



REVSPRING

Kyruus Health RevSpring

Health System June Roundtable

Agenda

- Product Updates Summary
- Provider Data Management - Locations
- Clinical Configurations
- Reach
- Search
- CredentialStream API

Product Releases

Health Systems | May 12 - June 16, 2026

Kyruus Connect Administrator

- GA** **Location Purpose Field (LDM)**
Visibility & inline editing for Location Purpose in LDM module
- GA** **LDM Bug Fixes**
Address save failure + Marketing Location Type CSV export fix
- GA** **Separate Permission: Create Locations**
Granular role control for new location creation
- GA** **Upgraded Provider Listing Table**
Sorting, filtering, and search match context for admins
- GA** **Inactive Indicator on Linked Locations**
Visual indicator for inactive linked location cards
- GA** **NPI Optional for Manual Provider Creation**
Per-client setting to make NPI optional
- GA** **Location Custom Fields Export Fix**
Fixed regression: custom fields missing from CSV exports
- GA** **Clinical Interest for Clinical Keywords**
New attribute for Clinical Data Manager categorization

Reach / Reputation Management

- GA** **Dashboard Pie Charts Clickable**
Clickable/drillable charts in Rep Mgmt dashboard
- GA** **Error Handling: Non-Compliant Listings**
Clearer errors when replying to reviews on non-compliant listings
- GA** **Publisher Icons in Reviews Table**
Publisher names replaced with icons in the reviews table

CredentialStream API

- PROD** **CredentialStream API**
Live in production as of May 22, 2026

Provider Directory

- GA** **Provider Directory Accessibility**
WCAG compliance update for Provider Directory
- GA** **Modern Grid View**
Streamlined directory UI with configurability
- GA** **Advanced Language Processing**
Ability to recognize credentialing and location language to intelligently populate results

Guide for Providers

- GA** **Branded Profile Pages**
Configurable, branded clinician pages
- GA** **Alert Banners**
Add alerts and messages into the UI

Epic Wait Times

- GA** **Epic Wait Times + Operating Hours**
Wait times now factor in operating hours before surfacing Epic data

NEW

Release Notes Now Publicly Available

Past weekly Thursday release notes emails are now accessible on our support page – no login required.



Every Thursday

Weekly release notes delivered consistently on Thursdays



No Login Needed

Access past release notes publicly without a support account



Full Archive

Browse past emails on the Kyruus Health Support page

Find them at

Support.kyruushealth.com

Release Notes section

Release Notes

Check out our latest release notes and updates to all products here

Weekly Release Notes Emails

[Health Plan Weekly Release Notes](#)

[Health System Weekly Release Notes](#)



Kyruus Health Product Updates

[View All Release Notes](#)

/ Upcoming May 20th Roundtable!

We are excited to share an update on our **Q2 2026 Payer Product Roadmap**, highlighting the key initiatives designed to streamline the member experience and enhance data interoperability.



REVSPRING

Location Data Management

Fragmented data creates fragmented experiences

One location. Two records. Too many clicks

- **Duplicate maintenance** – The same physical location lived as two separate records. Any update required double the work, with no guarantee both stayed in sync
- **Ingestion bottlenecks** – Location data is subset to provider pipeline fields cannot be ingested independently, forcing teams into manual workarounds
- **Limited Bulk workflows** – No efficient way to make bulk changes – simple updates required navigating multiple screens, one location at a time
- **Low Data Quality** – When PLOC and MLOC records gets out of sync, patients get stale or conflicting location data in search results

The top screenshot shows the 'Practice Locations' page. It features a search bar and a table with the following data:

Location ID	Type	Commercial Entity Name	Location Name	Address
2	CLI	None	Broadway Cardiology Clinic	300 Central Ave test East Orange, NJ 07018 216-378-4227
3	CLI	None	ENT & Allergy	4135 Boardman Canfield Road Canfield, OH 44406 330-533-7797
4	CLI	None	Orthopedic Specialists	123 Main Street Cleveland Suite 607 Cleveland, OH 44106 555-898-1020
5	CLI	None	Main Street Skin Center	123 Main Street Cleveland, OH 44106 216-844-7200

