

STRATFORD

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Healthcare EDI and Management Software

June 1997

stratford notes

We are planning to reduce our monthly support fees for the majority of our clients. Specifically, if you are now paying a separate charge for EDI software maintenance (\$12.76), that charge will be eliminated. Most of our customers will realize a net decrease in monthly fees of \$5.01 or a little more than 5%.

The minimum monthly software maintenance will be \$93.75 instead of \$86.00 and will include EDI maintenance. The new charge will begin August 1, 1997.

We have determined that almost all of our customers transmit claims, so the separate charge makes no sense and just creates more bookkeeping and support questions. Also, we do not want to do anything to discourage any of our customers from transmitting claims since that is our specialty. If there is even one customer who does not transmit because he/she does not want to pay the EDI maintenance charge, we will eliminate that reason within the next 90 days.

For those customers who do not subscribe to EDI software maintenance, there will be a small increase in the minimum monthly fee. In return, those customers may begin receiving EDI maintenance at any time with no additional costs. This is the first notice. There will also be a notice at the bottom of the monthly statements.

All Stratford customers are eligible to

inside this issue

- *Stratford Notes*
- *Elimination of Software Maintenance Fee*
- *~5% fee decrease for most users*
- *From the EDI (ECS) corner*
- *Medicare Late Payments*
- *Stratford Holiday Schedule for 1997*
- *Medicare NSF Versions*
- *1996 Facts*
- *Is Windows NT In Your Future?*
- *Software Support Notes*
- *Internet Resources*

Stratford has nearly 3,200 licensed users

transmit most of their claims to NEIC with no setup fees or per-claims charges. All Stratford customers can transmit directly to Medicare in all states. In addition we have many other connections available. Stratford software should be able to format a file for transmission to any payer or clearinghouse that will accept ANSI or NSF. This includes all major payers and clearinghouses.

If you haven't been transmitting your claims, now is the time to begin. Just fax directly to the support group at (415) 692 1073 and let us know that you want to start today.

As our customer base grows, we should be able to lower our fees even more. Since almost all of our sales are by referral, we believe the best way to spend the money is to give it back to our customers. •

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.....

Effective April 1, 1996, HCFA directed its contractors to return as *unprocessable* any claims submitted with incomplete or invalid information. If the claims were filed electronically originally, they should be refiled electronically as a new claim instead of sending a hard copy of the corrected claim. •

MEDICARE LATE PAYMENTS

The Treasury Department notified HCFA that effective January 1, 1997, the new Prompt Payment Interest Rate is 6.375 percent. The new rate is effective for scheduled Medicare payment dates of January 1 through June 30, 1997. The rate is applicable to clean paper and electronic claims that have not been paid by the 30th day after the date of receipt. This information was published in the *Federal Register* on January 3, 1997. •

Providers	Participation Percentage
Physicians	92%
Practitioners	99%

**STRATFORD HOLIDAY
SCHEDULE FOR THE REST OF
1997**

Friday: July 4, 1997 **Independence Day**
Monday: September 1, 1997 **Labor Day**
Thursday: November 27, 1997 **Thanksgiving**
Thursday: December 25, 1997 **Christmas**
Thursday: January 1, 1998 **New Years**
We may have a light schedule on Friday, December 26, 1997 and January 2, 1998. •

MEDICARE NSF VERSIONS

Beginning October 1, 1997 only version 2.0 and 3.0 will be supported. This is due to a HCFA requirement that only the current version and one previous version can be supported simultaneously. We believe that all Stratford users meet this requirement at this time. We have only used the ANSI format for more than 3 years, if the payer will accept it. We believe the only customers that may be affected are those who began transmitting prior to fall 1993. If you will be affected, you will begin receiving notices from Medicare. If you do receive a notice, please fax it to us at (415) 692 1073 so we can research it before your claims are rejected. •

1996 FACTS

- ◆ PCs outsold TVs for the first time.
- ◆ More email (95 billion messages) than postal mail (85 billion) for the first time.
- ◆ Microsoft sold 400K copies of WinNT 4.0, more than all versions of unix combined.
-

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

IS WINDOWS NT IN YOUR FUTURE?

