

# STRATFORD

Volume 26.02

Healthcare EDI and Practice Management Software

February 2002

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 *stratford notes* “windows list”. Please send an email to [rc1@stratfordsoftware.com](mailto:rc1@stratfordsoftware.com)

2002 is the year that the HIPAA regulations take effect that affect most of your billing activities.

Beginning October 1, 2002 all entities that process healthcare claims are required to accept the ANSI X.12 v4010 format for electronic transmissions.

President Bush signed an amendment to the 1996 law. Section 2. (a) (6) states that a person/entity that cannot meet the electronic format requirements may be excluded from participation in Medicare. This section of the law must be met by October 16, 2003. Paper claims will not be accepted by Medicare after this date. Be sure you are now transmitting in the ANSI format. Call Medicare if you are not sure. We will try to help you if necessary.

If you are a Stratford Software user, you already have this format if you subscribe to our software support. You will need several updates in 2002 as we keep up with the regulations as they are finalized.

Beginning now, we are fully compliant as far as the specs that we have received. We are actively following modifications to the law and related regulations to be sure we are doing everything possible to keep the Stratford software in compliance with the format requirements.

## inside this issue . . . .

- Stratford Notes
- From the EDI corner
- More Support Notes
- Questions and Answers about the new version of Windows-Only Stratford Software
- Software Support Notes
- Internet Resources

Stratford has more than **4,600** licensed users

Our customers must be aware of other parts of this law, especially those requirements for patient confidentiality. This part of the law must be met by April 14, 2003.

This newsletter has information on the new CPT code structure that must be used. At this time we are updating all customers who subscribe to our software support at least once per quarter. We will modify this schedule as required to keep those customer current.

There may be many updates to the software this year as we keep up with the HIPAA finalized specs. •

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

**[support@stratfordsoftware.com](mailto: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 \$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 .....

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.

You can transmit claims direct to Trigon using ftp.

You can transmit claims direct to Florida Medicare for UB-92 billing.

We have successfully semi-automated the Internet claims transmission to EDS Medi-Cal. •

### MORE SUPPORT NOTES

**Shipping charges (UPS, etc) have increased.** If you can accept your software updates on CD, we will send it by USPS and the charges are very reasonable. Of course paper shipments will increase. Our prices are still much lower than office products stores even with increased shipping. •

**Win2000, XP** As we have already stated, we will support these operating systems. We will try to support **WinME**, however,

we cannot recommend it to anyone for any purpose. This week we reformatted the disks on three development systems with Win2000 and WinXP and put them back on the original Win98SE. There are too many problems with the newer operating systems. We believe that Win98SE is the best operating system that Microsoft has developed. That said, yes, we do have systems with WinME, Win2000, and WinXP. They all run our software just fine with no problems. However, they all have problems with most other software and we cannot use them for day-to-day activity in our company. If all you do is run the Stratford program, then you will be ok. If you run a combination of other programs and you have a choice of operating systems, we recommend that you select Win 98SE, second, pick WinXP. •

**CD Updates are now being shipped to our clients at least once per quarter.** Our new system of insuring that each customer gets an update at least once per 90 days should help eliminate most payer claim rejections. This service is only available if you subscribe to software support continuously and accept updates on CD. •

**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 like the old manual in size and design but is much more convenient to use. The price is \$25 (+tax&shipping). •

---

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 STRATFORD SOFTWARE

**Q:** I have a Sony device that uses a 'memory stick' I have a memory sticks with 64 and 128 megs. When I place them into my reader, they create a new drive on my computer (F: for example). Since the memory stick is so small and easy to mail, why can't you place your updates on one and send to me?

**A:** We can. We would be happy to support the 'memory stick' and other similar devices like the camera modules. You need to check with us about a specific device. If you want the dos program, the memory stick/device should have at least 16 megabytes of storage. If you want our Windows version, you will need at least 64 megabytes of storage. We have, in stock, Sony 128 megabyte memory sticks (Model MSA 128A) that we can supply for \$120.00. This price may change, of course. Or you can mail yours to use and we will place the program on it.

**Q:** My specialty is pediatrics. I don't have anything to do with Medicare billing. Doesn't that mean that HIPAA will not affect me and my practice.

**A:** No. the new law affects all healthcare specialties, physician, dentist, rural health, DME, dialysis, etc. If you provide services to patients or have anything to do with patient information, billing claims, etc., the new law affects you and you are required to comply with the terms.

**Q:** Are you saying that if I use Stratford software and keep it updated that my office will be HIPAA compliant?

**A:** Our software will make sure your billing format is correct only. Your software

---

Stratford will run your Stratford software related classified ad in our monthly newsletter *free*, upon SHS approval! Fax your ad to us at (650) 692-1073.



and billing formats are just one part of the HIPAA regulations. You are required to do whatever is necessary to limit access to patient information in your office as well as other things. For example, if your computer display is placed where an unauthorized person can see the demographics of a patient, you are probably in violation of the law. This is just one point. Stratford is not able to advise you regarding the law. We recommend you attend a seminar or read the law. •

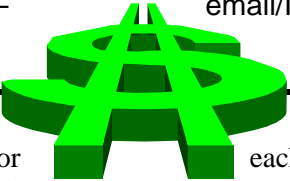
## SOFTWARE SUPPORT NOTES

- 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.**

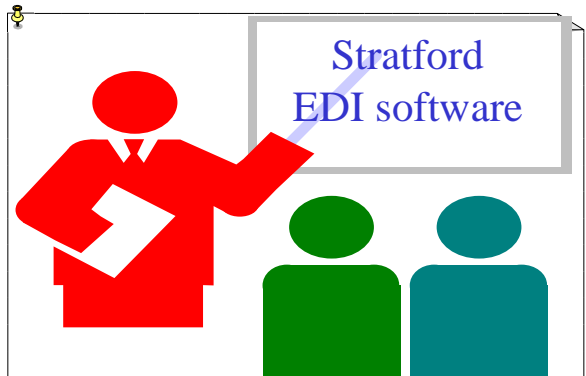
We can receive many support requests in the first few hours each day. It usually is not possible for us to have a technical support person waiting to take your call. If you just call and leave the message "please call", your call is placed at the bottom of the callback list. We must do everything we 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  will pay you \$100 for you refer who each person\* 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.**

\*Subject to restrictions



## INTERNET RESOURCES

Most healthcare providers will receive more information than they want about the HIPAA law this year. Here is a link to the amendment to the new law.

[http://thomas.loc.gov/cgi-bin/query/z?c107:H.R.3323.ENR:](http://thomas.loc.gov/cgi-bin/query/z?c107:H.R.3323.ENR)

(Note: be sure to put the colon at the end of this link)

Please let us know about any sites you have found.

### *Stratford Newsletter*

Copyright 2002, 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](mailto:mail@stratfordsoftware.com)*

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

*New Software Sales Only (800) 274-4594*