Important Updates For Clients in 2027

Dear Clients and Families,

As we prepare for 2027, Alliance Counseling Center and The Center at Heron Hill are making several important changes designed to strengthen our services, improve access to care, and help us continue providing the high-quality, individualized support our clients and families have come to expect. Beginning January 1, 2027, the following updates will take effect.

A New Electronic Health Record & Patient Portal

Alliance Counseling Center will be transitioning to a new electronic health record system. As part of this transition, clients will begin seeing an upgraded patient portal experience designed to make managing your care easier and more convenient.

The new system will provide improved access and communication with your clinician and make it easier to view and track appointments, insurance information, and other important details related to your care. Additional information and instructions for accessing the new portal will be provided as we approach the transition.

Annual Client Information, Insurance & Consent Updates

All clients and families will be asked to complete updated annual paperwork for 2027, including:

- Current demographic and contact information
- Updated Oregon Health Plan (OHP) insurance information
- Notice of Privacy Practices acknowledgment
- Updated treatment and applicable consent forms

Please notify our clinic promptly if your insurance coverage, coordinated care organization (CCO), or other insurance information changes. These updates help us maintain accurate records, protect your privacy, and minimize potential interruptions to services.

Important Changes to Oregon Health Plan Eligibility in 2027

Beginning in 2027, new federal requirements will affect how some Oregon Health Plan (OHP) members qualify for and maintain their health coverage. Depending on your age, eligibility category, and individual circumstances, changes may include:

- **More frequent eligibility renewals:** Some adult members will be required to renew their OHP coverage every six months rather than every two years.

- **New work or activity requirements:** Certain adults ages 19–64 may need to meet work, education, volunteer, or other qualifying activity requirements, unless they qualify for an exemption.
- **Additional eligibility verification:** Some members may be asked to provide updated information or documentation to maintain their coverage.

Not all changes apply to every OHP member. Many individuals, including children and people who qualify under certain disability or other eligibility categories, will be exempt from specific requirements. You can find more information here:

Oregon Health Authority:
https://www.oregon.gov/oha/HSD/OHP/Pages/Federal-Changes.aspx

Oregon ONE Benefits Portal:
https://benefits.oregon.gov

OHP Eligibility & Renewal Assistance:
800-699-9075

Equine Therapy Scheduling & Attendance Expectations

Our equine-assisted therapy program is a specialized service with limited appointment availability. Because these sessions require additional planning, staffing, and coordination with our equine team, consistent attendance is especially important.

Beginning January 1, 2027, we will be placing greater emphasis on attendance and scheduling expectations for clients participating in equine-assisted therapy. Repeated missed appointments or late cancellations may result in the loss of your reserved equine therapy appointment time and/or risk being charged the full session rate of the missed appointment.

We understand that unexpected circumstances, illnesses, and emergencies occur, and we will continue approaching these situations with compassion and reasonable flexibility. However, when appointments are repeatedly missed or canceled without sufficient notice, we may need to release that reserved equine therapy time to another client waiting for services.

Clients who lose their reserved equine appointment time may be offered alternative treatment options, including traditional individual therapy, or may be considered for future equine availability when clinically appropriate. Our intention is not to create additional barriers to treatment, but to ensure that our limited equine therapy appointments remain available to clients who can consistently participate and benefit from this specialized service.

Per contract rules, OHP/Medicaid clients are not eligible to be charged missed-appointment or late-cancellation fees. Your clinician will discuss any applicable equine program updates and treatment planning considerations with you.

Change to Equine Barn Fees

Beginning January 1, the barn fee associated with each equine therapy visit will increase from $26 to $38 per visit for applicable clients.

The barn fee is separate from the clinical service provided during your appointment and is not billable to insurance. The $38 fee will be the client's responsibility and is due at the time of service.

Following each equine visit, clients will receive an automatic payment link that can be used to conveniently pay the barn fee.

This fee helps support the significant costs associated with maintaining our equine program, including the care and feeding of our herd, barn and property operations, and the resources necessary to safely provide this specialized service.

For clients currently participating in equine therapy, your clinician will also be discussing some additional program updates and treatment planning considerations for 2027.

Per contract rules, OHP/Medicaid clients are not eligible to be charged for equine barn fees.

Looking Ahead to 2027

We recognize that changes to established processes can sometimes require adjustment, and we appreciate your patience and understanding as we continue improving the experience of receiving care at Alliance Counseling Center. We are grateful for the trust you place in our team and look forward to continuing to support you and your family in the coming year.

The Leadership Team
Alliance Counseling Center & The Center at Heron Hill