



FAQs

Training and Provisioning Access to the KHIE Admin Portal

Question

What are the new services associated with the KHIE Portal?

Answer

The following services are available:

- *Clinical information* is an application that displays patient health information including, but not limited to, patient demographics, clinical data such as laboratory results, radiology reports, clinical notes, encounters, and CCDs which include problems, allergies, and immunizations.
- KHIE's *Event Notification Service* (CEND) enables real-time notifications to end users.
- *Population Explorer* is a module of the new KHIE Portal that enables the review of patient encounters in near-real time, as well as offers new functionality to filter, view details, and export notifications of interest. It not only provides access to the latest encounters, but it also offers a view of at least six months of encounter history.
- *Panel Processor* is the module that enables authorized users to upload patient panels in KHIE that will be used to establish patient-provider relationships and utilized for the delivery of event notifications.
- The *Consent Tool* is a solution supporting the sharing of substance use disorder treatment (SUD) data, enabling affirmative patient consent. This tool is embedded in the KHIE Portal for seamless clinical workflows.

Question

What is the HIE Admin Tool?

Answer

It's a tool that enables KHIE Admins to efficiently manage their organization's access to the clinical data and ensure security and compliance related to that access. KHIE Admins also use this tool to provision users with access to other KHIE services including Event Notification Delivery, Population Explorer, Panel Processor, and the Consent Tool.

Question

What is the role of the KHIE Admin?

Answer

The KHIE Admin is authorized by a healthcare organization to train its authorized users and manage users' access to clinical data and to other KHIE services. KHIE Admins must conduct a quarterly audit to verify their organization's users are still permitted to access the clinical data. KHIE Admins are responsible for training their authorized users to navigate the KHIE Portal. KHIE uses the train-the-trainer approach to ensure KHIE Admins are equipped to master provisioning and training of their authorized users.



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Question Will KHIE Admins receive a reminder to manage user access?
Answer Yes, KHIE Admins will receive system-generated reminders before the 90-day audit is due.

Question Will existing KHIE Admins automatically be given access to the new KHIE Portal?
Answer When designated KHIE Admins complete the required training prerequisites, they will be officially onboarded to access the new KHIE Admin Portal.

Question What training or prerequisites are KHIE Admins required to complete prior to gaining access to the KHIE Admin Portal?
Answer KHIE Admins are required to attend training sessions that provide information about the responsibilities associated with being a KHIE Admin. We utilize the train-the-trainer approach to empower KHIE Admins to provision and train authorized users on the KHIE clinical tools. The training sessions explain the different tools and services available, helping your organization understand how to get the most out of them.

KHIE Admins should attend the following sessions*:

- Introduction to the Admin Tool
- Event Notification Service, Population Explorer, Panel Processor
- Consent Tool*
 - (This training session is for KHIE Admins associated with Part 2 SUD Programs).

Question When will KHIE Admins get access to the Admin Tool?
Answer After our records indicate that KHIE Admins have attended the required training sessions, we will send a checklist to you to confirm your status. KHIE Admins must confirm completion of all required training sessions and submit the corresponding checklist. When the criteria have been met, we will enable access for you.

You will be given ample time to provide access and train your authorized users. We encourage all KHIE Admins to provision their organization's authorized users by March 1, 2026, to ensure enough time for users to receive training. During the month of March, KHIE will offer training sessions for organizations' users, too. These sessions will be formatted similar to the training sessions offered to KHIE Admins.



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- Question** Will KHIE Admins receive a description of each service?
Answer User guides and other pertinent information will be posted to the KHIE website and will be available in the KHIE Admin Tool.
- Question** Will KHIE Admins receive a list of their organization's current ePartnerViewer users?
Answer Yes, KHIE will provide a list of your current ePartnerViewer users. We encourage you to take this opportunity to determine if more users would benefit from KHIE Services.
- Question** Will KHIE Admins' current login information remain the same for the new Admin Portal?
Answer The login process will not be managed through the state's Kentucky Online Gateway (KOG). Therefore, KHIE Admins will be required to create a password and set up two-factor authentication for their accounts.
- Question** Should a healthcare organization have multiple KHIE Admins?
Answer Yes, having multiple Admins ensures organizations maintain continuity and minimize disruptions during busy time periods and staff absences.
- Question** I am not a KHIE Admin for my healthcare organization. How do I become a KHIE Admin?
Answer Each healthcare organization must designate at least one (1) KHIE Admin to monitor the organization's authorized users. We highly recommend authorizing at least two (2) Admins to ensure coverage during staff absences and during busy times. Please obtain approval from your leadership and then reach out to your KHIE Outreach Specialist or email us at KHIESupport@ky.gov.
- Question** Is a designated KHIE Admin the only administrator for an entire organization such as a large healthcare organization or a hospital?
Answer Large healthcare organizations may require multiple Admins to manage the various departments within the healthcare organization. We highly recommend authorizing additional KHIE Admins to manage user access. To include additional Admins for your healthcare organization, please reach out to your KHIE Outreach Specialist or email us at KHIESupport@ky.gov.
- Question** Does KHIE require healthcare organizations and health departments to provide contact information for other personnel within an organization?
Answer Yes, KHIE Admins for all healthcare organizations and health departments should update, confirm, or provide a point of contact for the those in the organization who will serve as additional KHIE Admins and for those who will serve



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as Privacy/HIPAA/Security Officer(s) to assist KHIE with HIPAA or security-related concerns that might arise.

Question What method should be used to provide contact information for those who will serve as KHIE Admins and/or will assist with HIPAA or security-related concerns?

