

# STRATFORD

Volume 30.09

Healthcare EDI and Practice Management Software

September 2006

**Do you make a backup every day? If you don't have a backup program, we advise that you 'zip' the data and copy the zip file to a CD. This makes an excellent backup. Email support if you need help.**

*stratford notes*

Are you still using non-open-item posting? We believe only the long-time Stratford clients use this. You need to begin using **open-item posting**. That is the only way you can create HIPAA compliant claims. Contact Stratford support if you need help. Converting is easy, just change the financial class screen and register each new patient as usual.

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. We plan to support whatever transmission standard is specified by Medicare. •

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**

## inside this issue . . . .

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

**program has the NPI activated.** 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. See the back page for more information. •

**You can auto-pay your bill by having credit card information on file.** Please request credit card authorization for monthly payments. 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***

By phone  
by Appointment only \$295

Call for an appointment at least three days in advance. On-site training with a certified Stratford trainer may be available (*by appointment only*). The cost is \$295 minimum.

### **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, Sante Health Systems, Mid Rogue IPA, 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 -Wimcaid, 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 re-

ceiving 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.

## QUESTIONS AND ANSWERS

**Q:** Is it possible for an unauthorized person to access my patient data in violation of the HIPAA law? How does Stratford prevent this from happening.

**A:** Yes it is possible. There is nothing Stratford can do to prevent an unauthorized person from accessing your confidential information. Stratford has no access to your data and no way to protect it. The data is on your computer in your office. You are responsible for locking your doors and limiting the access to your computers. We have an id/password for entry into the program, but we doubt that will prevent access by someone who is knowledgeable and determined. •

**Q:** Why is it so difficult to change the password? I want to change weekly and I don't want to mess with all that 'admin' stuff.

**A:** It is easy. Simply login with the password you wish to change. From the main menu select #8 then #10. •

**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. Things like not exiting the program correctly, power loss while Stratford is running, and other hardware problems may cause problems that cannot be fixed. 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:** A general recommendation for our clients is to backup on CDR or DVD at least daily. CDs are cheap and permanent. Keep them as long as you have room for them. Dos version

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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.



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

**NOTE:** Periodically check your backups! It's your responsibility to verify that your files are correctly backed up. If possible, restore the files to a different computer.

**NOTE:** if you use a write-once CD, it could be acceptable as a legal document if you use your Stratford program to create an electronic medical record. •

**Q:** I want a printed manual. How can I get it?

**A:** To see the manual, press F1 anywhere in the program. To print it, select #7, #2 from the main menu. This will show the manual in 'pdf' format. If you do not have Adobe Acrobat on your computer, get it free here: [www.adobe.com](http://www.adobe.com)

If you want a 'professionally printed manual', we like the options offered by Kinko's. You can go to [www.kinkos.com](http://www.kinkos.com) and select 'Online printing' then 'File, Print Fedex Kinko's'. There are 3 simple steps. Download a print driver for your computer, print the manual as above. Then select the type of binding, etc. that you would like. You can pick it up at the nearest Kinko's or have it shipped by FedEx. This costs less than 1/2 what we would have to charge if we printed and shipped it. •

## 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.

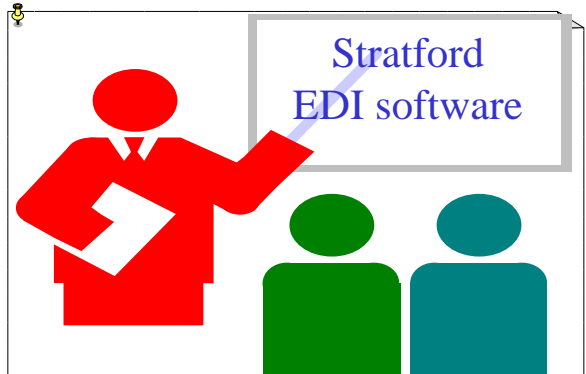
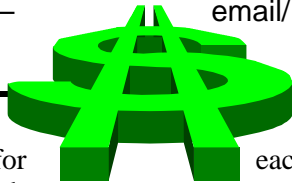
We can receive many support requests in the first few hours each day. It usually is not possible for us to have a technical support person waiting to take your call. If you just call and leave the message "please call", your call is placed at the bottom of the callback list. We must do everything we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

\*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:  
<https://NPPES.cms.hhs.gov> or  
1-800-465-3203

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

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*

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