

STRATFORD

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Healthcare EDI and Management Software

February 1999

Those of you who read this newsletter each month know that we have been *stratford notes* covering the Y2K “bug”. In fact, in 1998 we had at least one story in every newsletter.

We have had many customers ask a question like “we don’t have a problem with the year 2000 do we?”. We always answer “no” because the Stratford program has always been Y2K compliant since it was first delivered. The present version is more than 10 years old and has only been maintained and updated during that time. The design is almost exactly the same. The database structure has not changed at all as far as date storage is concerned. The date has always been stored with the century (4 digits). It is not possible to store the date in the Stratford system with only 2 digits. Even if you enter the date with 2 digits (which is possible), the software converts that date to 4 digits before it is stored. As you know, the date is ALWAYS displayed for you on your computer screen and if you make a mistake in your entry, it is very easy for you to change. To avoid ambiguity, you may always enter the century and the Stratford program will always store the date exactly, as you enter it, as long as the date is legal. Of course, if you enter a bad date like 02/29/1999 it will not be accepted. Many of our customers still have data that was converted from their minicomputer more than 10 years ago. Those customers will not have any problems and they can continue to use that old data indefinitely.

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

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Stratford has more than 3,700 licensed users

The federal government has been having periodic “summits” with experts to determine the possible problems that will occur because of software programs that do not store the century with the year (the Y2K problem). Some of these problems may affect you. For example, many airlines have been put on notice that they may not have insurance coverage for 14 days or more beginning January 1, 2000. This means that airline will not fly. There may only be military flights. Some experts have recommended a 10-day vacation for most workers to avoid problems with public transportation, etc. The president has assured everyone that the Social Security computers are now Y2K compliant. Kenneth Apfel, the Social Security Administration commissioner said about 75 percent of all social security checks are electronically transferred to bank accounts and not all banks are ready.

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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

You can now transmit Medicare DME claims directly to CIGNA.

The Stratford program is now approved for transmitting directly to the "Muscato system" for Kansas BlueCross BlueShield. •

AMA EMAIL ALERT

The AMA has an email alert service. This is for on-line readers. You may receive at no charge an email to notify you when a news story is posted to their web site. Go to this address:

<http://www.ama-assn.org/public/journals/amnews/emalert.htm>

There is a form to fill out and you will begin receiving notifications. You can unsubscribe at any time by following the instructions included in the email. . •

WINDOWS 98 MAINTENANCE TIP

Windows 98 has a program that will check all your system files and tell you if any of them are corrupt or have been changed (by a virus?). If it finds a

problem, it will prompt you for your CD and fix the file. To run this program, go to START | RUN and type the following:
C:\WINDOWS\SYSTEM\SFC.EXE

You can make a "shortcut" and put an icon on the desktop, if you want. •

NEW CAPITATION REPORT

We now have a new report available for Capitation. The form type is 676. To run the report, from the main directory select 6,7,6. The program will ask for the date & financial class. It will adjust all balance forward accounts in that financial class to zero and give you a printout. If you do not have this menu selection and you need it, please contact support by fax at (650) 692 1073 and request Capitation report number 676. We plan to expand the capabilities of this report and we welcome comments from people who have run the report. •

★
★ California Healthcare ★
★ Management ★
★ is having insurance billing classes. ★
★ Registration fee \$195 ★
★ February 13-14 ★
★ Saturday 9 AM to 5 PM. ★
★ Sunday 9 AM to 2 PM. ★
★ To get a brochure ★
★ and/or secure reservations, call/fax: ★
★ CHM ★
★ P O Box 1459 ★
★ Pacifica, CA 94044 ★
★ (650) 359-4195 ★
★ Fax: (650) 359-4198 ★
★

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.

SOME MORE Y2K INFORMATION

The newest version of Windows NT (version 5.0) has been renamed by Microsoft to Windows 2000. It will have multiple variations (as reported in a newsletter more than one year ago) and will eventually replace all other versions of Windows. Some news sources are referring to the product as W2K.

We have noticed that many of the larger insurance payers have quit making any changes in specifications and requirements. It seems that every company is becoming focused (obsessed) with making sure that the Y2K "thing" does not cause any problems. We think this is great (that they are beginning to take it seriously). We believe that the only problems that our customers will have will be related to sending claims and getting paid.

Some of our clients have mentioned that we seem to be hesitating about bringing out our new "Windows only" software. We currently have a program that works on all popular computers. We don't believe it would be wise to bring out a new, completely different program until we are as sure as we can be that it meets all the Y2K and other requirements. We don't think any of our clients want to experiment with a new program this close to January 1, 2000. We are not naive enough to believe that we will have absolutely no problems with a new program. We will probably have everyone who wants to use it sign a release acknowledging that they realize that it is a

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.



new program and that there may be some unforeseen problems. We welcome any comments you have. Please fax any comments to (650) 692 1073.

We received some good comments about some of our previous date/time trivia so here is another, taken from this web site: www.energy.ca.gov/daylightsaving.html [Daylight Saving Time begins for most of the United States at 2 a.m. on the first Sunday of April (see chart below). Time reverts to standard time at 2 a.m. on the last Sunday of October. Daylight Saving Time -- for the U.S. and its territories -- is **NOT** observed in Hawaii, American Samoa, Guam, Puerto Rico, the Virgin Islands, the Eastern Time Zone portion of the State of Indiana, and by most of Arizona (with the exception of the Navajo Indian Reservation in Arizona).] What does this have to do with Y2K? Nothing really. There is apparently a bug in a "C" compiler that, we have heard, is used to create many popular programs such as Microsoft Windows and Internet Explorer and Netscape Navigator, etc. This results in the time being incorrect by one hour for one week if April 1 occurs on Sunday. This happened in 1990 and will occur again in 2001 and 2007. Researching the Y2K bug has turned up many other unusual software related potential problems. Call this an

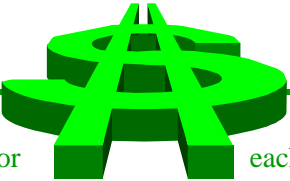
SOFTWARE SUPPORT NOTES

- 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.

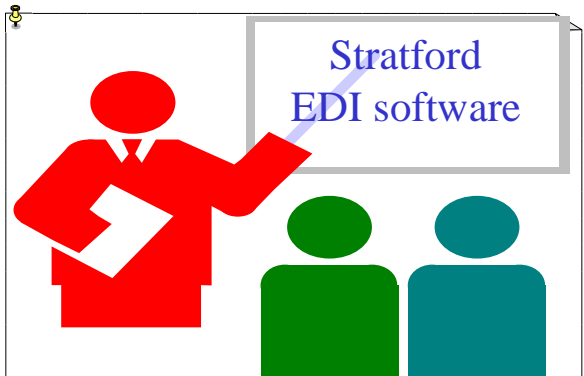
At this time we can deliver support by email. If you check your email each day, you may find this to be easier than faxing us. This is not very good support if you need a quick answer. We do not get very many support email messages so we only check the mail two or three times each day. As the volume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

The Stratford program has a Upin lookup integrated with the standard program. In the event that your lookup is out of date, you can find the code you want at this site:

Here is a site for finding Upin codes at no charge:

<http://www.cpg.mcw.edu/www/upin.html>

Of course, we can make a new file for you for a minimal charge. Just fax a range of zip codes that you want. Remember that this file can be very large. •

Stratford Newsletter

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