

# STRATFORD

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**Stratford notes:**

Do you have access to the Internet? We have our WWW server working now. During August we got everything configured and working reliably. Some of our dealers and billing services have a "home page" on it.

We recommend that you use a browser that is compatible with Netscape 1.2 or later. The browser that comes with the Windows 95 Plus package works fine. You cannot see all the features we have programmed if you use an older browser.

We are now ready to offer a home page to our customers. At this time, we do not plan to charge for the service. It is available to any customer that has pre-paid software support. If many people take advantage of our connection to the Internet, we may link our bulletin board and possibly arrange to collect electronic claims.

**You can find Stratford's Internet server at this address:  
<http://www.stratfordsoftware.com/>**

You would be required to use a secure browser like Netscape 1.2 or later. We would not charge extra for the service, of course.

If you want a home page, just send us the text that you want by email only. We cannot accept it any other way. You can ask for a specific name if you wish. The name must be 2 to 8 characters (ex: DRSMITH). Look at our home page to see an example of what we can do.

We want to help our clients move onto the *information superhighway*. You can tell your friends to look at your home page.

This offer is for one text-only page. We can

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also include a link to your email address. There is an additional charge if you want graphics. There is also an extra charge for linked pages. If you have seen a home page that you like, tell us the address. If you want something fancy, let us know by fax or email only. Do not call. We cannot do any of this by phone. This is an experiment only and we may discontinue or limit it at any time. If it is successful we will expand the service.

Many of our clients belong to various medical associations. We hope to make space available for them to announce meetings and other healthcare related issues.

If you now use the Internet and you have some ideas about ways we can use our server, let us know by fax. We will seriously consider any reasonable request.

If you do not know how to access the Internet, please do not call the support line. We cannot support this kind of function. If you need help, let us know by fax and we will try to arrange for someone to help you. There will probably be a charge. •

**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 at least three days in advance.  
On-site training with a certified Stratford trainer may be available (*by appointment only*). The cost is \$250.  
Telephone training is available (*by appointment only*).

### FROM THE EDI CORNER.....

Did you attend the Medifest meeting in San Francisco in August? Do you receive the Blue Shield of California newsletter: *Blue Monday*? Did you see the picture of the Stratford booth on the cover? We work very well with Blue Shield. Both of us have the same goal: to have every provider transmit every claim!

In July 1996, Medicare will require all hospitals to transmit claims in the ANSI format. WEDI (Workgroup on EDI) estimates that 12 to 16 billion dollars can be saved each year by having all claims transmitted in a standardized format. They estimated that 26 billion could be saved if all transactions were transmitted in a standard format. There are approximately 4.8 billion health care paper claims filed each year at an average cost of \$4 to \$5 for handling and filing. The cost goes up linearly with the volume. Electronic claims cost an average of \$1.36 and have the potential of being much less expensive as the processing is standardized and the volume increases.

#### **EDI "per-claim" charges**

Stratford does not have any "per-claim" or other charges related to transmitting claims to Medicare or any other carrier. We only charge (optional) for supporting

This is the reason that we have been starting all of

our new customers using the ANSI format if it is accepted by their payers.

We have been approved by Palmetto Government Benefits Administrators for Champus billing.

Stratford's ANSI program is now approved by Metrahealth for Medicare billing in Virginia. •

### NT EXCHANGE SERVER

In previous newsletters we have mentioned the new Microsoft product named Exchange Server. Exchange Server is part of the "Back Office". The Back Office is a group of products that will eventually replace mainframes for many applications. Soon after the delivery of Exchange Server, Microsoft will release Telephony Server for CTI (computer telephone integration) applications. Microsoft will also release "Gibraltar" which is an Internet server for NT. This will provide users with a direct connection to the Internet.

We are now in the process of installing ISDN telephone service here at Stratford. We plan to connect our servers to the Internet using Microsoft's back office products. •

### DRIVING TO A CONFERENCE

The other day three people from a well-known computer company were driving to a meeting in Silicon Valley. The car stopped for no apparent reason. The salesman said "That's it! We need a new car." The hardware tech looked around and said "Let's start swapping parts until we see what is broken." The software support technician said "Turn the motor off, wait 5 minutes and restart it."

## CERTIFICATE AUTHORITY

What is a Certificate Authority? What is a Digital Signature? Why should you care?

In the future, doctors will need to send email and have the receiver be 100% certain who sent the email. The email could be a prescription to Walgreens for Sally Smith. It could be for a controlled drug. You can understand why the pharmacy must be certain. Now, the pharmacy tries to read the name on a (usually) hand-written piece of paper. The email could be an order for admission or treatment sent to a hospital. Medicare may want this for electronic claims. The Internet is not very secure now, but it probably will be the best way to send the "secure" email. The newest version of Netscape (1.2) has built in security.

