



From 1/1/2010 through 1/31/2010  
Contract Dates from 7/1/2009 through 1/31/2010

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The purpose of this report is to provide you with a comprehensive breakdown of the services provided to the participants for the reported period.

NOTE: The Services Report will not match the Monthly Demographic Report numbers because participants can register at the end of the month and not receive services until the following month.

Summary of Services - Total Registered Callers	7		
Note: The following section is based on the date that the caller registered for services.	1,2	Current Month	Contract YTD
Intervention requested		1562	10416
Materials Only		16	94
General Questions		197	1219
Transfer To F&C Commercial Client - Live Transfer		3	13
Transfer To Outside State - Did Not Connect		-	2
Transfer To YAQ Study		-	95
<b>Total</b>		<b>1778</b>	<b>11839</b>

Services By Caller Type		
Tobacco User	Current Month	Contract YTD
Intervention requested - Non-Pregnant	1532	10226
Intervention requested - Pregnant	25	169
Materials Only	10	54
General Questions	84	482
All Transfer Types	3	110
<i>Transfer To F&amp;C Commercial Client Live Transfer</i>	3	13
<i>Transfer To Outside State Did Not Connect</i>	-	2
<i>Transfer To YAQ Study</i>	-	95
<b>Total</b>	<b>1654</b>	<b>11041</b>

Proxy	Current Month	Contract YTD
Intervention requested	4	15
Materials Only	4	27
General Questions	17	115
All Transfer Types	-	-
<b>Total</b>	<b>25</b>	<b>157</b>

Provider	Current Month	Contract YTD
Intervention requested	1	6
Materials Only	1	9
General Questions	10	59
All Transfer Types	-	-
<b>Total</b>	<b>12</b>	<b>74</b>

General Public	Current Month	Contract YTD
Materials Only	1	4
General Questions	86	563



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Services By Caller Type			
<b>Total</b>		<b>87</b>	<b>567</b>
Other Calls Handled	Current Month	Contract YTD	
Hang up	60	432	
Prank	9	33	
Wrong Number	11	52	
<b>Total</b>	<b>80</b>	<b>517</b>	
Summary of Services Provided			
Note: Re-enrollments includes participants who have registered within the previous 12 months and who have opted for additional services.			
Tobacco User	Current Month	Contract YTD	
Total 1-Call Only	31	333	
<i>Registered Current Month</i>	30	327	
<i>Registered Prior Month</i>	1	6	
Total Closed with Attempt	75	1445	
<i>Registered Current Month</i>	40	1358	
<i>Registered Prior Month</i>	35	87	
Total Multiple Call Program Enrollment	1334	8490	
<i>Registered Current Month</i>	1295	8461	
<i>Registered Prior Month</i>	39	29	
<i>Multiple Call Program Re-enrollments (subset of above)</i>	28	348	
In Process	192	249	
<b>Total Intervention Requested</b>	<b>1557</b>	<b>10395</b>	
Pregnant Tobacco User (subset of Tobacco User above)	Current Month	Contract YTD	
1-Call Only	-	3	
Closed with Attempt	2	41	
Multiple Call Program Enrollment	19	115	
In Process	6	12	
Youth Tobacco User (subset of Tobacco User above)	Current Month	Contract YTD	
1-Call Only	-	2	
Closed with Attempt	-	3	
Multiple Call Program Enrollment	2	8	
In Process	2	2	
Proxy	Current Month	Contract YTD	
1-Call Only	3	10	
Closed with Attempt	1	1	
In Process	-	2	
Provider	Current Month	Contract YTD	
1-Call Only	-	6	



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Summary of Services Provided		
Note: Re-enrollments includes participants who have registered within the previous 12 months and who have opted for additional services.		
Closed with Attempt	1	2
In Process	-	-

