

STRATFORD

Volume 28.12

Healthcare EDI and Practice Management Software

December 2004

We are planning our 2005 users meeting in Las Vegas. Like the last meeting, it will probably have the registration Friday evening and a general meeting Saturday morning leaving you plenty of time to explore the sites.

stratford notes

The date will probably be February 18/19. If you think you would go please fax, call or email to

lasvegas@stratfordsoftware.com

Fax: (650) 692-1073

We should have our new report writer integrated at that time and we will go over new reports and features as well as your questions. •

**Stratford's software is
HIPAA compliant.**

If you would like to take a look at the **Stratford 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. We expect to get a new Microsoft compiler in December that will allow us to rewrite all the reports so they look much better for users with laser printers. •

EMR/EHR— Electronic Medical/ Health record. Stratford is planning to implement the coming government electronic patient record specification. We would like to know how many of our customers would be interested in using this

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 **5,300** licensed users

software. We plan to fully integrate it so it would be a series of screens linked to the present patient information screens, like the scheduling, billing information and 'Notes' screens.

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. •

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

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***

Telephone training anywhere (up to 5 hours)
by Appointment only \$275

On-site training with a certified Stratford trainer may be available (*by appointment only*). The cost is \$275 plus expenses.

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 New York Department of Health—Medicaid, Mississippi Medicare Part B - BCBSAL, United Government Services UGS, DMERC, Wisconsin Medicaid – Wimcaid, 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 have recently added another high-speed internet data line. The number of customers who are able to download files from us continues to increase. You should consider receiving your updates via internet. Why wait 2-7 days and pay for postage and media. Increase your cash flow.

ProxyMed (a clearinghouse that we recommend) will send your claims at no charge except for government claims. ProxyMed will accept v4010 now and will process Aetna claims at no charge now. •

Re: Blue Cross EDI. If you are transmitting to Blue Cross of California through a clearinghouse, you will soon be charged per claim. We can set you up to transmit direct to Blue Cross with no minimum number of claims and no charge per claim. •

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

MORE SUPPORT NOTES

Fees for supplies, handling and shipping. 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). We do not agree with this, but we are forced to collect the tax. This only applies to California shipments. If you download your updates, 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.

**Please fax this if you would like to reserve a space at the
user meeting February 18 & 19, 2005
Fax to: (650) 692-1073**

Name(s): _____

Address: _____

City: _____

State: _____

Phone: _____

Stratford account number: (on your statement) _____

Number of people who will attend the meeting: _____

**The meeting will be in Las Vegas, NV. at the Treasure Island hotel
(hotel subject to change)**

1. Friday evening—February 18th will be a registration, check in 6:30pm—8:30pm
2. Saturday morning—February 19th 8:00am—12:00noon will be a general meeting where you can see some new things with the windows version of the software, ask questions, etc.
3. Refreshments will be served.
4. The cost is \$199 per attendee.
5. Accounts that subscribe to software support continuously for at least one year or since purchasing the software will receive a \$100 discount for each attendee from that account if reserved and paid before Jan 15th, 2005.

See our website for more information

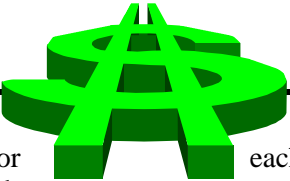
SOFTWARE SUPPORT NOTES

- 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.

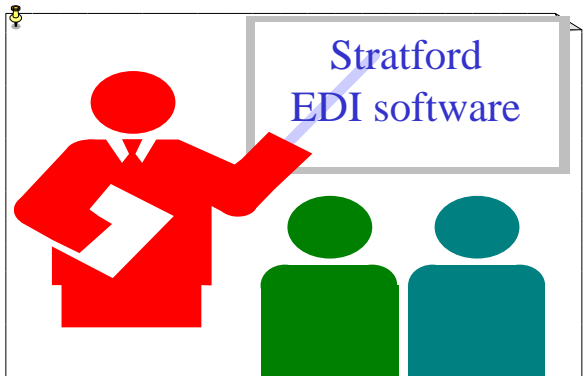
We can receive many support requests in the first few hours each day. It usually is not possible for us to have a technical support person waiting to take your call. If you just call and leave the message "please call", your call is placed at the bottom of the callback list. We must do everything we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

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.telescopgame.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