



An Integrated Approach to the Delivery of Community Health Services

## Reporting Issues to the Cornerstone Call Center

Before placing a call to the Cornerstone Call Center, it is important to have various information available to provide to the call taker. Having this information readily available expedites the call and aids in resolving your issue as quickly as possible.

The first item needed is the Agency / Site ID number. This number is needed to open a CustomerWise incident, which is used to document the call and the details relating to the issue.

**Equipment Issues.** If the call is pertaining to equipment (such as a workstation, monitor, modem, etc.) that is not functioning properly, the caller will need the make, model and serial number of the piece of equipment, as well as the equipment's IPHCA property tag number. If the caller is not the user actually experiencing the problem, this information and any other details describing the problem should be obtained prior to placing the call. This includes exact wording of any error messages that may have been received.

**Cornerstone Participant Issues.** If the call is regarding problems with a Cornerstone participant, the Cornerstone Call Center will need the participant's name, identification number, date of birth, description of the issue, and any error messages that may have been received.

**Software Issues.** If the call is relating to a specific screen, report or file, please have the name and/or number of the specific item readily available. Again, details describing the problem(s) being encountered, as well as exact wording of any error messages will be needed.