

STRATFORD

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Healthcare EDI and Practice Management

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We hope you are still able to transmit claims to all the same payers that you were using prior to October 16th. If not, we would appreciate hearing about any problems you are having with new payers or any other EDI related problems that you think are related to the HIPAA law. If it is something that we can correct, we need to be notified as soon as possible. We are not quite as busy as we were during the past 3 months so now is a good time to get things working the way you want.

stratford notes

If you have a broadband connection and would like to try the new windows version, send an email to: trial@stratfordsoftware.com. We can send you an id and password that will allow you to download the software from our web site at no charge. The size of the download file is about 60 megabytes so we don't recommend it for slow (modem) Internet connections. You can get the new program on CD for a small media charge, usually about \$2 (plus tax in Ca).

If you have not received an update since July 1, then you are not HIPAA compliant. We released v4010-A1 (addendum) on June 25. Please contact support if you need an update. We expect several more updates will be necessary to be HIPAA compliant in the near future. If you bill Medicare, the present update is necessary to avoid claim rejection.

Stratford's software is now officially HIPAA compliant. If you subscribe to our software support on a continuing basis, you will receive an update automati-

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Stratford has nearly **5,100** licensed users

cally. CD updates are sent when you need it. Internet downloads are available at least monthly. •

Each month more of our customers take advantage of this way to cut your support costs. **You can auto-pay your bill by having credit card information on file.** If you pay for a full year in advance, you receive the 11th & 12th months at no charge. You will continue to get a fully itemized monthly statement and newsletter. •

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

support@stratfordsoftware.com

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**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-A1 format with any payer. •

All our clients who transmit to Blue Cross of California are now HIPAA compliant. If you were not converted, please notify us immediately as you will not be able to transmit in the old claim format soon. Stratford is now approved for v4010-A1 by Riverbend Medicare, Blue Shield of California, New England NHIC Medicare, California NHIC Medicare, Blue Cross CA, Noridian (Medicare contractor for several states), Sutter Connect – Sacramento CA, Regence.

We are presently testing for v4010-A1 Mass Health & Value Options, Blue Cross, and New York Medicare, (Empire Medicare), Medi-Cal / Central Coast Alliance—CA / Santa Cruz CA, Trail Blazer—Virginia Medicare, XACT—Pennsylvania Medicare, Administar—Indiana, WPS—Wisconsin, Florida Medicare Part A, Palmetto / Railroad Medicare, and others.

ProxyMed (a clearinghouse that we recommend) will send your claims at no charge except for government claims: Medicare, Medicaid, railroad, DME, and payers that don't cooperate with clearinghouses. Of course, with Stratford software, you can send direct to Medicare at no charge.

ProxyMed will be able to accept UB-92 claims as well as dental claims in the future. They accept v4010 now. ProxyMed will process Aetna claims at no charge now. •

MORE SUPPORT NOTES

Fees for supplies, handling and shipping. Due to an ongoing sales tax audit by the State of California—probably related to the horrible financial condition of the state, we must begin itemizing the various charges involved in shipments. The auditor has determined that handling charges are taxable. Your total cost may not change significantly, but you will notice a difference in the way your invoice looks. California shipments will be taxed on handling fees beginning July 1, 2000.

We have now been informed that if we send anything to you that is tangible, like a CD, it will make the entire month's support taxable as well as the CD. This is California regulation 1502 (conflicts with 1501). They link the two charges. We do not agree with this, but we are forced to collect the tax. This only applies to California shipments. This is one more reason for you to download your updates. If you download, you will save the cost of media and the tax. •

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

Q: You say all your clients who transmit to Blue Cross of California are now HIPAA compliant. Someone at Blue Cross just told me I was transmitting in the old format and I must convert soon or my claims will be rejected. What's up?

A: Our computer tracks customers and the payers they transmit to. This is how we know to automatically send out updates. You can tell how we have you listed by your monthly statement. It has a memo line for each payer that you transmit to (at least as far as we know). If the list is wrong or incomplete, please let us know. This can happen if you quit subscribing to software support. It can also happen if you begin testing with a payer and then quit for some reason and then begin testing again. Unless we know that you have successfully completed your testing and are transmitting 'live', we will not have a permanent record of it. Anyway you should let us know immediately and we will make sure your programs are set up correctly. This service is only available to those customers who subscribe to support on a continuous basis.

Q: I just got DSL service in my office and I can now download large files very fast. Can I download updates to my Stratford program? It seems to me that this would be the ideal way to receive updates instead of waiting on the mail. Also, I could get an update at my convenience, any day, any time.

A: You are absolutely correct. Internet download is the perfect way to get your

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.



updates. If you subscribe to software support, send an email to:

update@stratfordsoftware.com

and we will send you an ID & password. The ID and password will change periodically. We plan to automate this service in the future if there is sufficient demand.

Let us know what you think. The update is very large: about 60 megabytes and so is not suitable for modem connections. Also, our California users can avoid the regulation 1502 tax by downloading files.

Q: What does Stratford recommend for a backup method?

A: We recommend using a CD. You can backup daily for less than \$1.00, and if you buy in quantities of 100 it may only be 39-59 cents per day. That is really cheap insurance. If you are careful with a CD, it can last up to 100 years. Be sure to take it home or somewhere away from your computer. We really like a CD, because almost any computer can read it. If you use tape and you ever need to restore, it may be very difficult to find the same model and backup software on a different computer. We no longer have any tape units at Stratford because of the compatibility problems. •

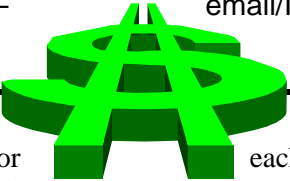
SOFTWARE SUPPORT NOTES

- 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.

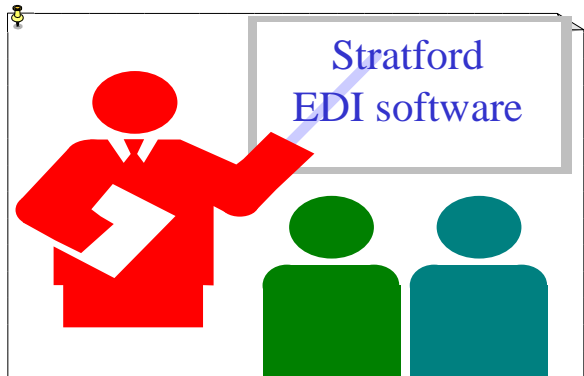
We can receive many support requests in the first few hours each day. It usually is not possible for us to have a technical support person waiting to take your call. If you just call and leave the message "please call", your call is placed at the bottom of the callback list. We must do everything we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

HIPAA—Do you need to update your clearinghouse connection?

◆ HIPAA—Frequently Asked Questions, etc.
<http://www.hhs.gov/ocr/>

◆ HIPAA— money penalties
<http://www.hhs.gov/ocr/moneypenalties.html>

◆ HIPAA—filing a complaint
<http://www.hhs.gov/ocr/howtofileprivacy.htm>

◆ HIPAA—Privacy rule summary
<http://www.hhs.gov/ocr/privacysummary.pdf>

◆ Most recent taxonomy codes:
http://www.wpc-edi.com/organizations_40.asp

The Stratford HIPAA-BA agreement is on our web site. Download it, sign, send to us and we will return a copy for your records.

Stratford Newsletter

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New Software Sales Only (800) 274-4594