

## Welcome – From the Desk of Rachael Roehrig

Welcome to the first edition of ***KHIE Monthly Update***, the Kentucky Health Information Exchange's monthly newsletter! We are pleased to present this monthly newsletter to our participants to keep you informed as KHIE continues to expand and enhance our capabilities. This newsletter is intended to serve as a valuable resource for healthcare professionals across the Commonwealth.

Through KHIE Monthly Update, we aim to support your use of the new KHIE Portal, share best practices and real-world impact, and highlight services, tools, and opportunities available through KHIE.

This newsletter will be delivered to your inbox monthly from KHIE. Archived editions will also be available on the [Cabinet for Health and Family Services \(CHFS\)](#) and the [KHIE Website](#) for your reference.

I am pleased to have the opportunity to introduce myself, Rachael Roehrig, as the new Deputy Executive Director of the Kentucky Health Information Exchange (KHIE). I have served the Commonwealth of Kentucky for more than a decade in public-sector leadership roles, with a career grounded in healthcare policy, program operations, and data analytics. Most recently, I served as Manager of Research and Analytics for Kentucky Medicaid, where my work focused on improving program performance to support better outcomes for the individuals and families we serve.

As Deputy Executive Director of KHIE, I am honored to lead Kentucky's statewide health information exchange and to work in close partnership with healthcare providers, agencies, organizations, and technology partners across the Commonwealth. Building on KHIE's proven success as the single, trusted source of health information for Kentucky, together we have an important opportunity not only to strengthen and modernize Kentucky's health data infrastructure, but to expand how we leverage data to drive more connected care, greater efficiency, and better health outcomes for all Kentuckians.

In March of 2026, we launched our new KHIE Portal, powered by our technology partner CRISP Shared Services (CSS), which brings a suite of new tools and capabilities such as enhanced public health reporting, advanced analytics tools, and expanded services. It supports high volume, near-real time data flows, including data on syndromic surveillance, electronic laboratory records, electronic case reporting, and immunization reporting.

CSS' shared services model will allow KHIE to sustainably expand our capabilities while maintaining our commitment to providing HIE services free of charge to users throughout the state.

**I look forward to working with each of you and the collaboration ahead!**

Signature of the deputy executive director

### PLATFORM AND PRODUCTS

## Getting to Know the New KHIE Portal

In late March 2026, KHIE launched its new, modernized HIE Portal making it easier for users to access the information you need, when you need it. Powered by our partnership with CSS, the new KHIE Portal brings together powerful tools in a secure, web-based platform designed to support care coordination, population health, and quality improvement for healthcare organizations and patients across the Commonwealth.

Through the new KHIE Portal you will be able to:

- **View clinical information:** Quickly see a patient's encounters and key clinical data from participating hospitals, practices, and other healthcare organizations and providers. Data is searchable by keyword or date range, and lab data can be viewed chronologically in Timeline View to highlight trends in results.
- **Receive real-time event notifications:** Get alerts when your patients visit the ER, and/or are admitted or discharged from hospitals, facilitating timely follow-up and avoiding gaps in care.
- **Explore panel-based populations:** Use the Population Explorer tool to review encounter history for your paneled patients.
- **Manage patient panels (HIE Panel Managers only):** Use Panel Processor to upload and maintain patient rosters that drive notifications and ease of access to your patients' information.
- **Support patient consent:** Leverage the Consent Tool to view and manage patient consent and opt-out status.
- **Administer user access (KHIE Administrators only):** KHIE administrators use the KHIE Admin Tool to manage user accounts and permissions across their organization.

Together, these tools give providers a more complete view of their patients' care, reduce fragmentation and waste, and support better outcomes for Kentuckians. In upcoming issues, we'll share more insights into the tools available to you through the KHIE portal, along with practical tips and best practice examples.

Get to know the new KHIE Portal! We have User Guides available for our suite of new tools on the ["Services" page of the KHIE website](#).

Additionally, we will be providing training and webinar opportunities. Please see the Calendar section below for upcoming opportunities!

### PLATFORM SPOTLIGHT

## How To Set Up Your KHIE Portal Account

As part of the process of onboarding organizations to the new KHIE Portal, you must complete a series of steps to gain access to the system and set up your credentials.

