

STRATFORD

Volume 20.07

Healthcare EDI and Management Software

July 1996

stratford notes

July 1, 1996 is the first day that HCFA is requiring all Medicare claims to be transmitted in one of two standard formats. This change in requirements is going to make many software packages obsolete. There are thousands of providers who will no longer be able to transmit their claims electronically. All Stratford customers are now using the required formats. We do not expect any Stratford software users to have any problems at all. We saw this coming years ago. We have not put any Stratford users on the old proprietary formats in more than five years. •

We have received notice that National Heritage Insurance Company (NHIC) will become the Medicare payer in Northern California by early 1997. NHIC is a subsidiary of Electronic Data Systems (EDS). The new payer will process claims for Medicare Part B for Northern California and Riverside and San Bernardino counties in southern California. We do not expect any problems with the transition. We have been told that NHIC uses the same software that Blue Shield uses to process claims. All Stratford clients now have the EDI program that is required by NHIC. All Stratford clients are now using the program (as far as we know). It is possible that the phone number or some other minor details may change. If there are changes, we will probably have at least one month's notice. That should be plenty of time to send out any necessary updates. There is no reason to believe that there

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will be any significant programming changes necessary. Stratford has thousands of licensed users in Northern California so you can be certain that we will make a special effort to quickly make any changes that NHIC may require. •

We had a good response from our notice regarding Safier clients in the last newsletter. Here is some more information. We presently have a special low cost offer for all licensed Safier clients. If you know a Safier client who is concerned about support, please tell them to contact us. Many Safier clients use DOMS for their practice management software. Stratford has a no-cost conversion program available. This conversion program does a good job of bringing all the data from the DOMS database into the Stratford database. The conversion takes very little time and makes it easy to be up and running on the

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.....

We have received notice from HCFA that we believe confirms what we have been telling you about the formats that will be used in the future. Beginning April 29, 1997 all new submitters may only use the ANSI X12 format. As we stated many months ago, we have only been using the ANSI format for all new customers. Anytime an existing customer has a problem with the NSF, we use that as an opportunity to change their format to ANSI. If you are now using the NSF, we believe you will be required to change in a few years. Because of this, do not be surprised if we recommend it to you in the future.

Northern California submitters who use CABBS were notified that all submissions between 3:30 PM on June 11 and 1 AM on June 12, 1996 were lost.

Beginning July 1, 1996, all EMC requirements for electronic funds transfer (EFT) are eliminated. You may now receive payments electronically, even if you bill on paper.

In the near future, ANSI 270/271 transactions for eligibility inquiry/

response will be implemented. Stratford has had these transactions coded into the software since late 1993. We should be able to get the software tested and approved soon after Medicare makes it available. All Stratford customers now have the software. An update will probably be required. •

INTERNET NOTES

Do you have access to the Internet? If you do, you should check out our web site. We had the news about NHIC getting the Medicare contract posted there the same day we received the notice. We have links to many other healthcare related sites. Our site is a good "jumping off place" for surfing the net. We appreciate your comments.

We are updating the site more frequently now. We believe that as much as 10% of our business may be done on the Internet by this time next year. We are getting everything prepared for it.

We have a few customers who use email for customer support. If the volume increases, we plan to offer a low cost alternative support agreement for the people who use email and fax exclusively. If you think you would be interested in this type of support, let us know.

We have made some interesting sales from our Internet site. We have sold software in Greece, South Africa, Australia and Singapore. •

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

HOW TO START TRANSMITTING CLAIMS

To transmit claims, you need a modem and a communication program. You can probably use any communication program, but if you get Procomm Plus we will provide you with a script which will automate the process. To transmit to Medicare or Medicaid you must request an ID and password from your representative. We will use these IDs and passwords with other IDs that you already have to build some template files for you. We will send the templates to you on a floppy disk with complete walk-through instructions. Most of our customers have been able to load the templates without calling for support. If you do need support, you can fax your questions to us. Once you have transmitted claims for awhile, you will never want to send paper claims again. •

JOB OPENINGS AT STRATFORD

If you know someone who is (or was) employed by a Stratford competitor that is going out of business, Stratford has job openings now and we are anxious to talk to her/him.

