STRATFORD

Stratford Notes

We plan to attend the Microsoft developer conference in San Diego in January. This is a step toward getting our program integrated into Microsoft Windows and Microsoft Office suite of programs. Microsoft Office includes Microsoft Word, Excel, PowerPoint, Mail, and Schedule. You will not be required to use Microsoft Office so this is for those customers who have requested it. Even though our program currently has connections to Microsoft Mail, it is not easy to use. The new compiler which will be available soon should make it very easy for our users to use the Microsoft Windows Mail/ Schedule programs with the Stratford programs. Microsoft Mail & Schedule come with the new version of Windows (Workgroups 3.11) at no additional charge. You should use it even if you have a single-user system. We have used the scheduler here at Stratford since the beginning of 1994 and we like it. If you plan to use Microsoft Mail/Schedule you must use a mouse.

HAPPY NEW YEAR
Remember to date your transactions 1995!!

NEW SECTION!
USER FORUM

In an effort to keep up with the growing demand of information interchange, Stratford would like to announce a new section for the newsletter called User Forum. In this section SHS users may submit medical billing related questions and other SHS users may submit answers to the questions (Note: this section is for medical billing questions and not for computer questions). Your computer questions will still be answered by SHS support techs in the Question and Answer and Windows Tips sections. If you have a question you would like to ask your fellow SHS users or you have an answer to a question in the future, please fax or mail them, "attn: newsletter," to the fax number or address listed at the end of this newsletter.

Today's   Highlights

....A Note From Our President
....New Section! User Forum
....From the EDI (ECS) Corner......
....Insufficient Memory Problems
....Windows Tips
....Question and Answer Session
....New Features
....Trial Version
....Advanced Tip of the Month

Taken from the Internet:

1. How do you know that NASA is using Pentiums in their computers? They just landed an astronaut in Jersey City.

2. Computer ad: "OH NO, Intel inside".

Training Classes

SHS Software Basic Training

In the Stratford Classroom:

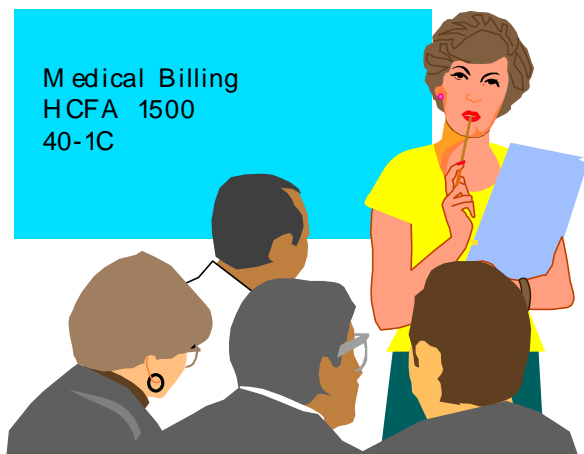|			
Every Friday	9:30 AM -	12:00 PM	$95
	1:30 PM -	4:00 PM	$95
By Appointment			$95

Call for class availability. On-site training in your area may be available (*by appointment only*) with a certified Stratford trainer. There is a four hour minimum for on-site training and the cost is $250. Telephone training may also be available.

Medical Billing
HCFA 1500
40-1C

FROM THE EDI CORNER.......

SEND ELECTRONICALLY!

With the rising cost of paper forms, coupled with our limited resources here on Earth, you owe it to yourself both financially and ecologically to start sending your claims electronically. If you are a participating provider you can send your claims for free to Medicare. All providers can submit Medi-Cal electronic claims for free. Your private pay claims can be sent for prices ranging from free to 50 cents a claim. The process is quite simple:

- You contact Medicare, Medi-Cal/Medicaid, and/or a clearinghouse and sign up.
- They provide you with passwords and IDs.
- You send us a photocopy of the passwords and IDs along with a backup of your data files.
- We will build test files and submit them.
- The intermediary will then contact you informing you of the results. Note: test claims are not paid.
- We will return your backup along with some ECS files and you can begin submitting your

claims electronically. Note: you must have a modem to send claims. Although not necessary, we recommend getting.

