

Kentucky Level of Care System (KLOCS)

KOG FAQ

Common Terms

Name	Description
Kentucky Online Gateway (KOG)	The Commonwealth's authentication and security system to manage access to KLOCS; Access to KLOCS is by invitation-only
KOG Organization Administrator	Organization Administrator is a KOG role assigned to an Individual by DMS; This Individual is responsible for managing their organization's Users access to KLOCS
Provider Staff	A KOG role for Nursing Facility, Institutionalized Hospice Service Providers, and ICF-IID Providers

Q. What are the KOG Organization Administrator responsibilities?

A. The primary responsibilities of the Organization Administrator are:

- Invite the organization's Users to create KOG accounts
- If a User has an existing KOG account, assign the KLOCS role to the existing account
- Maintain the list of active Users; remove access to KLOCS when a User leaves the organization

Q. What is the time commitment for an Organization Administrator?

A. Time commitment is dependent on the number of Users at each organization. Users should be granted access to KLOCS in a timely fashion. In addition, the Organization Administrator should regularly review the list of current active Users to make sure it is still up-to-date.

Q. How long does it take to grant a User access to KLOCS?

A. In general, it takes only a few moments to generate an invitation email. The required information to create an invitation is first name, last name, and email address.

Q. Are Users (e.g. Provider Staff) able to grant others access to KLOCS?

A. No. Only the Organization Administrators can grant Users access to KLOCS on behalf of the organization.

Q. Can Users share the a KOG account?

A. No. Every User must have their own KOG account. Sharing an account raises the risk of unauthorized access to KLOCS as well as potential HIPAA violations.

Q. One of my Users works at multiple facilities. How do they get access to see the data in KLOCS for each facility?

A. Users are assigned access to KLOCS at the location-level. The Organization Administrator for each facility must assign this User a role on behalf of the organization. When the User logs into KLOCS they will have to select the appropriate organization.

Q. How long will it take a User to create a KOG account?

A. Generally speaking, it should take less than 10 minutes to create a KOG account. When a User receives an invitation from the Organization Administrator to register with KOG, the link will be valid for only 24-hours. If the User does not complete registration within that 24-hour window, that link will expire, and a new invitation will need to be sent.

Q. Why am I being asked to provide my Social Security Number when creating my KOG account?

A. DMS and CMS require stringent security measures in order to protect Medicaid member information. Remote Identity Proofing (RIDP) is the process of validating sufficient information about you (e.g., demographic information, and other indicators) to verify your identity. KOG utilizes the credit reporting agency Experian to verify the information provided. This is only an inquiry and this information is not stored in KOG.

Q. How will I know a User has completed registering their account?

A. KOG offers visibility into the status of each invitation. The Organization Administrator can view incomplete registrations in the "Pending Invitations" tab. Users who've completed the registration process can be found in the "Manage Users" tab. Additional information can be found in the KOG Organization Administrator Guide.

Q. What happens if a User leaves my organization?

A. The Organization Administrator has ultimate responsibility for managing who has access to KLOCS on behalf of the organization. To prevent unauthorized access and potential HIPAA violations, the Organization Administrator must revoke access when Users leave the organization.

Organization Administrators can remove User access in the "Manage Users" tab in KOG. Additional information can be found in the KOG Organization Administrator Guide.

Q. Where can I find additional resources?

A. Additional information, such as User guides, can be found on DMS KLOCS training page. Guides will be made available prior to the August 3, 2020 go-live.