The bottom screenshot shows the 'Marketable Locations' page. It features a search bar and a table with the following data:

Name	Address	Phone	Facility Type	Actions
broadway clinic test	51 Melcher Street Boston, MA 02210		Clinic	
Broadway Health Breast Imaging Center	1001 Lakeside Avenue East, Suite 14 Cleveland, OH 44114		Imaging center	
Broadway Health Cardiology Clinics	222 Berkeley St Cleveland, OH 44107	(216) 555-6241	Specialty care clinic	
Broadway Health Child Pediatric Center	1314 Mockingbird Lane Chicago, IL 60606		Birthing center	
Broadway Health Hospital	15 Sudbury Street Cleveland, OH 44107	(216) 386-9621	Hospital	
Broadway Health Main Campus	9500 Euclid Avenue Cleveland, OH 44195		Hospital	
Broadway Health Parent Pediatric Center	1313 Mockingbird Lane Chicago, IL 60606		Hospital	
Broadway Health Physical Therapy Center	1405 East 9th Street Cleveland, OH 44114	(216) 555-6249	Physical therapy center	
Broadway Health Surgery Center - Main Campus	9500 Euclid Avenue, 100 Cleveland, OH 44195		Surgical center	
Broadway Health Urgent Care - Downtown	1 Center Court, Suite 101 Cleveland, OH 44115	(203) 987-9000	Urgent care clinic	

Managing Locations Data just got easier

One Location. One record. One source of truth

KYRUUS HEALTH

Home Settings Data Apps Analytics

Your Data

- Providers
- Practice Groups
- Commercial Entities
- Locations**
- Provider Bulk Edits
- Template Management

Data Downloads

- PHI Downloads

Data / Locations

Locations Create location

Export Bulk update

Ky...	Public name	Internal name	Type	Purpose	Address	City	State	Zip
3432053	8 Hills medical Group	7	Group	Marketing	234 Main Street	Cleveland	OH	44145
3432072	8 Hills medical Group	2420380	Clinic	Practicing	1234 Main Street	Watertown	MA	02472
3432087	Black River Clinic	30	Clinic	Practicing	12345 NE Hallow Avenue	Portland	OR	97230
3432092	Broadway Breast Imaging Center - Lakeside	19	Clinic	Practicing	1001 Lakeside Avenue East, Suite 14	Cleveland	OH	44114
3432080	Broadway Breast Imaging Center - Midtown	21304886	Clinic	Practicing	2401 Ontario Street, Suite 404	Cleveland	OH	44115
3432068	Broadway Breast Imaging Center - Ravenna	20	Clinic	Practicing	120 North Freedom Street, Suite 311	Ravenna	OH	44266
3432052	Broadway Cardiology Clinic	2	Clinic	Marketing	300 Central Ave, test	East Orange	NJ	07018
3432039	Broadway Children's Hospital	13	Clinic	Both	870 West Main Street, Street 2	Geneva	OH	44041
3432055	Broadway Family Medicine	2279508	Clinic	Practicing	230 West Huron Road, Suite 7218	Cleveland	OH	44113
6156035	Broadway Family Medicine			Practicing	123 Broadway Ave, Suite 200	Cleveland	OH	44113

Rows per page: 10 1-10 of 102

Everything MLOCs offers today, plus more

No disruption. No data loss. Just a better way to manage locations

What carried over

- All location fields preserved. Standard and custom fields fully carried over. Zero data loss
- **Bulk create & edit** – Upload and update locations via CSV, same as before.
- **API compatibility** – Existing integrations keep working. No rewrites required.
- **Hours of Operation** – Regular working hours managed directly on each location
- **Provider-location linking** – See all providers at a location, and all locations for a provider. Cross-navigation intact.

What's New!

