stratford notes

This newsletter has more information about our new "windows-only" software. You can try it out by letting us know that you want to be on our "beta list". Please send an email to beta@stratfordsoftware.com

In the past month we were able to integrate v4010 of the ANSI X.12 transaction sets to the new version of our software. It now creates files formatted exactly like the dos-compiled version of our software for all the databases that we have tested. We may be able to finish testing it in the next 45 to 60 days. This is the last project which has delayed the release of the new Windows-only program as far as we know.

We have the physician, dental, dialysis and many other specialties tested.

The scheduler is almost completely free of "exceptions" now. This is a graphical scheduler, completely different from the current version. You can click on the scheduler to create an appointment. You can "drag" your mouse pointer to create an appointment at the desired time and for the desired length of time. You can right-click on any appointment to display details of the appointment and also to have access to a menu of functions such as revision and deletion.

We have now received the new compiler from Microsoft that was described last month. We have compiled all our software with it and we have not had any problems.

We believe we will be able to release the software within the next few months.

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

Stratford has nearly **4,600** licensed users

These are our plans for release of the software: We will allow our current licensed users to upgrade for $29.95 (plus tax if you are in California). We will rebate the full price, (not the tax or shipping) for the first six months after the release date. In order to qualify, you must be a regular subscriber to our software support for at least one year or since you became a licensed user. The shipping will be approximately $2—$3 for most users. The software is available only on CD or by Internet download.

If you are interested in obtaining the beta version, we would like to hear from you now by email. •

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

support@stratfordsoftware.com
•

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*). The cost is $250. Telephone training is also available (*by appointment only*).

FROM THE EDI CORNER ......

Correction to a previous notice: we now have our ANSI X.12 v4010 format approved by ProxyMed/IMS, one of the largest, national clearinghouses.

California Medicaid (Medi-Cal) will accept claims via Internet. If you wish to do this, please contact Stratford support and we will help set you up.

WebMD now accepts claims for Brown and Toland. Contact Stratford support if you wish to be set up.

Stratford is fully compliant with the new HIPAA federal law as it applies to software vendors like us. We are ready to test our ANSI X.12 version 4010 format with any payer. •

MORE SUPPORT NOTES

Due to the diverse types of backup systems, the support team is finding it more difficult to help people restore. Be sure your staff knows how to backup and restore, using your particular backup device.

When restoring from a backup be sure to contact the support department if you send claims electronically. We will have to change your batch sequence number, otherwise the carriers will reject future claims for duplication. If you are instructed to restore from a backup by the support team, be sure to tell them what carriers you submit to electronically so that this can be taken care of immediately. •

A new manual format is available. If you have wanted a manual that would lay flat on the table and have pages that could be removed, you can now have it. We have a new vendor that is supplying the manual in a small 3-ring binder format. It looks very much like the old manual in size and design but is much more convenient to use. The price is $25. •

CD Updates are now being shipped to our clients at least once per quarter. In the past our updates were sent out on an irregular schedule. We used our database to determine who needed an update. We keep a record of what parts of the program are used. What we have found is that many of our customers do things which are not in our database. Examples are customers who have a local dealer that knows how to set up the scripts for the Stratford program. Our new system of insuring that each customer gets an update at least once per 90 days should eliminate these exceptions. This service is only available if you subscribe to software support continuously and accept updates on CD. •

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.

QUESTIONS AND ANSWERS ABOUT THE NEW WINDOWS-ONLY STRATFORD SOFTWARE

Q: I tried the Stratford beta in January, 2001 and found many problems. I could not do a lot of things that I need to do with my schedule. How are you coming along on those things?

A: I am not sure what things were missing when you tried it, but we do have a functional scheduler now. It is quick, responsive and very usable. You can create an appointment for any specific provider (in a group of providers, for example) by just clicking on the schedule at the beginning time and "dragging" the mouse cursor to the ending time. It is very slick and usable.

As always, we here at Stratford warn you against replacing an old-fashioned paper schedule with a computerized schedule. A computer can (and will eventually) fail. When your computer fails, you will lose your schedule back to the time of the latest backup. Be sure you keep that in mind when you change to computerized scheduling. You should keep that in mind when you buy hardware because hardware is the "weakest link". If you lose all appointments that were made in any given day, what impact will that have on you? You may wish to buy a more expensive (reliable) server to hold the data. You may wish to purchase an expensive uninterruptible power supply to help insure you against loss. You may wish to backup at noon as well as the usual nightly backup. Be sure to subscribe to Stratford support

so we will be there to help.

Q: I heard you did not have the EDI functions working and approved yet in the new version. Is that true?

A: That is true. We have the EDI working, but it is not fully integrated with the dos-compiled version that is fully certified and approved by virtually all payers and clearinghouses in all versions of NSF and ANSI X.12 transaction sets.

We are developing technology that will allow us to share a common code base for both versions. When that technology is ready, the new version will be "almost instantly" fully ready. Of course, the new version will need to go through a formal approval process since there are unavoidable differences in the two versions. Since about 95% of the software will be common, we think it will be relatively easy to keep both versions current with all laws and payer requirements. EDI is Stratford's specialty. We are well aware that the majority of our customers use Stratford software because it was recommended by a payer and/or Medicare contractor. We are 100% committed to EDI. It is first in our update and development cycles. •
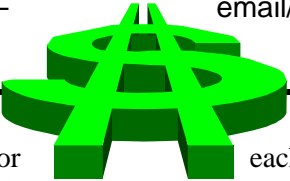
SOFTWARE SUPPORT NOTES

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
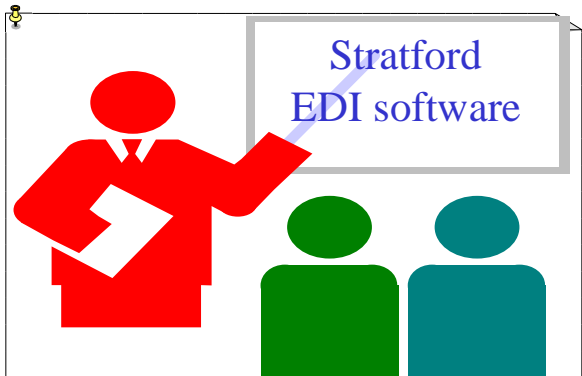
INTERNET RESOURCES

You will wonder how you ever got along without this tip. Would you like a calendar on the Internet so you can view it wherever you are?

http://www.yahoo.com/

This site is one of the most popular in the world. We have recommended it in the past for several reasons. Now they have made it even better. You can have a custom home page with your stocks, news, search engine, maps, etc. You can have a sharable calendar. It has many nice functions such as repeating events. You never need to forget a birthday again. You can receive an advance email notice. Take a look. Tell them Stratford sent you.

Stratford Newsletter
Copyright 2001, all rights reserved
_____

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