The Kentucky Direct Email Catalog is hosted by the Kentucky Health Information Exchange (KHIE) and provides users across the Commonwealth with an inventory of Direct secure messaging email addresses.

This user guide systematically explains how to:

- Register/Add Individual Direct Email Addresses,
- Upload Multiple Direct Email Addresses,
- Update/Modify Direct Email Addresses, and
- Search, Filter and Export Direct Email Addresses from the Catalog

**TABLE OF CONTENTS**

SECTION 1: Register/Add Individual Direct Email Addresses to the Catalog........................................ 3
SECTION 2: Upload Multiple Direct Email Addresses to the Catalog....................................................... 4
SECTION 3: Modify or Delete Direct Email Addresses in the Catalog....................................................... 4
SECTION 4: Search, Filter and Export Direct Email Addresses from the Catalog................................. 5 & 6
SECTION 5: Questions/Issues.................................................................................................................. 6
Before using this guide, you must log in to your existing Kentucky Online Gateway (KOG) account. If you do not have an existing account, you must create one. Please see the Creating a Kentucky Online Gateway Account for Kentucky Direct Email Catalog Access for step by step instructions on how to do so. The guide can be found on the KHIE website (KHIE.ky.gov) under the Resources Tab.

KHIE.ky.gov >> Resources Tab >> Kentucky Direct Email Catalog

Once logged in to your KOG account, the KHIE Direct Provider Registration application tile should appear under My Apps as seen below in Figure 1.

If the Direct Provider Registration application does not appear, please complete the Final Step (bottom of page 4) of the Creating a Kentucky Online Gateway Account for Kentucky Direct Email Catalog Access, which can be found on the KHIE website (KHIE.ky.gov) under the Resources Tab.

Figure 1: KOG Direct Provider Registration Tile
SECTION 1: Add Individual Direct Email Addresses to the Catalog

To successfully register a provider and save a Direct email address in the Catalog:

1. Complete all of the required fields (*) on the Direct Provider Registration page (Figure 2),
2. Check the Terms and Conditions box, and
3. Select Save Provider
4. Repeat steps 1 through 3 for each Direct email address you wish to enter into the Catalog.

Please Note: If you select “Add New Provider,” a dialog box will appear (Figure 3).
SECTION 2: Upload Multiple Direct Email Addresses to the Catalog

To upload multiple Direct email addresses to the Catalog:

1. Create a **Bulk Upload Request** Excel spreadsheet
   a. The Excel spreadsheet **MUST** contain all of the columns listed below in Figure 4.
   b. If all of the columns are not listed/populated, the bulk upload cannot be processed.
2. Email the **Bulk Upload Request** Excel spreadsheet to **John.Jaeger@ky.gov** with the subject line **“Update to KY Direct Email Catalog.”**

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
<th>I</th>
<th>J</th>
<th>K</th>
<th>L</th>
<th>M</th>
<th>N</th>
<th>O</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>FIRST_NAME</td>
<td>LAST_NAME</td>
<td>PROVIDER_NPI</td>
<td>DIRECT_EMAIL</td>
<td>TITLE</td>
<td>PHONE_NO</td>
<td>CREDENTIAL_TYPE</td>
<td>Specialty</td>
<td>ORGANIZATION_TYPE</td>
<td>ORGANIZATION_NAME</td>
<td>ORGANIZATION_NPI</td>
<td>STREETS</td>
<td>CITY</td>
<td>COUNTY</td>
<td>STATE</td>
<td>ZIP</td>
</tr>
</tbody>
</table>

*Figure 4: Bulk Upload Request Template*

SECTION 3: Modify or Delete Direct Email Addresses in the Catalog

It is vital that the Direct email addresses listed in the Catalog are current and correct, in order for referral partners or potential referral partners to send protected health information securely to your organization. Each facility is responsible for maintaining the accuracy of their Direct email addresses listed in the Catalog.

To modify or delete an individual Direct email address:

1. Contact the KHIE team via email at KHIE@ky.gov to request an individual Direct email address be modified or deleted.
2. Subject line of the email **“Update to KY Direct Email Catalog.”**
3. List the organization’s name as it’s currently listed in the Catalog in the body of the email and provide a brief explanation of the action that needs to be taken.

To modify or delete several Direct email addresses:

1. Follow the steps listed above in **Section 2** and submit a Bulk Upload Request with the correct/updated information to **John.Jaeger@ky.gov** with the subject line **“Update to KY Direct Email Catalog.”**
SECTION 4: Search, Filter and Export Direct Email Addresses from the Catalog

1. Copy and paste https://prd.webapps.chfs.ky.gov/directprovidersearch/providersearch.aspx to your web browser to be redirected to the Kentucky Direct Email Catalog Provider Search page (Figure 5).

2. Enter your Direct email address in the appropriate field at the top of the search page.
   a. This will be the Direct email address that was registered in the Catalog.
   b. Note: In order to search for providers, you **MUST** have a Direct email address registered in the Catalog. Refer to Section 1, if this step has not been complete.

3. To search for a provider utilizing multiple fields:
   a. Populate the desired field(s) (Figure 5)
   b. Select the **I agree to the terms and conditions** box
   c. Click on the **Search Provider** button
4. To search the entire Catalog:
   a. Do not populate any of the fields
   b. Select the I agree to the terms and conditions box
   c. Select Search Provider
   d. All providers registered in the Catalog will be listed in alphabetical order by last name.

5. To export your results to an Excel spreadsheet:
   a. Search the entire Catalog as stated above
   b. Scroll to the bottom of the list of results
   c. Select Export Result
   d. All results will be exported to an Excel Spreadsheet

SECTION 5: Questions/Issues

If you have any questions or need assistance, please contact the KHIE Direct Secure Messaging Team via email at KHIE@ky.gov.