

STRATFORD

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Healthcare EDI and Practice Management Software

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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.

Our most common support issues at this time with the current, dos-compiled program are people who are buying new computers with Windows ME and Windows 2000.

Most of the computers that have Windows ME pre-installed do not support more than 40 open files at one time for dos-compiled programs (at least that is what we have been able to determine using the available information). The Stratford dos-compiled program cannot create an insurance form without opening more than 40 files. Windows 98 and Windows 2000 have no problems at all with this. Why is Windows ME different? We have no idea?? The Stratford program will work fine with Windows ME if you make a simple, one-line addition to a file named `\windows\system.ini`

You must add one statement:
`PerVMFiles=225`

You must put this statement in a section under the heading:
`[386Enh]`

Most of the issues regarding Windows 2000 and our dos-compiled program have been resolved. If you are having any problems, please contact customer support for help.

The beta program for our Windows soft-

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

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

ware is progressing slowly, but when the program is finally released it will be very solid. We have been in contact with many of our users who have tried the program with varied success and all agree that it is important to get the new program as solid as the old (dos-compiled) program before putting it into daily use.

HOLIDAYS FOR THE REST OF THE YEAR

Christmas December 25 & 26, 2000
New Years January 1, 2001

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

support@stratfordsoftware.com

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Training Classes **SHS Software Basic Training**

In the Stratford Classroom:

By Appointment only \$275

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

California has always had 2 Medicare contractors until recently when NHIC took over the Southern California contract from Transamerica.

There are more than 16,000 providers in the Los Angeles area that had to change to the procedures and claim formats that are used in Northern California. Much of the transition has now taken place. Stratford had to send out a lot of updates, of course, but no new programming was required. Surprisingly few customers required extraordinary support.

We are trying to make the transition to ANSI version 4010 go as easily. That transition is required of all providers in the United States during the next two years.

We would like the next two years to go as smoothly as the Y2K problem (remember that?). The only way that we can convert all our customers with no interruption in claims processing is for them to keep us informed of deadlines from various payers as soon as they are notified.

Every payer must make the change to ANSI version 4010 for all transmissions. This includes all private payers as well as Medicare. It also includes organizations that you may not think of as a "payer". For example, if you have a local HMO that processes claims for a limited group of providers, they must make the transition to ANSI version 4010 just like the major insurance companies. In fact, any organization that processes provider healthcare claims must be able to receive and transmit ANSI formatted files. Some will probably elect to have a clearing-house do the work. However these payer organizations are able to satisfy the law, their submitting providers will probably need software changes.

There are thousands of payer organizations in the United States and Stratford has customers in all states. This is why we want our customers to watch for notices and let us know as soon as possible.

If programming and/or software design changes are required, it may take an extended amount of time to accomplish the necessary tasks. The software will need to be tested and possibly even re-approved by the payer.

Stratford is well into the process of testing the ANSI version 4010 of the supported transaction sets. You can be sure that the Stratford program will comply with all HIPAA requirements as they are implemented over the coming years. •

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 still can't make the tutorials work with my computer. I did set up the icon like you described last month, but I want to be able to access help with a simple keystroke (F1) like all other programs. When will you have that working?

A: We have updated the beta program several times in the past month. We now have the tutorial working for all the computers hardware/operating system combinations that have been reported to us as having problems. Please download the latest beta and try it. If you still have problems, please let us know. We will make sure it works for you.

Q: I downloaded the beta program and it works fine for entering new data. I followed the tutorial to convert my old data, but I got error messages and was not able to make it work. What's up?

A: We have been redesigning the conversion program to insure that it works for all reasonable hardware configurations. We had the conversion working for a stand-alone computer with Windows 95, 98 and Windows 2000 long ago. We are not aware of any problems with Windows ME.

As more people have begun using the beta program, we have been notified of many different system configurations.

We have customers with an NT 4.0 server and Windows 98 workstations. This is our most common network configuration and the one we recommend. As long as the

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network drive is 'mapped' to a letter of the alphabet, most people did not have any problems. We are finding many people who use UNC names to access the drives. This works fine for most word processing programs. Word processors are single user programs, even though they may be on a network. For a large database program like the Stratford practice management software there are many special considerations related to its being multi-user. Our conversion program cannot copy a file that is in use. The data is available, a record at a time, so the conversion program now gets the data that way. Also, some people wanted to run the new program from one network workstation and convert data from a different network workstation while they were physically located at a third network workstation. This may sound like something unusual, but it is reasonable given the individual customer's needs. These are the types of issues that are causing the beta program to continue.

We believe you want all these issues solved now so you won't have to deal with them in the future. •

SOFTWARE SUPPORT NOTES

- 1 **Email requests for support get Priority Service.**
- 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.**

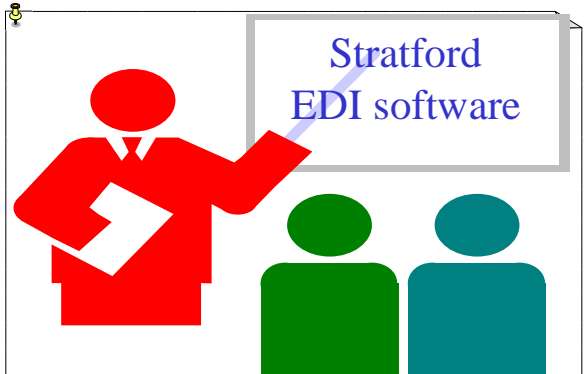
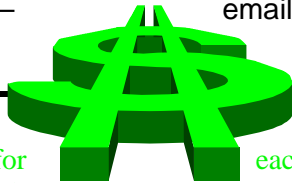
We can receive many support requests in the first few hours each day. It usually is not possible for us to have a technical support person waiting to take your call. If you just call and leave the message "please call", your call is placed at the bottom of the callback list. We must do everything we 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 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

You can have your document or other written material spell checked at this site:

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

Just put your text into the Windows clipboard by using CTRL+C and then paste it into this web site using CTRL+V. If you have Office 2000 you don't need this, but it is neat to try it out.

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)

Stratford Newsletter

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