

Critical updates on Dr. Brunner's office procedure changes*

*This update will also be posted (as of October 29th) on my revised website www.doctorbrunner.com in the "what's new" section...check out my new site on October 29th

Dear Valued Client:

There will be a few changes to how my office runs that will take effect **October 29th, 2007**. Please read the following and call me with questions. While my office assistant Stephanie has done an excellent job, I have decided to streamline my office and Stephanie will no longer be assisting me as of **October 29th**. I will certainly miss Stephanie's help!

Thus, as of October 29th the following 3 changes will take effect ...

Regarding Scheduling...

New scheduling procedure: I will personally handle my own scheduling. All calls regarding appointments should be made to me via my cell phone number: 520-260-0068.

Regarding Billing...

New billing procedure for patients paying via their insurance:*Billing will now be done by a highly experienced off site billing person named Ms. Tristan Hume with whom I will work closely. Your service will remain as personable and efficient as it has always been. All questions regarding bills, coverage, etc, should be directed toward Tristan by calling her. You will still receive a monthly statement if there is a balance due. I will be collecting your copay directly at your appointment time. Even if you use insurance regularly, you should read the next section since out of pocket fees include services not covered by insurance.

*Even if you use insurance regularly, you should read the next section also as my new way of handling out of pocket fees may affect you.

New billing procedure for patients paying for out of pocket services (not with insurance): I will collect payment from you directly, and if necessary, email you bills. All non-insurance related billing questions can be made to me directly.

Regarding my Office Number...

Office Number for my practice: From October 29th onward, the phone number for my practice will be the following: 520-260-0068. My prior office number (520-296-8572) will remain operational as it will remain the number for the other two doctors as well as for Stephanie (if you need to reach her). My office fax number and office location are not changing. If there is a serious psychological (i.e., not medical, where you call 911) crisis situation outside of normal office hours that cannot wait until the following morning, you can call the 520-260-0068 number.

Information regarding Tristan Hume

- Insurance related billing questions can be directed to Tristan Hume, 520-398-6165
- Tristan is available between 9 a.m. and 4 p.m.
- Tristan has an excellent reputation, having 10 years of mental health billing experience
- Tristan may be on the phone when you call her, so leave a message when necessary
- Tristan will return call within that day if she cannot get to the phone due to her schedule.

Thank you for your patience during my transition! I will continue to make sure your needs are met and you continue to receive the highest quality services.

Sincerely, Dr. Brunner