INSUFFICIENT MEMORY PROBLEMS

Recently we have had several customers call with the error message: "insufficient memory". This usually happens when running the insurance and/or EDI programs. Since these programs are very large, we advise customers to run the larger programs on their server or a workstation with more memory. You may need to upgrade the memory in your workstations. If you are using an 80286 "286" computer with 1 megabyte of memory or an 80386 "386" with less than 4 megabytes of memory you should probably begin planning for the day that you are required to upgrade, it may be soon. As the requirements for insurance change, these programs will probably get even larger. For example Medicare has announced that they will no longer accept the old proprietary format for EDI (no firm date has been given). The California Medicaid program will no longer accept their proprietary format after January 1, 1995. We are changing our programs to allow all customers to use the new formats. Many insurance companies are requiring the claims to be "cleaner". We have always had a claim audit program but the default was for this to be disabled (at the request of many users). Now we are finding that some insurance companies are rejecting claims they used to accept. The Stratford program can reject a bad claim before it is printed or transmitted and create an audit report telling you why! If you have had claims rejected for missing/incorrect data, you can make the changes and then submit the claims, avoiding the annoying step of getting a rejection by mail and having to re-submit old claims. Recently we were testing a customer's data and we found that our audit program rejected more than 150 claims in one "run". The rejections were for missing sex, birth dates, ID numbers, etc. Manually fixing this bad/missing data is very expensive for the insurance companies and eventually all incomplete claims will be rejected. Our auditing program will tell you most of the things that are missing or incorrect before the insurance carrier gets it. If your data is very bad, it may take you some time to clean it up, but it may help your cash flow some day.

Would you pay extra if you could get evening and/or Weekend Service? If yes, fax a note to us.

WINDOWS TIPS

Q. Can you define some terms for me? What do *point and click, drag, double-click,* and *Alt-Tab* mean when using Windows?

A. Point and Click refers to using a mouse, position the pointer on screen (point) by moving the mouse, then pressing the left button on the mouse (click). Drag refers to the same thing as above, except you hold down the mouse button and move the mouse (drag) which moves an object on the screen. Double click refers to point and click, except that the mouse button is pressed twice in succession rapidly. Alt-Tab refers to holding the Alt key on your keyboard and pressing the Tab key, which allows you to switch between programs (multi-tasking) without quitting one. The ability to Alt-Tab is generally limited by your computer memory.

QUESTION AND ANSWER SESSION

Q. What is the best way to create a new financial class for my Medi-Medi patients (the ones with Medicare as a primary and Medi-Cal as a secondary)?

A. Other than putting those patients in your regular Medicare financial class (04), we would advise you to create a financial class 04M for your Medi-Medi patients. The reason for this is if you set up auto transactions to work for financial class 04 they will still work on the Medi-Medi patients. If you do not use 04M and instead use a number like 06 for Medi-Medi, you will have to set up a totally separate set of auto transactions for financial class 06. By the way, you can still have Medi-Medi exclusive auto transactions by making them for 04M only. Likewise, if you set up additional financial classes for your private insurances, it would be advisable to set them up as 01A, 01B, etc. instead of 06, 07, etc.

