

# STRATFORD

Volume 23.01

Healthcare EDI and Management Software

January 1999

*stratford notes* The year 2000 is getting closer, and we are receiving more requests for information regarding our “Y2K compliance”. We expect this since many companies are having problems re-writing their software. Some companies have already informed their customers that they will no longer be able to support their software.

All the Y2K software issues are not of any concern to Stratford customers. Our program has stored all dates with a four-digit year since it was introduced around 1988. The program that we sold prior to 1988 also stored the full date so there never has been a Y2K problem with any Stratford software.

All Stratford customers, like all computer users, must consider potential Y2K problems from their computer hardware. There is no way to fix bad hardware with a software program.

One of the more common software companies is in the process of settling several class action suits filed by many of their customers. The company agreed to provide an update at no charge to anyone who filed suit. We were told that the company originally was going to charge thousands of dollars for an update. •

Another issue that affected many of our customers recently is the “class.poppy” virus. This virus can affect you if you use Microsoft Word. Microsoft Word is a very

## inside this issue . . . .

- Stratford Notes
- From the EDI corner
- Stratford is an AdminaStar Federal Gold Star Preferred Vendor
- Aetna proposes to purchase the Prudential Insurance healthcare business
- Quintiles to Buy Envoy
- NDEX may be an alternaive for Medicare and other claims
- Software Support Notes

Stratford has nearly 3,700 licensed users

powerful word processor that has a programming language built into called VBA. This language is great when used for its intended purpose, but it also provides a way for an unscrupulous person to damage your computer files. This virus causes a nasty message to print display on your screen on the 14th day of any month from June through December. For some reason, we are not aware of anyone who was infected with this virus prior to December 1998.

There are several Internet web sites that have descriptions of the virus. As far as anyone knows, the virus does not delete any files or disable the computer. There are many virus programs available that will eliminate the virus including the most recent update to McAfee software, which is included with many new computers that have Windows 98 installed. •

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 \$225

1:30 PM - 4:00 PM \$225

By Appointment \$225

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 also available (*by appointment*)

### **FROM THE EDI CORNER .....**

The Stratford program is now approved for Medicare Part B claims transmission to the Electronic Commerce Service division of Empire BlueCross BlueShield of New York, 400 South Salina Street, Syracuse NY.

The Stratford program is now approved for electronic claims transmission to BlueCross BlueShield of Massachusetts. BCBS of Mass is the Medicaid claims processor for the state of Massachusetts. This is especially good news since providers cannot use the standard HCFA 1500 for paper claims and are required to purchase special forms. •

### **STRATFORD IS AN ADMINASTAR FEDERAL GOLD STAR PREFERRED VENDOR**

Stratford has been recognized as a Gold Star Preferred software vendor. To quote "you have demonstrated your ability to meet the EDI requirements of today's rapidly changing health care industry". Stratford is now identified on AdminaStar's web site and in their

Medicare bulletin. Testing for new submitters is waived for Stratford customers.

AdminaStar Federal is a Medicare contractor. •

### **AETNA PROPOSES TO PURCHASE THE PRUDENTIAL INSURANCE HEALTHCARE BUSINESS**

This acquisition would create the nation's largest health insurer, serving 10% of the population. It would have contracts with about 50% of America's physicians. Aetna will have up to a 30% share of some regional markets. •

### **QUINTILES TO BUY ENVOY**

Quintiles Transnational Corporation is the nation's largest provider of clinical drug trials. It is going to buy Envoy Corporation (parent company of NEIC). Many Stratford customers now transmit claims to NEIC. In fact, Stratford customers make up one of the largest groups of providers who transmit to NEIC using the ANSI format. The Stratford program can create both HCFA and UB92 information files for transmission to NEIC in the ANSI format. •

---

#### **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 providing software support.

## NDEX MAY BE AN ALTERNATIVE FOR MEDICARE AND OTHER CLAIMS

As all providers know, Medicare will no longer pay for the claims transmission phone call. This is true for all states and all Medicare contractors. Several clearinghouses are offering a substitute. For example, Stratford customers who transmitted Medicare claims to Aetna and now transmit to North Dakota BlueCross BlueShield now have another option. NDEX (formerly King County) clearinghouse will provide either a local or toll-free number in the six western states formerly served by Aetna. These states include Washington, Oregon, Alaska, Arizona, Nevada and Hawaii. You may call the NDEX customer service at (206) 464 3822 or (800) 373 1477 for more information. Stratford will supply a script to automate the process if you use PCPLUS for your communication software.

NDEX can accept some Workman's comp claims. Stratford has customers now who have been transmitting Workman's comp claims for a long time and it works well. NDEX can also accept some DME claims. They accept more types of claims than any other clearinghouse as far as we know.

NDEX has announced that they plan to make the new ANSI version 4010 available in mid-1999. Stratford will obtain approval and begin converting all customers as soon as possible. This version of the ANSI format will replace

---

Stratford will run your Stratford software related classified ad in our monthly newsletter *free*, upon SHS approval! Fax your ad to us at (650) 692-1073.



all other formats in the future. Stratford has already coded this ANSI version and the present version of Stratford software has the "hooks" to begin transmitting as soon as we are approved. An update will be required after the software is approved before any Stratford customer can transmit "production" claims. •

## REFERRING PROVIDER REPORT

We have received many requests for a more specific report for tracking referring providers. There are many different approaches to this with the Stratford program and now we have added one more. We call it "Referring Doctor Listing" appropriately enough. You can check it out by selecting from the main directory: 6, 6, 3.

We would appreciate your feedback on this new report. Please fax any comments to (650) 692 1073. •

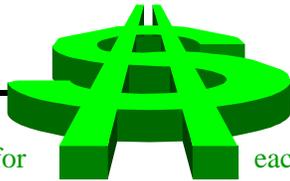
## SOFTWARE SUPPORT NOTES

- 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 many 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". Hand-written faxes can be almost impossible to read, so please type them whenever possible. Include the best time to call you.

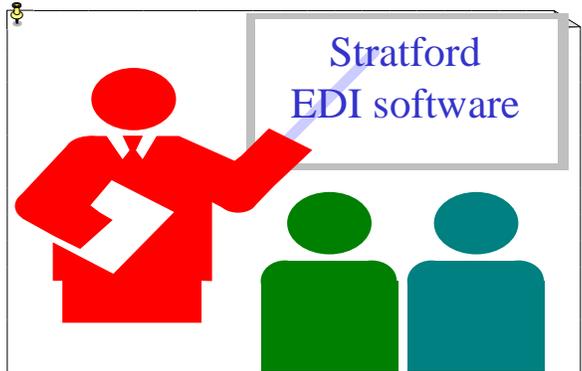
At this time we can deliver support by email. If you check your email each day, you may find this to be easier than faxing us. This is not very good support if you need a quick answer. We do not get very many support email messages so we only check the mail two or three times each day. As the volume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



## INTERNET RESOURCES

Subject Information about generic and brand name Drugs.

This web site:  
<http://www.pharminfo.com>

has information regarding drugs. There is a link on the page with instructions for using the lookup.

This site also has discussion groups and links to other healthcare related sites. •

### *Stratford Newsletter*

Copyright 1999, all rights reserved

*Stratford Healthcare Systems, Inc.*

*840 Mitten Road*

*Burlingame, CA 94010-1304*

*Phone (650) 692-7970*

*Fax (650) 692-1073*

*Prepaid Support Only (800) 274-4868*

*Internet: [mail@stratfordsoftware.com](mailto:mail@stratfordsoftware.com)*

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

*New Software Sales Only (800) 274-4594*