

# Onboarding 101

*KHIE Transition to CRISP Shared Services:  
Integration and Implementation*

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July 9, 2025





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KHIE*



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KHIE*



# Agenda

- 1 Welcome
- 2 Timeline
- 3 Integration Phases
- 4 Connectivity
- 5 Onboarding
- 6 Questions



# Technical Transition Leads



- » Connected to all acute care hospitals and most ambulatory facilities
- » Designated public health reporting authority for KY



- » CSS is the new technology partner for KHIE



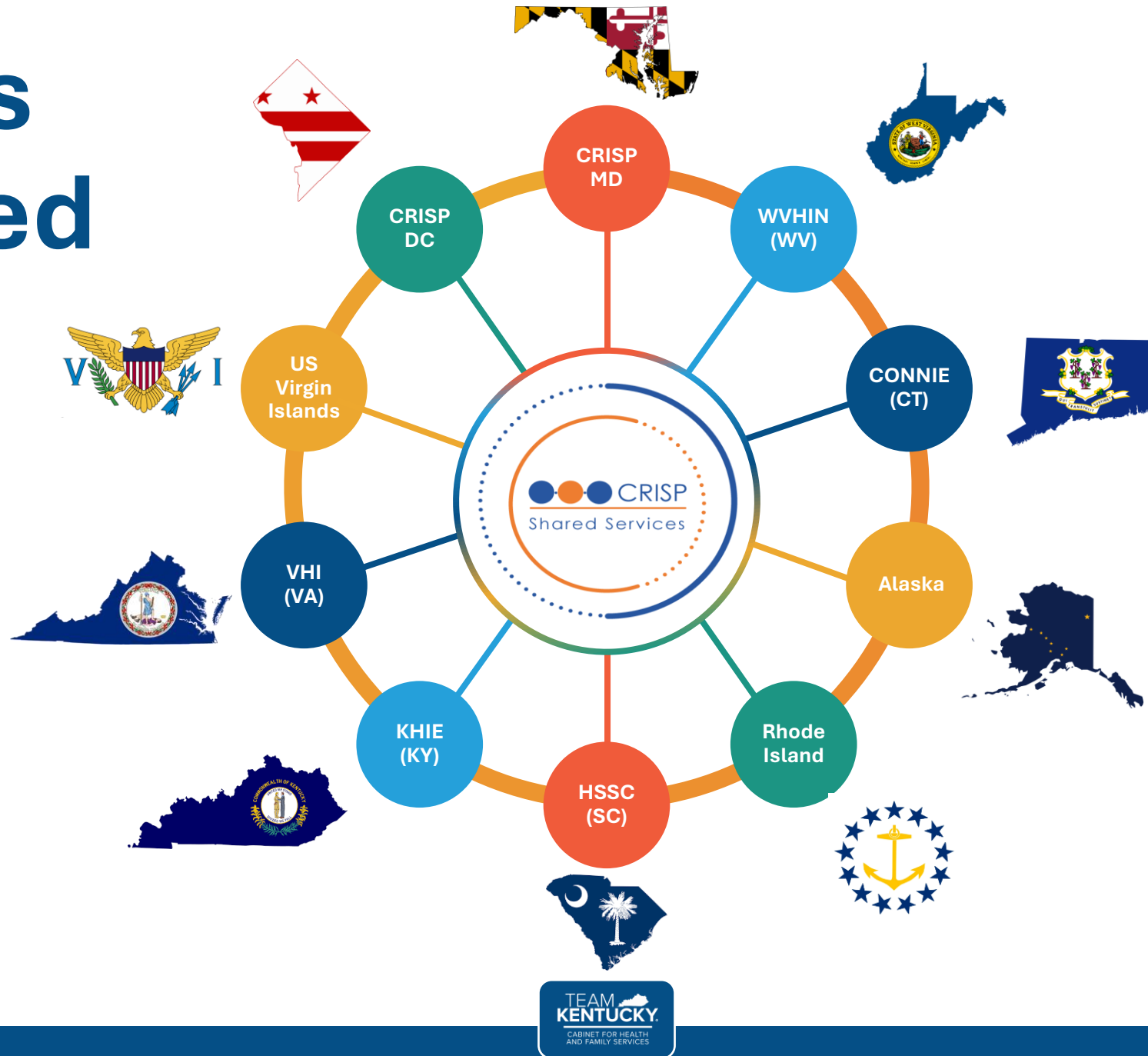
**Alex Hughes**  
*Implementation Manager,  
CSS*



