



## General Overview

### **What is Hazel Health?**

With consent from a student's parent or guardian, Hazel Health provides mental telehealth services to students at school and home. Hazel Health is an additional tool for school health staff, including school psychologists and wellness counselors to support student health and wellbeing.

### **What is telehealth?**

Telehealth utilizes technology to provide healthcare virtually, allowing students to access services conveniently through a tablet, desktop, or other smart devices. Hazel Health's virtual visits offer a secure and accessible way for students to receive mental health support, both at school and in the comfort of their homes.

### **Is a referral needed to access Hazel Health services?**

Yes. A referral from a Los AI USD school site psychologist or wellness counselor is needed to access Hazel Health services.

### **Can I refer my child for teletherapy?**

No. At this time, all referrals will only come from a Los AI USD school site psychologist or wellness counselor.

### **What kind of consent is required?**

Students can only receive care with a completed consent form from a parent or guardian. Parents or Guardians of students, or students over the age of 18, must complete an online consent form before receiving Hazel Health services. The consent form can be found at [my.hazel.co/losai](https://my.hazel.co/losai). All consent information can be updated anytime by completing a new consent form.

### **Where do I go to provide consent?**

To provide consent, visit [my.hazel.co/losai](https://my.hazel.co/losai) and complete the consent form. If you need support filling out the consent form or cannot access an internet-enabled device at home, please visit your school administrator for help.

### **If my student already has a consent form to see the nurse on file, can they access Hazel Health?**



No. You must fill out a separate consent form found at [my.hazel.co/losal](https://my.hazel.co/losal) for your student to access care through Hazel Health.

**How long will it take for my student to have access to a provider after I sign a consent form?**

Hazel Health can only access student data with a signed consent form. Hazel Health services will be available 48-72 hours after completing a consent form.

**Is Hazel Health compliant with the Health Insurance Portability and Accountability Act (HIPAA)?**

Yes.

**How does Hazel Health protect students' data?**

All student health information will stay confidential and in compliance with HIPAA. Student information is stored on Hazel Health's highly secure, fully encrypted digital records platform—similar to a doctor's office.

**Why is Los Alamitos USD offering Hazel Health services?**

Students learn best when they feel best. Los AI USD is utilizing this one-year grant program to offer another tool for students and families to support student health and wellbeing. Additionally, the service is convenient for families since students can get care at no cost without the parent/guardian having to miss work.

**What are the credentials of Hazel Health providers?**

Hazel Health's physical health providers are state-licensed Physicians, Nurse Practitioners, and Physician Associates. Hazel Health's mental health providers are Licensed Social Workers, Licensed Marriage and Family Therapists, Licensed Professional Counselors, and Licensed Mental Health Counselors.

**Does a student need insurance to participate in Hazel Health?**

Los AI USD's partnership with Hazel Health makes it possible for its providers and therapists to see all students without out-of-pocket costs to families, regardless of insurance or immigration status.

**How is Hazel Health provided with no out-of-pocket costs?**



Los AI USD knows students learn best when they feel best. That's why they partnered with Hazel Health to ensure all students get the care they need to feel well and attend class daily. Our partnership makes it possible to provide care with no out-of-pocket costs.

### **Why does Hazel Health ask for my insurance information if there's no cost for families?**

Families with medical insurance will be asked to provide their insurance information so Hazel Health can bill insurance for Hazel Health services. If insurance does not cover costs, Hazel Health will not bill or collect co-pays from families. Please note that families may receive an "explanation of benefits" in the mail but this is not a bill and this service is provided at no cost to families.

## **Mental Health Overview**

### **What are the hours for teletherapy services?**

Teletherapy services are available 7:00 am–7:00 pm local time, Monday through Friday.

### **Where do teletherapy services take place?**

When opting into services, the guardian can request that the sessions occur during the school day or at home.

Each school will designate a location where the student can go for school sessions. If needed, headphones and privacy screens can be provided. A school-based staff member will remain in eyesight during the session.

### **How does Hazel Health protect my student's privacy during teletherapy sessions?**

School staff members who refer a student to Hazel Health's mental health service can look up whether that student has successfully consented to Hazel Health but will not receive any details about that student's care plan or health information without your explicit permission. All student health information will stay confidential and in compliance with HIPAA. Student information is stored on Hazel Health's highly secure, fully encrypted digital records platform.

### **How will I know if my student has been referred for Hazel Health teletherapy?**

The school psychologist or wellness counselor will reach out to the parent or guardian explaining that their child has been referred for services through Hazel Health and will provide an authorization form before any services begin. The parent or guardian will then choose if they would like to opt into services for their student and schedule an appointment.



### **How many therapy sessions can each student access?**

Hazel Health's mental health sessions typically consist of a preliminary intake visit and approximately six sessions. The program is short-term—if your child needs long-term mental health support, Hazel Health will work with the guardian to identify and connect the family to a local provider.

### **What mental health issues can Hazel Health providers treat or address?**

- Anxiety
- Depression
- Sleep Problems
- Self Harm
- Grief/Loss
- Loneliness
- Motivation
- Concentration
- Anger Management
- Academic Stress
- Bullying
- Self-Esteem
- Peer and Adult Relationships
- And more

### **How does Hazel Health's teletherapy work?**

If the parent or guardian opts into services, then the Hazel Health Family Resource Manager will schedule an intake visit. The guardian will participate in the initial intake session with the student.

After the intake visit, the guardian will work with a Hazel Health Family Resource Manager to schedule appointments for their student at school or home. All sessions are pre-scheduled, and each student participates in approximately six sessions. Once all of the sessions are complete, the student, guardian, and therapist will review their progress and recommend either long-term support or additional next steps.

### **What happens if a student needs to cancel or reschedule?**

The Hazel Health clinical team will work with the referrer and/or guardian to reschedule canceled or missed appointments. Clinical visits proceeding as scheduled is a crucial component of ensuring that Hazel Health's licensed providers can best serve the needs of students, but Hazel Health understands that conflicts arise. Whenever possible, Hazel Health



appreciates receiving at least 24 hours advance notice in the event that a visit needs to be canceled or rescheduled.

Services will be discontinued, and the student will be asked to re-enroll at a later day if that student has:

- two consecutive at-home visits canceled or rescheduled fewer than 24 hours in advance of the originally scheduled time OR
- three total at-home visits canceled or rescheduled fewer than 24 hours in advance of the originally scheduled time OR
- one week has elapsed since the date of a missed intake/counseling session, and no guardian has followed up

At a later date, students may request re-enrollment in the program as long as they renew a commitment to attending sessions as scheduled.

Please note that therapists may or may not be able to accommodate requests for sessions to be moved later in the day or week, given the weekly nature of the Hazel Health teletherapy model. If a visit does need to be canceled and cannot be rescheduled, students can still look forward to their recurring session the following week.

### **Can my child see a Hazel Health therapist if they also receive care from another therapist in my community?**

In alignment with mental health industry standards, Hazel Health cannot duplicate counseling services already provided by another therapist. Please let your Hazel Health 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 Health's program. If you have any additional questions, please contact your student's school.

For more information on Hazel Health, visit <https://www.hazel.co/help/faq>. The Hazel Health model has been customized to meet the unique needs of the Los Alamitos Unified SD community. As a result, services described on the Hazel Health website may vary from how they are delivered in our District.