



# KENTUCKY DIRECT EMAIL CATALOG USER GUIDE

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



Revised: 1/26/22



**KENTUCKY**  
**HEALTH INFORMATION EXCHANGE**

Connecting Kentucky. Improving Healthcare.

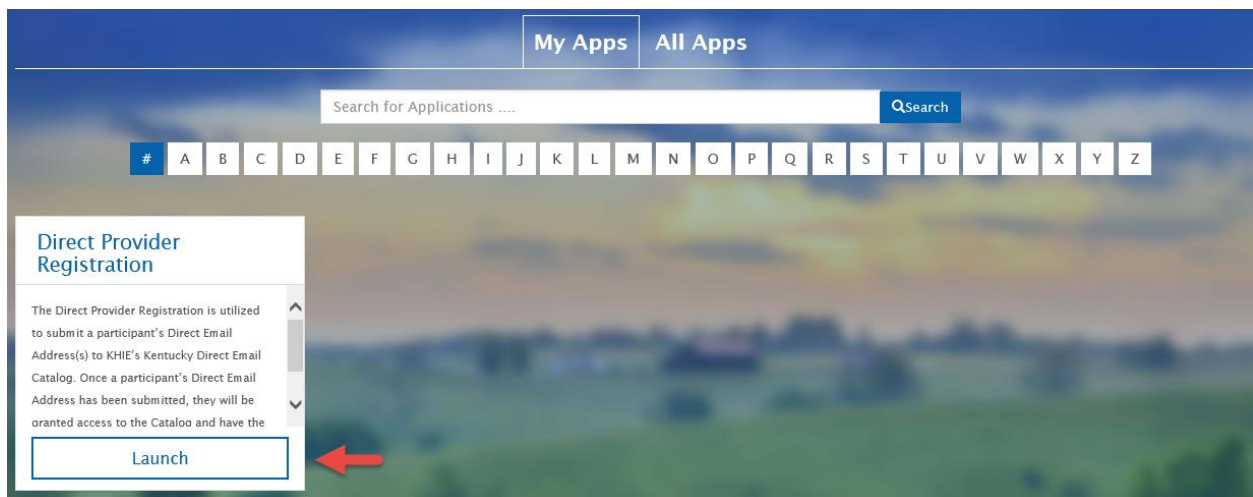
**Kentucky Health Information Exchange**  
8 Mill Creek Park  
Frankfort, Kentucky 40601  
(502) 564-7992

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](http://KHIE.ky.gov)) under the **Resources Tab**.

[KHIE.ky.gov](http://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](http://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.

**Direct Provider Registration**

\* Provider First Name:  \* Provider Last Name:  Provider NPI:

\* Direct Email Address:  \* Title:  \* Phone Number:

Credentials:  \* Specialty:  \* Organization Type:

Select One Select One Select One

\* Organization Name:  Organization NPI:

\* Street Address:  \* City:

\* County:  \* State:  \* Zip Code:

Select One KY

\* I hereby attest that the information entered to register provider is truthful and correct. I agree to the terms and conditions.

Save Provider Add New Provider

Use this button to clear the form without saving the information

Figure 2: Direct Provider Registration page

Please Note: If you select “Add New Provider,” a dialog box will appear (Figure 3).

Message from webpage

Are you sure you want to clear the existing data and add a new provider

OK Cancel

Figure 3: Add New Provider dialog box



## 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.”**

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
FIRST_NAME	LAST_NAME	PROVIDER_NPI	DIRECT_EMAIL	TITLE	PHONE_NO	CREDENTIAL_TYPE	SPECIALTY	ORGANIZATION_TYPE	ORGANIZATION_NAME	ORGANIZATION_NPI	STREET1	CITY	COUNTY	STATE	ZIP

**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).

The screenshot displays the 'Direct Provider Search' web application. At the top, there is a search criteria section with a required field for a direct email address, which has been populated with 'john.doe@sampleclinic.com'. Below this are several optional filters: First Name, Last Name, Specialty (a dropdown menu), City, County (a dropdown menu), Organization Name (a dropdown menu), and Organization Type (a dropdown menu). The Organization Name dropdown is currently set to 'Sample Clinic'. Below the filters are two buttons: 'Search Provider' and 'Clear Search'. An alphabetical filter bar is visible below the buttons, showing letters from A to Z. The search results section shows a single entry for 'MD John Doe, General Surgery' at 'Sample Clinic', with contact information including 'Lexington, KY, 12345', '555-555-5555', and 'john.doe@sampleclinic.com'. A red box highlights the 'Export Result' button located below the search results.

Figure 5: Direct Provider Search and Export Results

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](mailto:KHIE@ky.gov).



**KENTUCKY**  
HEALTH INFORMATION EXCHANGE

Connecting Kentucky. Improving Healthcare.



**Kentucky Health Information Exchange**  
8 Mill Creek Park  
Frankfort, Kentucky 40601  
(502) 564-7992