**Keishlyn Calhoun**  
*Technical Project Manager,  
CSS*



# Areas Served



# CSS Technical Expertise



## Implementation

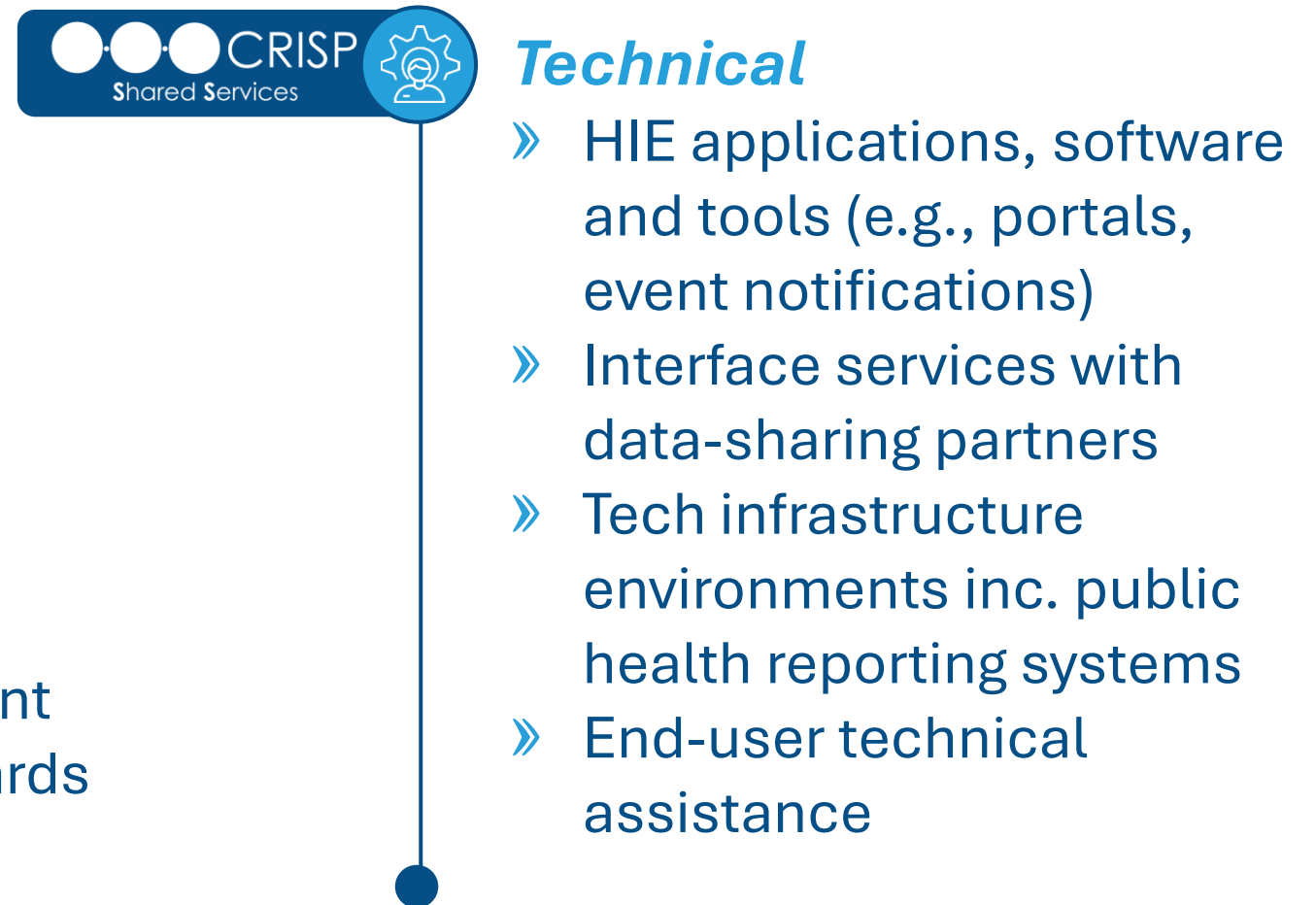
- » Successfully implemented and managed 8+ state and territory-wide infrastructure deployments
- » Currently implementing modernization projects with 14 state and local health departments nationwide
- » Delivering **11.5M+ clinical event** notifications into workflows per month



