnEX)	The Truth Institute provides a free online tobacco cessation program.	https://www.becomeanex.org/
Text Messaging	QUIT TOBACCO: PROGRAMS	SmokefreeMIL	UCanQuit2 offers a free texting program to help service members quit tobacco.	https://tricare.mil/HealthWellness/Tobacco/UCanQuit2/How-to-Quit/SmokeFreeMIL
		On-Demand Support	Tobacco users can text one of the following keywords to 47848 for immediate support from smokefree.gov: <ul style="list-style-type: none"> ○ CRAVE: Get help to beat a craving ○ MOOD: Receive an emotional boost ○ SLIP: Get help to get back on track after using tobacco 	

	HEALTHIER LIVING DURING TOBACCO CESSATION: PHYSICAL ACTIVITY	HealthyYouTXT – Get Active	This texting program from smokefree.gov includes encouragement, advice and tips to help users build skills for being active. This is a helpful tool to use when quitting tobacco.	https://smokefree.gov/smokefree-text-messaging-programs
	HEALTHIER LIVING DURING TOBACCO CESSATION: HEALTHY EATING	HealthyYouTXT – Eat Better	This texting program from smokefree.gov includes encouragement, advice and tips to help users build skills for eating healthier. This is a helpful tool to use when quitting tobacco.	https://smokefree.gov/smokefree-text-messaging-programs
	HEALTHIER LIVING DURING TOBACCO CESSATION: WEIGHT MANAGEMENT	HealthyYouTXT – Weight Management	This texting program from smokefree.gov includes encouragement, advice and tips to help users maintain or lose weight with healthy foods and exercise. This is a helpful tool to use when quitting tobacco.	https://smokefree.gov/healthyyoutxt-weight-program
Mobile Apps	HEALTHIER LIVING DURING TOBACCO CESSATION: STRESS, EMOTIONAL HEALTH AND SLEEP	Breathe2Relax	From the National Center for Telehealth & Technology, this hands-on diaphragmatic breathing exercise helps with stress response, mood stabilization, anger control and anxiety management.	https://t2health.dcoe.mil/apps/breathe2relax
		Mindfulness Coach	Developed by the National Center for Telehealth & Technology and the Department of Veterans Affairs, this app includes voice-guided mindfulness meditations, a practice tracker and educational materials about the benefits of mindfulness.	https://t2health.dcoe.mil/apps/MindfulnessCoach (Only available in iTunes.)
		Positive Activity Jackpot	Developed by the National Center for Telehealth & Technology, this app uses pleasant event scheduling to overcome depression and build resilience. Users can find nearby activities and invite friends.	https://t2health.dcoe.mil/apps/positiveactivityjackpot (Only available on Google.)
		Moving Forward	Developed by the National Center for Telehealth & Technology and the Department of Veterans Affairs, this app uses problem-solving tools to teach skills to overcome life problems. Users can explore educational content, assessments, tools, worksheets and more.	https://t2health.dcoe.mil/apps/MovingForward (Only available in iTunes.)
		T2 Mood Tracker	Users can record emotions including stress, anxiety and general well-being and track progress in unique areas on this app developed by the National Center for Telehealth & Technology.	https://t2health.dcoe.mil/apps/t2-mood-tracker
		Tactical Breather	Developed by the National Center for Telehealth & Technology, this app is used to gain control over responses	https://t2health.dcoe.mil/apps/tactical-breather

			to stress, such as heart rate, emotions and concentration, through repetitive practice and training.	
	HEALTHIER LIVING DURING TOBACCO CESSATION: WEIGHT MANAGEMENT	MOVE! Coach	This weight loss app from the Department of Veterans Affairs includes a 19-week program to help users lose weight. Monitor, track and receive feedback regarding progress with weight, diet and exercise goals.	https://mobile.va.gov/app/move-coach