Calls Completed in the Multiple Call Program		
Includes Tobacco Users who have enrolled in the Multiple Call Program.		
	Current Month	Contract YTD
Completed Call 1 with an intervention	1320	8437
Completed Call 2 with an intervention	411	3354
Completed Call 3 with an intervention	230	2010
Completed Call 4 with an intervention	136	1351
Completed Call 5 with an intervention	85	1028
Completed Call 6 with an intervention	-	12
Completed Call 7 with an intervention	1	5
Completed Call 8 with an intervention	1	6
Completed Call 9 with an intervention	-	9
Completed Call 10 with an intervention	-	7
Completed Call 1 with an attempt	3	17
Completed Call 2 with an attempt	296	4334
Completed Call 3 with an attempt	806	5971
Completed Call 4 with an attempt	1306	6270
Completed Call 5 with an attempt	1095	5580
Completed Call 6 with an attempt	11	81
Completed Call 7 with an attempt	10	83
Completed Call 8 with an attempt	3	73
Completed Call 9 with an attempt	5	66
Completed Call 10 with an attempt	5	67
Ad Hoc Calls with an intervention	99	761
Ad Hoc Calls with an attempt	2	21

Pharmacotherapy - Recommended		
	Current Month	Contract YTD
Patch	897	6287
Gum	-	-
Lozenge	312	1554
Bupropion SR	-	-
Chantix (Varenicline)	-	-
<b>Total</b>	<b>1209</b>	<b>7841</b>

Pharmacotherapy - Participant Shipments		
Includes Tobacco Users only.		
	Current Month	Contract YTD
Patch		
Shipment 1	934	6233
Shipment 2	-	-



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Pharmacotherapy - Participant Shipments <span style="float: right;">9</span>		
Includes Tobacco Users only.		
Gum	Current Month	Contract YTD
Shipment 1 - 2mg	-	-
Shipment 1 - 4mg	-	-
Shipment 2 - 2mg	-	-
Shipment 2 - 4mg	-	-
Lozenge	Current Month	Contract YTD
Shipment 1 - 2mg	68	300
Shipment 1 - 4mg	251	1203
Shipment 2 - 2mg	-	-
Shipment 2 - 4mg	-	1

  

Pharmacotherapy - Boxes Sent		
Includes Tobacco Users only.		
Gum	Current Month	Contract YTD
2mg	-	-
4mg	-	-
Lozenge	Current Month	Contract YTD
2mg	68	300
4mg	251	1204

  

Quit Materials Sent		
Includes all Caller Types. Note: The number of kits reflected on the report include kits that have a sent date within this period.		
	Current Month	Contract YTD
	Current Month	Contract YTD
Be Free Guides	1248	8008
Smokeless Tobacco Kit	19	166
Spanish Tobacco Kit	4	28
Youth Tobacco Kit	4	56
<b>Total</b>	<b>1275</b>	<b>8258</b>

## Definitions:

1. "Transfer to F&C Commercial Client" reflects Tobacco Users who were referred at registration to the Multiple Call Program benefit offered through their health plan, who contracts with Free & Clear.
2. "Transfer to Health Plan" reflects Tobacco Users who were referred at registration to their tobacco cessation benefit offered through their health plan, who does not contract with Free & Clear. The outcome of the transfer to the health plan is noted as "Live Transfer" (connected live with health plan representative), "Did Not Connect" (participant opted to call themselves or there was no answer at the health plan) or "Voicemail" (Participant was transferred to the health plan's voicemail system).
3. Participants must complete the 1-Call with a Quit Coach in order to enroll in the Multiple Call Program. "1-Call Only" reflects participants who completed the 1-Call with Quit Coach and either 1) elected not to enroll in the Multiple Call Program or 2) were not eligible for the Multiple Call Program.
4. "Registered Current Month" reflects participants who registered and completed the requested service within the same reporting period.
5. "Registered Prior Month" reflects participants who registered for services in a month prior to the reporting period and completed the services in the report period. This applies to participants who call on the last day of the month.
6. "In Process" reflects participants who have not been reached for services yet but registered during the reporting period. This applies to participants who requested an intervention, but requested a call back from a Quit Coach instead of being transferred at the time of their initial call. Attempts are being made to reach the participant.
7. Registered Callers include Tobacco Users, Proxy, Providers and General Public.
8. Participants who registered in the current period and prior period, but who completed services during the report period, are reflected in aggregate.
9. "Shipment 3" may represent NRT resends related to participant not receiving medication or participant switching therapies.  
a,b,c,d Participants who registered during the reporting period and requested intervention.