

**CORNERSTONE USER GROUP MEETING
QUESTIONS / CONCERNS
APRIL 16, 2008**

1. **Denise Hunt, McLean County Health Dept.:** When is it planned for Cornerstone to correctly count the 3 doses of Rota on the HSPR0304 report?

2. **Shelley Tulipana, Sangamon County Dept. of Public Health:** We currently have two sites with two different servers. We do WIC/FCM at both sites. A client may be case managed at one site and receive WIC at the other. The case management assessments are completed at WIC with time and activity entry. My question is, are we getting credit for the face to face when the time and activity is being entered on a different server than the program? If not, are we double dipping if time and activity is entered on both servers?

3. **Maureen Knudsen, Dupage County Health Dept.:** On the profile screen (PA02) it sometimes list the primary care provider, I would like that information to be able to populate other screens, i.e.: enrollment screen (PA03).

4. **Maureen Knudsen, Dupage County Health Dept.:** On the profile screen (PA02) it sometimes list the coverage type (All Kids) and individual number (Recipient number) but not always. This information can be listed on Participant Med/Insurance screen (PA05) but does not always show up on the Profile screen. Again, I would like that information to be able to populate other screen.

5. **Jennifer Onken, Logan County Health Dept.:** The TPS codes on the PA55 screen (TPS Verified Participant Activities) need to be updated to include the new codes from FY08 such as: VEE and PSR.

6. **Jennifer Onken, Logan County Health Dept.:** Wish List: We would like to be able to toggle back and forth from planed services to goals such as using F10 etc. This has been on the list before.

7. **Pam VanderVinne, Whiteside County Health Dept.:** When you hit the exit key it quickly exits out, unfortunately this happens by accident frequently and we lose our note we are working on, would it be possible to have the pop up like appears on several other screens asking if you really want to do this function before it closes? Our agency finds that helpful in other screens

8. **Pam VanderVinne, Whiteside County Health Dept.:** On goals screen, we can just hit enter and our CM number is entered each time, but on the services screen we have to reenter the CM number every time, could it be added to this screen to pop up CM number every time instead of repeatedly having to type the number. It would make things a lot quicker.

9. **Denise Hunt, McLean County Health Dept.:** Would it be possible to place an alert screen, similar to the BOD message, which comes up each time you enter in a client's number so that staff can see that the client does not want to release info to (designated person). Staff does not have access to the chart when taking phone calls. We need an "in your face alter"; view alerts is not noticeable enough. We are getting more and more requests and orders of protection and don't have a good way to protect the client and ourselves.

10. **Kelly Stewart, Peoria County Health Dept.:** The help pages are frustrating because they make you inactive in the system when you are in reading them so right when you have finally found the part you want to read it boots you out of the system. Anything they can do about this?

11. **Kelly Stewart, Peoria County Health Dept.:** It would really help me to see a summary page under assessments. It would list all assessments done for a client and the most current date completed. It would be a quick way for case managers to see the assessments are done and up to date or need updated and for us doing audits it would be fantastic!

12. **Lynn Inyart, Jasper County Health Dept.:** Why do I have several Medicaid clients showing up as non-Medicaid on my 734A report?

13. **Vivian Fernbacher, Near North Health Service Corporation:** We are not able to enter lead values on the infant/child health screen. In the past we had been able to enter them. Is this being addressed?

14. **Vivian Fernbacher, Near North Health Service Corporation:** For a diet clerk to go from screen to screen from the service entry screen, the quickest way is to use F11. However, in doing that the case note now pops up which the diet clerk had previously not been able to access. Can anything be done about that (keeping diet clerks from having access)?

15. **Betty Johnson, Whiteside County Health Dept.:** BCCP on the PA30 screen can the date of service either be edited or be able to add a future date in order to create the open screening day and not have to delete the fake one.

16. **Pam Vandervime, Whiteside County Health Dept:** #6 on the 708 form, the question asks about elevated cholesterol in parents using 240 as level or elevation. Perhaps it could be changed to 200 which is the prevailing margin above which is considered elevated.

17. **Mary Weyand, Winnebago County Health Dept.:** With all the upgrades and changes that they have made in Cornerstone, how is it that the only termination reasons we have for individuals leaving the immunization program is "deceased" or "moved"? How does Cornerstone interface with ICARE? Are there plans to utilize the immunization portion of ICARE rather than spend time upgrading the immunization component of Cornerstone?

