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. •

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What can we expect for the future of the Internet? It will become much larger and faster, of course. The name for the next generation Internet is the "Grid". In March, world technology leaders met in Amsterdam, Netherlands at the Global Grid Forum. The difference will be in the number and type of connections and functions.

The Internet today is mainly a file server. That is, it has "content" that you search / find / download into your computer for viewing and/or using on your computer. This will continue indefinitely, but the Internet will become more of a connecting device so that all the computers in the world will begin to look more like one very large "local area network". This is already happening. For several years, Stratford has had employees on the East coast that connect to the main company network near San Francisco using the Internet as the "connecting cable".

Presently, most Stratford users work on their computers in their offices with only a voice phone line connecting them with the outside world. They dial into a payer's computer to transfer claims and then hang-up. The claim is paid at a future date.

In the future outside connections will be continuous, high speed and "transparent"

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

inside this issue . . . .

Stratford has almost **4,500** licensed users

to the user. The payer will know about the patient visit in real-time beginning when the patient enters the office and signs in. Enrollment will be confirmed before the provider sees the patient. If the provider writes a prescription or orders a test, the payer will confirm coverage and possibly approve it instantly. The provider will receive payment, directly into her/his bank account before the patient leaves the office. It will work much like credit card payments work now. In the future, people at home will connect to family members in other states and countries to share information. While visiting your aunt Sally, you will be able to turn off the lights at your home thousands of miles away. •

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

support@stratfordsoftware.com

FROM THE EDI CORNER ......

We now have our ANSI X.12 v4010 format approved by a Medicare contractor. More news to come. •

MSN INSTANT MESSENGER

Do you use this for email and/or talking to people over the web and/or free phone calls? You say you don't like the ads? Here is a fix: go to
C:\Program Files\Messenger and edit the file: links.txt. Clear the contents and save the file. Then right-click on the file in the Windows explorer and check the box "Read-only". •

STRATFORD SOFTWARE ON CD

We plan to discontinue shipping software on diskettes by May 1, 2001. If you do not have a CD drive, please go to CompUSA or another computer retailer and upgrade now.

At this time we deliver about 10% of our software as a download from the Internet. This will increase as more users get high-speed Internet connections. Almost all the rest of our software deliveries are on CD using the US mail.

We still have customers who ask for software on diskette. The shipping charge for diskettes is twice as much (or more) as shipping CDs. A CD can contain as much data as hundreds of diskettes. Diskettes are very sensitive to problems related to shipment and dust in the user's computer. We have almost no support problems with CDs. The primary reason is that CDs are not affected by magnetism and have few problems related to dust and shipping. •

PSEUDODICTIONARY

Ever hear someone use a group of words or colloquialism and wonder what it meant.

How about "seesayleptic"? This is a person who cannot resist reading billboards, etc even though all others present are capable of reading them.

"dude". An interjection used to get someone's attention. Hey dude, check out that 1958 Edsel.

"globuleuphoria" the pleasure given by popping the vinyl bubbles in protective packaging wrap.

"huddlepuff(s)" That group of people gathered outside a building smoking and blocking the entrance.

I'm sure you "gotsta" go to this web site: http://www.pseudodictionary.com/ •

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 want to try the new program but it is too large for me to download from the Internet.
A: You may request a CD from our support group now. •

BACKUP FACTOID

Lightning is 5 times hotter than the sun. One bolt can be 20 miles in length. Lightning strikes the earth 100 times each second or 8.6 million times each day. What does this have to do with anything? Well, the real question is: what have you done to protect the data in your computer from the dangers of lightning and other elements? Do you have a UPS (Uninterruptible Power Supply) on the computer that holds your valuable data? Stratford can do nothing to recover your data, or even help you recover your data, if you don't have a backup. It can be very expensive for you when your computer fails. If your hard drive fails, you will lose everything. Sure, you may be able to reenter everything from your reports, but you can never hope to get everything back in there perfectly. What about the address change you made? That may not even be on a report since you probably only print the 680 (end of month) report once per month. What about the phone number change for a patient, the ID number for their insurance coverage. Missing any of this data can cost you a small fortune in lost employee time and irritated patients

and frustration in your office. Don't let it happen. Do what you can to protect yourself now. A UPS is cheap insurance, much cheaper than an expensive liability insurance plan. Also, the best insurance plan in the world is only second best to a good backup. We are starting to recommend a CDROM for backups for those customers who need to purchase a new backup mechanism. If you get the correct CDROM drive, it will create a CD that will last 40 years or more. At CompUSA and other stores you can get a blank CD for under one dollar. There are 20 working days per month. 20 CDs will cost you 100— 240 dollars per year at the most. You can't even think about restoring your computer for that amount of money. Your computer is going to fail. It is a matter of when not "if". •

SLOW MAIL

So you think mail is fast enough and you don't want to try email? The US Postal Service delivers mail by mule to the residents of Supai, Arizona. This is a community in the Grand Canyon. We prefer email for our customer's support. •
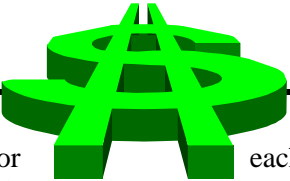
SOFTWARE SUPPORT NOTES

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.

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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
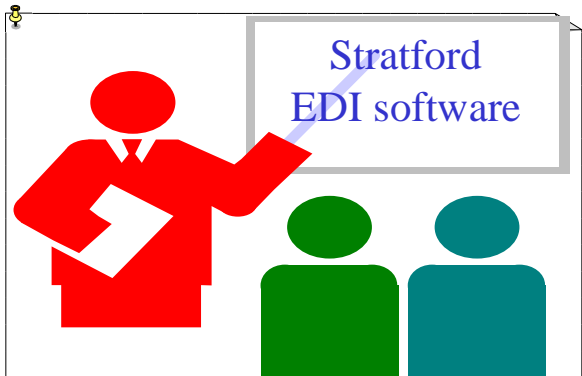
INTERNET RESOURCES

Ever wonder how we operate our Internet web site (now more than 240 megabytes and hundreds of files - people, payers and clearinghouses everywhere downloading files 24hrs per day) To manage this you need many resources. Here is a good one:

`http://www.interhack.net/pubs/fwfaq/`

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You may qualify for free DSL. Go to winfire.com and see. For $9.95/month you can get DSL with no ads. Mention priority code 303.

`www.winfire.com` (DSL Internet access)