Detailed below is the process that will allow you to set up your account in the KHIE Portal. For a detailed step-by-step, please refer to the [Setting Up Your KHIE Portal Account Guide](#).

### 1. Who is Provisioned First?

- When an organization is onboarded, we will first work to provision the employees who are designated as KHIE Administrators and Panel Managers.
- When ready, your organization's KHIE Administrator(s) will begin provisioning other staff.

### 2. What Happens When I am Provisioned?

- You will receive an email with the subject header *Urgent Action Required: Activate Kentucky Health Information Exchange Portal*. This email:
  - Will come from [donotreply@hmetrix.com](mailto:donotreply@hmetrix.com). This is a safe sender, but the email may still go to your spam/junk folder – so please check there if you do not see it in your inbox when expected.
- The email contains a link to activate your KHIE Portal account. **The link is valid for 72 hours.**
  - Reach out to your KHIE Administrator to resend the activation email if you miss this 72-hour window.
- When you activate your account, you will also be prompted to set up Two-Factor Authentication. The activation email will contain an attached guide to Two-Factor Authentication to help you set this up.
  - Two-factor authentication provides an additional level of security when logging into the system and is standard practice for systems that handle health information.

### 3. How Do I Know My Account Set Up is Successfully Completed?

- Once you have completed the steps in the activation email, and set up Two-Factor Authentication, you will receive a second email from [donotreply@hmetrix.com](mailto:donotreply@hmetrix.com) with the subject line Kentucky Health Information Exchange – Account Activated. This email confirms completion of your Portal registration.

### 4. I am a KHIE Administrator, How Do I Get Access to the HIE Admin Tool?

- Employees who are designated as KHIE Administrators within their organization will receive a further email, titled *Welcome to the KHIE HIE Administrator Tool*.
  - This email will allow you to access the HIE Admin tool, which you will use to provision your colleagues, add and remove users, perform password resets, resend activation emails, and complete 90-day audits.
  - HIE guide to using the HIE Admin tool is also available for you to [reference](#).

### WEBINAR

## Welcome to Your New KHIE Portal: Overview and Q&A

**Date:** June 9<sup>th</sup>, 2026, 12:00 noon (ET)

**Register Here:**

[https://crisphealth.zoom.us/webinar/register/WN\\_IS4BlvJ8TZSHNQjKoKb2Yw](https://crisphealth.zoom.us/webinar/register/WN_IS4BlvJ8TZSHNQjKoKb2Yw)

To support the ongoing adoption of the new KHIE Portal, we are hosting this user support webinar on June 9<sup>th</sup> at 12 noon ET.

This session is for current and prospective KHIE Portal users who would like to learn more about the new platform and have an opportunity to submit their questions.

During this webinar we will:

- Provide an overview and update of the transition to the new KHIE Portal
- Introduce the modernized KHIE Portal and the suite of tools now available
- Discuss how users will activate their Portal accounts and get started
- Look at the roles and responsibilities of HIE Administrators and Panel Managers

This session is open to all, we look forward to seeing you on June 9<sup>th</sup>!

Please use [this form](#) to submit your questions in advance of the webinar.

### PLATFORM AND PRODUCTS

## An Update on Platform Migration

Thank you to everyone for your cooperation and continued support as we officially cutover systems to the new platform and work to finalize outstanding activities. We have seen great progress in utilization, adoption and user access (metrics below).

Remaining efforts include the loading of historical data into the KHIE Portal. In case you missed it in email:

We want to first acknowledge that making historical patient data available in the KHIE Portal has taken longer than originally anticipated, and we sincerely apologize for the delay. We appreciate your patience and want to assure you that this work has remained a priority.

We are pleased to share that this work is progressing, and historical data will soon be available directly in the portal. **Beginning in mid-July 2026**, you will start to see records, going back up to five years, populate automatically. **Data will load progressively, starting with the most recent records (2025) and working back through 2021. Records covered under 42 CFR PT 2 will require patient consent be entered before they can be displayed.**

