STRATFORD

stratford notes

*W*e now have more people assigned to the electronic claims support group. We have very little backlog. If you do not transmit your insurance claims, now is the time to start. We expect our support volume to increase as we approach July 1, 1996. This is the date that Medicare contractors will no longer accept the old electronic formats.

As of February 1, 1996, there were only 10 Stratford customers who were still transmitting using the old electronic formats. They will not be able to transmit sometime between now and July 1, 1996. We have contacted all of them. We sent the templates to those customers who subscribe to our software support plan. If you are billing in the old format and you did not receive any notice from us, you should let us know immediately. Those people who use the old format enter a number like 904 or 907 in the batch processor. We believe that Medicare has started notifying those people who will be cutoff. If we set up your transmission files anytime in the past two years, you are probably fine.

We plan to be able to report to Medicare in March that we do not know of any of our customers who are still using the formats that are going to be discontinued.

Do you have attachments that prevent you from billing some of your claims electronically? It is likely that HCFA will adopt the ANSI X12N subcommittee's 278 standard for electronically transmitting attachments in text form.

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

inside this issue

There is no option for scanning digital images at this time. Stratford will support the 278 transaction set if it becomes a standard. •

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 (650) 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. •

FROM THE EDI CORNER......

We have successfully sent tests to Dean Care in Wisconsin in the ANSI 837 format. If you send paper claims to Dean Care and would like to begin testing, please let us know.

We have successfully sent tests to XACT for Pennsylvania Medicare in the ANSI 837 format. If you send paper claims and you want to begin testing, please let us know.

WINDOWS 95 UPDATE

If you are using Windows 95, you need some special instructions for installing updates. You should fax to us and request the Windows 95 "Walkthru" sheets. The Stratford program has been a true 32-bit program since the Summer of 1993. It is fully compatible with Windows 95 and Windows NT.

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

We will be releasing a version that is specific for Windows 95 and Window

NT in the future. We do not have a definite release time. We have a list of people who want a "beta" release. You may not use this beta for your production work because it will not be fully debugged. You may try it out and give us feedback regarding any problems or changes. Those people who receive the beta will be our primary source for ideas.

We plan to make the initial release as close in function to the present program as possible. This will make it easier for existing customers to upgrade. The new version will have several features that are not possible with the present version. We will use the "tab" metaphor. This looks like the file folders that most offices use for their patient charts. Microsoft uses this metaphor extensively in the Microsoft Office group of programs. The new version is a true "object oriented" program that is Microsoft OLE compliant.

We plan to incorporate an industry standard report generator like Crystal Reports in the place of our present report generator. We will deliver a "run-time" version so you will not need to pay extra. It will create all the present reports. If you want to make some fancy reports that we do not include, you can go to the local software store and buy the retail version of the report generator. You can use our templates as a starting point.

We plan to support all the laser printers that Windows 95 supports. The program will eventually be optimized for laser printers since most people have a laser or are considering buying one.

We plan to use Microsoft Mail and Schedule Plus for our scheduling program. This is a standard Windows program. In the future we should be able to allow you to check your schedule over the Internet.•

INTERNET CORNER

This is a continuation of the February newsletter article. We have set up several homepages for our customers and dealers. The next step is to get the homepage listed in one of the popular indexes like "Yahoo". The most straightforward way for you to get your homepage listed is to visit the site of the indexing program. To visit Yahoo, you type the following into your browser:
http://www.yahoo.com/
Look through the various listings and find out where you want your homepage to be. Write down the group and subgroups. Next, go to the Yahoo homepage and find the instructions for listing your "URL". If you fill out the forms correctly, your listing will appear in a few days.

Another way to be listed is to go to a listing service. Some of them are free like: http://www.netcreations.com/postmaster and some of them charge according to how much work they do for you.

We are still offering a free homepage to our licensed users and dealers. If you are interested, please send us 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. •

LITTLE KNOWN FACTS ABOUT TOY STORY

Did you see the movie Toy Story? It was created by Pixar Animation Studios in Northern California not far from Stratford. They used 117 computers. They call this network of computers Render Farm. Together, the computers process 16 billion instructions per second. The movie consisted of 114,000 frames, each requiring about 300 megabytes of storage. •

PENTIUM JEWELRY

Intel is selling the defective pentium chips as gold-plated, showflake-shaped, genuine Intel Inside Christmas ornaments. They cost $7.95. Buy them on-line at: http://www.intel.com/intel/intelis/shop/ornament.html. •

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. We will eventually create a profile for each client so that each one will pay an amount that covers the amount of support actually being used.

As of February 20, 1996 our numbers indicate the following averages for a 120 day period (not per month!):

- number of Stratford calls per client: 5.14
- number of "800" calls per client: 1.82

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 120 day "window" so that a major problem in one month will not change the monthly rate. This time will be extended to one year eventually.
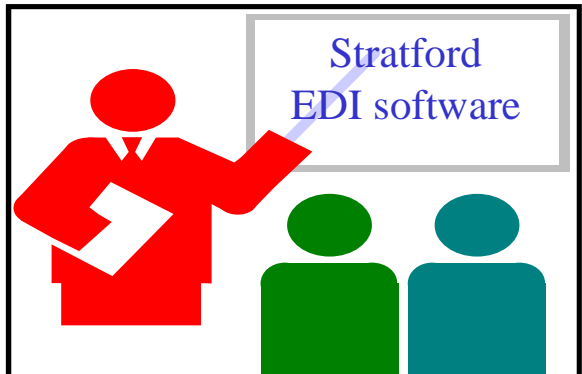
Fax is the best way to get support for problems related to EDI which the regular "800" support line cannot handle: (415) 692 1073.

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

Stratford will pay you $100 for each person* you 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!
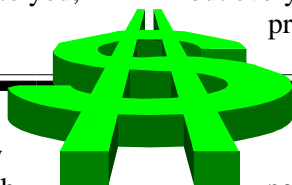
Stratford
EDI software

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.** •