



CABINET FOR HEALTH
AND FAMILY SERVICES

Welcome To Your New KHIE Portal: Overview and Q&A

June 9, 2026

Meet the New Deputy Executive Director of KHIE

Rachael Roehrig, MPA



Rachael brings more than a decade of experience serving the Commonwealth of Kentucky, with expertise in healthcare policy, data analytics, program operations, and strategic leadership. A graduate of Eastern Kentucky University with a Master's in Public Administration, she has dedicated her career to improving healthcare systems and serving the people of Kentucky.

As the new Deputy Executive Director of KHIE, she leads statewide health information exchange efforts that connect healthcare organizations, improve interoperability, and support better care coordination across the state.

Prior to joining KHIE leadership, Rachael served within Kentucky Medicaid, where she led research and analytics initiatives focused on improving program performance, supporting data-driven decision-making, and enhancing health outcomes for Kentuckians.

Rachael is dedicated to advancing Kentucky's health information exchange capabilities and fostering collaboration across the healthcare landscape to support better-informed decisions, stronger partnerships, and improved health outcomes for all Kentuckians.

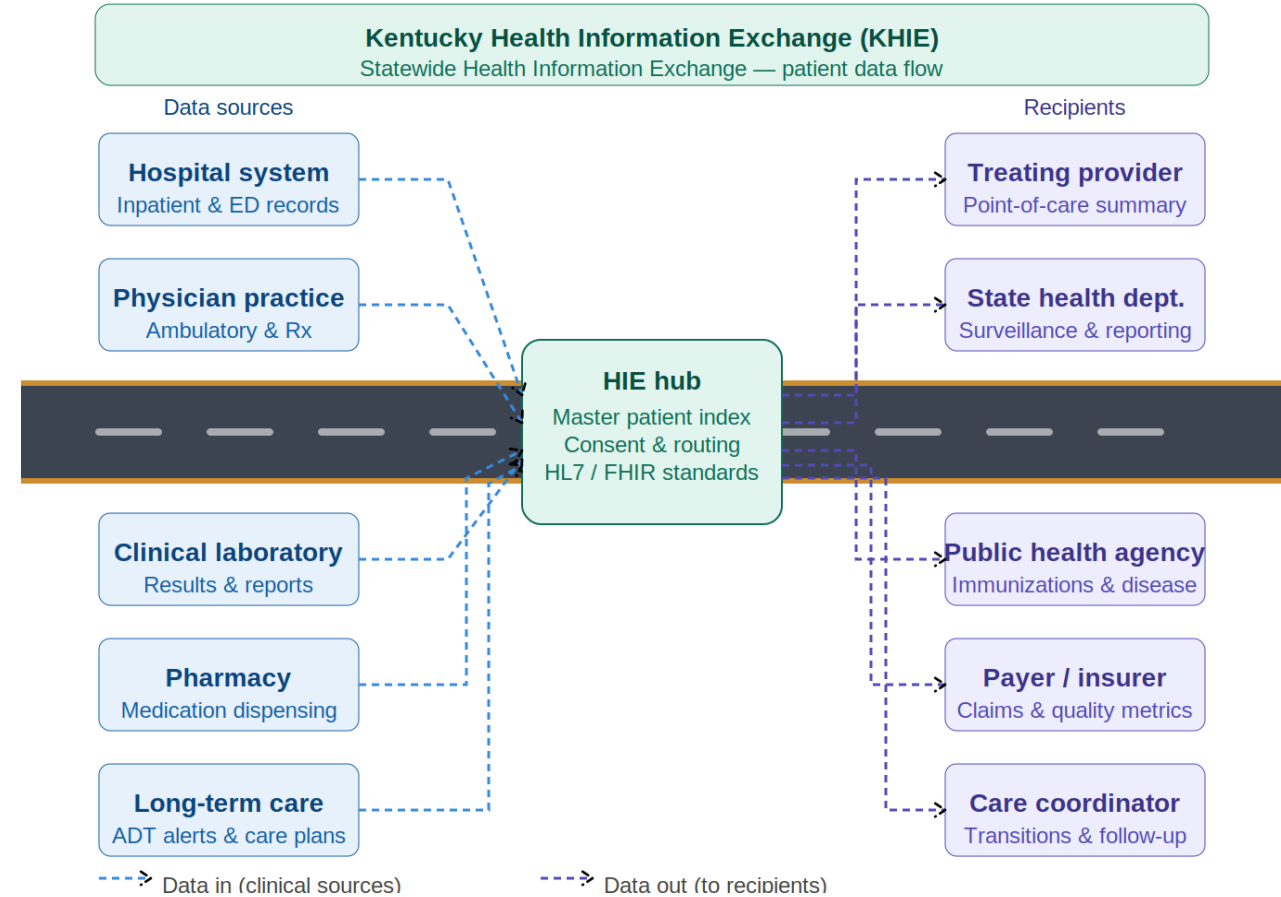
Agenda

In this webinar we will cover:

