

Introduction to the Cornerstone Call Center

A centralized help desk service (toll-free 1-877-447-4221) for both Cornerstone and eCornerstone users is available through the Illinois Primary Health Care Association. The service is available Monday through Friday from 7:30 a.m. to 5:00 p.m. When users call the Cornerstone Call Center, they are first greeted by an automated phone system. The caller must select the appropriate option from the menu in order to be transferred to a call taker who is trained to handle that specific program or issue.

What Assistance Does the CCC Provide? CCC staff answer questions and provide solutions to problems regarding the eCornerstone application. Examples of application problems are specific pages not functioning properly, inability to access a specific page, and/or problems with an employee's user ID or password.

If IPHCA/DHS issued equipment to an agency, then the Call Center will provide support for hardware problems. However, problems with any computer equipment that was not issued by the Department of Human Services is the responsibility of the local agency, and therefore the Call Center is unable to assist eCornerstone users in hardware or connectivity (Internet service) issues. To determine if the issue is a hardware/connection issue or a problem with the eCornerstone application, try to visit a couple of different web sites (such as www.yahoo.com and www.google.com). If you are able to connect to other web sites, then the issue is most likely with the eCornerstone application. Call the Cornerstone Call Center at 1-877-447-4221. If you are unable to connect to any external web site, then the issue is most likely with your Internet Service Provider (ISP). Contact your local IT support personnel.

Cornerstone Call Center staff answer questions and attempt to solve issues with the eCornerstone application. Any issues that CCC staff cannot answer or resolve, or when more information is needed, calls are referred to the appropriate resources for more thorough explanations/problem resolution. All reported problems are tracked in the CustomerWise database software to ensure each issue is resolved in a timely manner, and appropriate follow-up is provided to the eCornerstone user. Who Should Call the CCC? If you do experience an issue that requires assistance from the Cornerstone Call Center, the eCornerstone Liaison within your agency is the designated contact for reporting the problem. Assigning one individual as the contact person avoids having multiple people report one problem to the Call Center. In addition, it is recommended that all agencies use the Incident Call Report Record (available at <http://www.iphca.org/eCornerstone/implement.htm>) To track issues called into the Cornerstone Call Center.

The Cornerstone Call Center (CCC) is comprised of a Manager, a Coordinator, seven Cornerstone Call Specialists, and one Support Database Specialist. The staff is organized according to their experience and expertise with both the applications and the DHS programs. The Cornerstone Call Center's toll-free telephone number is 1-877-447-4221. You may also contact the Call Center via email at ecstonesupport@iphca.org or via fax at (217) 541-7475.