

STRATFORD

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Healthcare EDI and Practice Management Software

January 2007

We are having our next user meeting on March 17, 2007 at the Las Vegas MGM grand. Check our main web site for the latest information. Please give us feedback.

stratford notes

Do you have your NPI? You must begin using it soon. Beginning 5/27/2007 your claims will be rejected without it. We expect several updates in the coming months to be sure all our clients are compliant. **The current version of the Stratford program has the NPI activated.** The NPI is mandatory beginning May 2007. 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 **pay online** for support and supplies anytime. Just click 'online payment' on our main web site. This is much safer and faster than faxing the information to Stratford:

- 1 Visa or Mastercard
2. PayPal for all others.

Many payers will begin accepting the **new CMS 1500 form** soon. We have them in stock. The windows version has been ready since July 2006.

Are you still using non-open-item posting? 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.

Integrated EHR. You can print the Electronic Health Record using your laser printer for your paper chart/faxing, etc. You can see the patient's allergies and prescriptions in a table on the same screen. **Prescriptions** are integrated and

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Stratford has nearly **5,900** licensed users

you can print or fax them. •

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 insure the best quality support. •

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 5010-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. •

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.

**Please fax this if you would like to reserve a space at the
user meeting March 17, 2007 (Saturday only)**

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
(Please see the main web site for the latest information)**

1. Saturday morning—8:00am—3:00pm will be a general meeting where you can see some new things with the windows version of the software, ask questions, etc.
2. Refreshments will be served.
3. The cost is \$199 per attendee.
4. Accounts that subscribe to software support continuously for at least one year or since purchasing the software may attend for \$86 for each attendee from that account if reserved and paid before March 1st, 2007.

See our website for more information.

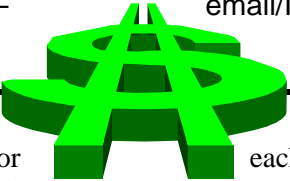
SOFTWARE SUPPORT NOTES

- 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.

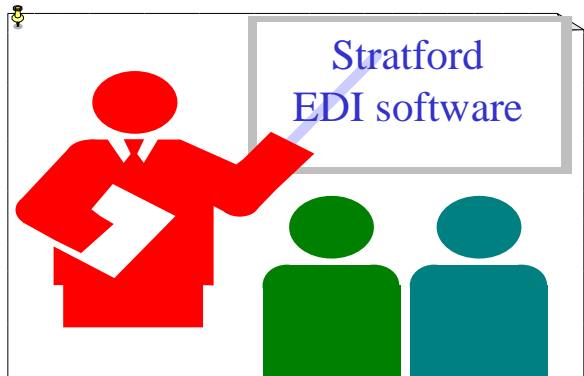
We can receive many support requests in the first few hours each day. It usually is not possible for us to have a technical support person waiting to take your call. If you just call and leave the message "please call", your call is placed at the bottom of the callback list. We must do everything we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

◆ 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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<http://www.stratfordsoftware.com/>

New Software Sales Only (800) 274-4594