

# Stratford

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Healthcare EDI and Practice Management Software

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The Stratford program can be linked to most of the popular EHR programs.

See page 2 for more information. Many of the EHR programs specialize in one or several specialties. You should review several before deciding on one. EHR functions are completely separate from billing. Most providers do not do the billing as it is a specialized function that the office staff does. X-link.info has a utility that is now in heavy use connecting Stratford clients to certified 'MU' EHR programs.

## stratford notes

We finished testing v5010 with all Medicare contractors, Medicaid and many private payers.

We are supporting hundreds of payers. There are many required changes. We recommend that you update your software at least once per month until October. Use the update utility under 'Start | Programs | Stratford update download'.

You must begin using **ICD-10 codes** on 10/01/2013 (2014?). **We include the entire ICD-10 list with frequent updates now.** Please don't wait. We will do what we can to help. We include a conversion of ICD9 to ICD10, 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 you can email for help.

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

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

Mailing a check or CC info is a waste of a stamp. Why do it? We can accept an authorization to auto-bill your Credit Card. You can use our online CC payment. Most banks have free bill-pay. Why waste your stamps, checks and labor? •

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 no longer offer a 'special' yearly support plan. **Monthly support will change to \$108.50 beginning November 1, 2012.**

**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.

### **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 'MU' certified program at no additional charge. We are presently working with [www.x-link.info](http://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](http://x-link.info) web site and research it. Also research the many 'MU certified' EHR programs.

The 'eRx incentive' is completely different from the 'EHR MU (meaningful use)' incentive. These are 2 different incentive programs

covered 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 approved for version 5010A1 with most payers. •

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)**

Several clients have suggested some options for support. We want your suggestions and feedback.

For example, we have one billing service client who would like to set up a blog type online support. This would not involve Stratford support personnel although we may monitor it. We are interested in how many people might be interested in this type of support. One advantage is that you might be able to receive support on the weekends and evenings. Email support works well for us. Telephone support is very expensive for us and getting more expensive every day. It will eventually require us to increase our support fees. •

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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/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. Do not 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. We do not recommend Winzip anymore because they changed the license. We recommend one of the free zip programs. DO NOT use a proprietary compression program no matter how great you think it is or what you read in the

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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.

**The Stratford program is a complete billing system that can be connected to most popular EHR systems.**

- Accounts receivable management
- Electronic claims submission
- Insurance forms and statements.

The cost is only \$895.00 complete.

Please email to  
support@stratfordsoftware.com  
for more information.

advertising. Always remember that a backup is worthless if you can't restore it. 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 want a 'professionally printed manual', we like the options offered by Kinko's and similar locations. •

**Q:** *I use terminal services to access the Stratford software. It is great, fast, etc but expensive for the license, hardware and maintenance. Is there another solution?*

**A:** We use a Windows VPS. This is a service in the 'cloud'. They do the maintenance for you. Some even do daily backup for you. You log in using RDP which is what you now use with terminal services. We have 2 different vendors for our needs. We may be able to help you set it up. •

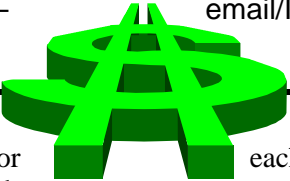
## SOFTWARE SUPPORT NOTES

- 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.

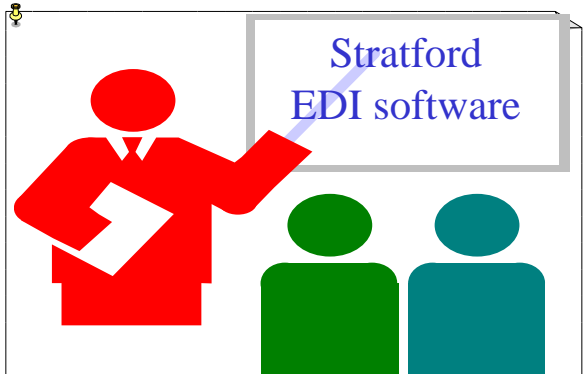
We can receive many support requests in the first few hours each day. It usually is not possible for us to have a technical support person waiting to take your call. If you just call and leave the message "please call", your call is placed at the bottom of the callback list. We must do everything we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

Medicare service center: 1.800.633.4227

Medicare fraud & abuse: 1.800.447.8477

Social Security: 1.800.772.1213

♦ ♦ 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.**

**Billing services can offer  
this service to their clients.**

*Stratford Newsletter*

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