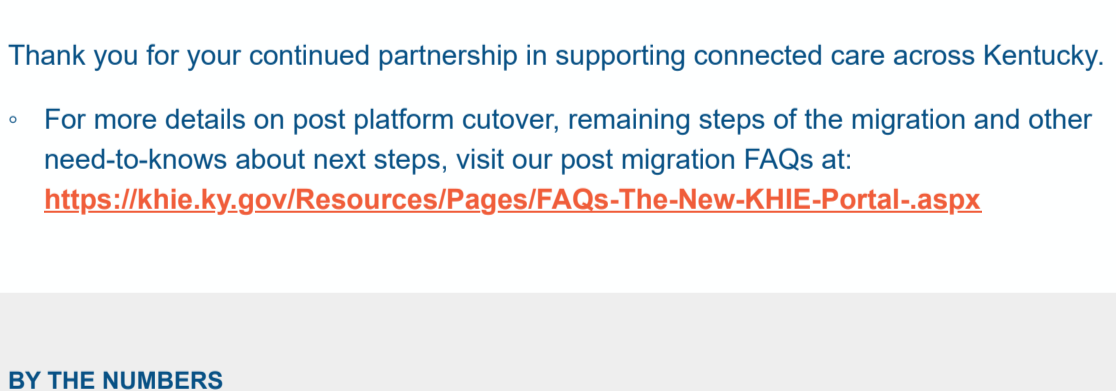
**Key dates to know:**



Timeline for loading historical data into the KHIE Portal: 25% complete in July 2026; 50% expected in October 2026; 75% expected in January 2027; and 100% expected in May 2027.

Progress toward full 5-year backfill (non-sensitive records)

No changes or actions are needed on your part, records will appear automatically as they become available under the "Structured Documents" tab in the KHIE portal.



Screenshot of the HIE tab of the Structured Documents page in the KHIE Portal. This is where records will appear as they are loaded.

If you have questions, please contact your [KHIE Outreach Coordinator](#).

Thank you for your continued partnership in supporting connected care across Kentucky.

- For more details on post platform cutover, remaining steps of the migration and other need-to-knows about next steps, visit our post migration FAQs at: <https://khie.ky.gov/Resources/Pages/FAQs-The-New-KHIE-Portal-.aspx>

### BY THE NUMBERS

## Metrics for April 2026

**ADTs** 16,641,642      **CCDs** 893,918      **ORUs** 2,379,625      **Messages total** 19,915,185

**ADT Interfaces** 77 distinct sources submitted data for April      **Provisioned Users** 3,458

### KHIE Portal Logins

489 distinct users who logged in, 11,803 distinct utilization click

### Participants by type:

Behavioral Health 13  
Health System 18  
Hospital 22  
Long-Term Care 1  
MCO 5  
Other 99

### MAY FEATURE

## KHIE Participant Leadership: What you need to know about Patient Panel Management and KHIE Administrators

Organizations must have an assigned KHIE Administrator and at least one assigned Patient Panel Manager. KHIE Administrators are responsible for credentialing; adding and removing users and the provisioning of new tools and views for their users. Additionally, KHIE Administrators must complete an audit every 90 days to re-verify their organization's Portal users. If your organization has not assigned a KHIE Administrator and/or a Patient Panel Manager, please contact your Outreach Coordinator as soon as possible so we may assist you and ensure your users gain access to our systems.

Many of you are already familiar with submitting patient panels to KHIE in order to receive event notifications for your patients. With the launch of the new KHIE Portal, panels are now even more important; they don't just power alerts, they also establish the treatment relationship with your patients that allows you to view your patient's details in the system. This maintains compliance around who can view patient data in the HIE.

In the KHIE Portal you will find the Panel Processor, which is the tool that you will use to submit patient panels. Submitting your panels will unlock additional value and benefits from the HIE:

- **Clearer attribution and access:** Submitting a panel tells the system who your patients are. This allows KHIE to correctly attribute encounters to your organization and enables users within your organization to see more complete information for those patients attributed to you.
- **Better care coordination and reporting:** Accurate panels improve the quality of KHIE data used for transitions of care, population health efforts, and performance measures that depend on knowing who is in your panel.

We understand that this is an adjustment for you and are committed to providing information, guidance and tools to help you successfully navigate this new requirement for submission of patient panels.

For assistance accessing the Panel Processor tool, reach out to your KHIE Outreach Coordinator.

The [Panel Processor User Guide](#) contains step-by-step instructions and details on completing the required fields.

You can reference our [Building a Patient Panel: Detailed User Guide](#) for clear guidance on building panels, and the [Patient Panels 101: Quick User Guide](#) for an overview of building and submitting panels.