A government controlled entity (like the US Postal Service) called a "Certificate Authority" will issue a certificate to an individual. This certificate contains identifying information, a "private key" and a "public key". These "keys" will probably be a string of numbers and/or letters. The individual must never reveal the private key to anyone. The public key can be published in the newspaper if needed.

Anyone who receives an encrypted message from this individual will be able to know immediately if it really is from that individual. If the message can be decrypted with the public key, then you can be certain that the message was encrypted with the private key. This method will probably be used in the future for all correspondence by healthcare providers. If this works as planned, it will be more secure than the paper system that has been used in the past.

## WINDOWS NT SECURITY

In August of 1995, Microsoft earned the C2 designation for the NT Workstation and NT

Stratford will run your Stratford software related classified ad in our monthly newsletter *free*, upon SHS approval!



Server operating systems. Novell has not yet earned this designation for their operating systems. Most UNIX variants do not have this designation.

## YEAR 2000 SOFTWARE PROBLEM

When the year 2000 arrives, many software programs will cease to function properly. You will be happy to learn that Stratford software is accurate with all dates. We know of several medical programs that calculate ages incorrectly because they were written by programmers who did not know that there were still people around who were born before the year 1900. Many programs do not take into account that 1900 was not a leap year even though it can be divided by 4.

February 29, 2000, is legal but February 29, 2100, is not a legal date.

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★ California Healthcare ★  
★ Management ★  
★ is running seminars in medical billing. The ★  
★ basic seminar for \$50 will be held Saturday, ★  
★ October 7 from 9AM to 2PM. The ★  
★ advanced seminar for \$100 will be held ★  
★ Saturday, October 14 from 9AM to 2PM. ★  
★ To secure reservations, mail checks to: ★  
★ CHM ★  
★ 2130 Palmetto Ave ★  
★ Pacifica, CA 94044 ★  
★ For further details call (415) 359-4195 ★  
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## WINDOWS 95 NEWS

If you have been reading the papers, you probably know about the people who stood in line outside Comp USA at midnight August 24 to be one of the first to get Windows 95. Computer users in New Zealand were the first to get a legal copy. Ernst and Young's office in Boston is converting 25,000 employee computers to Windows 95. Currently 60% of them are PCs and 40% are Macintoshes.

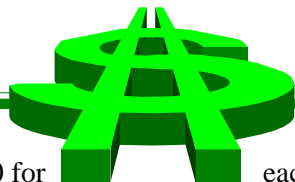
Here are some facts about the development of Windows 95 that you may not know. The Microsoft Windows 95 team consumed 2.2 million cups of coffee. The team reported the birth of 63 babies.

Windows 95 will be the second most popular operating system if only 10% of Windows 3.x users upgrade.

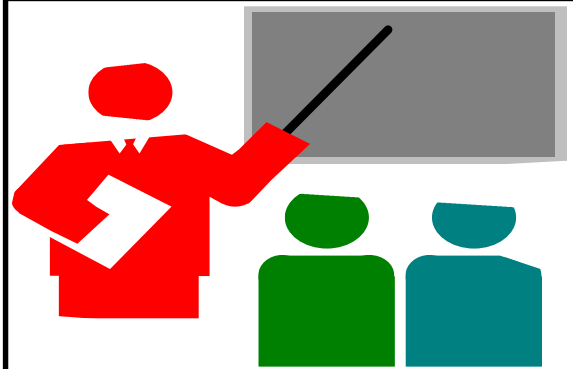
We have been using several browsers when we work on the Internet. We like the one that is on the CD-ROM version of Microsoft Plus. This is a box of extra software that you should buy if you are going to upgrade to Windows 95. It costs less than \$50.00 at most stores.

Microsoft Plus has several screen savers. One of the screen savers allows you to use your family pictures. First, you take the pictures to a local print shop that has a high resolution scanner. They can scan your pictures onto a floppy disk. Next you can load them into the screen saver named "Scenes".

Microsoft Plus also has a compression program to give you more space on your hard disk. •



Stratford will pay you \$100 for each person\* you refer who purchases Stratford Software at full price (\$895). Simply fax or write to give us your referral. **We must receive the referral notice in advance of the sale. We cannot pay for a referral if you notify us after the sale.** \*Subject to



## ADVANCED TIP OF THE MONTH

Do you bill EDS for the Medicaid program in California? On the HCFA form you must have the referring doctor name and ID. The ID must be the state license number or the Medi-Cal ID. You may not use the Medicare UPIN number. This information must appear in box 17 and 17a.

To enter this information go into the referring doctor file: 8,6,3 or you may get there from the patient entry screen.

The facility ID must appear in box 32. This information is entered into the facility file: 8,6,6 or you may get

### *Stratford Newsletter*

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