- **Unified UI** – One interface for all location data. No more tool switching.
- **Independent Ingestion** – Locations have their own pipeline, fully decoupled from provider records
- **Location Hierarchy** – Group locations up to 6 levels deep (e.g., Health System → Hospital → Department)
- **Rich Text Support** – Bold, italics, lists, HTML and more for patient-facing description fields.

Seamless Upgrade, Zero Disruption

Improving functionality without any surprises

- **Zero lift on your end** – We manage the transition. Your team keeps doing what they do
- **Zero downstream impact** – Fully backward-compatible. APIs, integrations, and workflows remain unchanged
- **Zero pressure** – Upgrade on your timeline. Your data and existing functionality are fully intact until you're ready

Location Data Management Q3 Roadmap

Clinical Keywords for Locations

Extending KCL clinical taxonomy to locations, scales existing admin tools like Template Management and the Bulk Edit console to LDM, bringing location-level search relevance up to the same level as provider profiles

Special, Holidays & Exception Working Hours

Set exception hours for holidays, closures, or clinic-specific changes with precise start and end dates, no workarounds needed

Provider-Location Intersectional Data

Extend the provider-location data model to support working hours, Reach publisher syndication, specialties, and custom fields—giving health systems finer control over provider-specific context at each location

Location Hierarchy enhancements

Scaling the Bulk Update & Edit workflow to include Location Hierarchy data as well, to reduce manual clicks & administrative overhead

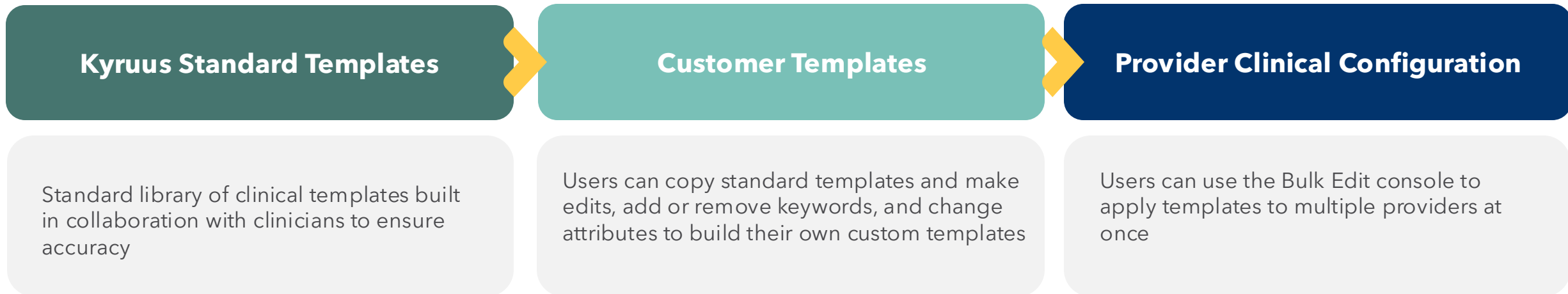


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Clinical Configurations

Clinical Configuration: Current Gaps

- **No automatic sync:** When a clinical template is updated, changes don't push to providers automatically. Every update requires manual re-application, one provider at a time
- **Data inconsistency:** Providers using the same template end up with different keyword sets over time as manual updates fall behind or get missed entirely.



Clinical Template Subscriptions

- **Auto-propagating updates** – When a clinical template is edited, changes automatically push to all subscribed providers. No manual re-application needed
- **Bulk subscribe & manage** – Subscribe multiple providers to a template in one action via the bulk edit console; manage or unsubscribe from a dedicated subscribers screen
- **Subscription-aware editing** – Providers on a template subscription are protected from accidental overrides. Bulk edits respect subscriptions without impacting performance

KYRUUS HEALTH Approval Requests Admin Analytics My Profile Gaurav Gusain

Provider Bulk Edits

[Download Providers List](#)

This tool allows you to make bulk modifications to multiple providers.

