Stratford

We have heard that Medicare will stop paying paper claims in 2009. If you are not now transmitting your claims, you should reconsider and start now. Don't wait until the last minute.

stratford notes

The best way to get support is by email. Our programmers routinely monitor the emails. A written record is created which can be reviewed and can lead to a better program and better support for you.•

Integrated **EHR and eRx.** You can print the **E**lectronic **H**ealth **R**ecord 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. ePrescriptions are integrated with the program. Are any of your patients asking to see their eHealth Record? This is coming. We may support Google Health depending on the demand. We have had XML code integrated for years. •

Stratford Software works fine with Palmetto. •

You can auto-pay your bill by having credit card information on file. If you prepay for 10 months, you receive the 11th & 12th months at no charge. P**ay online** for support and supplies anytime. Just click 'online payment' on our main web site. This is safer than faxing the information to Stratford—you will get an email confirmation.•

If you are ordering supplies, click the 'Download' or 'Orders' button on the left. You can download the price list and the order form any day, any time. The web site has the current prices. •

HHS announced a move to ICD-10 beginning

You can find Stratford's Internet server at this address:
http://www.stratfordsoftware.com/

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Stratford has almost **6,200** licensed users

October 1, 2011. This will require the use of ANSI v5010 transaction sets. Stratford has had this version in all updates since January 2007. Stratford clients are ready to test with any payer now. Medicare has already begun the initial steps for moving to the new version. 2011 may seem like a long time, but it is not for a major change like this. ICD-10 has thousands of codes more (or different) than ICD-9. •

You should be using **open-item posting**. That is the only way you can create HIPAA compliant claims. •

Our 2009 Annual user meeting is in San Francisco near Fisherman's Wharf. Let us know what month/date you prefer.

Pre-paid support clients should use email for the *fastest response*:

support@stratfordsoftware.com

FROM THE EDI CORNER ......

Stratford is fully compliant with the HIPAA federal law as it applies to software vendors like us. We are ready to test version 5010 A1 with any payer. •

Stratford is approved direct transmission (no clearinghouse required) to all Medicare contractors, California Denti-cal, CEDI (DMERC claims), Anthem BC, Noridian BCBS, Availity, New York Department of Health—Medicaid, Mississippi Medicare Part B -BCBSAL, NHIC Medicare: (New England, North and South California), United Government Services UGS, Wisconsin Medicaid – Wimcaid, Premera Blue Cross Blue Shield Medicaid & Medicare, Sante Health Systems, Mid Rogue IPA, THIN, Rhode Island BCBS, 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, 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 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.

Stratford supports GatewayEDI clearinghouse and we are happy to set you up to transmit ALL your claims—even paper claims to GatewayEDI. They transmit to MPMG, HPSM and others. •

Note: Transmitting Medicare Claims. Medicare has not yet approved Internet transmission. 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.•

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. 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. You should consider having a clearinghouse like Gateway EDI print your claims. •

Ambulance clients: We are beginning to test ANSI v5010 for your EDI. There are significant changes to make your billing better. We will support them.•

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: 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/ data? What do you recommend?

A: A general recommendation for our clients is to backup on CD-R or DVD-R at least daily. CDs are cheap and permanent. Keep them as long as you have room for them. Dos version 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 (CD-R), it could be acceptable as a legal document if you use your Stratford program to create an electronic medical record. •

Here is how we backup. Number 1 rule: zip the data. You do not want to copy files directly to a CD/DVD. The reason is that they will automatically be changed to 'read-only'. That will cause problems for you when you restore. Use a zip program that is compatible with 'WinZIP'. Better yet, use WinZIP. DO NOT use a proprietary compression program no matter how great you think it is or what you read in the advertising. Always remember

that a backup is worthless if you can't restore it. You want anyone to be able to restore it. The newest version of WinZIP will allow you to encrypt your data if you want. DO NOT use tape. There is no 'standard' in tape storage no matter what you may hear. Here at Stratford, we no long support any tape formats. We cannot help you unless you backup to CD/ DVD with a 'zip-compatible' format. DO NOT backup to a hard drive. Hard drives will fail (we guarantee it) and that is the primary reason for making a backup.

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

If you want a 'professionally printed manual', we like the options offered by Kinko's. You can go to 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.•
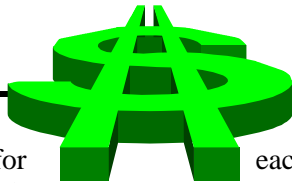
Stratford will run your Stratford software related classified ad in our monthly newsletter *free*, upon Stratford approval! Fax your ad to us at (650) 344-1073.

SOFTWARE SUPPORT NOTES

1 **Email requests for support get <u>Priority</u> <u>Service</u>.**

2 **If you send an Email with your account number and a description of the problem, your call is given priority over other Emails and faxes and telephone calls**.

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 2 minutes. We are putting most of our resources into email and other methods that utilize the Internet.

If you download your update instead of using the mail, you will get immediate service, lowest cost and no tax. •

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.**
*<u>Subject to restrictions</u>

Stratford
EDI software
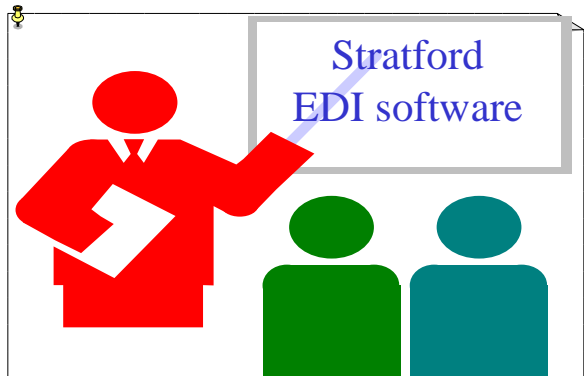
INTERNET RESOURCES

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

All newsletters are online at our main website back to 1995. Earlier on request.

Ken's recommended Internet game site:
http://www.telescopegame.com

Also on our main web site. See if you can find it.