1. What is a Health Information Exchange (HIE)?
2. What is KHIE?
3. What Data is in KHIE?
4. Why KHIE Matters
5. The New Platform Transition Journey
6. Historical Data Migration
7. What's New in KHIE ?
8. Looking Ahead: Strategic Priorities
9. Getting Started in the New KHIE Portal
10. Where to Look for Help
11. Questions & Discussion

What is a Health Information Exchange?

- A health information exchange (HIE) is a secure network that allows healthcare information to be electronically shared between authorized healthcare organizations, providers, Managed Care Organizations or MCOs, public health agencies, and other approved participants.
- HIEs bridge gaps between health systems that do not routinely share information, unlocking critical data for a patient's healthcare team.
- The U.S. does not have a single, national HIE. Instead, it relies on a network of state, regional, and private health exchanges, with participation from almost every state.



What is the Kentucky Health Information Exchange (KHIE)?

- Kentucky's state operated HIE
- Located within the Office of Inspector General (OIG) of the Cabinet for Health and Family Services (CHFS)

KHIE facilitates:

- The secure exchange of clinical and public health information;
- Helping providers make informed decisions;
- Supporting care coordination efforts;
- Enabling public health reporting and
- Providing valuable data to support healthcare programs and initiatives throughout the Commonwealth.



KHIE Data

Sources of Data

- Hospitals
- Ambulatory Healthcare Organizations
- Behavioral Health Centers
- Pharmacies (Immunization Information)
- Immunization registry
- EMS Data
- Labs
- Medicaid claims data
- KASPER PDMP



Types of Data KHIE Receives

- Admits, Discharges, Transfers (ADTs)
- Encounter Information
- Clinical Summaries (CCDs)
- Radiology reports and images
- Lab and pathology reports
- Immunization data
- Medication and allergy information
- Medicaid paid claims data
- Public health reporting data
- Social Determinants of Health (SDoH) data (LOINC and ICD-10 codes)



Why KHIE Matters

KHIE helps to improve health outcomes throughout the Commonwealth in many ways, including:

- Providing access to critical clinical information across organizations to better serve patients
- Improving care coordination
- Reducing duplicate testing
- Supporting public health reporting
- Strengthening population health efforts

The New Platform Transition Journey

The New Platform Transition with CSS

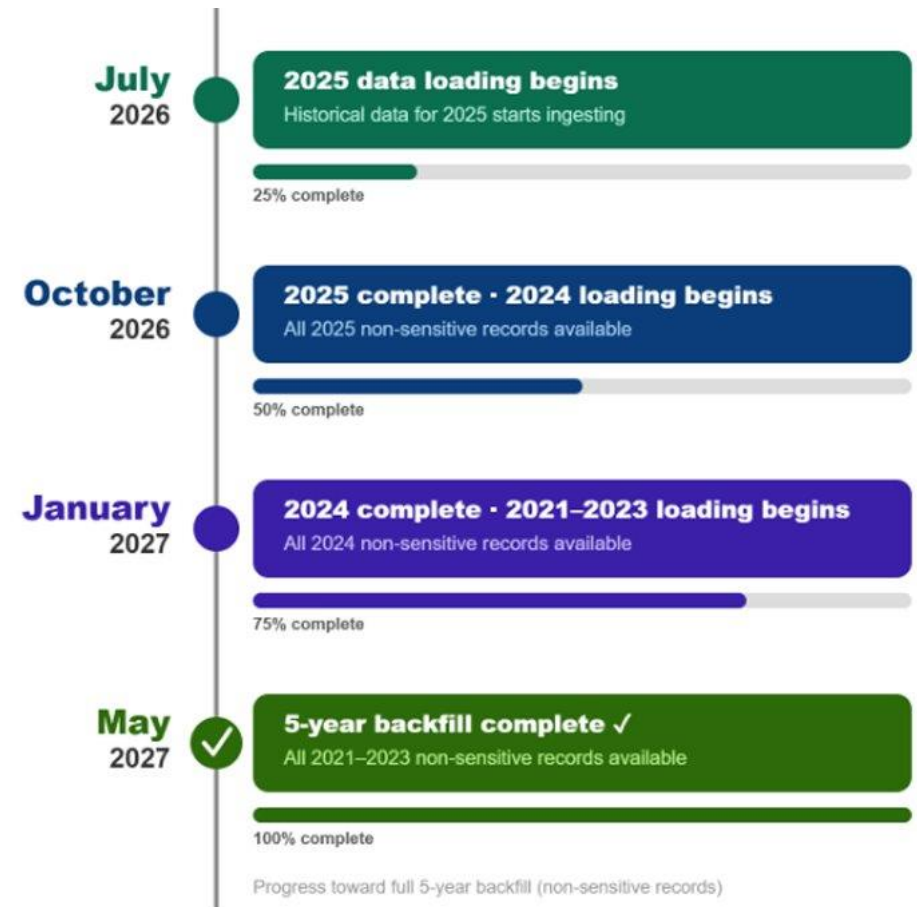
The new KHIE Portal went live in March 2026

