

Guide to the Download Message Report

The Cornerstone Download Message Report (HSPR0404) prints a detailed list of messages resulting when clinic tables are uploaded and processed at the Central Office. This report prints error messages, names of clients transferring in and out of the clinic, and identifies clients who have been enrolled more than once (duplicates). Following is a guide to possible messages from this report, as well as the appropriate instructions for each message.

MESSAGE CODE	MESSAGE	WHAT IT MEANS	WHAT YOU SHOULD DO
DUPE	DUPLICATE PARTICIPANT	The participant has been enrolled more than once in Cornerstone.	Contact the other agency where the duplicate was identified and determine if this is the same participant. If the participant is enrolled in WIC, Food Instrument Issuance (AD24) will have been locked. Follow WIC program policies for resolving the duplicate situation and unlocking FI issuance.
MADR	REPLACED ADDR WITH IDPA ADDR	The file has been changed. The IDPA address has been updated in Cornerstone, but NOT the residential address.	Use the new address to locate the client, if necessary.
MCAT	CAT CODE CHGED VIA IDPA MATCH	The file has been changed. The participant's category has changed as a result of the Medicaid import process.	Verify the change in the participant's category.
MCID	GROUPID SHOULD BE INVESTIGATED	The client's case number has changed for one or more participants in the group.	Check to see if the participant still has the same relationship with others in his/her group.
MDOB	IDPA DOB DIFF - NO UPDATE	The date of birth on Cornerstone is different from the date of birth on the information from IDPA.	Check for correct date of birth after you receive detailed information from IDPH.
MELG	NO LONGER MEDICAID ELIGIBLE	The file has been changed. List of clients who are no longer eligible for Medicaid.	Determine whether to continue to case manage these clients under a different funding source. If not, close the case.
MFNM	IDPA FIRST NAME DIFF - NO UPD	The first name on Cornerstone is different from the first name on the information from IDPA.	Check for correct first name after you receive detailed information from IDPH.
MLNM	IDPA LAST NAME DIFF - NO UPD	The last name on Cornerstone is different from the last name on the information from IDPA.	Check for correct last name after you receive detailed information from IDPH.
MMST	IDPA MARITAL STAT DIFF - NO UPD	The marital status on Cornerstone is different from the marital status on the information from IDPA.	Check for correct marital status after you receive detailed information from IDPH.
MRAC	IDPA RACE DIFF - NO UPDATE	The race on Cornerstone is different from the race on the information from IDPA.	Check for correct race after you receive detailed information from IDPH.

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MSEX	IDPA SEX DIFF - NO UPDATE	The sex on Cornerstone is different from the sex on the information from IDPA.	Check for correct sex after you receive detailed information from IDPH.
MSSN	IDPA SSN DIFF - NO UPDATE	The Social Security number on Cornerstone is different from the Social Security number on the information from IDPA.	Check for correct Social Security number after you receive detailed information from IDPH.
NOAW	NO ACTIVE WIC	WIC-specific data have been sent to the Central Office; however, there is no active WIC program record.	Contact the Cornerstone Call Center SM for assistance (1-877-447-4221).
NOEM	NO EMPLOYEE RECORD	Employee-specific data have been sent to the Central Office; however, the Central Office does not have a record for that employee.	Contact the Cornerstone Call Center SM for assistance (1-877-447-4221).
NOPE	NO PARTENRL RECORD	Data have been received at the Central Office for which there is no matching participant record.	Contact the Cornerstone Call Center SM for assistance (1-877-447-4221).
PRAC	PROGRAM ACTIVE AT OTHER CLINIC	The participant was uploaded with a program status of "active," and the participant is already at the Central Office as "active" in that program <u>but at another clinic</u> .	Contact the clinic indicated in the download message to resolve the status.
TFRM	PARTICIPANT TRANSFERRED	The participant has transferred <u>from</u> the agency receiving this message.	No action required.
TNPF	TRANSFT - NO PRGM FOUND - FROM	A transfer request was made, but the Central Office does not have the participant in the program at any other agency. There is nothing to transfer.	Contact the Cornerstone Call Center SM for assistance (1-877-447-4221).
TNPR	TRANSFR - NO PRGM FOUND - REQSTING	A transfer request was made, but the Central Office does not have the participant in the program at any other agency. There is nothing to transfer.	Contact the Cornerstone Call Center SM for assistance (1-877-447-4221).

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TPND	TRANSFER PENDING UNTIL TERMED	The agency receiving has requested a transfer in Family Case Management (FCM) or Healthy Start (HSCM). Completion of the transfer is pending termination by the previous agency.	Review the participant's program status [on the Program Information screen (PA15)] after three days of successful BOD and EOD. If the status remains "R", contact the other agency to determine if they have terminated the FCM or HSCM program record. If necessary, contact the Cornerstone Call Center SM for assistance (1-877-447-4221).
TRNC	CANCELED TRANSFER NONEXISTENT	A previously requested transfer has been canceled by the agency.	No action required.
TTO	TRANSFER COMPLETED	The agency requesting the transfer has received the participant information and the transfer HAS occurred.	Review the participant's program record to verify that it has been updated. Review the Birth screen (PA11), Prenatal screen (PA07), Postpartum screen (PA10), and medical screens, as appropriate for the participant, to determine that information has been transferred.
TTRM	TERMINATE SO TRNSF CAN COMPLTE	The transfer of a Family Case Management (FCM) or Healthy Start (HSCM) participant has been initiated by another agency.	Terminate the participant's FCM or HSCM program record so that the transfer can complete. Update the Program Information screen (PA15) and change the participant's status to "T" (terminated) with a Reason Code of "14" (transferred).