

# STRATFORD

Volume 30.03

Healthcare EDI and Practice Management Software

March 2006

**We are planning our user meeting at the Las Vegas MGM Grand hotel on June 23-24 2006. See page 3. Also check our web site.**

**stratford notes** Have you tried the EHR? The print function will allow you to print the Electronic Health Record using your laser printer for your paper chart/faxing, etc. See the tutorial in the manual. You can see the patient's allergies in a table on the same screen. You can see the patient's prescriptions in a table on the same screen. We want your feedback. Are you aware that this will be a federal requirement in the future?

We have prescriptions integrated that you can print/fax. The transmission code should be approved sometime in 2006. We are planning to use 'SureScripts' with the federally approved standards: NCPDP.

For the fastest Support: Please put your account number ( the one on your monthly statement) at the top of your email. We have almost 6,000 clients now. This will help us have the same support person(s) help you.

**The current version of the Stratford program has the NPI activated.** There are a few exceptions for payers who have not announced that they will accept it. We advise that you do not enter your NPI into your program until you are certain that payer(s) is/are ready to accept it. Some payers require you to fill out a lot of forms before they will accept your NPI. It is pos-

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Stratford has almost **5,700** licensed users

sible that your claims may be rejected if the payer is not ready. We believe this will vary from payer to payer unfortunately. The NPI is not mandatory until May 2007 but time passes fast. We advise all our clients to get their NPI as soon as possible and begin the process.

**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.

Stratford supply shipping costs are billed at our cost—no mark up at all. The cost is higher now because of a fuel surcharge.

**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 **direct transmission (no clearinghouse required)** to all Medicare contractors, THIN, Rhode Island BCBS, New York Department of Health—Medicaid, Mississippi Medicare Part B -BCBSAL, NHIC Medicare: (New England, North and South California), Noridian, United Government Services UGS, DMERC, Wisconsin Medicaid –Wimicaid, Premera Blue Cross Blue Shield Medicaid & Medicare, Mass Health & Value Options, Medi-Cal / Central Coast Alliance—CA / Santa Cruz CA, Railroad Medicare, Regence Blue Cross Blue Shield/THIN and Upstate New York. California Medi-Cal, Riverbend Medicare, Blue Shield of California, Blue Cross CA, Sutter Connect – Sacramento CA, Tricare. We have passed all the edits for Florida Medicare Part A & B—but the client must send real data for final approval.

We have recently added more high-speed internet data lines. You should consider receiving your updates via internet. Why wait 2-

7 days and pay for postage and media. Increase your cash flow.

We have contracted with the **CareVU** clearinghouse: you can download their 2 sign-up forms from our web site. Check the ‘download’ page in the EDI section—**CareVU** is in red type. Call Stratford support and start transmitting to **CareVU** quickly. Stratford customers are charged a flat fee per month and can transmit most commercial EDI claims at no per-claim charge. CareVU will print and mail your non-EDI—paper claims for 37 cents. •

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

**Note: Transmitting Medicare Claims.** Medicare has not approved Internet transmission yet. It is good that you are getting or already have a broadband (DSL/Cable modem) connection. **Do not let your tech person remove your modem.** You still must have a dial-up line. •

### **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. •

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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 payer. We only charge (optional) for providing software support.

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**Please fax this if you would like to reserve a space at the  
user meeting June 23 & 24, 2006 (Friday & Saturday)**

**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 MGM Grand hotel  
(hotel and dates subject to change until Apr 15)**

1. Friday evening—June 23rd will be a registration, check in 6:30pm—8:30pm
2. Saturday morning—June 24th 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 Apr 15th, 2006.

## 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.

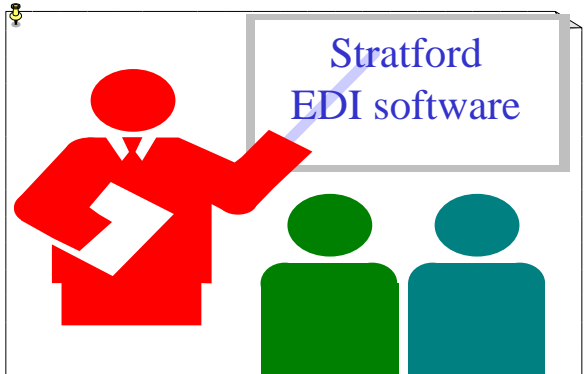
We can receive many support requests in the first few hours each day. It usually is not possible for us to have a technical support person waiting to take your call. If you just call and leave the message "please call", your call is placed at the bottom of the callback list. We must do everything we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

◆ CMS 'medlearn matters' - information for Medicare providers—latest info straight from the source  
<http://www.cms.hhs.gov/medlearn/matters/>

◆ HIPAA—apply for an NPI id:  
<http://www.cms.hhs.gov/>

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

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*

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*New Software Sales Only (800) 274-4594*