If you believe you have the necessary qualifications for customer support and or healthcare software programming, please contact us.

Please send your resume by fax to; (415) 692-1073 or by email to: jobs@stratfordsoftware.com.

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



Do not call. If you are qualified, we will contact you to set up an interview. You must live on the San Francisco Peninsula to qualify.

Software support and development is a career with an unlimited future. We believe it IS the future. •

SAFIER CUSTOMERS

If you know a Safier user, please let them know that we have a special offer for them. We can offer them a program that meets all current EDI requirements.

Stratford was 20 years old in February of this year, and we plan to be around at least 20 more years. When you change to Stratford software, you know you won't need to make any more changes. •

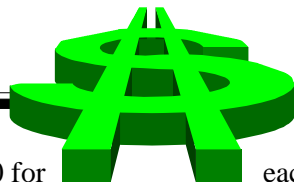
 ★ California Healthcare Management ★
 ★ is running seminars in medical billing. ★
 ★ The basic seminar for \$50 will be held ★
 ★ on a Saturday, from 9AM to 2PM. ★
 ★ The advanced seminar for \$100 will be ★
 ★ held on a Saturday, from 9AM to 2PM. ★
 ★ To secure reservations, call: ★
 ★ CHM ★
 ★ 2130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

SOFTWARE SUPPORT NOTES

We have customers who say “I got a new laser printer and I had to have extra phone calls to get it aligned. I should not be charged more for this.” At this time, we only raise the charge \$21.50 per month. Before you call us to complain about your bill, think about the amount involved and ask yourself how much service you can provide for \$21.50. These issues are part of your support. The necessary calls may cause your support fee to be raised. You may pay more for a few months. Our charges are **EXTREMELY** cheap for someone to help you with a special problem or to get your electronic claims working. The Stratford software is a general purpose healthcare billing program with integrated EDI. It was not designed for any specific type of healthcare billing. It should work for many types of healthcare billing without modification. We cannot guarantee that you will be able to use the software with no changes. If you consider all the costs of using Stratford software, you will find that it is much less expensive than any other comparable software package.

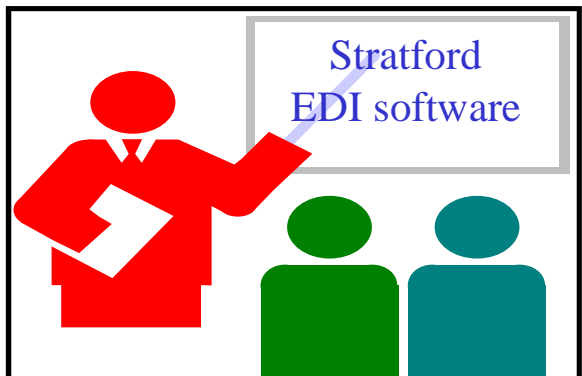
As of June 21, 1996 more than 50% of our customers called 6 times (or less) and were charged the minimum support fee. This is for the period beginning 02/01/96 (**not per month!**) We are creating a profile so that each client will pay an amount that covers the amount of support actually being used.

We track each client’s support usage over a 120+ day “window” so that a problem in one month should not change the monthly rate. •



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 must receive the referral notice in advance of the sale.** We will take care of the rest!

*Subject to restrictions



ADVANCED TIP OF THE MONTH

Priority support service: The fastest way to get support is by fax. It is possible for us to receive more than 100 calls within the first 15 minutes after we open in the morning. It is not possible for us to have a technical support person waiting to take your call without charging much more than we now do.

If you send a fax with a description of the problem, your call is given priority over other calls. If you call and leave the message “please call”, 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 in the minimum amount of time.

Do not call more than one time. The

Stratford Newsletter

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<http://www.stratfordsoftware.com/>

New Software Sales Only (800) 274-4594