STRATFORD

stratford notes

Many of our customers are converting from the old dos-compiled version to the windows-compiled version. We have many new features in the windows program, but some of the things that you may have used in the dos program have not been activated in the windows program. If you believe a feature you need is not activated, be sure to let us know. Some of the features that we had in the dos version are not necessary in the windows version as it is much more 'visual' - 'screen oriented.' For example, with the dos version, many things had to be printed in order to be used whereas in the windows program, many of these features are designed into the screens that the data-entry person uses.

If you would like to take a look at the windows version, 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). Stratford has its own private secure web site for download/uploading files.

Please contact support if you need an update. We expect several more updates will be necessary to be HIPAA compliant in the near future. **Stratford's software is now officially HIPAA compliant.** •

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

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

---

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 **5,200** licensed users

---

will continue to get a fully itemized monthly statement and newsletter. •

We have the new 'tamper resistant prescription forms. These are for schedule II meds. If you are interested, please contact support.

We believe we have some customers who are using Windows 95/98 for the operating system on their computer. If you are still using it, you should be aware that Microsoft has stopped creating updates. This may prevent you from being HIPAA compliant since you will not be able to get security patches. If you are not certain, you can right-click on the 'My Computer' icon and select 'properties' to find out what operating system you use.•

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

support@stratfordsoftware.com
•

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. •

Stratford is now approved for v4010-A1 by UGS, Wisconsin Medicaid, Premera Blue Cross Blue Shield Medicaid & Medicare, Mass Health & Value Options, Medi-Cal / Central Coast Alliance—CA / Santa Cruz CA, Florida Medicare Part A & B, Railroad Medicare, Regence Blue Cross Blue Shield/THIN and Upstate New York. We have passed all the edits for Florida Medicare—but the client must send real data for final approval.

California Medi-Cal, Riverbend Medicare, Blue Shield of California, New England NHIC Medicare, California NHIC Medicare, Blue Cross CA, Noridian, Sutter Connect – Sacramento CA. All our clients who transmit to Blue Cross of California are now HIPAA compliant.

Our clients who send claims to MPMG can now use secured web access.

We are presently testing for v4010-A1 Blue Cross, and New York Medicare, (Empire Medicare), Trail Blazer—Virginia Medicare, XACT—Pennsylvania Medicare, Administar—Indiana, WPS—Wisconsin and others.

ProxyMed (a clearinghouse that we recommend) will send your claims at no charge except for government claims. With Stratford software you can send direct to Medicare at no charge.

ProxyMed will accept v4010 now and will process Aetna claims at no charge now. •

MORE SUPPORT NOTES

Fees for supplies, handling and shipping. Due to a sales tax audit by the State of California we must itemize the various charges involved in shipments. Your total cost may not change significantly, but you will notice a difference in the way your invoice looks.

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. •

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

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: When I bought Stratford I understood that software support was optional. Now I discover that Medicare is making changes monthly and I must continue to pay for support in order to get program updates so that my claims are not rejected. Can't you give me updates at no cost?

A: We must pay our programmers and support staff exactly the same as the staff in a medical office. There is a very large fixed overhead with providing a dependable web site for downloading and CD duplication and distribution exactly like the fixed overhead of a medical office. The only way to 'give' out updates would be to charge more for the software like most other software vendors. For some specialties, especially primary care doctors, software support is a necessary cost of doing business now and in the future. We pay our expenses as we use resources and we believe that is the best way to work with our customers. The cost of the use of the Stratford program is less than any other quality software package over 5 years. •

Q: What are Stratford's recommendations for backing up my data?

A: **We recommend that you back up your data to a CD every day without exception.** You can backup daily for less than $1.00, possibly as little as 39-59 cents if you buy in quantity. 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. CDs take very little space. We 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 tape model and backup software on a different computer. We no longer have any tape units at Stratford because of the compatibility problems.•

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 updates. If you subscribe to software support, send an email to:
support@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.•
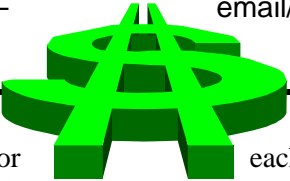
SOFTWARE SUPPORT NOTES

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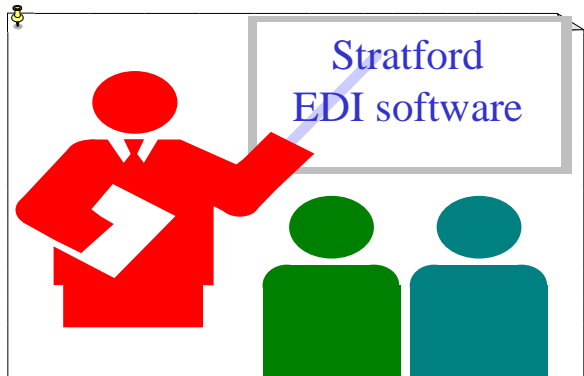
We can receive many support requests in the first few hours each day. It usually is not possible for us to have a technical support person waiting to take your call. If you just call and leave the message "please call", your call is placed at the bottom of the callback list. We must do everything we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

CMS quarterly provider update (QPU): all providers should consider subscribing to the CMS listserv. This enables the provider to be aware of changes that CMS is proposing or making in various programs. To join, go here:
http://cms.hhs.gov/providerupdate/
Click on the link titled:
JOIN THE CMS-QPU LISTSERV

♦ HIPAA—Frequently Asked Questions, etc.
http://www.hhs.gov/ocr/

♦ HIPAA—Privacy rule summary
http://www.hhs.gov/ocr/privacysummary.pdf

_____

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

_____

Ken's recommended Internet game site:
http://www.telescopegame.com
Just click on the British flag (for English language) and take the tutorial.

Stratford Newsletter
Copyright 2004, 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

Page 4