- Transition began in **May 2025** and was completed in **March 2026**. Most transitions of this scale take years!
- This timing was critical to ensure the long-term sustainability of KHIE and to continue providing HIE services at no cost to participants.
- Since the transition, we continue to see progress in increasing utilization.
- The transition was not the finish line; it was the foundation. While the platform transition is complete, some work continues.

Historical Data Migration

KHIE is making progress loading historical data into the Portal; historical data is expected to begin displaying in the system in mid-July 2026.

- Data will load continuously beginning with the most recent year (2025) and going back to 2021 until completion.
- As records become available, they will automatically appear under the “Structured Documents” tab in the KHIE portal.
- Records covered under 42 CFR Part 2 will require patient consent before they can be displayed.



Looking Ahead: Strategic Priorities

Our future priorities includes:

- Completion of all remaining migration tasks
- Expanding interoperability
- Increasing participant engagement
- Strengthening public health capabilities
- Supporting Medicaid initiatives
- Improving analytics and reporting
- Enhancing participant communications
- Advancing telehealth integration opportunities, and
- Supporting rural healthcare transformation efforts

Strategic Priorities



Get to Know the New KHIE Portal

Your New KHIE Portal Dashboard



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MY HIE ADMIN(S)

SEND FEEDBACK

PRODUCT UPDATES

CHARLESE BLAIR

LOGOUT

HOME

Search Applications & Reports



Patient Search

First Name *

Last Name *

Date of Birth *



Gender



SSN

Reset

Search

Search Results

First Name



Last Name

Date of Birth

Gender

Address

Match Score

No records found

Your Dashboard

For applications requiring patient context, please start by using the Patient Search interface above.

HIE Admin Tool

User Guide & Help

New KHIE Portal

HIE InContext Gilbert Grape
Male | Jan 1, 1984

HEALTH RECORDS STRUCTURED DOCUMENTS ENCOUNTERS PROBLEMS IMMUNIZATIONS ALLERGIES VITALS PRO >

ALL **NEW FEATURE** LABORATORY RADIOLOGY CLINICAL NOTES

Health Records

Date Collected (ET) ↓	Source	Category	Description	Provider
No Health Records available.				

Priority Alerts

Priority Alerts

Date ↓	Source	Description	Type
2025-07-08	Luminis Health - Anne Arundel Medical Center	Please consider ordering a Legionella-specific respiratory culture from sputum or other lower respiratory specimen for this patient. This patient tested positive for Legionella by Legionella urinary antigen test. If this patient is potentially related to an outbreak of Legionnaires' disease (e.g., healthcare-associated, travel-associated, or shares other link to other LD cases), a Legionella isolate is critical to the public health investigation into the environmental source of an outbreak. For more information, visit: https://www.cdc.gov/legionella/clinicians/diagnostic-testing.html	Infection Control Alert
2025-07-08	MDH TB Control and Prevention Program	The county and state health departments have been following this patient for active TB treatment, and this patient was subsequently lost to follow-up. This person may still be infectious at this time. We request that you immediately contact this person's local health department or the Center for TB Control and Prevention in MDH at 410-767-6700 for guidance.	Infection Control Alert
2023-01-28	CRISP ULP PROD	This patient is confirmed to have CP-CRE. Please place this patient on contact precautions and in a private room. Notify receiving facilities of the patient's CP-CRE-positive status on transfer. For more information on CP-CRE for healthcare workers, go to https://www.cdc.gov/hai/organisms/cre/cre-clinicians.html	Infection Control Alert

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Why Use KHIE?

Find out how you can benefit from KHIE's services:

Managed Care Organizations (MCOs) – Complete, real-time view of members' care helps improve care management and reduce costs.

Hospitals – Comprehensive view of health data supports early intervention and reduces readmissions.

