



An Integrated Approach to the Delivery of Community Health Services

Overview of Cornerstone Moves/Adds/Changes (MACs)

A Move, Add or Change (MAC) consists of any of the following activities:

1. Opening a new Cornerstone site.
2. Moving an entire site to a new physical location, or moving any quantity of Cornerstone equipment externally from one site to another location (external move).
3. Moving any quantity of Cornerstone equipment internally from one location to another within the same building (internal move).
4. Adding equipment to an existing site, including adding Host and Remote Viewer installations.
5. Closing a Cornerstone site (i.e. Closing an Agency/Site).

Please note that CQuest America Inc. (CQA) generally needs at least four months advance notice of MAC activity. DHS and CQA understand there are unique situations that arise that may require special attention on a case-by-case scenario, and these situations will be addressed individually. However, foregoing any special circumstances, MAC activity should be approved and CQA notified at least 4 months prior to your targeted MAC date.

To request a MAC, the Agency accesses and completes the appropriate MAC Application Form (determined by action) (<http://www.cstonesupport.info/user/Forms/MAC.htm>). For assistance completing the form, the Agency should contact their DHS Regional Cornerstone Liaison.

MAC Application Form - Open, Closing, External Move (Form A)

Once completed, and signed by the Agency Administrator, the Agency sends the Application to their DHS Regional Cornerstone Liaison for approval/notification. If the DHS Regional Cornerstone Liaison denies the request, he or she will notify the Agency of the denial, and no further action will be taken. If the DHS Regional Cornerstone Liaison approves the request, he or she will notify the Agency and fax the approved MAC Application Form to the Cornerstone Call Center so a work request incident can be generated. The Agency can then expect to be contacted by their CQA Hardware Services Coordinator, who will assist them in accessing and selecting the appropriate forms. The completed form(s) are faxed to the Coordinator. Once this has been done, the MAC process has begun.

MAC Application Form - Add Equipment, Internal Move (Form B)

- *Add Equipment.*
 - If an agency is in need of additional equipment and would like to request that equipment be provided by the State, the Application should be completed and submitted to the CQA Hardware Services Coordinator (Coordinator). The Coordinator will contact DHS to seek approval. If approved, the Coordinator will forward the MAC Application Form to the Cornerstone Call Center so a work request/tracking incident can be generated. The Agency can then expect to be contacted by the Coordinator, who will assist them in accessing and selecting the appropriate forms. If the request for funding is denied, the Coordinator will contact the Agency and direct them to the Authorized Vendor Program.
 - If an agency is purchasing the equipment through their own budget via the Authorized Vendor program, there is no need to complete the Application form. The agency simply completes the AV Form.



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- **Internal Move.** The MAC Application should be completed and submitted to the CQA Hardware Services Coordinator (Coordinator). The Coordinator will forward the MAC Application Form to the Cornerstone Call Center so a work request/tracking incident can be generated. The Agency can then expect to be contacted by the Coordinator, who will assist them in accessing and selecting the appropriate forms.

Please note if your Agency has any "F", "C", or "Z" tagged Cornerstone equipment that is to be returned to the Cornerstone Solution Center in Springfield or Chicago, the MAC process is not required. Simply contact the Cornerstone Call Center, and a CustomerWise incident will be created for this equipment to be picked up at the Cornerstone Solution Center's earliest convenience.

If you have any questions regarding this process, please contact your DHS Regional Cornerstone Liaison.

DHS Regional Cornerstone Liaisons

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CQA Hardware Services Coordinators

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Regions 2, 3, 4 & 5

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Note: Due to IPHCA's obligations for accurately tracking equipment, Agencies MUST have completed the most recent physical inventory before the Agency can participate in any MAC activity.