

STRATFORD

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Healthcare EDI and Management Software

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stratford notes

Are you planning to upgrade to Windows 95? Are you planning to upgrade your present computer equipment to a new network? If you are, you do not need anything additional from Stratford. The Stratford program is compatible with all networks that use IBM PC compatible equipment. This includes DOS, Windows 3.x, Windows 95 and Windows NT. The Stratford program is a true multi-user program with record locking. This means that many users can access the same patient account simultaneously. If you have at least four megabytes of memory, the Stratford program will run in 32-bit mode for high performance. This means that the Stratford program is already designed for the next generation of hardware.

In the past three months we have installed many networks that use Windows 95 on the server and the workstations. They work great! Microsoft has fixed a little know problem in Windows 3.x. If the user has Windows 3.x, we had to do a special trick to get the printing to work with the print spooler. The print spooler is important to use if possible. If you don't use the spooler, your workstation will be frozen while you are printing. The spooler is a background job. It can print while you continue to work.

We do not have any specific documentation related to Windows 95 in the present manual. If you are installing Windows 95 and you are having problems getting the folders, shortcuts and icons working, send us a fax to (415) 692 1073 and we can send you our latest "Walkthru for Windows 95".

We have had several requests for a "Windows compatible" program. The present program is "Windows compatible". It just does not use the pretty

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bitmap graphics. It does use the mouse (since 1989) and it does have many windows (since 1989). We can compile the present program with a "Windows compiler". When we do, the performance is reduced about 30%. We believe that about 70% of our customer base cannot run a Windows program properly because of hardware limitations. This will change over time. Our new EDI programs are much larger than the older versions because of all the new editing that is required. Eventually, most people will upgrade their hardware.

Our next generation "true Windows" program should be available this summer. It will be an optional program and will be offered to all present customers at no charge. It will require Windows 95 or Windows NT. If you are not on our list of interested users, please fax to us today at: (415) 692 1073. •

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

Training Classes
SHS Software Basic Training

In the Stratford Classroom:

Every Friday	9:30 AM -12:00 PM	\$165
	1:30 PM - 4:00 PM	\$165
By Appointment		\$165

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.....

The change in EDI that will affect almost everyone is the standardization that is occurring. This is great for the long term but is going to be very difficult for many people in the short term.

At this time Stratford has identified only five customers who must upgrade. All the other Stratford customers are now using (or could be using) the next generation electronic formats. The ANSI format, which almost every insurance carrier will accept after July 1, 1996, has been in all Stratford updates since November 1993. Stratford has had many customers using it with very heavy volume since April 1994.

According to a study by Envoy Corporation, the cost of processing a paper claim is \$1.60 compared with \$.75 for an electronic claim. For a practice that averages 400 claims per month, this saves \$338.51 per month. This is \$4,062.12 per year.

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

They based the costs on one employee at \$8.50 per hour plus 30% expenses. The

supply expense was estimated at \$.35 per claim including postage, forms, and envelopes. There were some other expenses. Your expenses may be higher.

POWER DISTURBANCES

According to the National Power Laboratory, the typical North American computer site experiences nearly 300 significant power disturbances each year. A recent study revealed that nearly half of all lost data at computer sites is caused by power problems. These power problems include power failure, brownouts, spikes and surges.

If you have a network, you need a UPS (Uninterruptable Power Supply) on your server.

We use APC (American Power Conversion) equipment here at Stratford. We have at least a 600 Watt UPS on every server. If a workstation has a hard disk and has critical data, we also protect it with a UPS. The battery in a UPS will usually last about three years.

MEDIGAP TIPS

To comply with changes to Medicare's requirements, we've made changes to the way we print secondary insurance information on the HCFA-1500 form. Nothing will print in box 9 on the HCFA 1500 form unless the secondary insurance is a Medigap. If the secondary payer is a Medigap insurance company, you must make sure the Medigap ID is entered into the insurance company's information screen. You only need to do this once for each Medigap insurance company. See page 196 in the manual for more information.

INTERNET CORNER

The National Library of Medicine has a web site located at:
<http://www.nlm.nih.gov/>
 Their Visible Human Project has three-dimensional, computer generated images of the human body.

The Big 10 universities have formed HealthWeb on the Internet. HealthWeb is located at:
<http://www.ghsl.nwu.edu/healthweb/>
 The health sciences libraries of these universities will be available by going to the home page at this location. From there, you can select the field that interests you. Northwestern University maintains the HealthWeb home page. •

FDA APPROVES IMAGE COMPRESSION TECHNOLOGY

Compression technology developed by Aware Inc. has been approved for transmission of medical images over telephone lines. This is of special interest to Radiologists because it will help reduce the time that is required to transmit very large images. This could enable a provider in a small town to get a consult from a teaching institution in a short time. •

DRGs AND APGs

What is a DRG? What is an APG?

DRGs (Diagnosis Related Groups) are used primarily for containing **inpatient** healthcare costs.

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



APG (Ambulatory Patient Groups) group **outpatient** services and procedures for reimbursement of facility expenses. APGs include only facility costs, not professional costs.

HCFA commissioned 3M to develop the APG classification system in 1988. There are 290 APGs.

HCFA began testing APGs in the Iowa Medicaid program in July 1994.

The difference between APGs and DRGs is: APGs use both ICD and CPT codes to group **outpatient** services. DRGs use only ICD codes to group **inpatient** services.

Outpatient care now represents about half of healthcare costs but there is a shift taking place from inpatient to outpatient services.

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

SOFTWARE SUPPORT UPDATE

We are well into our second year of the expanded software support project. Everything is relatively stable. The Atlanta, Georgia group is now taking the majority of the calls. We are getting an extensive amount of data regarding individual client calling patterns. We are creating a profile for each client so that each one will pay an amount that covers the amount of support actually being used.

As of March 25, 1996 our numbers indicate the following averages for the period beginning 11/01/95 (not per month!):

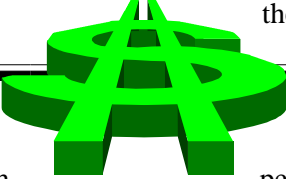
- number of Stratford calls per client: 3.43
- number of "800" calls per client: 2.82

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 problem in one month will not change the monthly rate. This time will be extended to one year eventually, probably beginning January 1, 1996.

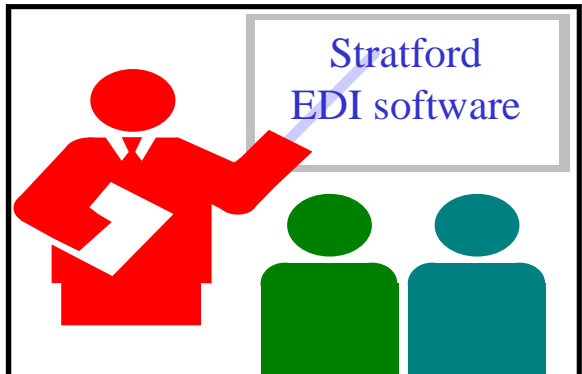
Fax is the best way to get support for problems related to EDI which the regular "800" support line cannot handle: (415) 692 1073.

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. All problems are very important to us. We must give the same

will pay 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 you \$100



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/networks, 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**

Stratford Newsletter
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New Software Sales Only (800) 274-4594