

Stratford

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Healthcare EDI and Practice Management Software

December 2011

Our next user meeting will be on Saturday March 17, 2012 at the Las Vegas MGM Grand hotel convention center. See page 3 for more information.

stratford notes

We are now testing v5010 with many payers. Do not wait until the last minute to begin testing. If you wait until the holidays to begin testing, you may find that many payers have a limited staff and cannot process your tests in time for the January 1, 2012 deadline. If you wait, you may have cash flow problems when your claims are rejected after January 1, 2012. Many payers will not support v5010 with dial-up. You may need an internet connection. Please start your testing now.

On May 4, 2011, Stratford was notified by J14 MAC (Medicare contractor) that a provider using Stratford Software transmitted the first valid v5010A1 formatted claim to Medicare. •

You must begin using **ICD-10 codes** on 10/01/2013. **We include the entire ICD-10 list with frequent updates now. Please don't wait.** We will do what we can to help, but you have a lot of work to do. We are including a conversion of ICD9 to ICD10—all documented in the manual.

Start transmitting your prescriptions now. There is no additional cost. Stratford is certified by SureScripts so you can transmit your prescriptions. The manual has instructions or

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Stratford has nearly **6,500** licensed users

you can email for help.

The best, fastest way to get support is by email. Our programmers routinely monitor the emails. •

Note to clients who are still using our old 'dos compiled' version: We will phase out support in 2012. •

If you are ordering supplies, click the 'Download' or 'Orders' button on the web site. The web site has the current prices. **Our fulfillment warehouse will not ship without payment in advance.**

We will increase our monthly support fees in 2012. We no longer offer 10=12 months support.

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.

MORE SUPPORT NOTES

The Stratford eRx program is certified by Surescripts for transmitting prescriptions. We do not charge additional for our eRx program because we were not charged to be certified. This will not qualify you for the Medicare 'eRx' incentive. There are additional things that you must do/have to qualify. We cannot help you determine if you will qualify. Only a Medicare representative can help you.

The Stratford EHR program is NOT certified for the Medicare 'EHR meaningful use' incentive. We are researching that now. We do not have a time estimate when (or if) we may be certified. We believe we do now capture all the required data, however, unless the government begins to certify at no charge, we will not be able to offer a certified program at no additional charge. We are presently working with www.x-link.info to connect the Stratford program and many certified EHR programs. Stratford clients may be able to use this connection to the EHR of their choice. You should go to the x-link.info web site and research it. Also research the many 'certified' EHR programs.

The 'eRx incentive' is completely different from the 'EHR meaningful use' incentive. These are 2 different incentive programs cov-

ered by 2 different laws.

It is especially confusing because eRx is a requirement of the EHR incentive. You cannot qualify for both incentives. You must select one of the two. •

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 5010A1 with any payer. •

We have very high-speed internet data lines. You must download your updates via internet (no charge). You should get an update at least once every 90 days. The updates will not work for you unless you have active support. We no longer create CDs and mail them because of the labor and other resources necessary. •

Change to support (proposal)

We have requests for a reduced support fee for updates only. There would be an additional charge for any phone or email contact. Here is the way it might work: A charge of \$34-44/month that would include unlimited downloaded updates. We might also set up an online blog or other online method for support that would be included. If the client needs any personal contact for any reason, there would be an additional \$112.50 charge for that month regardless of how much support is required (1 email, 1 phone call, 10 phone calls, etc) We cannot charge per call. That is labor intensive. We must not have additional bookkeeping costs. We would like your feedback. •

EDI "per-claim" charges

Stratford does not have any "per-claim" or other charges related to transmitting claims to Medicare or any other payer/clearinghouse. 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

Stratford will run your Stratford software related classified ad in our monthly newsletter *free*, upon Stratford approval! Fax your ad to us at (206) 984-3846.



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 longer 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. •

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.

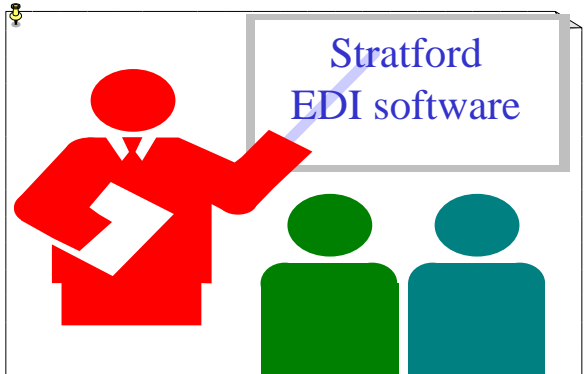
We can receive many support requests in the first few hours each day. It usually is not possible for us to have a technical support person waiting to take your call. If you just call and leave the message "please call", your call is placed at the bottom of the callback list. We must do everything we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

**Start e-prescribing now!!
With Stratford Software there is no additional charge. We want to sign up all our clients.
Even billing services can offer this service to their clients.**

Stratford Newsletter

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