## Integrations

- » 4,000+ individual data contributors (health systems, ambulatory providers, etc.) across 50+ discrete EMRs for an array of data types and use cases
- » Facilitating public health interoperability in 9 states and territories, including bi-directional eCR, eLR, SyS, immunizations, and PDMPs
- » Lead technical and programmatic integration with dozens of states and government agencies

# KHIE vs. CSS: Partner Roles



# KHIE Contacts: Who to Reach and Why



## KHIE Outreach Coordinators:

- » Act as KHIE's participant and statewide engagement team
- » Focused on:
  - Participant and stakeholder engagement
  - New participant and program interest and awareness
  - Event participation and communications campaigns
  - Portal user trainings



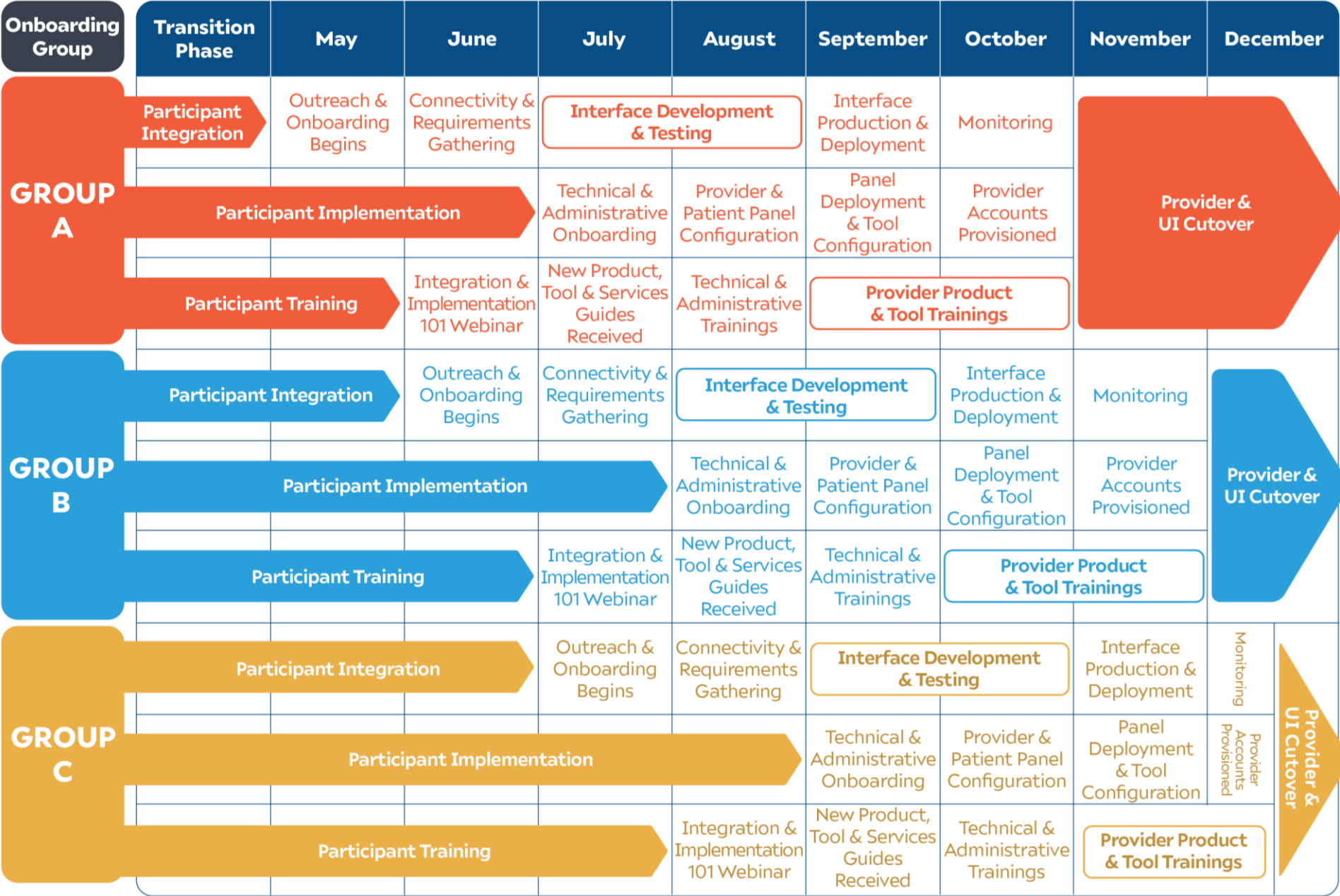
## KHIE Account Managers:

