

# Stratford

Volume 33.02

Healthcare EDI and Practice Management Software

February 2009

**We are planning our 2009 user meeting near the San Francisco Airport in Burlingame CA.** The date will be Saturday, April 25th, 2009. Let us know if you plan to attend. See Page 3

## *stratford notes*

**If you are interested in being able to transmit your Rx directly from our screens, let us know.** Also, see several pages on our web site. Integrated **EHR and eRx**. 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. 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. •

**HHS has sent to OMB the final rule to adopt ICD-10.** 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. •

**We have heard that Medicare will stop paying paper claims in 2009.** If you are not now transmitting your claims, let us help you begin now.

**Stratford Software works fine with Palmetto—the new Medicare contractor for California.** •

**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. •

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

**You can auto-pay your bill by having credit card information on file.** If you pre-pay for 10 months, you receive the 11th & 12th months at no charge. **Pay 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. •

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

**Pre-paid support clients should 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*** ***Stratford Software Basic Training***

By phone  
by Appointment only

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 minimum cost is \$295 plus costs.

### **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. •

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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.

**Please email or fax this form if  
you would like to reserve a space at the  
user meeting Saturday, April 25, 2009  
Fax to: (650) 344-1073**

Name(s): \_\_\_\_\_

Add/City/State/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Stratford account number: (on your statement) \_\_\_\_\_

Name on Card:		
Billing Street Address:		
Billing City, State, Zip:		

Credit Card Type	Card Number	Expiration
VISA    MasterCard		____ / ____

Customer Signature:

Date:

**The meeting will be near the  
San Francisco Airport in Burlingame or San Mateo  
(Please see the main web site for the latest information)**

1. Saturday morning—8:30am—2:00pm 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 license may attend for \$98 for each attendee from that account if reserved and paid before February 15th, 2009.

**See our website for more information: <http://www.stratfordsoftware.com>**

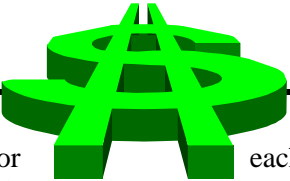
## SOFTWARE SUPPORT NOTES

- 1 Email requests for support get **Priority Service.**
- 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.

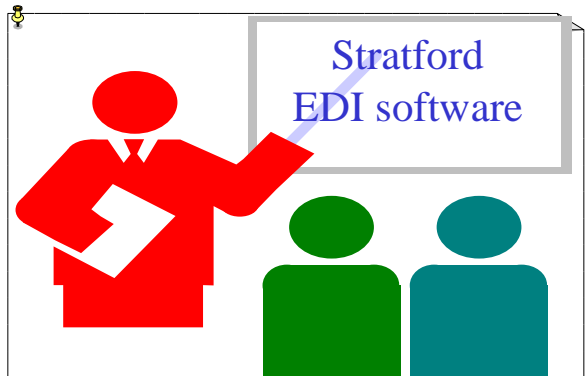
We can receive many support requests in the first few hours each day. It usually is not possible for us to have a technical support person waiting to take your call. If you just call and leave the message "please call", your call is placed at the bottom of the callback list. We must do everything we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

Sign up for free online prescribing:

<http://www.nationalerx.com/>

If you want to be able to transmit prescriptions directly from the Stratford screens, please let us know.

### *Stratford Newsletter*

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