KHIE PARTICIPANTS: ONBOARDING FAQs

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

Q When will this transition begin?

A Beginning in spring 2025, KHIE will begin transitioning all of its participants to CRISP Shared Services' (CSS) network through a phased grouping implementation:

Group A: Integrations to begin in June

Group B: Integrations to begin in July

Group C: Integrations to begin in August

Q How long is this transition expected to take?

A Our timeline depends on the type of connection we are establishing for your organization.* On average:

- Standard interfaces take about 16 weeks
- Public health interfaces take about 20 weeks

* Please note: These timelines are estimates and depend on Participants' ability to provide necessary information and complete key steps by the target deadlines.

Q Am I going to lose access to KHIE's data or services during this transition?

A No. All KHIE participants will continue using KHIE's current platform as normal throughout the process. We will maintain all current KHIE user and provider services and tools until we are ready to cut over the entire network to our new technology partner's infrastructure.

Q When does cutover happen?

A We expect to complete a streamlined cutover by the end of the year, once all phased groups are integrated and the network has populated.

Q Will I need to sign new agreements?

A Possibly. Your outreach coordinator will work one-on-one with you to assess your organization's situation and ensure proper agreements are in order.

Q Will I need to make changes to my existing interfaces?

A No major changes are anticipated to any HL7 interfaces currently out bounding to KHIE.

- If your organization currently has a Platinum Service Cross-Enterprise Sharing and Cross-Community Access connection to KHIE:
  - There may be a change in the configuration. Your configuration to retrieve documents from KHIE can be transitioned and maintained.

- If KHIE currently retrieves documents from your repository:
  - We will be requesting that those interfaces be transitioned to ITI-41 Provide and Register Interfaces.

Q What happens after I complete integration with CSS?

A You will receive personalized support from both KHIE and CSS teams throughout this entire process.

We will also provide ample opportunities to engage with and learn about the upgraded tools and services before the system cutover.

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

A In some cases, EHR or third-party vendors may charge your organization for creating or updating an interface to send data to CSS platform. We understand this can be frustrating and sincerely apologize for any associated costs. This transition is critical for KHIE's sustainability and capacity to continue providing services for all participants statewide – at no cost.

Q Will I need to change my endpoint or IP addresses for connectivity?

A Yes, in most cases, KHIE will provide updated endpoint and IP address information for your organization to use with CSS. Details will be shared during onboarding, and test windows will be scheduled for validation.

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KHIE | **CRISP Shared Services**

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Q Will there be testing and validation before go-live?

A Yes. Each organization will complete connectivity testing, data validation, and interface verification prior to go-live. Our onboarding team will coordinate testing schedules and provide clear instructions to ensure success.

Q Will there be downtime or a blackout period during the cutover?

A No extended downtime is expected. We are designing the cutover to be seamless, with no disruption to data exchange or access. Final details about cutover timing and what to expect will be communicated well in advance.

Q What data feeds will be transitioned during onboarding?

A Only data feeds that are currently in production will be transitioned to CSS as part of your onboarding. This helps ensure a smooth and stable transition while maintaining continuity of service.

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

A Depending on how your organization connects today, there may be changes to certificate requirements or authentication methods. These will be outlined in your onboarding documentation and reviewed during technical onboarding.

Q What are the expected data transport protocols and message standards (e.g., HL7, IHE profiles)?

A CSS supports standard protocols such as HL7 v2, HL7 FHIR, and IHE profiles (e.g., XCA, XDS.b, ITI-41). Detailed requirements and any changes will be discussed during onboarding.

Q Are any current KHIE services expected to change?

A The only anticipated change is for KHIE's Platinum Service (XDS/XCA)—where KHIE actively queries your system to retrieve CCDAs. We will work with participants directly to discuss any changes in functionality prior to cutover.

Q Who do I contact for technical support during the transition?

A Your KHIE Account Manager will remain your primary point of contact throughout the transition. If technical support is needed during the onboarding process, your Account Manager will coordinate additional resources from CSS as necessary.

Q How will historic data be migrated?

A No, historic data from KHIE's network will not be migrated into the CSS platform prior to cutover.

Q What happens if a data feed is still in validation?

A Any data feeds still in validation will continue using the existing KHIE connection until validation is complete. If a feed is still in validation at the end of the overall transition, KHIE and CSS will work directly with your organization to coordinate its transition to the new platform.

Q Where can I find more information?

A You can visit our website at **www.khie.ky.gov** for more information or contact your KHIE Account Manager directly.

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