- » Serve as dedicated guides through the participant journey
- » Focused on:
  - Onboarding and integration coordination
  - Training and support throughout implementation
  - Troubleshooting technical issues
  - Liaising with CSS for deep technical support

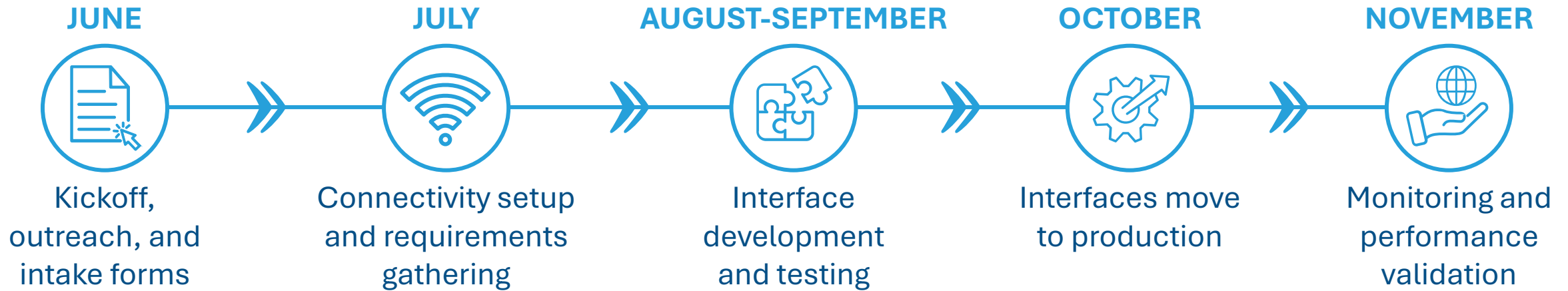




# Transition to CSS: KHIE Participant Onboarding Timeline



# Integration Phase Timeline

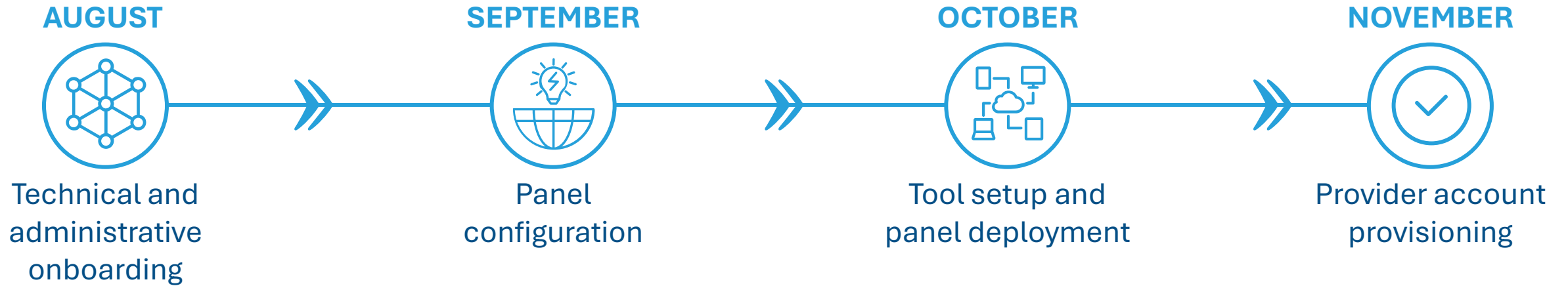


## Integration Phase Steps

- » Completing connectivity intake forms (data types such as ADT, ORU, CCDA)
- » Developing and testing interfaces with CSS
- » Transitioning any Platinum/XDS or repository-based connections, if applicable
- » Setting up new secure connections (e.g., VPN, HTTPS, SFTP)



