

# KHIE PARTICIPANTS: ONBOARDING 101

## An Overview of Transitioning to KHIE's New Technology Partner, CRISP Shared Services

### FOR ONBOARDING GROUP A

As the state-designated health information exchange of Kentucky (KHIE), KHIE strives to be the single, trusted source of aggregated patient health information across the Commonwealth.

To continue advancing its mission of creating a healthier Kentucky, KHIE has partnered with CRISP Shared Services (CSS)—a nationally recognized leader in health information infrastructure and data exchange—to provide new technology and expanded services for all participants

Beginning in spring 2025, KHIE will begin transitioning participants to CSS' technology infrastructure through a phased grouping implementation. Group A participants will begin preparing for the transition and onboarding process in May, with integration efforts to begin in early June.

This overview outlines what to expect, the hands-on support KHIE and CSS will provide throughout the process and what your organization needs to do to ensure a successful transition.

### Onboarding Timeline & Activity Types

» KHIE's transition to CSS involves three key activity phases for each participating organization. These activities are sequenced to minimize disruption and provide personalized support throughout.

**1**

#### Integration Phase: Establishing connectivity and interface readiness

Integration is the technical foundation of the transition. This phase focuses on creating a new connection between participants' systems and CSS while maintaining their current KHIE connections until cutover. It ensures your organization's interfaces are compatible, secure, and ready for live data flow. **Your integration steps include:**



Completing connectivity intake forms (data types such as ADT, ORU, CCDA)



Setting up new secure connections (e.g., VPN, HTTPS, SFTP).

Please reference the provided Connectivity Guide for more information



Developing and testing interfaces with CSS



Transitioning any Platinum/XDS or repository-based connections, if applicable

#### Timeline



## 2

**Implementation Phase: Setting up services, panels, and configurations**

Implementation focuses on configuring your organization's KHIE services within the CSS platform. This includes setting up patient and provider panels, enabling system tools, and preparing user access. Implementation ensures your environment is personalized, secure, and aligned with your needs before cutover. **Your integration steps include:**



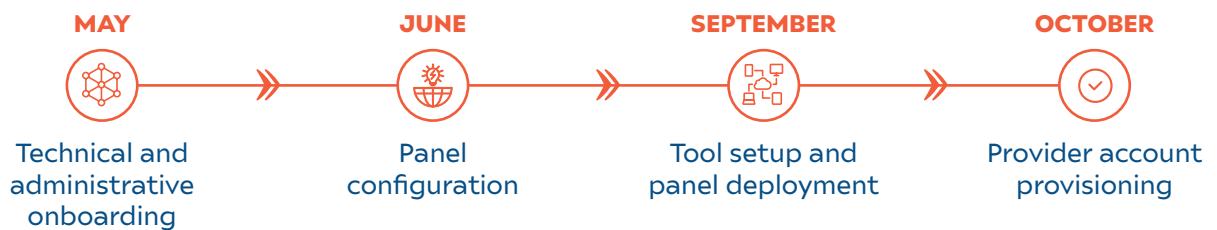
Providing any necessary administrative and technical information



Verifying patient and provider panel configurations



Participating in readiness assessments and pre-cutover validation

**Timeline**

## 3

**Training Phase: Preparing your organization to use the new platform**

Training will ensure that your teams—both administrative and clinical—are prepared to use KHIE's updated tools and services. These sessions will introduce new features and workflows and provide ongoing support resources. **Your integration steps include:**



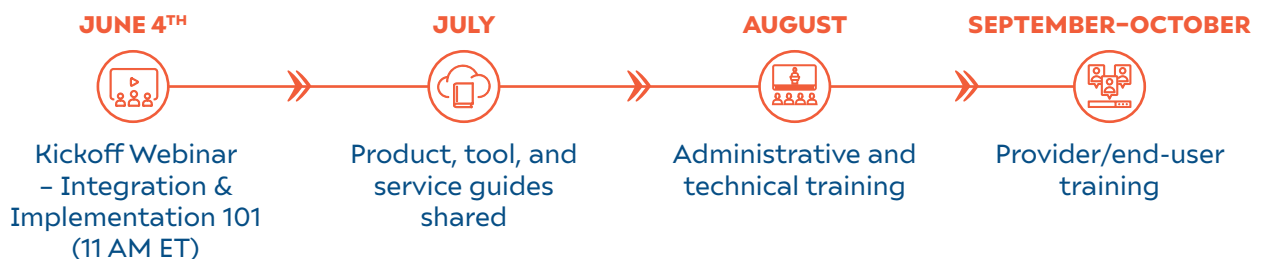
Introductory webinars and subject matter expert roundtables



Role-based training modules for admins, technical staff, and end users



On-demand documentation and demos

**Timeline**

**Note:** All current interfaces, data feeds, integrations, patient records and services will remain active throughout the entire transition. Once all phased groups are integrated and the network has populated, we will complete a streamlined cutover in December 2025. Early onboarding groups will continue using KHIE's legacy systems until full network transition has been achieved.

## What We Need from You

» KHIE and CSS will support your organization throughout the entire transition process. To better support a smooth and timely transition, Group A participants prepare to:



Submit the intake forms for applicable data types (ADT, ORU, CCD) provided by your KHIE Account Manager



Complete a brief connectivity and data survey provided by your KHIE Account Manager



Establish new connectivity with CSS. Please reference the Connectivity Guide provided

Moving forward, KHIE will no longer initiate document queries. Instead, participating organizations will be asked to implement a Provide and Register (ITI-41) connection to proactively send documents to KHIE.

If your organization still needs the ability to query KHIE for documents, we will work with you to establish a separate Query and Retrieve connection.

## Additional Support and Resources

» In addition to the resources and guidance provided during the onboarding phases, all KHIE participants will have access to the following:



One-on-one onboarding assistance



Weekly office hours for integration troubleshooting



24/7 Help Desk for Tier 1 support



Escalated support via KHIE for Tier 2/3 needs



User-focused training sessions and documentation



Ongoing monitoring and alerting after transition

Visit [khie.ky.gov](https://khie.ky.gov) for ongoing updates and materials.

For any questions, please contact your KHIE Account Manager directly.

**HEALTHCARE'S BETTER  
WHEN IT'S CONNECTED.  
CONNECT WITH KHIE TODAY.**