

STRATFORD

Volume 29.03

Healthcare EDI and Practice Management Software

March 2005

We had a very productive user meeting in Las Vegas in February.

There were more people than at the previous meeting. The meeting was very productive. This is our opportunity to interact

stratford notes

with our users one-on-one. Requests for program changes received at our user meeting get top priority. Congratulations to the winner of free support goes to N. Lee Morris, MD of Florence SC. We had Stratford personnel there from our Orlando, FL, Burlingame, CA and San Mateo, CA offices. Also attending was a representative from NHIC Medicare and Proxy-Med Clearinghouse. We are already planning next year's meeting. We want you to attend. •

Notice to our customers in California and 4 New England states that there are new password requirements for EDI to NHIC that go into effect on March 11, 2005.

You will need to install an update to your software in order to meet these requirements. If you have not received your update by March 7th, please let us know. •

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. 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.

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 almost **5,500** licensed users

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 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***

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. •

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.

QUESTIONS AND ANSWERS

Q: I have never had any problems with my computer. Why should I make a backup?

A: Due to the very nature of database applications, user data can and will at some point become corrupt. Small problems are typically corrected when you run the reorganization program. We suggest you run the reorganization program before you backup your software. Another good reason to backup is: you never know when your small problems will become BIG unfixable problems. Things like not exiting the program correctly, power loss while Stratford is running, and other hardware problems may cause major database problems that are more often than not unfixable. Unfixable means that not even Stratford Database Administrators can recover your data. You will have to start from scratch if you do not have a valid backup to restore. •

Q: How do I backup my Stratford software? What do you recommend?

A: Due to the growing number of different computer configurations out there, it is impossible to give one answer for this question. A general recommendation for our clients is to backup on a Rewritable CDROM burner. For our clients who deal with a high volume of claims we recommend getting five rewritable CDs labeled Monday - Friday. Making a backup each day and replacing the former week's information. A rule of thumb is: how much data are you willing to re-enter should you have to restore from a backup CD. The more frequent backups you do, the less re-entry you will have to do. For more information on how to use your backup equipment please contact your hardware technician.

NOTE: Periodically check your backups! It's your responsibility to verify that your files are

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.



correctly backed up. •

Q: What folder do I need to backup?

A: Dos version users need to backup the entire \130 folder. Windows version users need to backup the entire \Stratford\ssiwin folder.

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. •

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.

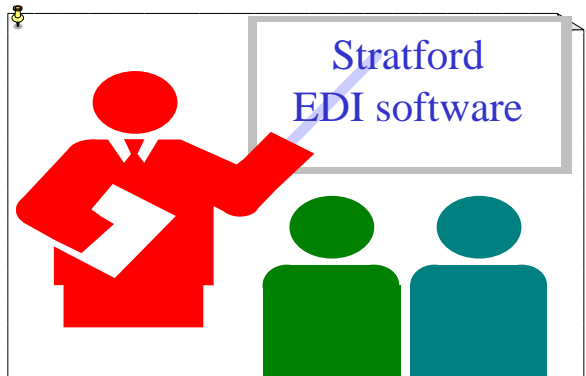
We can receive many support requests in the first few hours each day. It usually is not possible for us to have a technical support person waiting to take your call. If you just call and leave the message "please call", your call is placed at the bottom of the callback list. We must do everything we 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.telescopegame.com>
Just click on the British flag (for English language) and take the tutorial.

Stratford Newsletter

Copyright 2005, 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