

# Stratford

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Healthcare EDI and Practice Management Software

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Please remit payments to this address:

Stratford Software, Inc  
Box 353  
Belmont, CA 94002-0353

**Stratford Support will keep our regular hours and same great support during the Covid-19 pandemic.**

If you need to use the covid19 dx code U07.1 you must install v9.4.9841 or later.

We have had customers ask us about running the software online/in the 'cloud'. This works great, in fact, we recommend it, especially if the cloud server will make back-ups for you automatically. We have been working on the cloud here at Stratford since around 2002. You would be able to access your patients accounts any place that has internet.

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 from your monthly statement and a short description of what you need. Your account number is in the upper left of the main menu screen..

We recommend that you update your software at least every 90 days when the software prompts you. Use the update utility under 'Start | Programs | Stratford update download'.

Paypal payments: paypal has updated their refund policy. If you overpay or pay the wrong amount or for some reason we need to refund your paypal payment, they will no longer refund the fees. We recommend you pay by credit card or check.

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Stratford has more than **6,800** licensed users

**Restarting Support.** We had some 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.

Page 3 & 4 of this newsletter is on our web site:

<http://www.stratfordsoftware.com>

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

[support@stratfordsoftware.com](mailto: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.

### **2 CLASSES OF SOFTWARE FOR HEALTHCARE PROVIDERS**

1. Billing software compliant with current CMS/Medicare specs mandated by Federal law. This is required to pay your bills. Stratford software has been maintained over the years to be compliant with current federal law. We are aware that some software licensed to providers and used to process claims by payers is not compliant.
2. EHR This costs money and does not pay bills. In some cases it takes providers away from delivering services to patients.

### **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.

## **MEDICARE EDI CLAIMS**

Have you received notice that Medicare will no longer accept claims by dialup? Our clearinghouses can do this if you fill out an additional form because the claims must be handled in a special way to be accepted by Medicare.

Our recommended clearinghouse is eSolutions. They will handle your Medicare claims. HealthSmart is ending their service.

Email to Stratford support if you need help or have questions about this.

## **SUPPORT NOTES**

### **ICD10 diagnosis codes were 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.

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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 now transmit to Medicare by dial-up—free. I don't want to pay a clearinghouse. 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-

**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](mailto:support@stratfordsoftware.com)  
for more information.

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.

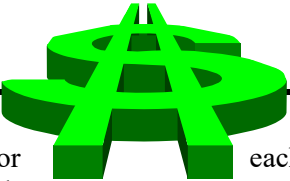
## SOFTWARE SUPPORT NOTES

- 1 **Email requests for support get 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.

You must download your updates, 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 (\$295). 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

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