

STRATFORD

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Healthcare EDI and Practice Management Software

March 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

Nearly half our support subscribers auto-pay by having a credit card on file. If we charge you for a full year, you receive the 11 & 12 months at no charge.

We have received notification from our bank’s credit card processor that they are mandating the AVS system which has been available for most online businesses for years. This system helps prevent fraud by verifying your address prior to approving a charge to your credit card. We are required to utilize this beginning immediately. This means we need the billing address for the credit card you use for paying for our services and products. If the address and zip code do not match, the charge will be declined. If you auto-pay, you probably have already received a new authorization form from us. If you are planning to subscribe, be sure to let us know the billing address if it is different from your business address. You can note this on the back of the statement top if you wish. This is for your protection and is a good change. As always, you can be assured that Stratford keeps customer information in the strictest confidence. You may fax or mail the information. If you trust email you can use that also, but it is not considered secure.

Printer problems / Windows 2000 / Windows XP: If you have had printer

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

problems with the current Stratford programs and one of the newer Windows-only printers and/or Windows XP, please note that we have a new module available that will go out with our standard updates on request at no additional charge (if you are a regular subscriber, of course). This is the beginning of the integration of MS Windows code with our current dos-compiled program. There will be many more upgrades to the program to make sure it works well with newer operating systems and hardware. This is the result of development and research that has gone into our new Windows program now in the early testing and installation phases. Also available for some payers is the new FTP transmission module. •

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

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 Mississippi Medicare direct to BCBS of Alabama.

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: Regarding the new HIPAA regulations, I need to cover myself as best I can. I got a sample contract from one of my medical journals that I am supposed to get all my vendors (like Stratford) to sign. I am going to send it to you for review.

A: You can send it and we will review it, however, we have thousands of customers and we cannot sign a different contract with each of them. If we had a law firm review them and keep track of the different elements covered by each one, the cost would be prohibitive and none of our customers want that kind of cost passed on to them.

We now have a contract with EDS to supply software to them and their subcontractors, including wholly owned companies such as NHIC. NHIC now distributes Stratford software to Medicare providers. We believe that fact alone indicates our commitment to the HIPAA law as it applies to companies like Stratford.

Our understanding is that HIPAA will soon have a standardized contract for providers, software vendors, billing services and all other entities that are covered by the law. When that contract is available we will sign it and possibly distribute it to our customers and/or post it on our web site.

Also, it is possible that we will have additional contracts to sign with our vendors to cover specific aspects of the HIPAA

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.



law.

In the meantime, we welcome any correspondence from our customers, of course.

We believe you will see the advantage of having your software vendor, Stratford, sign a comprehensive contract with an entity such as EDS that covers Stratford as well as any customers using Stratford software. EDS has been selected to be the claims processor for Medicare. This will be done by EDS as well as by providing software to other Medicare contractors (at least that is our understanding).

If necessary, we will have a law firm that specializes in Medicare contracts and government relations review our present contracts and possibly draft any additional contracts that we can sign with each of our customers.

Be sure to send any contracts or other information that you obtain from sources that you believe are reputable. We will be certain to consider them in any future contracts that we enter into. •

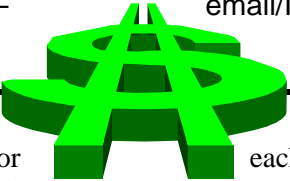
SOFTWARE SUPPORT NOTES

- 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.**

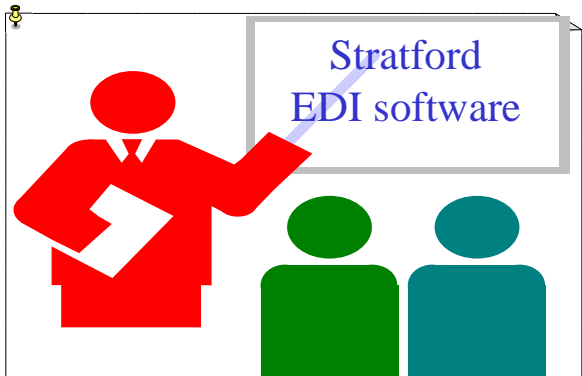
We can receive many support requests in the first few hours each day. It usually is not possible for us to have a technical support person waiting to take your call. If you just call and leave the message "please call", your call is placed at the bottom of the callback list. We must do everything we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

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