

Frequently asked questions

1. What is telehealth?

Telehealth is the use of technology to provide health care virtually. All Hazel visits are "virtual visits", through a tablet, desktop, or other smart device.

2. What are the hours of operation?

Mental health services are available 7am-7pm local time, Monday through Friday. Physical health services are available 7am-5pm local time, Monday through Friday. Crisis consultations are only available at school, during school hours.

3. Is Hazel for emergencies?

Hazel is not a replacement for the emergency room. If a child needs immediate medical attention PLEASE CALL 911.

4. What does Hazel treat and not treat?

Hazel protocols and guidelines are evidence-based and grounded in the American Telemedicine Association and American Academy of Pediatrics guidelines. For anything outside of our scope, we will call the legal guardian to recommend next steps.

5. Can my child be in a different state than where they attend school for an at home visit?

No. According to laws governing telehealth, students must be physically present in the same state as where their telehealth provider is licensed. This means if they are out of state, they will not be able to join the visit.

6. How do I sign my child up for Hazel Health?

Complete the forms for consent provided by your school. Each child needs one consent form signed. You can find the consent form for your district at www.hazel.co/get-hazel.

7. What ages does Hazel work with?

We support all K-12 students for physical health and mental health needs. Mental health referrals are generally for children ages 8 and older.

8. Where are Hazel services available?

Services are available in select US school districts. See what services are available in your school district.

9. What if my child does not have a primary care provider?

Hazel will work to develop relationships with community providers and can assist in identifying available primary care providers.

10. Does Hazel schedule appointments?

Physical health visits are available within minutes. Mental health therapy sessions are scheduled in advance.

11. What if my child already has a primary care provider?

Hazel is not a replacement for your child's regular doctor. If your child has an established primary care provider (PCP), you should maintain that relationship and follow the Well-Child Visit schedule (one visit every year for school-age children 5 to 18). Hazel is committed to communicating with the student's PCP. Hazel can coordinate with students' PCPs when clinically appropriate to ensure continuity of care. Communication to external providers can only occur if the legal guardian has given written consent, obtained during Hazel sign up.

12. Who are the Hazel providers and what are their credentials?

Physical health providers are state licensed Physicians, Nurse Practitioners and Physician Associates. Mental health providers are licensed Social Workers, Marriage and Family Therapists, Licensed Professional Counselors, and Licensed Mental Health Counselors. Learn more about our care team: hazel.co/company/care-team.

13. Do Hazel providers speak languages other than English?

Yes, over 40% of Hazel's providers are bilingual, speaking 19 languages collectively, including English, Spanish, French, Haitian Creole, Vietnamese, Gujarati, Armenian, Croatian, Korean, Tagalog, Lokano dialect, Hawaiian Pidgin, Samoan, Sign Language, and more.

14. Are Hazel providers diverse?

Over 50% of Hazel providers identify as BIPOC. Learn more about our care team at hazel.co/company/care-team.

15. How many therapy sessions does each child get?

Each student can typically expect an intake visit plus six weeks to two months of weekly sessions before being discharged from the Hazel program. The program is short-term—if your

child needs long-term mental health support, we will help identify and connect you with options in your community. Our providers may use their clinical discretion to provide care services beyond two months on a case-by-case basis if a student encounters challenges connecting to long-term care.

16. How are students referred to therapy?

School staff, legal guardians, and Hazel physical health providers can refer students to therapy. If you are looking to refer your child to Hazel therapy, please call 1-800-76-HAZEL (42935) to request a referral. Only students actively enrolled in a Hazel partner school are eligible for services.

17. Can students who have already participated in the Hazel mental health program re-enroll?

Our clinical team will use their discretion to determine whether a student can re-enroll in mental health services, factoring in time since discharge and previous session attendance and program outcomes. If a new clinical concern has arisen, or at least sixty days have passed since the student was discharged and thorough follow-up with the long-term resources Hazel previously provided (if applicable) has been attempted, Hazel may be able to support re-enrollment. For inquiries about re-enrollment, please call 1-800-76-HAZEL (42935).

18. How many physical health visits does each child get?

There is no limit on the number of visits.

19. Can Hazel provide sexual or reproductive health services?

Hazel Health will not evaluate or treat symptoms related to sexually transmitted infections or pregnancy, nor prescribe or recommend contraception.

20. Can Hazel providers refer my child to a specialist?

Hazel providers will communicate with your child's primary care provider when a referral to a specialist is needed. Most insurance companies (including Medicaid) require that referrals to specialists are made directly by the primary care provider.

21. Does Hazel offer immunizations?

No, Hazel does not offer immunizations.

22. How much does Hazel cost families?

Hazel Health's services are provided at no out-of-pocket cost to families.

23. What if the student does not have an insurance card?

If an insurance card is unavailable, the parent/guardian should complete as much information as possible on the consent form. The parent/guardian can call Hazel Health anytime with additional details if available.

24. Will Hazel Health cover the cost of prescriptions from a Hazel Health visit or fees associated with referrals made?

Over-the-counter medication administered during a Hazel Health visit at school is provided at no cost. If a Hazel provider recommends a prescription from a pharmacy or a referral to an outside provider, the family is responsible for any out-of-pocket cost.

25. An Explanation of Benefits (EOB) was received in the mail, is money owed to Hazel?

Hazel bills insurance to cover the cost of the visit whenever possible, so there is no out-of-pocket cost for families. Once a visit is completed, a family may receive an explanation of benefits (EOB) in the mail. If an EOB is received, this is NOT a bill. The EOB is a record indicating a visit occurred and was billed to insurance, not to the student/family. No additional action is needed.