Answer KHIE will email a checklist to each KHIE Admin to complete to ensure we have the information necessary to grant access. You will have this opportunity to also designate additional KHIE Admins and designate those who will serve as Privacy/HIPAA/Security Officer(s). Please note, we understand that in smaller organizations, the KHIE Admin may take on multiple roles.

Question What is empanelment?

Answer The act of assigning individual patients to individual primary care providers and care teams to inform care coordination efforts. This plays a role in managing patient access and the delivery of event notifications.

Question Are KHIE Participants required to provide a patient panel?

Answer Yes, all KHIE participants except hospitals, health departments, and EMS organizations are required to submit panels to manage clinical access and enable the receipt of event notification services.

Question Will the panels be used to manage user access in the KHIE Portal?

Answer Yes, the patient panel will be used to manage access to patient charts in the KHIE Portal. When a patient is not included on an organization's panel, the user will be required to note the reason for access. Upon acknowledgement, the user will be allowed to view the patient chart. With a legitimate reason such as 'new patient' or care coordinator', users can always search for patients not included on an organization's panel.

Question Is there a limit to the number of patients that can be uploaded to the panel?

Answer The panel is managed via a csv file. The csv file will hold 30 MB of data, which represents a very large number of rows, potentially over one million, depending on the number of columns and the complexity of the data. We believe this is suitable to meet an organization's needs when uploading patient panels.

Question Will health departments be required to submit a patient panel to access patient data in the new KHIE Portal?

Answer No, we understand that health departments and certain other organizations, such as EMS, will not be able to submit a patient panel, given the nature of the work



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conducted. There will be an alternative option provided. Nothing is required of you.

Question If an organization has an ADT interface that's used to enable the event notification service, will the organization be required to submit an additional panel?

Answer Yes, another panel to establish patient-provider relationship is required. Unless you are signed up to receive event notifications on all patients in your healthcare organization, this would not be a viable option.

Question If an organization is connected and sending ADT information via Syndromic Surveillance, one of the public health interfaces, will that eliminate the need for creating a manual panel?

Answer No, a panel to establish patient-provider relationships is required. Each organization except for hospitals, health departments, and EMS organizations, will be required to submit an initial one-time panel to establish the patient-provider relationship. Using the auto-subscription option to appropriately obtain ADT information on all patients associated with a healthcare organization would take several weeks to ensure a complete panel. After the initial submission, automatically subscribing to the ADT feed will provide information on all patients, therefore, no longer requiring submission of manual panels.

Question Will the ePartnerViewer be operational until new KHIE Portal is live?

Answer Yes, the ePartnerViewer will be operational until mid-March 2026. Please note, however, the data available in the ePartnerViewer will gradually diminish as the data is migrated to the new KHIE Portal. It will be crucial for KHIE Admins to complete the training sessions, provision user access, and train authorized users to prevent a lapse in access to the clinical data users have come to rely on.

Question When will the KHIE Portal be available for use?

Answer We expect the majority of the data to be live in the KHIE Portal by mid-March 2026. Users should plan to transition to the KHIE Portal around the same time. The ePartnerViewer will be decommissioned on March 20, 2026.

Question Is functionality available in the KHIE Portal to do a batch search for specific information?

Answer No, the KHIE Portal is a patient-centric tool and doesn't allow a search for specific information.



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Question Does the new KHIE Portal offer the Bookmark feature that was available in the ePartnerViewer? If so, will the existing list of bookmarked patients be set up in the new KHIE Portal?

Answer No, there is not a Bookmark feature available in the new KHIE Portal; the bookmarked patient list will not be available.

Question Will each Medicaid Managed Care Organization (MCO) retain access to its members' patient data?

Answer Yes, if desired, each MCO will be permitted to access the health information associated with its Medicaid membership. This access is allowable under the Participation Agreement with the Department for Medicaid Services (DMS) regarding permitted use allowing access for care coordination and quality assessment purposes. Each MCO will provide a panel of its Medicaid membership to ensure appropriate access. MCOs will utilize the break-the-glass feature.

Question Will social security numbers (SSN) be visible in the KHIE Portal?

Answer No, KHIE doesn't display SSNs.

Question Does the KHIE Portal feature an automatic logout for inactive users?

Answer Yes, if the system detects a user is inactive for thirty (30) minutes, the session will automatically terminate.

Question How long are event notifications available to view in the KHIE Portal?

Answer Event notifications occurring within the past six (6) months will be available to view in the KHIE Portal.

Question Is the manual lab reporting functionality going to be available in the new system?

Answer Yes, Direct Data Entry (DDE) for public health reporting will be available. Stay tuned for more information specific to the rollout of DDE.

Question Will the slides used in webinars and training sessions be available to attendees? Will the sessions be recorded?

Answer Yes, training slides will be posted on the KHIE website. As the recordings become available, they will be posted to our website.

Question Will training sessions be made available to organizations' authorized users?

Answer Yes, in addition to the training KHIE Admins agree to provide for their authorized users, KHIE will also offer training sessions to users in March. These sessions will



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be similar to the training sessions offered to KHIE Admins. We will also post training guides and recorded training sessions on our website.

Question What is the Consent Tool?

Answer The Consent Tool is a solution supporting substance use disorder (SUD) data sharing, enabling affirmative patient consent. The Consent Tool is a provider-mediated consent that is embedded in the KHIE Portal for seamless clinical workflows.

The provider registers consent either:

- (1) with the patient in person using electronic signature or
- (2) on behalf of the patient where the provider attests to having consent on file

Question Once a patient consents to share his SUD information, when is it available to view in KHIE?

Answer When consent has been registered in the Consent Tool, the SUD health information can be viewed immediately by authorized users.



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