



## Questions & Answers Free & Clear® Quit For Life™ Program

For Employees and Spouses

### **What is the Free & Clear Quit For Life Program?**

It is a nationally recognized, scientifically based program that has helped hundreds of thousands of people quit tobacco successfully for 20 years. Free & Clear uses a comprehensive approach to effectively address all three aspects of tobacco dependence: physical, psychological and behavioral.

### **What does the Quit For Life Program include?**

The Quit For Life Program consists of proactive phone-based treatment sessions with a professional tobacco treatment specialist (quit coach). The quit coach works with participants one-on-one to develop a tailored quit plan and provides guidance and support during the quit process. The program includes:

- Phone-based treatment sessions scheduled at the convenience of the participant.
- Unlimited toll-free telephone access to quit coaches for the duration of the treatment.
- Recommendations on type dose, and duration of medication if appropriate.
- Fulfillment of nicotine replacement therapy (such as the patch, gum or lozenge) if part of the program benefit.
- A Quit Kit of materials designed to help participants stay on track between calls.

### **Who is eligible for the program?**

The Quit For Life Program is available to all domestic Chevron Phillips employees and spouses.

### **How much does it cost to participate in the Quit For Life Program?**

Chevron Phillips is committed to helping our employees become free of tobacco, so we are fully covering the cost of the Quit For Life Program. Employees pay nothing for the program. Even the cost of nicotine patches or gum is fully covered.

### **What about other forms of tobacco besides cigarettes?**

The Quit For Life Program is tailored to the needs of the participants. Whatever the tobacco type—cigarettes, cigars, pipes or even smokeless tobacco—Free & Clear's intensely trained quit coaches will work with participants to design an effective quit plan.

### **Is participation in the Quit For Life Program confidential?**

Under federal law, all Free & Clear employees are required to protect the confidentiality of participants' personal health information. If you have specific questions about how Free & Clear protects participants' privacy, please contact Free & Clear.

### **How does someone enroll in the Quit For Life Program?**

Enrollment is easy—participants can call 1-866-QUIT-4-LIFE (784-8454) to get started. A registration specialist will verify eligibility to enroll and transfer them to a quit coach for an initial intervention.



## Questions & Answers

### Free & Clear® Quit For Life™ Program (cont'd)

For Employees

#### **What training do the quit coaches receive?**

The quit coaches are professionals with a wide-range of educational backgrounds, including psychology, sociology, community health, counseling and social work. Each coach receives over 90 hours of initial training, provided by expert cessation training staff. Topics covered include all phases of nicotine dependence, assessing readiness to quit tobacco, assessment for and dosing of nicotine replacement therapy, counseling techniques, proven quitting strategies and customer service skills. The training protocol has been developed based on the most reliable and current tobacco cessation science. All coaches receive comprehensive training in the use of motivational interviewing, brief solution-focused therapy techniques, and cognitive behavioral approaches to treating tobacco dependence.

#### **I've quit many times before—how can Free & Clear help me?**

Quitting for life can take many attempts. Each one brings you closer to your goal of being free of tobacco. Your Free & Clear Quit Coach can help you explore and understand what's worked for you before and use that information to design a personalized quit plan. The self-management materials guide you through each step of the process, and help you address nicotine cravings with coping skills and medications such as the patch or gum. Plus, you have unlimited toll-free telephone access to quit coaches throughout the program.

#### **What about nicotine replacement products such as the patch or gum?**

Your quit coach can help you decide if one of these products will work for you. You'll work with the coach to create a plan for quitting, which may include helpful medications such as the patch or gum. Research has shown that these products are much more effective when used in conjunction with behavior counseling.

#### **Can I start this program immediately?**

Yes! People move through a process of change when they quit successfully, and it's important not to rush through this process. Preparing to quit is vital to your success. It includes learning what to expect physically and emotionally, making a plan for handling stressful situations, and practicing techniques that will help you quit. The quit coaches will help you prepare appropriately.

#### **How long do the calls take?**

The calls from your quit coach usually take 10–20 minutes, with the exception of the first call, which usually takes 25–30 minutes. During the first call the coach reviews your tobacco use history, and helps you develop a quit plan, including a recommendation on type, dose and duration of medication if appropriate. If you're not quite ready to quit yet, your coach will work with you to help get you closer to making that decision. And you can always call our toll-free number if you want additional support between your scheduled calls.