26. Why is insurance information required for a Hazel visit?

Hazel Health has partnered with your school to cover your cost of services so that there is no cost to your family. We will bill your insurance to cover the cost of your visit, so there is no cost to you.

27. Is Hazel HIPAA compliant?

Yes.

28. Is my child's medication information shared with school site personnel?

Yes, under Family Educational Rights and Privacy Act (FERPA), medical records can be shared with the appropriate credentialed administrators (ie. principals) under FERPA.

29. Does Hazel administer COVID-19 vaccinations?

No.

30. How is patient information protected? Who can access it, and is it ever sent to a third party?

Hazel Health complies with all HIPAA and FERPA requirements. With the appropriate written consent, Hazel Health shares patient information such as date of birth, name, gender,

allergies, summary info about medications, and other information (e.g. what's on the consent form) with the school and for insurance verification and billing.

31. What if I have more questions?

You can contact Hazel directly at 1-800-76-HAZEL.

32. Can my child see a Hazel therapist if they are also receiving care from another therapist in my community?

In alignment with mental health industry standards, we cannot duplicate counseling services that are already being provided by another therapist. Please let your therapist know if you are receiving any other mental health services during your intake visit so that they can determine whether it is clinically appropriate to pursue Hazel's program.

33. Why does Hazel Health ask for insurance information if Hazel Health's visits are at no cost to families?

When families give their consent and provide insurance information, Hazel Health can bill insurance, just like any other healthcare provider. This helps us get reimbursed for the services we provide to students, making sure that some or all of the visit cost is covered by insurance whenever possible. A portion of the fee that districts pay Hazel as a platform fee is used to offset any out-of-pocket expenses not covered by insurance.

Once care has been provided, having access to insurance information also helps to better coordinate support of families, such as by sharing referral recommendations or ordering prescriptions, to apply a more integrated approach to physical and mental health care for students. Additionally, knowing which plans our families have helps us identify the health plans that Hazel Health should contract with so that the visit cost can be covered by insurance whenever possible.

34. Who is paying for this if you are not going to bill families?

When families give their consent and provide insurance information, Hazel Health can bill insurance, just like any other healthcare provider. This helps us get reimbursed for the services we provide to students, making sure that some or all of the visit cost is covered by insurance whenever possible. A portion of the fee that districts pay Hazel as a platform fee is used to offset any out-of-pocket expenses not covered by insurance.

35. Will Hazel Health bill insurance for a visit without notifying the parent/guardian?

If the parent/guardian has consented to Hazel Health's services, then the parent/guardian has consented for Hazel Health to bill insurance for services rendered.

36. Are there options for a family to pay a cash price?

Currently, Hazel Health does not bill families or accept direct payments from families for our services.

37. If the student has insurance separate from the parent/guardian, are they the policyholder?

When filling out insurance information on the consent form, the parent/guardian should look at the insurance card for the student, or an online portal from the insurance organization, to find the correct information. In many cases, each student will have insurance and be the policyholder. If the student's insurance card is available, the parent/guardian should send us a photo of the front and back via the link text from the Hazel Health system.

38. If the student has insurance, but the parent/guardian does not have the information, how will this affect the consent being approved?

At this time, the consent will be processed as usual. Additional outreach to the family will be conducted if needed during a mental health referral or physical health visit.

39. Will a Hazel Health visit count toward an insurance deductible?

Hazel Health visits can count toward an insurance deductible. Hazel currently cannot research individuals' insurance coverage terms. To better understand how a Hazel Health visit could impact a deductible, we encourage families to contact their health plan to ask any questions about the plan's coverage and benefits for each child.

Hazel Health does not bill families directly, and there are no out-of-pocket costs for health visits. No additional action is needed if a health plan does not cover a claim or a visit is denied.

40. Is a diagnosis required to bill insurance for services?

Providing a diagnosis is the standard of care for healthcare services and occurs regardless of billing when clinically appropriate. As part of our physical health services and mental health intake process, our providers use their clinical judgment to provide a diagnosis, which can help determine the best treatment methods and modalities for the child.

To bill a visit, a diagnosis is required for both mental health and physical health visits, but as outlined above, a diagnosis is a fundamental aspect of our care delivery.

41. How is insurance information protected? Who can access it, and is it ever sent to a third party?

All student health and insurance information shared with Hazel Health is confidential and in compliance with HIPAA, Hazel's Notice of Privacy Practices and Consent, and state privacy laws. Student information is stored on Hazel Health's highly secure, fully encrypted digital records platform. For continuity of care and additional coordination efforts, Hazel Health may share insurance information with other healthcare entities (e.g., pharmacies, health plans, or community-based organizations for continuing care) as outlined in the Notice of Privacy Practices and Consent.

Hazel and Hazel Health's employees may view insurance information for consent review, insurance review, and billing. Hazel partners with third parties for specific insurance and billing-related functions, with whom data is shared in a HIPAA-compliant manner. Hazel and Hazel Health will never sell the information to a third party.

42. Can undocumented students use Hazel Health?

Yes. Citizenship status is not required for students to use Hazel Health services. Any student, regardless of citizenship status, can use Hazel Health.

43. What if a student wants to consent to mental health services without their parent or guardian knowing?

Some [states do allow minor consent](#). Two things must be true in order for students to consent for themselves: (1) they are of the right age based on state's laws and (2) the district where their school is located has opted in for minor self-consent through Hazel. All documentation related to these visits is only accessible to the student. No information about these visits is released to the schools or districts.