Providers – Consolidated view of patient care across settings reduces administrative burden and helps close care gaps, supporting value-based care.

Behavioral Health Providers – Manage patient consent under 42 CFR Part 2, enabling compliant information sharing.

Medicaid- Helps reduce healthcare costs through decreased duplicate services, support program integrity efforts, improve care coordination for high-risk members, reduce avoidable emergency department visits and hospital readmissions, and provide data-driven insights that strengthen healthcare quality, oversight, and decision-making across the Commonwealth.

Rural Health Providers – Bridge geographical and resource gaps through access to up-to-date patient data from larger regional health systems and specialists.

Getting Started: Key Things to Know

User access is provisioned through designated KHIE Administrators and Panel Managers within each organization. These individuals will receive access from their KHIE Outreach Coordinator and are responsible for managing user access for their organization.

1. To begin, a **patient panel*** must be uploaded to the KHIE Portal by the **Panel Manager** for organizations without a patient demographic feed (ADT). This establishes the relationship between the organization and their patients – allowing appropriate access to patient data.
 - Panels can be uploaded using the Panel Processor tool or via auto-submission (ADT feed).
2. Once the panel is processed, access will be given for the **KHIE Administrator** to begin provisioning staff.
3. Users will receive an email containing a link to activate their KHIE Portal accounts. **This link is active for 72 hours.**
 - Activation emails will come from donotreply@hmetrix.com.
 - When setting up your account, you will also set up two-factor authentication.

*A patient panel is the unique list of patients assigned to a specific healthcare provider/organization that provides the patient's care.

Getting Started: Roles and Responsibilities

- The **Panel Manager** is given access by the Outreach Coordinator and is responsible for building the initial patient panel (and subsequent panels) and submitting it to the KHIE Portal, ensuring it is accepted
- The **KHIE Administrator** is given access by the Outreach Coordinator once the patient panel is processed and will then begin provisioning access to other users within their organization.
 - The responsibilities of the KHIE Administrator include, provisioning new users, removing access, password resets, adding/removing services, resending activation emails, and completing the 90-day audit

Portal Features: Then and Now

Old Portal	New Portal
<p>Panels were not required to establish provider-patient relationships.</p> <p>Panels were required to provide event notification services.</p>	<p>Participants are required to establish provider-patient relationships.</p>
<p>Separate panels had to be submitted to receive event notifications on specific patient populations.</p>	<p>Advanced Filter Builder allows users to filter for specific patient data, real-time filtering of event notifications in Population Explorer.</p>
<p>KHIE staff confirmed with participants every 90 days to ensure they are managing their users appropriately. If the participants did not respond, there were no negative effects.</p>	<p>Automated email sent to participants to remind them to confirm they are managing their user appropriately. Users will be suspended and must be reprovisioned if not completed.</p>

Important Timelines

Being the steward of patients' health data is a responsibility we take very seriously.

As you get set up in the new KHIE Portal, please keep the following key timelines in mind:

- **KHIE Administrators must complete user audits EVERY 90 days**
 - This requirement helps protect patient data by ensuring that Portal access is appropriate – for example, by ensuring access is removed when a user leaves the organization.
 - If an audit is missed, your organization's user accounts will be suspended until the audit is completed.
 - A reminder email will be sent to the KHIE Administrator 10 days prior to this deadline.
 - The KHIE Admin's account will retain access for 5 days after the 90-day deadline to allow Admins to complete the audit.
- **Panel Managers should submit patient panels on a regular cadence**
 - This requirement ensures your staff have easy access to your patients' information and adds a further layer of protection to patient data.
 - If your panels are not updated, your users may need to attest to a valid reason before accessing a patient's information (also known as "breaking the glass"*).

"Break the Glass" is functionality in an EMR/EHR allowing clinical staff to temporarily bypass security blocks to view a patient's medical history. The user must document a valid reason before viewing the patient chart. The system automatically logs the access, detailing the information viewed and the reason for viewing.

Where to Find Help

Resource/Query	Where to Go
To Begin Participating with KHIE	khie.ky.gov/get-started
Find your Outreach Coordinator	khie.ky.gov/get-started
For General Questions about KHIE	Email khie@ky.gov Email KHIESupport@ky.gov Call the KHIE Support Desk at 800-633-6283
User Guides for KHIE Portal and tools	Khie.ky.gov/services
For Technical User Support for the KHIE Portal	Call 866-554-7255
Departments within CHFS interested in partnering with KHIE	Contact Rachael Roehrig at rachael.roehrig@ky.gov

Questions?



Thank You

Visit our website: www.khie.ky.gov

Email us: khie@ky.gov