- 1** Select data type
Clinical keywords
- 2** Take action
What would you like to do?
Subscribe
Merge clinical keywords from a template with each provider's profile. Keywords will be automatically kept in sync with future template updates. While subscribed, provider keywords are locked and managed by the template. A provider can only be subscribed to 1 template at a time.
Which template would you like to use?
Type or select a template
Back Next
- 3** Select providers

[Back to Template Management page](#)

Subscribed Providers

Heart Failure Rivendell Health

Search providers

Name ↑	NPI	Actions
Karim Abdel-Aziz	1519978983	Unsubscribe

< 1 >



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Reach: Listings & Reputation Management

Each patient journey is unique

From where people start their search, to the care they access



The what and where matter

Balancing discovery and trust through comprehensive, healthcare specific **listings** and **reputation management**



52%

Of consumers leverage three or more online resources in their search for care



71%

of consumers consider the quality of online ratings and reviews very important

2024 Care Access Benchmark Report for Healthcare Organizations

From search to selection Reach delivers a seamless journey

Drive acquisition, build trust, and empower decisions with our combined approach to online visibility and reputation management.



Find

Drive online visibility with accurate provider data where patient search begins.



Learn

Provide detailed profiles and patient reviews to empower informed decisions.



Nurture

Build lasting patient trust with review monitor, response, and generation.



Select

Integrate real-time availability and scheduling to enable seamless booking from search.



What is Reach?

Visibility & Reputation



Listings Management

BE FOUND

Pushes accurate health system data to the publishers and directories where patients search.

Location, hours, services, and provider/location details—kept in sync everywhere.

PUBLISHES TO

Google

Apple

Bing

Healthgrades

Yelp

Payers



Reputation Management

BE TRUSTED

Monitor, respond to, and grow patient reviews from one place.



