

# STRATFORD

Volume 26.10

Healthcare EDI and Practice Management

October 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 “windows list”. Please send an email to

## **stratford notes**

rc1@stratfordsoftware.com

**Stratford’s software is now officially HIPAA compliant. If you transmit Medicare claims to NHIC please note that Stratford is now approved for transmitting v4010 for both California and New England. If you subscribe to our software support on a continuing basis, you will receive an update automatically that will convert you to the compliant version this summer. No action will be required by you to convert your data and programs. It will take about one minute, depending on the speed of your hardware.** Be sure to read the instructions. You may need to enter some information. •

We are receiving more inquiries about **Linux** and whether we will support it. We have answers to this and much more on our web site. Sometime back the answer was ‘definitely no’. Now that is not the answer. Note: International Data Corp analysts report that Linux have a 3.9% share of world desktops compared with Macintosh’s 3.1%. Red Hat (Linux server leader) will soon release a credible alternative to Windows PCs. Also, see the note on page 3 about using Stratford software with Linux now! •

**If you transmit to WebMD/Envoy/NEIC**, be aware that they have changed their access number. Transmitting to

## inside this issue . . . .

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Stratford has nearly **4,800** licensed users

WebMD is not free. We were told that you can find your invoice at the end of the report that you receive from them. •

Last month we mentioned about how **you can auto-pay your bill by having a credit card on file**. If you pay for a full year in advance, you receive the 11th & 12th months at no charge. You still get a fully itemized monthly statement. •

We have developed a new claim transmission module that eliminates the need for ProComm for most of our users. We already have scripts for many payers and clearinghouses. It works with the current dos version as well as the new windows version. Many Windows XP users need it. Maybe you can use it? •

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**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 .....**

**ProxyMed** clearinghouse is now accepting claims via FTP. We are beginning to sign up our customers for this new service. Is this Internet claim transmission? Well, sort-of. You will be using FTP which is a way to transmit files on the Internet. This is a secure site that you dial into and it does not require you to have access to the Internet. •

**Stratford Backup recommendations:** We have been recommending that you backup onto CD for several years. We like this method best because it is inexpensive and the backup media will last 40—100 years. Also, it can be read by almost all computers in general use. This is still our recommendation. The problem is that we have many clients who have more than 750 megabytes of data to backup. This requires multiple CDs and so is more complicated. A solution is here now and is getting more inexpensive all the time. DVD is the future. You can get a DVD burner for a few hundred dollars. We saw 4.7 GB disks for sale for under \$2. We saw 9.4 GB disks for under \$4. If you have a large amount of data, you are not stuck with tape anymore. •

**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. •

Stratford is now HIPAA compliant with ProxyMed. •

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

### **MORE SUPPORT NOTES**

**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). •

**Your clearinghouse may have setup fees and/or charge you for EDI claims,** but Stratford does not. •

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#### **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 been transmitting claims to Medicare and Medicaid in my state for many years. Now I would like to start transmitting private claims. What are my options with my Stratford program?

A: You have many options with the Stratford program. EDI (electronic data interchange) is our specialty. Your options will depend on your location and the payers that your patient population uses for their healthcare coverage. For example, in California you can transmit directly to Blue Cross and Blue Shield (2 different payers in California; not a single organization as in some other states).

Some payers, especially local HMO's and similar organizations, cannot accept claims directly and require you to transmit to a clearinghouse. The clearinghouse then 'translates' the claims as required by the payer. In some cases, the clearinghouse may even check the claims for accuracy and do some reformatting depending on your specialty. This is all 'transparent' to you and is determined by the arrangement that the payer has with the clearinghouse.

The Stratford program can format your claims for transmission to most major clearinghouses in the United States as well as all Medicare contractors in the United States. We also can format correctly for many of the Medicaid, BC and BS programs, even local 'pilot' programs that some states have set up. Be sure to

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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.



ask if you have any special needs. We will try to accommodate you.

Q: In a past newsletter you stated you had no plans to support Linux. Is that still true?

A: Yes, but... **We continue to look at Linux and think about it.** It simply has too little 'market saturation' to justify committing resources. Even though that is true, we can report that you can run our program on Linux. Here is all we know for now: If you have a Linux server using SAMBA (networking stuff), with a Win98 workstation, you can install our program from the workstation on to the server. You can then run the program from the workstation. Note that the programs and your patient data are on the Linux server. If this is of interest to you and you are proficient with Linux, we would appreciate any feedback. It is almost the same as using an NT server for your files. You could probably even use an Apple computer if you had the proper server software to allow a Windows workstation access. We can't support this and you may not call for help or even for more information (for now).•

## SOFTWARE SUPPORT NOTES

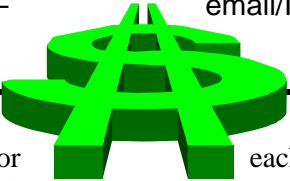
- 1 Email requests for support get Priority Service.
- 2 If you send an Email or fax with a description of the problem, your call is given priority over other Emails and faxes.
- 3 Do not call more than one time. The second call places your first call at the bottom of our callback list.

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.

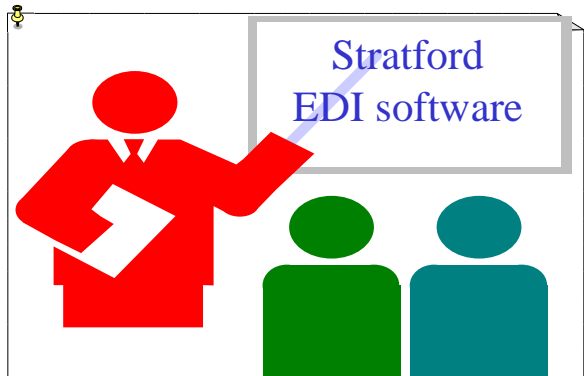
At this time we can deliver support best by email. If you check your email each day, you may find this to be easier than faxing us. We check our email constantly — at least every 5 minutes. We are putting most of our resources into email and other methods that utilize the Internet. If you have an ICQ 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.

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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

911 was a day that Americans will remember. Because of today's technology, we are able to capture images and sounds like no previous event in history. The Internet will make this information available to everyone. Here are some Internet sites that we found.

An incredible archive of images and sounds: "Saving the Histories of Sept 11, 2001"  
This archive is working with the Smithsonian Institution's National Museum of American History, Behring Center; Museum of the City of New York; New-York Historical Society; City Lore; and other local and national institutions.  
<http://911digitalarchive.org/>

This is a live Cam from "ground zero:"  
"Ground Zero Cam" also with archives of images:  
<http://www.earthcam.com/>

### *Stratford Newsletter*

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