18. **Yvonne Vieregge, Monroe Randolph Bi County Health Dept.:** Would it be possible to have Location Code on SV01 Service Entry screen. This would be helpful when running Foxfire Reports when agency has more than 1 site/location for services.

19. **Vivian Fernbacher, Near North Health Services Corporation:** After selecting "Run Report" (to print a WIC master copy), the report parameters screen comes up. Under "value", the default is "A" for All. Most of us in WIC only need to print out a master record of the most recent visit, i.e. "1", instead of all of the client's visits. Please consider making "1" the default value so that one step can be eliminated. We would need to move our cursor to "Value" only if we wanted to print out more than one copy.

20. **Peter Byrne, Child and Family Connections 12:** Why to authorizations for assessments and direct service end on the day prior to the day the PA35 is entered for an annual meeting?
21. **Peter Bryne, Child and Family Connections 12:** Why is spell check not active on the AS03 screen?
22. **Peter Bryne, Child and Family Connections 12:** Why is the level or percent of delay field on the PA35 un-editable?
23. **Doris Hodes, Lake County Health Dept.:** We have a problem with FI's where they occasionally print out of order. We are multiple sites, single server, using Citrix. Have had this problem both before and after the State equipment refresh, several heat tickets. Are any other agencies reporting this problem? If so, what is the platform you're using. Has anyone resolved this? HT #313184
24. **Doris Hodes:** Have sporadic issues where a users session freezes up, sometimes flashes repeatedly. Various screens at different sites & programs, not consistent, can not recreate on demand. Or some may freeze up if they try to do a print screen (CTRL – F10). Anyone else encountering this? If so, what is the platform you're using? Has any resolved this? HT313184
25. **Doris Hodes:** WIC: Once a schedule number is set in Cornerstone (AD04), can we go in and edit the number of resources? Right now we can edit the names

and the times, but the number of resources is locked. I think at one time we were able to do this, but now I don't think we can?

26. **Doris Hodes:** Back at the September 2007 CUG, several agencies brought up about the Okidata printers that are still required for FI's Stephanie explained that WIC is in discussion about changing paper and contracts with the bank. That is great news as a long term goal, but in the meantime could the software be changed to allow other new models of printers (or newer Oki's) to be used to replace these broken down printers?

27. **Doris Hodes:** EI: Can a new CFC report be created for CFC Managers of "Active Service Authorizations by Early Intervention Provider"? In February this was discussed between Ann Frieberg and other CFC agencies about needing reports other than through Foxfire, and she showed an interest.

28. **Doris Hodes:** FCM: On occasion the PA02 screen does not show the current PA05 information. Per the Help Desk, PA02 screen is not to be relied on for this information. Reason being is: 1) The PA02 shows the PA05 with the most recent Effective Date record. 2) And THEN it will only show the information on the PA02 if that PA05 record has not been terminated. Why even put the information on the PA02 screen then if you can't rely on it? Can another layer of IF/THEN be put in when check for the most recent Effective Date to only consider the record IF THS PA05 IS NOT TERMINATED? When asked if there were any plans to change this was told the program is working per design. Can we get the design changed? HT #314317

29. **Doris Hodes:** How can we resolve duplicates when one participant is HFI Active in another agency (which we don't have) and the other participant # gets created by the Medicaid import bring in the PA05 to us?

30. **Doris Hodes:** What is the anticipated release date for V11.1?

31. **Doris Hodes:** Is there a sample screen of the PA42 we could be given to show programs?

32. **Doris Hodes:** The release after this was slated for mid-summer, is there any change to the projected timeline for it?

33. **Doris Hodes:** Please provide an update on the Cornerstone Modernization project; Connections.

34. **Susan Thornton:** This month we found 9 clients showing non Medicaid on the Caseload Comp report. After checking them on Medi they are all active. Has anyone else mentioned having problems with this?

35. **Ann Barnett, DeWitt-Piatt Bi-County Health Dept.:** When reviewing the activity area on the SV04, could Cornerstone pull up the SV02 activity entry on the highlighted individual so that the comment section could be read from the SV04?

36. **Question #17 from January 08 meeting:** Cornerstone consents

37. **Questions #26 from January 08 meeting:** TIPCM open/cert date