Pull in reviews

Aggregate new reviews as they post



Reply to reviews

Respond from a single workspace



Generate reviews

Invite happy patients to share

PULLS FROM

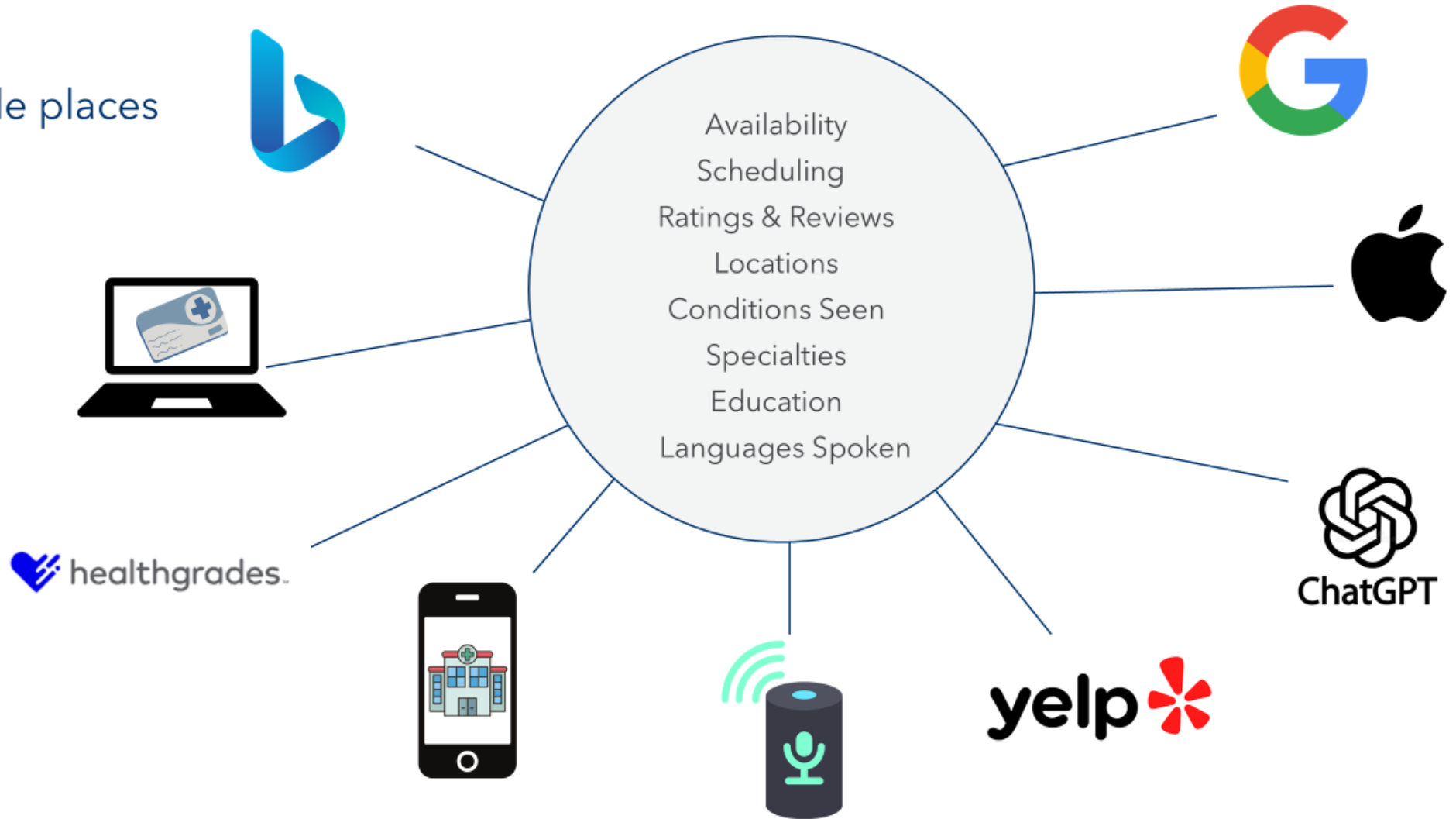
Google

Healthgrades

Yelp

Everything, everywhere, all at once

Patient search starts in multiple places



REACH

Listings UI

Manage all listings in a single location.

- Simplify listings management by utilizing a single UI for easy viewing, tracking and updating
- View high level metrics to determine listings that need attention or special handling
- Filter the list to view the most relevant listings to you

