

STRATFORD

Volume 20.02

Healthcare EDI and Management Software

February 1996

You can find Stratford's Internet server at this address:

We are going to push again for those people who do not transmit claims to begin as soon as possible. We are already beginning to get busy with people who are being required to change formats. Remember that the new Medicare format requirement begins no later than July 1, 1996. Many Medicare contractors have already begun requiring the new format for some specialties. If you use the Stratford program and you transmit with a number like 904 or 924, you must change. We are only aware of 18 users who are still using the old program. We have notified them by phone or fax. We will soon be notifying them with a letter that they will no longer be able to transmit their claims.

We are getting more customers each week who have Windows 95. We are also getting requests from existing users who are upgrading to Windows 95. You probably do not need to contact us if you are upgrading. The Windows 95 upgrade program will automatically convert you from the old Windows. You will need to learn some new procedures for using Windows 95, but the Stratford program will be the same. If you are purchasing a new computer that has Windows 95 and you want to move all your programs and data from the old computer, the process may not be quite as easy. We have created some "Walkthru" sheets that we can fax to you. Most of our users will be able to follow the instructions and get things to work. If you are extremely uncomfortable with your computer, copying files,

inside this issue

- *Stratford Notes*
- *From the EDI (ECS) Corner*
 - à *Dental users*
 - à *Denti-Cal*
- *Why Does It Take So Long To Create A Demand Insurance Form?*
- *Internet Corner*
- *My Network Is Too Slow*
- *Software Support Update*
- *Advanced Tip of the Month*

restoring from a backup, etc., you may need to have a hardware person help you. In any event, contact us by fax and let us know. We may need to change your floppy disk size in our database. •

We are still offering a **Free** homepage on the Internet to all licensed Stratford users and dealers. See inside for details.

We have homepages now for some of our clients and dealers. If you are interested in having a homepage for yourself or your group, please let us know by fax or email only. Send the fax to (415) 692 1073 and the email to

homepage@stratfordsoftware.com

Send the text that you want on the homepage. You will need some way to look at the homepage so you can tell us if it is acceptable. •

Training Classes
SHS Software Basic Training

In the Stratford Classroom:

Every Friday	9:30 AM -12:00 PM	\$145
	1:30 PM - 4:00 PM	\$145
By Appointment		\$145

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.....

Dental users:

The Stratford program has been approved by Delta Dental for their California Denti-Cal program. You may transmit your claims directly to them. No clearinghouse is required. There are no fees for transmitting claims. If you are interested, you should contact your representative at Denti-Cal and get your IDs and passwords. You can then let us know by fax: (415) 692 1073.

We are now working with Delta-Net to get our program approved for transmitting claims directly to Delta Dental in their 31 states. If you are interested in this program, please let us know by fax: (415) 692 1073.

If you are not yet transmitting your private, Medicare and Medicaid claims, now is the time to begin. All Stratford users with the current program have

the software necessary to b i l l electronically to a l l insurance carriers.

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

WHY DOES IT TAKE SO LONG TO CREATE A DEMAND INSURANCE FORM?

A demand insurance form typically takes only a few seconds if you have a 486 processor and at least 4 megabytes of memory. If your computer takes one minute or longer, something is slowing it down unnecessarily. Here is a trick that will work on some computers.

1. Go to a DOS prompt that looks something like this: C:\
2. Type in CD \130\200\DBF. If you work in a path other than 200, substitute your number.
3. Type the following command:
RENAME M6A561*.* N*.*
4. Now go back into the Stratford program and create a demand insurance form.

If you notice a dramatic improvement, please fax us a note. You can copy this page to show us what you did. We want to keep track of the people who did this and whether it helped or not. Some people have noticed an incredible difference.

We learned this trick from a user who told us a story about how it took more than 3 minutes to create a demand insurance form. The user was someone who has used the Stratford program for more than 15 years. She simply would not accept that this was normal. She knew that Stratford is the best program in the world and that something must be wrong. If you have a similar problem, let us know. Maybe someone else has reported it. •

INTERNET CORNER

This is a continuation of the January newsletter article. Many people asked us what a "homepage" is. Well, that is a document that you can put on the Internet describing your services. When you place it on the Internet, it is like a yellow-page advertisement that is visible to the whole world. It can be indexed. If you are a plastic surgeon and you specialize in deviated septums, you can put that information in your homepage. If you give a 20% discount to anyone who lives in Hong Kong, you can put that information in your homepage. How many patients do you get from Hong Kong? You would probably find it very difficult (and expensive) to advertise there.

