

KHIE PARTICIPANTS: ONBOARDING FAQs

Answers to Common Questions about Transitioning to KHIE’s New Technology Partner, CRISP Shared Services

Onboarding

- Q When will this transition begin?**
A We are expecting to transition all participants over 3 to 4 phases, depending on availability. As part of Group A, your transition is expected to begin the week of **May 19, 2025**.
- Q How long will the Transition take?**
A Timelines vary by interface type:
 - Standard interfaces: **~16 weeks**
 - Public health interfaces: **~20 weeks**
 These estimates depend on participant responsiveness. KHIE and CSS will provide full support throughout.
- Q Am I going to lose access to KHIE’s data or services during this transition?**
A No. You will continue using KHIE’s current platform during onboarding.
- Q When does cutover happen?**
A Cutover will occur after all groups are integrated and historic data is fully loaded—targeting completion by end of year.
- Q Will there be downtime or a blackout period during the cutover?**
A No extended downtime is expected. The cutover will be seamless, with details communicated in advance.

- Q Who do I contact for technical support during the transition?**
A Continue working with your KHIE Account Manager. CSS technical support will also assist during onboarding.
- Q Can I include my EHR or other 3rd party technical support person/team in onboarding efforts with CSS?**
A Yes, include them early to ensure a smooth transition.
- Q What happens if a data feed is still in validation?**
A Those feeds will continue through KHIE until validation is complete. KHIE and CSS will coordinate their transition later.

Integrations

- Q Will I need to make changes to my existing interfaces?**
A No major changes are expected to current HL7 outbound interfaces.
 - If you use a Platinum Service Cross-Enterprise Sharing connection, config changes may be needed.
 - If KHIE retrieves documents from your repository, those interfaces will shift to ITI-41 Provide and Register Interfaces.

- Q Will I need to establish a new connection for the transition?**
A Yes. KHIE will provide updated connection options during onboarding, with scheduled testing windows.
- Q Will there be testing and validation before go-live?**
A Yes. All participants will complete connectivity testing, data validation, and interface verification.
- Q What data feeds will be transitioned during onboarding?**
A Only production feeds will be transitioned. This approach supports a stable migration.
- Q How will historic data be migrated?**
A Historic data will not be migrated until cutover is complete.



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Integrations (cont.)

Q Will my EHR vendor charge a fee to create or modify an interface for this transition?

A Possibly. Some EHRs or vendors may charge interface modification fees. While we understand the inconvenience, these updates support KHIE's continued no-cost statewide service and improved interoperability.

Q Will there be changes to my organization's certificates or authentication process?

A Possibly. Certificate or authentication method changes will be covered in onboarding documentation and during technical sessions.

Q Is this still a L4L (like-for-like) exchange?

A The goal is like-for-like, but some technical changes may be necessary to align with CSS infrastructure.

Q What happens after I complete integration with CSS?

A You will receive ongoing support from both KHIE and CSS and have opportunities to explore the upgraded tools before cutover.

Communications

Q Can emails about this transition include the organization name so we know who it's for?

A Yes, KHIE Account Managers will include organization-specific details in communications.

Q Is there an intake form for vaccination administration only?

A No separate form exists, but CSS will work with you to ensure VXU is covered during onboarding.

Q Where can I find more information?

A Visit www.khie.ky.gov for updates. More information will be shared over the coming weeks.

Contracts & Agreements

Q Will I need to sign new agreements?

A Possibly. Your outreach coordinator will review your situation and provide any required agreements in advance.

Other FAQs

Q What if you have an Epic upgrade during the timeline for CSS onboarding?

A Inform your KHIE Account Manager early so we can align onboarding with your upgrade.

Q Will this include immunizations (VXU) too?

A Yes, the transition includes VXU, ELR, and eCR.

Q Will this impact my organization's Promoting Interoperability reporting or other incentives?

A No, the transition will not affect Promoting Interoperability or related incentives.