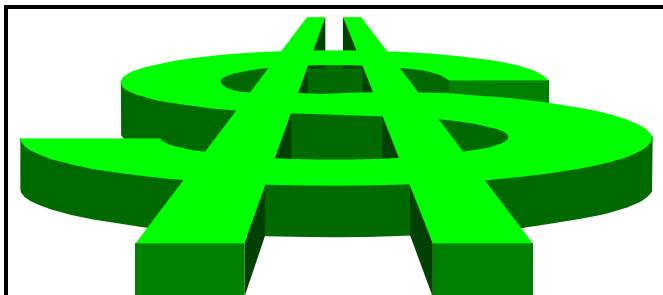## NEW FEATURES AND CAPABILITIES FOR THE STRATFORD PROGRAMS

We have had requests for the ability to use a mouse everywhere in the Stratford program, not just in the pop-up Windows as it is now. You should be able to use the mouse for revision within a few months. For the customers with Windows, we will soon have all of the pretty push-buttons, icons, and all of the "neat" Windows features that many customers have been asking about. We have already licensed the software "objects" that are required. We will be able to distribute them as part of our program at no additional charge for those customers who subscribe to our software maintenance program. Our interface is presently about 70% "event driven". "Event driven" means you can "jump" around at will within the program. We should be near 100% within a few months after the new compiler arrives. To use the features you will probably want to use a mouse although it will not be required. We have had customers say that they do not like using a mouse and they do not need Windows. We have **no plans to require** either for future versions. Even though a mouse does not help when you have a lot of keyboard data entry, it does help with functions such as word processing and scheduling. Also the Windows interface allows us to use graphics so the display is more attractive. We have better use of colors and fonts so we can get more information on the screen without having it appear cluttered. Also, Windows makes it easier to do "multi-tasking". Multi-tasking lets you do multiple tasks at the same time. For example you could be working on one patient's account, have the phone ring, go to another patient's account (without leaving the one you are presently working on), answer a question, and instantly go back to the first patient and be exactly where you were. We are certain that some of our customers will not want to go to Windows and we plan to keep the program current for them. They just will not have access to the additional features that Microsoft Windows offers. If you do not have Windows now and you think you may be interested, you should ask a friend or go to a local computer store. Almost all systems have Microsoft Windows pre-loaded so you can begin using it immediately. If you have been a customer of ours for 10 years or more you know that we once thought that minicomputers, UNIX, etc. was the best way to do computing. Well, that was then and this is now. Windows dominates the computer market at this time. There are so many Windows installations now that we are sure it will be the dominant computer operating system for the foreseeable future. It is extremely inexpensive compared to the systems we once sold and it is much faster and easier to use. We currently support fewer than 20 customers with the old minicomputers. We are trying to make it easy for them to upgrade. They can upgrade to our new program for $29.00 plus tax and we will convert their data at no charge if they subscribe to software maintenance. Eventually the changes in healthcare billing will force them to change.
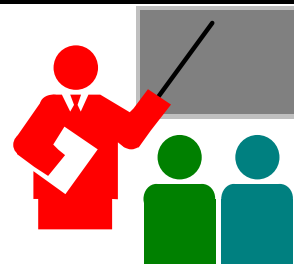
TRIAL VERSION

Did you know that SHS offers a trial version of the program for only $49! The trial version of the program is exactly the same program that full price customers get, except it is locked to allow a maximum of 25 patients to be entered into the system and will not send electronic claims. If you purchase the trial version of the program between now and March 31, 1995, we will give you $100 off the purchase of the full program if you decide to purchase within 30 days of buying the trial version! We will still credit you the trial price if you purchase the real program within 90 days! So buy our trial for $49 and unlock it within 30 days for only $795 ($846 if purchased within 31-90 days) more, a savings of $51 off the regular price!

Stratford will pay *you* $100 for each person you refer who purchases SHS® Healthcare Management Software at full price ($895). Simply call or write to give us your referral, we will take care of the rest!

Thanks to those customers who used their order form and faxed their orders to us in December. It really helps reduce our time to respond to support calls. This also helps eliminate incorrect orders.

ADVANCED TIP OF THE MONTH

Q. What is the easiest way to tell if my Colorado tape backup was successful if I am using the Stratford TAPSYS and/or BCKPRC commands?

A. The easiest way is to use an "ERROR.LOG" located in your \TAPE directory. You may need to modify your TAPSYS.BAT file in the \130\4 directory to do this. Use a text editor (such as QE) and add the following:
`DEL \TAPE\*.LOG` as the first line of the file.
Find the line that starts: TAPE BACKUP and add a:
`/B="ERROR.LOG"` into the mix of slashed (/) letters. Save your changes. Now you must replace your BCKPRC.BAT by typing the following at your \130\4 prompt:
`COPY CON BCKPRC.BAT` this will put a blinking cursor on the screen with no prompt. Type the following lines and press [ENTER] after each.
`CALL TAPSYS`
`CD\130\3`
`BEGIN`
press the F6 key to get a "^Z" and press [ENTER] to get "one file(s) copied." After making these changes your backup program will create a file called "ERROR.LOG" telling you of any problems during the backup. When you wish to check it, simply type:
`TYPE \TAPE\ERROR.LOG` and the results will show on your screen. If they flash past your screen too fast, you can print them by typing:
`COPY \TAPE\ERROR.LOG LPT1`
The backup will automatically erase the old ERROR.LOG each time you run a backup, so if you get a message "file not found" when you try to view your ERROR.LOG, it means there were no errors!!