Kentucky Immunization Registry (KYIR) Onboarding Contact Information

	KENTUCKY HEALTH INFORMATION EXCHANGE (KHIE) OUTREACH CO-ORDINATOR	KYIR ONBOARDING ANALYST	KYIR HELPDESK	COVID-19 HELPDESK
POSITION DESCRIPTION	Assist providers with the KHIE enrollment process.	Work to connect (HL7) and validate the immunization messages (VXU) for KYIR. The team also works to connect query feeds (QBP).	Assists users with non-HL7 related issues in KYIR and handles enrollments for points of care for direct user access to KYIR. Maintains user accounts and assists with	Assists providers with COVID-19 vaccination program enrollment questions.
CONTACT THEM IF...	⇒ Your point of care/clinic is not listed on the live KHIE chart found here: ⇒ You're interested in starting the process to onboard with KHIE/KYIR. ⇒ You have questions pertaining to KHIE.	⇒ Your point of care/clinic is listed as live on the KYIR onboarding list (found here), but your messages/immunizations are not showing up in KYIR. ⇒ You are looking for information for a technical contact about KYIR or HL7. ⇒ You have questions about your KHIE-KYIR onboarding status.	⇒ You need front-end user access to KYIR. ⇒ You need a password reset for KYIR. ⇒ You have general questions about KYIR. ⇒ You need assistance navigating KYIR.	⇒ You have questions about your COVID-19 vaccination program enrollment. ⇒ You need access to the COVID-19 enrollment link. ⇒ You have forgotten your code for part "B" of your enrollment application. ⇒ You need to make corrections to a previously submitted COVID-19 provider enrollment.
CONTACT DETAILS	Coordinators are available by region. Contact information may be found at: https://khie.ky.gov/get-started/pages/default.aspx	chfsoatskyir@ky.gov	Available Monday through Thursday from 8am to 4pm. Available by phone on Friday from 8am to noon and by e-mail from 8am to 4pm. kyirhelpdesk@ky.gov (502)564-0038	covid19vaccinehelp@ky.gov