As you probably know by now, Stratford is a Microsoft "Universal" developer. This is the highest level available and it gives us access to all the latest Microsoft products and beta programs. We recently finished the WinNT 4.0 beta program and we have it running in-house. Of course, Stratford software is fully compatible with it and it is our recommended server application for larger networks.

Microsoft has big plans for NT in the future. You may have noticed articles about it in your local newspaper. The number of copies of Windows NT server sold in 1996 surpassed the total number of copies of all the different versions of UNIX **combined**. This number does not include the copies of Windows NT workstation.

We have used Windows NT for our servers here at Stratford since January 1994. We have never lost one byte of data and we have never had any corrupted files. While it is certainly possible and we are aware that there is no guarantee for the future, we believe that it is the most reliable computer operating system available. Remember that no matter how much you pay for your computer hardware, you will always have more money invested in the data. This is why reliability is so important. Even though we trust NT, we still make a backup every night and we insist that all our customers make a regular backup, at least once daily.

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



For the future there will probably be four versions of Windows NT.

1. Enterprise NT: This version will be the top of the line and will be designed to replace mainframe applications and for ISPs (Internet Service Providers). The largest healthcare installations could use this version.
2. Professional NT: This will include all the "backoffice" applications as well as "Transaction Server" and "IIS" (Internet Information Server). A very large clinic or billing service could use this version.
3. NT Server Standard: The same as the current version as far as applications.
4. NT Small Business Server: A full server with "backoffice" programs: "Exchange", "SQL", and more. This will be low cost and designed for a small network up to 20 workstations. This would be the version that the majority of our customers would probably use. This version may eventually replace Windows 95 although that has not been announced.

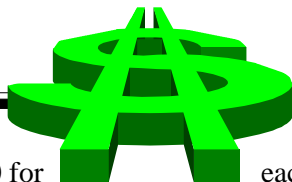
SOFTWARE SUPPORT NOTES

1. **Faxed requests for support get Priority Service.**
2. **If you send a fax with a description of the problem, your call is given priority over other faxes.**
3. **Do not call more than one time. The second call places your first call at the bottom of our callback list.**

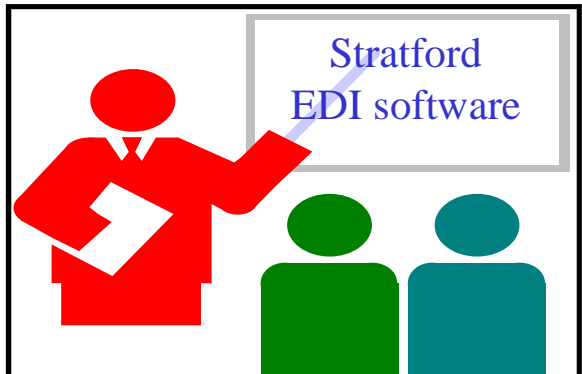
We can receive hundreds of calls in the first few hours each day. It usually is not possible for us to have a technical support person waiting to take your call. If you just call and leave the message "please call", your call is placed at the bottom of the callback list. We must do everything we can to avoid "phone-tag" so that we may help the maximum number of people in the minimum amount of time.

At this time we can deliver support by email. If you check your email each day, you may find this to be easier than the fax. This is not very good support if you need a quick answer. We do not get very many support email messages so we only check the mail two or three times each day. As the volume increases, we will put more resources into email.

We are interested in hearing from people who would like to receive support by email. •



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



INTERNET RESOURCES

If you have been thinking about having a web site, now is your chance to get one at no cost. We plan to offer the service again for our licensed users.

To see an example of an excellent web site on the Stratford Internet server look here:

<http://www.stratfordsoftware.com/divmgmt/index.html>

This is one of our billing service/dealer sites. After it was created using Microsoft Publisher, the file was sent to us attached to an email. We were able to put it on the Internet exactly as it was sent to us.

You supply the creativity and we will do the technical part. If you already have a site and want us to link to it, please email the address or fax to (415) 692 1073. •

Stratford Newsletter

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