

Did You Know?

DCBS staff should only use the Kentucky Health Information Exchange (KHIE) to search for medical records for children in out-of-home care (OOHC).

The current agreement between DCBS, the Department for Medicaid (DMS), and KHIE only permits DCBS staff to obtain KHIE records for children in OOHC.

If a TWIST user searches for an individual that is not in OOHC, the TWIST user will be presented with the Break the Glass warning. The TWIST user's information is recorded and monitored to ensure appropriate use.

A text box will be available to provide justification for reviewing the individual's record. Recently, TWIST users have entered reasons that are not approved reasons for using the Breaking the Glass function, including:

- investigations
- APS case work
- in-home ongoing case work

Please refer to PPM 21-07 Clarification--Breaking the Glass Feature and Did You Know KHIE Survey for additional information.

If you have additional questions please contact, Tracy DeSimone, Assistant Director, at Tracy.DeSimone@ky.gov.