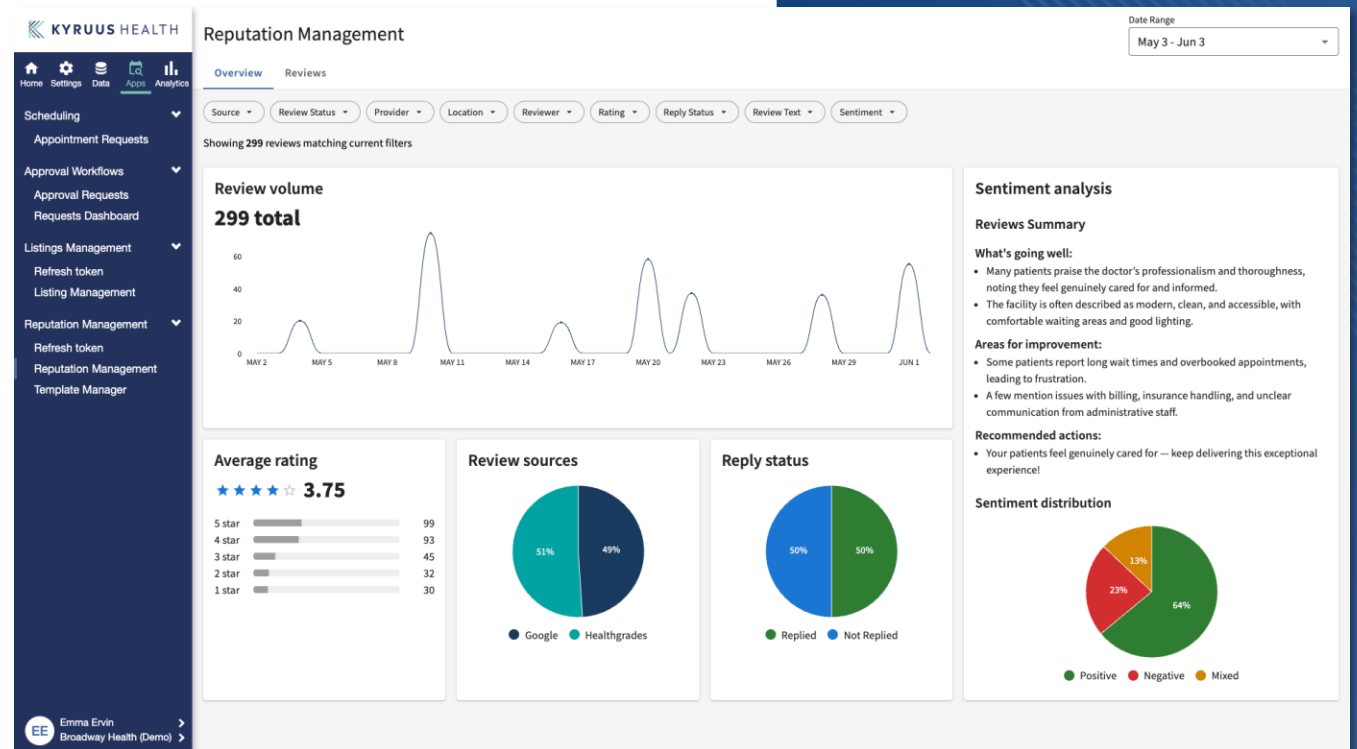
The screenshot shows the 'Listings management' interface for KYRUUS HEALTH. The left sidebar contains navigation options: Home, Settings, Data, Apps, Analytics, Scheduling, Approval Workflows, Reach, Listings Management, and Reputation Management. The main content area displays a table of listings with columns for Publisher, Location, Status, Needs attention, Operating status, Address, and City. The table is filtered by 'All filters', 'Publisher', 'Listing type', 'Status', and 'Needs attention'. A search bar and a 'Group by: Profile' dropdown are also visible. The table lists several providers, including Amanda Scott, M.D., Amanda Taylor, M.D., Andrew Chen, D.O., Angela Torres, D.O., Arthur Flores, D.O., Barbara Evans, M.D., Betty Cook, M.D., and Brian Foster, M.D., each with their respective listing counts and status indicators.

The screenshot shows the 'Listings management' interface for KYRUUS HEALTH, displaying a dashboard with high-level metrics and filters. The left sidebar is the same as in the previous screenshot. The main content area features a 'Listings management' header with tabs for 'Overview', 'Listings', and 'Data field mappings'. Below the header are filters for 'All filters', 'Publisher', 'Listing type', 'Practice group', and 'Specialty'. The dashboard includes several key metrics: 'Needs attention' (423), '4,361 managed listings', 'Live' (3,794), 'Pending' (250), 'Listings health score' (71/100, Good), 'Providers' (842 Enabled for listings, 156 Not enabled for listings), 'Locations' (189 Enabled for listings, 23 Not enabled for listings), and 'Marked "Permanently closed"' (95). A table on the left side of the dashboard lists various issues: Missing required fields (450), Needs verification (200), Data mismatch (58), Duplicate listing found (39), and User-suggested change (32).

Intuitive review management at your fingertips

Transforming patient feedback into growth and trust

- Comprehensive overview of trends, average ratings, and sentiment across all sources and locations.
- Efficiently manage, filter, and access detailed reviews, enabling quick individual or bulk responses using customizable templates.
- Proactively identify and engage with specific reviews for actionable insights.





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Health Systems Provider Search

Three Ways to Leverage Search

Flexible deployment options to accommodate your health system's needs.

Search APIs

Integrate our provider search APIs directly into your own find-a-doctor experience, giving your team full control over design and implementation.

Provider Directory

Deploy our ready-built, branded directory UI powered by the Search APIs, hosted on a dedicated domain with no development lift required.

Guide for Providers

Offer patients a unified search experience living directly on your health system's website – surfacing providers, locations, *and* your web content in a single, seamless search.

