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*Building Healthy Minds*

Dear HASD Parent/Guardian:

Thank you for choosing the E3 program! We would like to take a few moments to explain our billing practices at E3. E3 is a new, comprehensive partnership between Catalpa Health, Family Services of Northeast Wisconsin, Samaritan Counseling Center, NAMI Fox Valley and the United Way Fox Cities to provide mental health and wellness to students and families of the Hortonville Areas School District.

Even though E3 is a joint venture between these leading partners, Catalpa Health will be the agency billing for all counseling services provided on-site at the HASD locations. Catalpa Health is currently in-plan with many of the major insurance providers in our area, and continues to add new contracts to their provider network. A listing of their in network health plans are listed on E3 website at [www.hasd.org/E3](http://www.hasd.org/E3). **However, we always encourage parents to please call the number on the back of their insurance card to verify their benefits prior to scheduling their appointment at E3.** When calling your insurance carrier, you will need to verify that **Catalpa Health (not E3)** is an in network provider.

***What if my health plan is in network, but my E3 provider is not?***

As a new program, some of the E3 mental health therapists may not be in network at this time with your insurance plan. We anticipate that this should be resolved shortly, and that all E3 therapists will be in network in the near future. Until that time, E3 will be making adjustments to your bill so you are not financially responsible for out of network charges for these providers. Please note that once your E3 provider is in network, your standard patient responsibility will apply.

***What if my health plan is out of network at Catalpa Health?***

At E3, our goal is to provide accessible, affordable mental health care. If your health plan is currently not in network with Catalpa Health, and therefore E3, we will work with you to make adjustments to your bill so that it is not a barrier to care.

***Does E3 offer financial assistance for services?***

Yes. E3 has a financial assistance program available to patients unable to pay for medical care. Through the *Catalpa Cares* program, we may cover part of your medical care costs and/or help you make payment arrangements to cover the rest of your costs. Information on our *Catalpa Cares* program can be obtained from your therapist or online at [www.hasd.org/E3](http://www.hasd.org/E3). You may also request information by calling the E3 call line at 920-750-7088.

Please do not hesitate to call us with questions regarding your bill. We would be happy to explain the information on your invoice, our billing practices at E3, or to answer any questions you may have. We can be reached by phone at 866-851-5125.