# Implementation Phase Timeline

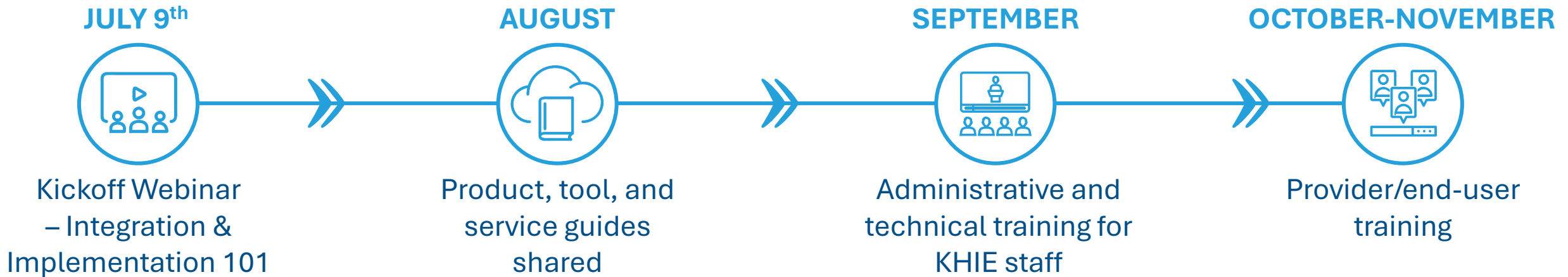


## Implementation Phase Steps

- » Providing any necessary administrative and technical information
- » Verifying patient and provider panel configurations
- » Participating in readiness assessments and pre-cutover validation



# Training Phase Timeline



## Training Phase Steps

- » Initial integrations and implementation training begins
- » Role-based training modules for admins, technical staff, and end users
- » On-demand documentation and demos



# Integrating to New System



# Connectivity Overview

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Onboarding 101

# Completing Intake Forms



**ADT** intake forms are required for data types:

» ADT » SS



**ORU** intake form is required for:

» LAB » RAD » TRN



**CCDA** intake is required for ITI-41 Provide and Register Document

- » If you're currently a Platinum Service Member sharing CCDAs to KHIE via QnR, you will need to change to an ITI-41 Provide and Register Interface in order to continue sharing with KHIE
- » Your ability to query and retrieve CCDAs from KHIE will transition with minimal changes



**Questions about intake forms?**

- » Contact your account manager to register for weekly office hours

**Deadline for completed forms and survey to remain on target: July 18**



# Connectivity Types



## VPN Connectivity:

- » Depending on the number of data feeds you will be submitting, we will assign specific ports and share them within the VPN form
- » You will be required to fill the form with your information and return it to CSS
- » CSS will build the VPN tunnel and share the PSK with your technical resource



## Webservice Connectivity:

- » You will be required to provide CSR to initiate generation of CSS public certificates
  - Note: *If test and prod are on separate servers, a separate CSR is required for each*
- » CSS will provide:
  - HTTPs URLs for each data type you will be submitting
  - WSDL and specifications for connection



# Connectivity Types



## SFTP

- » Three options for account types
- » You will need to designate a technical resource or point of contact (POC) for SFTP setup
- » KHIE will provide log-in credentials to SFTP test and prod folder access



## CCDA Provide and Register to KHIE

- » You will be required to provide CSR to initiate generation of CSS public certificates
  - Note: *If test and prod are on separate servers, a separate CSR is required for each*
- » CSS will provide:
  - A cert for you to add to your trust store
  - Test and production HTTPS URLs for your ITI-41 Interface



## CCDA Query and retrieve from KHIE

- » If PIX Query is initiating from the same server as your ITI-41, no action is needed
- » If PIX Query is initiating from a different server, a CSR and certificate exchange is required
- » CSS will provide test and production endpoint HTTPS URLs; these will be different from ITI-41 endpoints