Advanced NLP: Smarter Provider Search

Understanding complex, multi-term queries – and improving fast

QUERY IN ACTION

"Female Spanish speaking cardiologist near Columbus"



NLP Engine Extracts:

GENDER

female

LANGUAGE

Spanish speaking

SPECIALTY

cardiologist

LOCATION

near Columbus

Before: Keyword-only matching – missed specialty + language combo

After: Each term extracted, categorized, and matched independently

ENHANCEMENTS

Upgraded NLP Engine (foundation)

Released to all health systems

✓ LIVE

Credential & title recognition

"nurse practitioner" and "obgyn NP"

✓ LIVE

Location proximity

"near", "close to", "by," "in"

✓ LIVE

Language prefixes

"Spanish speaking" vs "speaks Spanish"

✓ LIVE

New patient availability

"accepting new patients", "taking new patients"

COMING SOON

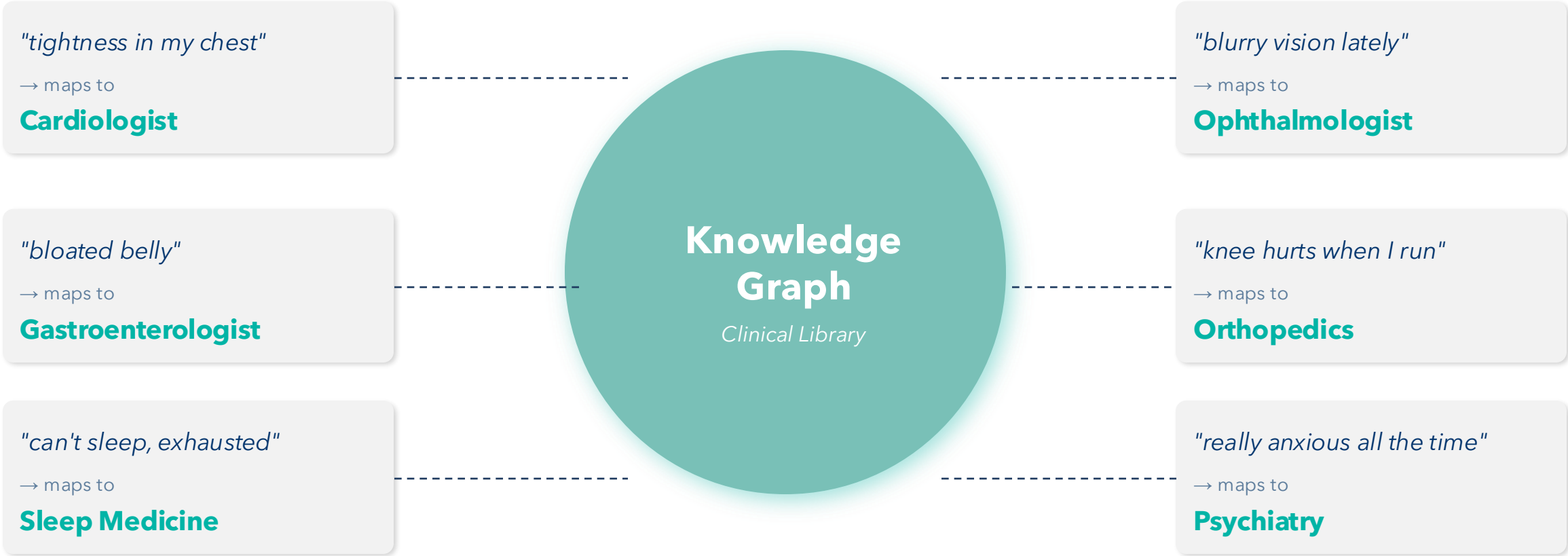
Insurance acceptance

"takes [insurance]", "covered by [insurance]"

