STRATFORD

stratford notes

This newsletter and probably newsletters for several more months will concentrate on the new Stratford program which is in the final phases of beta testing.

The new program has Windows 2000 compliant Help. We have three tutorials installed now. More information about this on Page 3 inside.

The new program has now been setup with internet connectivity. In the beta that you can download today, we have screens that will allow you to access any web site on the Internet while inside the Stratford program.

The 'browser' screen is much like any modern browser. It is not meant to replace the browser you like to use, but rather to be a convenient way to take a quick look at something located on the Internet without leaving the program.

The second screen will not have much use in the beginning to most of our users. It is the basis for Internet transfer of your insurance claims. At this time, we are not aware of any payers who can accept claims from all their providers (we are aware of some limited pilot programs) via Internet. When the payers do begin accepting claims via the Internet, you can be assured that the Stratford is ready to go.

Other changes to the new program include the addition of a one-year calendar so it is easier to select dates for the regular scheduler display. The calendar is useful for

inside this issue . . . .

- Stratford Notes
- From the EDI corner
- CD-R/CD-RW BACKUP
- Stratford's new program
- Software Support Notes
- Internet Resources (includes PIM address)

_____

Stratford has more than **4,300** licensed users

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

general reference also and we will make it available throughout the program with a simple 'hot-key' access. Let us know if you need it in a specific place and you can't figure out how to access it.

The Windows 'clipboard' is active throughout the program so you can 'clip' information from any standard Windows program including browsers and word processors and 'paste' it into any textbox or memo field in the Stratford program.

We can add other displays such as a calculator that can be used wherever you need to enter a dollar amount or just for general reference. •

_____

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

support@stratfordsoftware.com

•

FROM THE EDI CORNER ......

Stratford is approved for transmitting directly to Healtheon/WebMD. Since we have contracts with NEIC and Healtheon/WebMD, we will continue to transmit to either. We understand that the Healtheon contract will supercede the NEIC contract and eventually there will only be one claim receiver, however, we have not received an official notice regarding this. If you have a payer with Healtheon that you wish to transmit to, we will setup your software to transmit to them.

Healtheon accepts
- Hills-Physicians
- Brown & Toland

NHIC is taking over the Transamerica Southern California Medicare Contract.
-

CD-R/CD-RW BACKUP

What kind of backup do you use? Many of our customers don't know. We have found some customers that don't even know what a backup is.

A backup is one of the most important things that you must have when you use a computer. It is at least as important as the information you enter. A backup is not part of the Stratford program but it is extremely important that our users have a current backup at all times.

It costs you a great amount of time and money to enter data into your computer. At the same time, we know (and you should know) that your computer is going to fail and you will probably lose all your data. The only question is when. When the computer fails, it is easy to replace but the data is not. This is why you need a backup.

There are so many incompatible types of zip drives, tape drives and data formats, that we cannot support all of them. In order for us to be able to help you when you have a problem, it may be important for us to read your backup media. We recommend that you get a CD writer when you change to a new backup method. We can read all known CD formats. The CD is very reliable. It can last 40-100 years or more, far longer than tape, floppies or zip disks. Rewritable CDs (CD-RW) are inexpensive (much cheaper than tape) for daily backups. Write-once CDs (CD-R) are extremely inexpensive for a permanent backup once a month and/or year.

If you cannot download your Stratford updates from the Internet and you would like to receive your updates on CD instead of floppy diskettes, please let us know. Our new program will not be available on diskettes. •

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.

STRATFORD'S NEW PROGRAM

Here are some questions and answers about the new program in 'beta' now.

Q: I can't get started with the new program. I don't know what to do. How about making something for beginners so we can learn the simple things?
A: We did. The beta now has Windows 2000 compliant help. To access it you can press F1 on any screen. We have three tutorials now and more to come.

1. Enter a new patient. This is the first tutorial you should use. It will walk you through all the steps to create a new patient record. Along the way you will enter a provider record, City/state/zip code, transaction and insurance as well as the required supporting records.
2. Enter an appointment. This will walk you through entering an appointment. The appointment scheduler is very powerful and so this will not explain everything, but it shows the things that most people will want to use. At the end, we even have a section showing some of the administrative controls for the scheduler. Be careful about making changes here.
3. Converting data from Stratford-dos. Since almost all our beta testers are now licensed users of the dos-compiled version of Stratford, this is probably the most valuable tutorial. It will allow you to convert your existing data to the new program format. You can test the new program with your 'real' data.

    Since we may still make some

changes in the database, you may need to re-convert your data each time you download a new version of the beta. The conversion process is almost totally automated so it isn't difficult. Just identify the location of the existing data and the program does the rest.

Remember, that the conversion does not affect your existing data in any way. You should continue to use the dos-compiled program (present program) for all your production work. You can test the new program on the same computer or any other computer on your network without interfering with your production work. The new program takes more space so allow an additional 20 megabytes more than you are using with the current program. To determine how much space is needed, just do a 'dir' command on the \130 path. Add 20 megs to that. If you have any problems, be sure to email us.

What other tutorials would you like to see? •

SOFTWARE SUPPORT NOTES

1   Email requests for support get <u>Priority</u> <u>Service</u>.

2   If you send an Email or fax with a description of the problem, your call is given priority over other Emails and 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 support requests 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 best by email. If you check your email each day, you may find this to be easier than faxing us. We check our email constantly — at least every 5 minutes. We are putting most of our resources into email and other methods that utilize the Internet. If you have an ICQ number, we can support it. Let us know.

We are interested in hearing from people who would like to receive support by Internet — email/ICQ, etc.

•

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.**
*<u>Subject to restrictions</u>

Stratford
EDI software
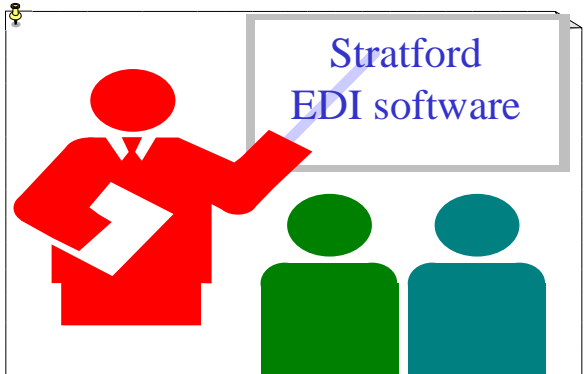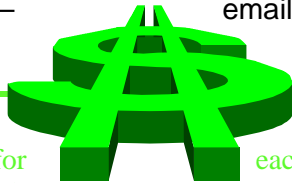
INTERNET RESOURCES

You can get the HCFA PIM mentioned on in the August newsletter at this address:

http://www.hcfa.gov/pubforms/83_pim/pimtoc.htm

The chapters are in different files so you only need to download the ones that apply to you.

_____

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.juno.com (Internet access & email)

www.ifreedom.com

www.hotmail.com

www.get2net.com