# Onboarding Standard Interfaces



**Connect to test endpoint**



**Send test (non-PHI) messages to the endpoint that meets all specifications as indicated in intake forms**

- » Test messages required for each data type
- » For ADTs, provide test messages for each trigger event expected in production



**CSS will review and validate the test messages for content and format compliance**



# Onboarding Standard Interfaces



**CSS will assign to an engineer who will do interface development**



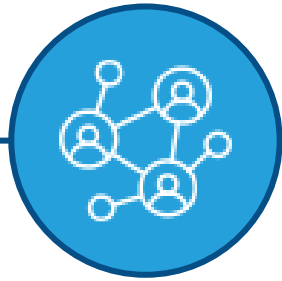
**CSS will perform internal QA and Code review**



**CSS will coordinate go-live with participant with temporary dual production feeds to KHIE's legacy vendor and CSS.**



# Onboarding Standard Interfaces



## Participant to begin sending data in production

- » CSS to provide production monitoring for up to a week



## CSS to transition interface to production maintenance with Interface Support

- » For any production issues after monitoring period, contact:

***[interfacesupport@crisphealth.org](mailto:interfacesupport@crisphealth.org)***



# Temporary Dual Production Feeds

## Dual Production Feeds:

- Post-interface onboarding, participants **temporarily maintain dual production** feeds to legacy vendor and CSS
- Participants disable interfaces to KHIE's legacy vendor during planned provider & UI cutover
  - For Group B, planned for December
- KHIE participants automatically planned for dual prod feeds during onboarding

## Benefits:

- Minimizes service downtime and incomplete data
- Hydrates the new KHIE Portal with more historic and actionable data for providers
- Enables enhanced interface production monitoring with failsafe mechanisms
- Allows for more robust provider/user training prior to provider & UI cutover from legacy vendor

**\*\*If you have concerns about dual prod feeds, contact your KHIE Account Manager who will discuss other options with you\*\***



# Onboarding Public Health Interfaces

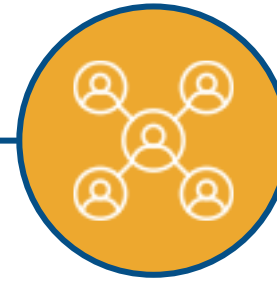


**Send a test (non-PHI) message to the endpoint that meets all specifications as indicated by Kentucky Department of Health (KDPH)**

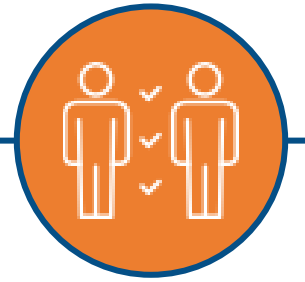
» Test messages required for each data type



**CSS will review test messages and confirm successful processing**



**Participant to begin sending production data to CSS's production endpoint for content validation**



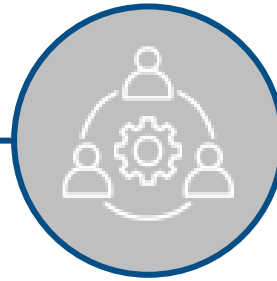
**KHIE/CSS to perform initial content validation**



# Onboarding Public Health Interfaces

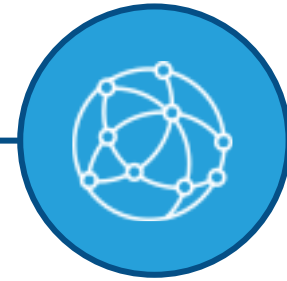


**KDPH to complete  
content validation**



**CSS to coordinate with  
KDPH on sending  
production data to KDPH  
production environment  
for go live and  
production validation  
and monitoring**

**\*This is where participant will  
cutover production feed from  
Deloitte to CSS**



**CSS to transition interface  
to production maintenance  
with Interface Support**

» For any production issues  
after monitoring period,  
contact:

***[interfacesupport@crisphealth.org](mailto:interfacesupport@crisphealth.org)***





IN PARTNERSHIP WITH



# Questions?

Visit our website: [www.khie.ky.gov](http://www.khie.ky.gov)

Email us: [khie@ky.gov](mailto:khie@ky.gov)

*For any production issues after monitoring period,  
contact: [interfacesupport@crisphealth.org](mailto:interfacesupport@crisphealth.org)*