We are still offering a free homepage to our licensed users and dealers. If you are interested, please send us an email. All homepages are subject to some restrictions and we reserve the right to eliminate the offer at any time without notice.

If you have access to the Internet and you have not seen the Stratford web site, you should check it out the next time you are "surfing the net". We are listed several ways in Yahoo.com. We have already had thousands of "hits" on our server. □

MY NETWORK IS TOO SLOW

Is your network too slow? We get many requests each month for suggestions on how to make the computer faster. The cheapest way to make most computers faster is to add more memory. Do not confuse memory with disk space. They are completely different. Your programs

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



are stored on the hard disk but they are loaded into memory before they can run. Having more memory prevents the computer from loading the same programs and data over and over.

The next most cost effective upgrade is the CPU. If you have a 386 processor, you can upgrade to a 486. If you have a 486 you can upgrade to a Pentium.

Sometimes it is cheaper to buy a new computer than to pay for the labor to upgrade.

You can also upgrade your network. At this time, it is very expensive but it will be affordable later this year or in 1997. You probably have 10baseX now. The next faster speed is 100BaseT. You may need to upgrade your cabling also. •

★
★ California Healthcare ★
★ Management ★
★ is running seminars in medical billing. ★
★ The basic seminar for \$50 will be held ★
★ Saturday, February 3, from 9AM to 2PM. ★
★ The advanced seminar for \$100 will be held ★
★ Saturday, February 10, from 9AM to 2PM. ★
★ To secure reservations, mail checks to: ★
★ CHM ★
★ 2130 Palmetto Ave. ★
★ Pacifica, CA 94044 ★
★ For further details call (415) 359-4195 ★
★

SOFTWARE SUPPORT UPDATE

We are beginning our second year of the expanded software support project. Everything is relatively stable. The Atlanta, Georgia group is now taking a larger percentage of the calls. We are getting an extensive amount of data regarding individual client calling patterns. This will enable us to eventually charge each client an amount that covers the amount of support actually being used.

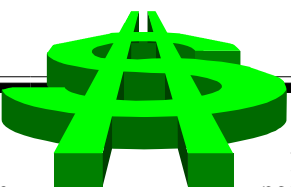
As of January 22, 1996 our numbers indicate the following averages for a 90 day period (not per month!):

- number of Stratford calls per client: 3.61
- number of "800" calls per client: 1.23

These numbers are lower than last month. Those clients using significantly more support than the average will receive a notice of a change in their rate for the next billing period. We are tracking the usage over a 90 day "window" so that a major problem in one month will not change the monthly rate.

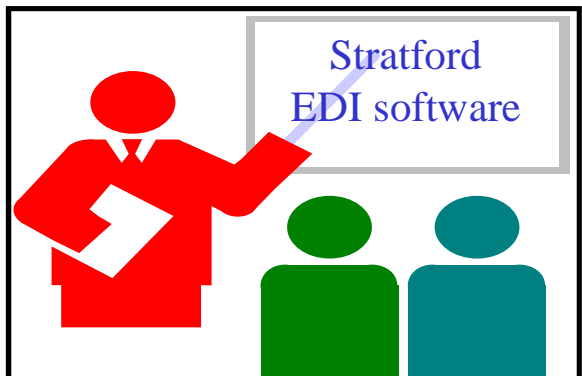
Fax is the best way to get support for problems related to EDI which the regular "800" support line cannot handle: (415) 692 1073.

We still have users who fax and call many times during the day because we do not respond within minutes. We will almost never be able to respond within minutes. We are usually working on projects that take 30 minutes to 2 weeks to do. We cannot drop everything to respond. We will do our best to let you know that we have received your fax and we are working on a solution. We are well aware that your problem is very important to you, but everyone thinks their problem is very important. We must give the same attention to everyone. •



will pay for each refer who purchases Stratford Software at full price (\$895). Simply call or write to give us your referral. We will take care of the rest!

Stratford you \$100 person* you



ADVANCED TIP OF THE MONTH

Priority support service: The fastest way to get support for most problems is to call the 800 number. Except for about one hour on Friday afternoon, there will be a trained support technician available to answer your call.

If your problem is related to electronic claims or hardware, you may need to contact the Burlingame office by fax. **If you send a fax with a description of the problem, your call is given priority over other calls.** If you call and leave a message, your call is placed at the bottom of the call-back list. We must do everything we can to avoid "phone-tag" so that we may help the maximum number of people per day. **Do not call more than one time. The second call places your first call at the bottom of the call back list. •**

Stratford Newsletter
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