**QuitlineNC Referrals via Email**

An alternative to Faxing referrals to QuitlineNC is sending secure email referrals. Consumer Wellness Solutions (Optum) has developed a protocol to help our clients use electronic referral systems. Here are some guidelines and best practices for how to do this.

Referring entity must use a secure email system to send the emails.

* The referring clinic will send a secure email to: [supportservices@optum.com](mailto:supportservices@optum.com)
* The referral form can be attached to the email as a PDF or word doc (TIF files are not accepted); if an attached document is not possible, the data should be included in the email in the same format as the standard state fax referral form as well as affirm consent. (See below for a template).
* In the email subject line, please include the state, clinic name, and the date of the referral
  + Ex. North Carolina: Porter Clinic – 10/19/2019
  + **Do not include any participant level information in the subject line; this is a HIPAA violation**
* Multiple referrals can be attached to the secure email in an excel spreadsheet.
* Outcomes will be sent back to clinics via Fax.

**QUITLINE NC REFERRAL:**

**Referring Organization Information:**

Organization: County: Zip code:

In order to receive a Participant’s Outcome Report, you must be a HIPAA-Covered Entity

Yes\_\_\_\_I am a HIPAA-Covered Entity

Yes\_\_\_\_I would like to receive an Outcome Report

Provider: Fax: Phone:

**Person being referred to QuitlineNC:**

Name: DOB:

Address:

Gender: Pregnant?:

Phone number:

Language preference:

\_\_\_\_\_ I am ready to quit tobacco use within the next 30 days or have recently quit. I request QuitlineNC to contact me to help me with my quit plan.

\_\_\_\_ I DO NOT give permission to QuitlineNC to leave a message when contacting me.

Signature: Patient gave verbal permission to provider Date:

**Check the BEST time for QuitlineNC to call:**

9am - 12pm 12pm - 3pm 3pm - 6pm 6pm - 9pm 9pm - 12am

NOTE: The QuitlineNC is open 7 days a week; but call attempts to participants are only made until midnight. Calls made over the weekend may be made at times outside of the 3-hour time frame selection.

Confidentiality Notice: This email contains confidential information. If you have received this email in error, please notify the sender immediately by telephone and confidentially dispose of the material. Do not review, disclose, copy, or distribute.