

STRATFORD

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Healthcare EDI and Management Software

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stratford notes

Stratford support is becoming more automated each day. We now have Microsoft Exchange monitoring our 4 web site addresses. Our faxes now come in on the same system as the email. A fax is now just another message on our intranet (our company wide, internal, Internet-like network). All support messages, whether email or fax come into a public folder which is accessible by everyone in the support department. When a support person wishes to respond to a call, he/she can just 'drag' the call into his/her personal folder. The response can be by phone, fax or email, without leaving the workstation. This should reduce our response time considerably, although as many of our customers have noticed, the response has been great for more than one year now. We are trying to make it even better.

We are in the planning stages for opening a satellite office in Florida sometime this fall on a trial basis. The support personnel there will be on-line with our main office here near San Francisco and will have access to all calls. This should allow us to begin responding to support calls 3 hours earlier. We have gotten a large number of new customers in New England over the past three years and this is becoming more important.

We are working on getting all our outgoing long-distance calls as well as all incoming calls routed into the same system. Presently our incoming voice calls are

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Stratford has almost **4,000** licensed users

converted to fax so they can be analyzed prior to calling the customer back.

Sometime in the next year, we also plan to digitize all our call messaging material. We now backup more than 3.5 gigabytes of material each night. Much of it is historical, and does not need to be in our nightly backup.

We are converting many new customers now from other vendors who have decided to go out of business rather than undergo the expense of upgrading all their software for the year 2000.

We have also upgraded our conversion programs so that we can now easily convert data from most of the current versions of our competitor's programs. This will make it easy for more people to upgrade to the Stratford program, even if their current program is Y2K ready. •

You can find Stratford's Internet server at this address:
<http://www.stratfordsoftware.com/>

Training Classes **SHS Software Basic Training**

In the Stratford Classroom:

By Appointment only \$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*).

FROM THE EDI CORNER

Most clearinghouses, Medicare contractors and private payers are starting Y2K testing procedures. They are requesting that providers send sample "test" claims with dates after January 1, 2000 so they can assess the provider's ability to transmit claims to them next year.

If you get a request from a payer who receives a lot of claims from you, and you need help setting up a test, please let us know by fax at (650) 692 1073 or email to support@stratfordsoftware.com.

The Stratford program can support EDI passwords with spaces and punctuation. If your payer has a special request like this, let us know and send supporting documentation with your request. Fax it to (650) 692 1073. •

STATEMENT MAILING SERVICE

We are announcing a decrease in the price per statement for our on-line service. The price is now 52 cents per statement. A "statement" includes the 33 cent postage, double window (outside) envelope, single window (inside) envelope and a single page (8.5 X 11) statement. Additional

pages are 19 cents plus any additional postage if the weight exceeds one ounce. We have several additional layouts available now.

In the past, we have only supported Internet email attachments. Many people stated they could not do this for one reason or another. We have now developed a script so that you can transmit your patient statements exactly like you transmit your insurance claims. The process is the same as transmitting EDI insurance claims and is simple to set up and use. You can use the same modem and the same computer to transmit the statements to our processing center that you now use for transmitting your insurance claims.

Statements are mailed within 24 "working" hours of receipt by our processing center.

We can also mail your recall cards, newsletters (like the Stratford newsletter you get each month), stock and custom inserts. There usually will be no setup fee if you use our standard layout. There may be a fee for unique formats. One month's postage is required, in advance, to begin the service.

If you are interested, please let us know by fax at (650) 692 1073 or by email to statements@stratfordsoftware.com. You can request a "sample package for the statement mailing service". •

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.

WINDOWS 2000

In August, Microsoft announced the final packaging for W2K, otherwise known as Windows 2000. There will be 4 versions available:

1. Windows 2000 Professional. This is supposed to be the mainstream product, replacing the old NT workstations and Windows 9x. It will support two CPUs for "multi-processing" not to be confused with multi-user.
2. Windows 2000 server. This replaces NT server and is for file/print servers and the small networks. It supports 4 CPUs.
3. Windows 2000 Advanced Server. This is for "mission-critical" applications. It supports 8 CPUs, clustering and load balancing. This is for larger networks (several hundred simultaneous users)
4. Windows 2000 Data Center Server. This is a new configuration and is the top of the line. It supports clustering, 32 CPUs and approaches mainframe availability and scale.

As we reported last year, the new Stratford "Windows only" version is specifically designed for Windows 2000 (was called NT last year). It runs fine at this time on Windows 98/NT and that is where the bulk of the development is being done today.

This is an update on our progress. As the "techi" customers know, Microsoft released bug-fixes and updates to the compiler that we are using last month. Since that time we have done some redesign

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.



work to take advantage of some of the features that are now available.

Our testing, so far, shows the compiler to be stable enough for a production product. The initial delivery will be for Internet download only from our web site. We anticipate several updates in the first 4-5 weeks to fix small things which get through the initial testing here at Stratford and our "early" beta sites.

The conversion of data from the current version of Stratford is perfect. There is absolutely no loss of data at all. The conversion process is transparent to the user, in that the user will not be required to copy this or that or know a lot about paths and disk space, etc. About 80 % of our customers only have one database so they will convert automatically. Those customers with multiple databases will need some help. We are recommending that you convert one database and test it to be sure you are satisfied before you do the "real" conversion. You will not be able to go back to the old version. If you have enough disk space, you will be able to run both versions. •

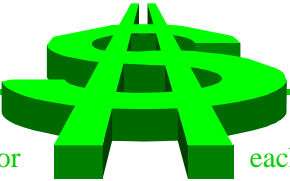
SOFTWARE SUPPORT NOTES

- 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.

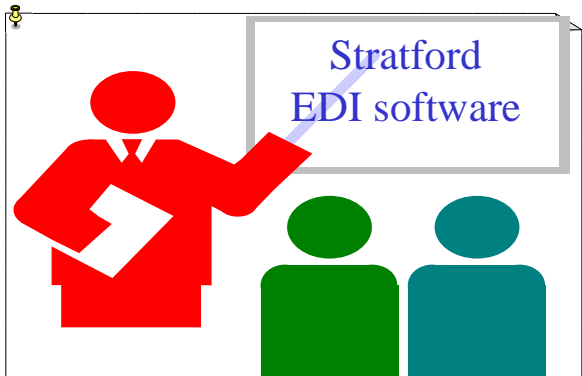
At this time we can deliver support by email. If you check your email each day, you may find this to be easier than faxing us. This is not very good support if you need a quick answer. We do not get very many support email messages so we only check the mail two or three times each day. As the volume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

If you know someone who is looking for medical/dental billing software, please refer them to Stratford. .

If they want more information, you can suggest that they visit our web site:

[Http://www.stratfordsoftware.com](http://www.stratfordsoftware.com)

The download page has many supporting documents, such as practice registration and purchase materials. Also, you will find documents necessary for signing up for EDI with various payers. We have a price list for our paper supplies and order blanks that you can download and print.

Stratford Newsletter

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