Stratford

The best, fastest way to get support is by email. Our programmers monitor the emails. The subject of your email should have your Stratford account number and a short description of what you need.•

We recommend that you update your software at least once per month until July 2016 and then every 90 days when the software prompts you. Use the update utility under 'Start | Programs | Stratford update download'.•

Restarting Support. We had many clients restart support prior to the ICD10 changes. They took advantage of the many hours of programming and testing that went into this update that was paid for by the clients who have been paying for support. In the future if you stop support and then restart, you will be charged the full amount for those months that you did not pay. While you are not paying, our costs continue every month. It is not fair for you to take advantage of those clients who support Stratford continuously.

Mailing a check or credit card info is a waste of a stamp and labor. We can accept an authorization to auto-bill your Credit Card. You can use our online credit card payment. Some banks have free bill-pay. You can setup a paypal subscription. We accept Visa, MasterCard, Amex, Discover online.•

Our new supply ordering process is working now - You need v9.4.8983 or later. From the main menu select #7, then select #7 for a link to the online ordering site and more information. You will receive your receipt by email with shipping and all costs itemized. We will help you with your

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

inside this issue . . . .

Stratford has almost **6,800** licensed users

next order. •

Stratford v9.4.8338 and later will create the cms1500 v0212 paper claim image.

Re: **ICD-10 codes**. We include the entire ICD-9 and ICD-10 list with frequent updates. Remember that any date of service 10/1/2015 or later must have 1-4 ICD10 codes. You cannot use ICD9 codes.

You need the Stratford version v9.4.9129 or later to have the latest changes related to billing with ICD10 codes.

Page 3 & 4 of this newsletter is on our web site:
   http://www.stratfordsoftware.com

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

   support@stratfordsoftware.com

SUPPORT NOTES

ICD10 diagnosis codes are required on October 1, 2015.

Are you struggling with the new ICD10 codes? You are not alone. We are getting support requests from our clients. The first thing we recommend is that you go to our manual and search for ICD10. That will show you the various sections that will help you use the program. It is not legal for Stratford to tell you what dx code to use as that is something that only the healthcare provider knows. Our manual will show you how to use the ICD10 code that you want in the software so your claim will have an acceptable code. You should know that the ICD10 rules require you to code 'exactly'. This will often require you to enter a full 7 character code in order to be paid. Our software will automatically convert your ICD9 code into an acceptable ICD10 code using the 'GEM' files. Eventually the automatic conversion will not be acceptable and you will be required to use a correct 'exact' code so keep studying. Please consider one of the many ICD10 courses that are available. Many are free. Here are some helpful web sites:
http://www.icd10data.com/ICD10CM/Codes
http://cms.gov/icd10
•

More ICD10 Notes

If you would like to begin working with ICD10 codes, we recommend you update to version 9.4.8494 or later. We have finished our initial testing of all the ICD10 related software. You can have either ICD9 or ICD10 on the new paper claim form image 02/12 and at the same time, without re-demanding your claims, you can transmit v5010 with either ICD9 or ICD10 depending on what the payer requires. The manual has some suggested procedures that you can use for testing.

Remember that any transaction dated before 10/1 can only use ICD9 dx codes. Any transaction dated 10/1 or later must only use ICD10 dx codes. You cannot have both ICD9 and ICD10 codes on the same claim or it will be rejected. We recommend that you 'batch' your claims with dates before 10/1 in one batch and dates on or after 10/1 in a separate batch. This will make any necessary re-billing much easier. •

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.•

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 now transmit to Medicare by dial-up—free. I don't want to pay a clearing-house. What should I do?

A: We have no control over what any payer, including Medicare, will accept. We cannot guarantee support for any of the 'Medicare NSVs'. A clearinghouse offers services that can optimize your billing.•

Q: I have never had any problems with my computer. Why should I make a backup?

A: Due to the 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. Backup the entire: \Stratford\ssiwin folder and its subfolders.

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.

This 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 li-

cense. 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 advertising. We cannot help you unless you backup to CD/DVD with a 'zip-compatible' format. Hard drives, flash drives, zip drives will fail (we guarantee it).•

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 a 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.•
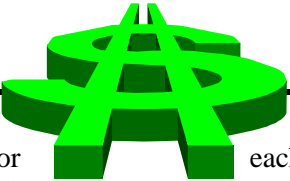
SOFTWARE SUPPORT NOTES

1   **Email requests for support get <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.

You must download your updates, 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
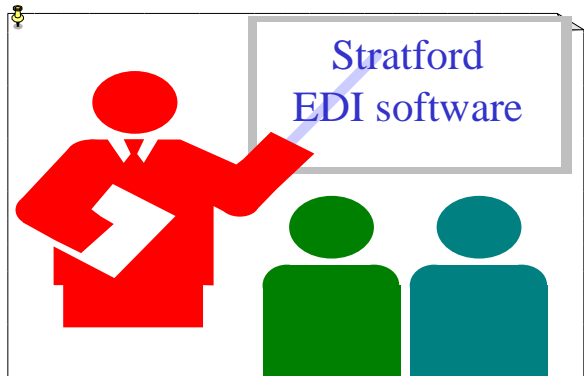
INTERNET RESOURCES

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

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