



**CABINET FOR HEALTH AND FAMILY SERVICES**  
**Department for Community Based Services**  
**Division of Protection and Permanency**

**Andy Beshear**  
Governor

275 East Main Street, 3E-A  
Frankfort, KY 40621  
502-564-6852  
[www.chfs.ky.gov/agencies/dcbs](http://www.chfs.ky.gov/agencies/dcbs)

**Eric C. Friedlander**  
Secretary

**Marta Miranda-Straub**  
Commissioner

**PROTECTION AND PERMANENCY MEMORANDUM 21-06**

**TO:** Service Region Administrators  
Service Region Administrator Associates  
Service Region Clinical Associates  
Regional Program Specialists  
Family Services Office Supervisors

**FROM:** Tracy DeSimone, Assistant Director  
Division of Protection and Permanency

**DATE:** March 19, 2021

**SUBJECT:** KHIE New Feature - Breaking the Glass

The purpose of this memorandum is to advise staff of the new KHIE *Breaking the Glass* feature that will be in effect March 22, 2021. This feature will present the TWIST user with a warning message when attempting to access records for an individual who is not part of the TWIST out-of-home care (OOHC) population provided daily to KHIE **OR** is part of the OOHC population provided to KHIE, but did not result in a match with an individual in KHIE using the Medicaid ID.

When searching for the individual, the TWIST user will be presented with the *Break the Glass* warning. This feature will not block the TWIST user from accessing the individual's record, however, will provide a warning to the user that they are trying to access an individual who does not meet the above-mentioned criteria. If the TWIST user proceeds with accessing the individual's records, the system will allow the TWIST user to access the patient record after providing appropriate reason for access.

The TWIST user will select from following in the *Reason for Access* drop down menu:

- *Emergency Placement*-Emergency removal and child has not been entered into the TWIST placement screens;
- *No Medicaid ID Match*-The TWIST individual has not matched with an individual in KHIE; or
- *Other*- A text box (500 Characters) will be available to provide justification for reviewing the individual's record.

Each time a TWIST user utilizes the Break the Glass feature, the following information is collected and monitored to ensure the appropriate use of the confidential data within KHIE:

- Username;
- Email;
- Individual/patient name;
- Individual/patient date of birth;
- Date and time of access; and
- Reason provided for access.

The KHIE ePartnerViewer changes guide can be accessed [here](#).



KHIE 'Break the  
Glass' new feature.c

If you have any questions regarding this memorandum, please contact:

Tracy DeSimone, Assistant Director

[Tracy.DeSimone@ky.gov](mailto:Tracy.DeSimone@ky.gov)

(502) 564-6852, ext. 3571