

STRATFORD

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Healthcare EDI and Practice Management Software

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stratford notes

We have been receiving support questions regarding the change in Medicare's implementation date for the NSF electronic remittance notice. If you use Stratford for your electronic remittance, you can disregard the notice. All Stratford customers use the ANSI X.12 transaction sets for remittance, not NSF. •

In the coming 2-4 years we will be changing all our customers who transmit claims to Medicare in the National Standard Format to the ANSI transaction sets. To see which format you use, you can look at your monthly statement from Stratford. At least that shows how our computer is programmed to track your update needs. If you believe there is an error, please notify us immediately by fax at (650) 692 1073 or by email at: support@stratfordsoftware.com •

We were going to dedicate the front page to Y2K issues during the first half of the year 2000. We haven't had any 'issues' so we will probably just make a quick note to let everyone know that the Stratford program made it through without a single customer problem. We did have one customer that asked why our program would not accept the date 2/29/1982 but that is not really a Y2K related issue. It seems the patient gave the doctor a bogus birth date. Apparently this date was on the patient's driver's license. We concluded that the problem was with someone else's computer. •

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Stratford has nearly **4,200** licensed users

Stratford needs more trainers. If you have been using the Stratford program for a year or more and feel you are an expert, you should consider it. You must know about electronic claims transmission. We need trainers nationwide. We especially need people on the East coast, Midwest, Florida and central California. We may ask you to work on a weekend since that is what some customers want, but the decision is always yours. The trainer should have knowledge of medical billing, especially Medicare, as well as the Stratford program. •

Pre-paid support customers may use email for fastest response:

support@stratfordsoftware.com

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

As we stated another place in this newsletter, Stratford will not be making any changes in our remittance program because of the new HCFA implementation dates. The Stratford program using ANSI X.12 formatting, not National Standard and so will not require any changes.. •

NEW PROGRAM NOTES

In order to qualify as a 'beta tester' for the new Stratford 'windows-only' program you must have an Internet connection and be able to download the program. At this time the file that you will download is nearly 9 megabytes and will get larger. If you have a slow modem connection, this will take a very long time. We suggest using a cable modem or DSL. Most cable companies in the US are offering good deals now such as free installation and \$19.99 per month for the first three months and just \$39.95 per month after that. PacBell has matched this with their DSL Internet connection in some areas.

We have a new web site that is dedicated to the new program. It now has 100 mega-

bytes of storage and multiple T3 Internet connections. We should be able to match your download speed no matter how fast your connection is.

Just a quick note about the installation program that we are using for the new program. We have had comments that it is not as simple to use as the DOS program installation. This is true, however, we will be changing to the simpler installation program when we are ready to begin distributing the new program. At this time we are using the Microsoft Visual Studio suite of programs to develop our new software. Since our new program is still undergoing many changes, it is easier to use the installation program that is built into Visual Studio.

As always, we appreciate your comments about our program. •

EMAIL SUPPORT

This year we will be making many changes to make it easier for our customers to receive high quality, speedy support using the Internet. If you have email capability and wish to try it for support, please do it now. Just send your email to support@stratfordsoftware.com.

If you just want to see how fast we respond, you are welcome to send an email asking for a test response. We would like to receive any comments you have about our Internet support. •

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.

BETA TESTERS WANTED

If you are interested in being a beta tester for our new 'Windows Only' program please let us know. We have the data entry screens and the database working well now and the performance is much better than earlier versions. To qualify you must take software support and promise to give us feedback about problems and general suggestions. In return you will have the ability to 'possibly' make changes in the way the program works. We have already had many great suggestions from our early beta testers. You cannot use the new program for 'production' work yet. We have these items working well at this time:

1. Aged listing
2. Alpha listing
3. Numeric listing (lookup code listing)
4. HCFA 1500 insurance form creation
5. UB92 insurance form creation
6. Data entry screens

The new version is 'Windows 2000 compliant'. It works fine with Windows 98 and Windows NT, but possibly may require Windows 2000 for some of the coming features such the scheduling. Multi-user scheduling may require Microsoft Outlook, but this is not a firm requirement at this time. Some of the scheduling features we want to include work much better with Windows 2000.

The next module that will soon be ready is the ANSI X.12 format files. We should be able to have 837/270/271 and some other transaction sets ready about the time you receive this newsletter. This was delayed a little because we needed to have the new-

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est version 4010 ready for some of our payers to test. Version 4010 has been in our DOS version since the summer of 1998, so it should not be that difficult to have it working in the new version.

If you have used the Stratford program for more than 10 years, you will be given priority regarding suggestions for enhancements.

Here are some 'Windows issues' that have caused comments.

"I can't skip over a field by pressing 'enter' as with the old program. This is true, Windows requires you to 'tab' to the next field. Most fields also accept a 'hot-key' and, of course, you can use the mouse to skip around on the form.

"How can I have my own colors?" You can put a file named 'windowscolors.dat' in the data path. This will cause the new Stratford program to use the colors you have set up in your windows display dialog box. The default 'Stratford colors' will be suppressed completely. •

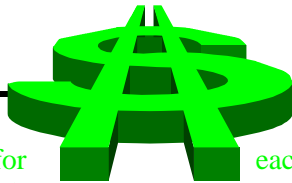
SOFTWARE SUPPORT NOTES

- 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.

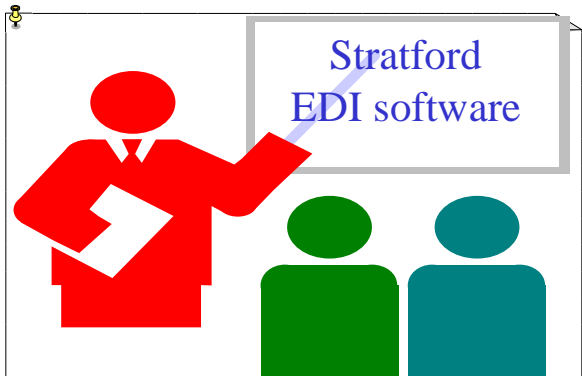
At this time we can deliver support by email. If you check your email each day, you may find this to be easier than faxing us. This is not very good support if you need a quick answer. We do not get very many support email messages so we only check the mail two or three times each day. As the volume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

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



Stratford you \$100 for you refer who 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

Here are some sources for free email taken from www.altavista.com by entering "free email". Be sure to read the contract to be sure it is really free and that it is what you want.

www.freei.net (Internet access & email)

www.juno.com (Internet access & email)

www.microav.com (Internet access & email)

www.hotmail.com

www.areacity.com

www.bigfoot.com

www.byke.com

home.crosswinds.net

www.ecosse.net

www.excite.com

Stratford Newsletter

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Stratford Software, Inc.

840 Mitten Road

Burlingame, CA 94010-1304

Phone (650) 692-7970

Fax (650) 692-1073

Prepaid Voice Support Only (800) 274-4868

Internet: mail@stratfordsoftware.com

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

New Software Sales Only (800) 274-4594