COMING SOON

The Knowledge Graph: Understanding Patient Intent

Mapping symptoms & plain-language phrases to the right clinical specialty



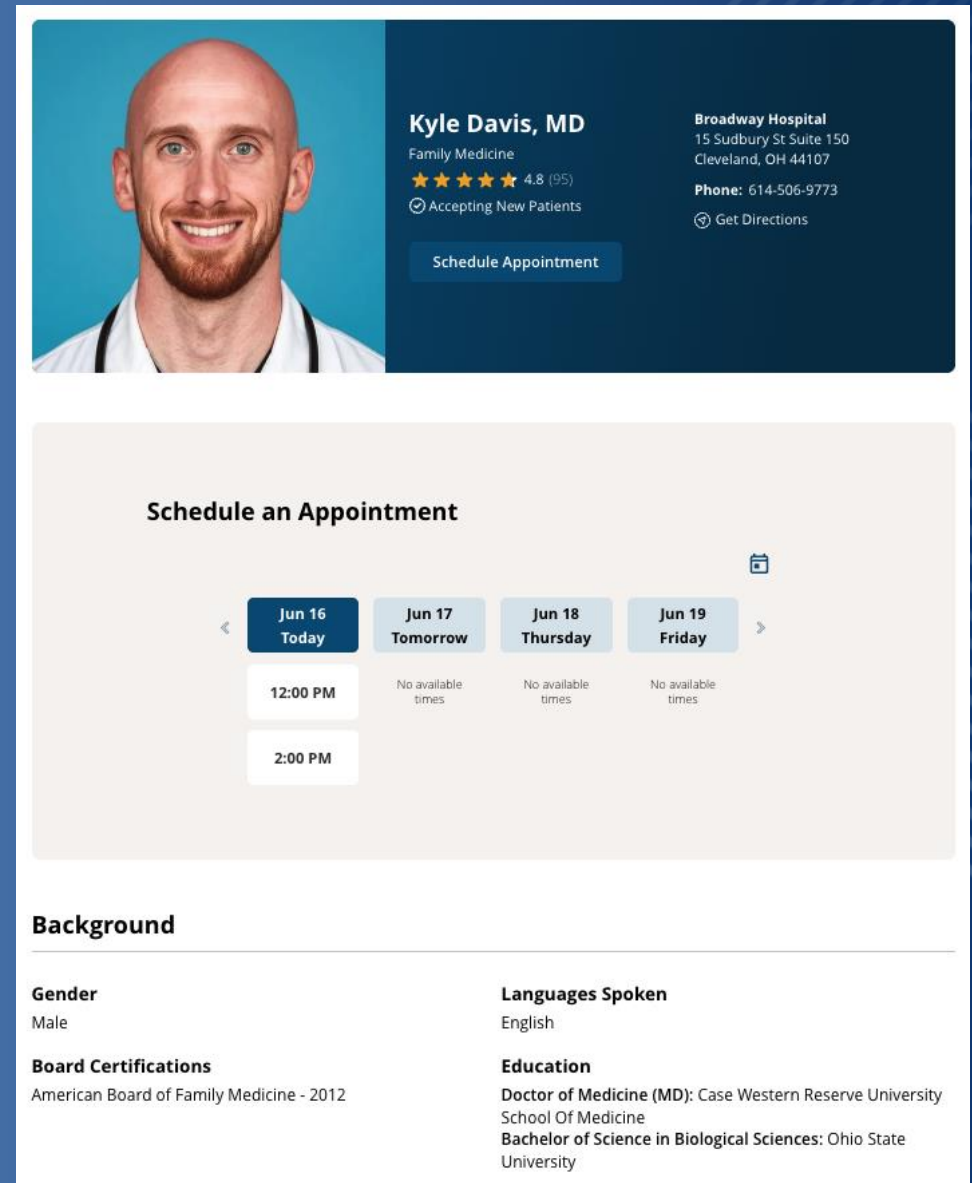
ROLLOUT TIMELINE

Beta launch Early Q3 – gathering candidates

All health systems Later Q3 – GA release

Guide for Providers Branded Profile Pages

- **Integrated Profile Pages:** Provider and location profile pages that adopt the same modern look and feel as the Guide for Providers product
- **Powered by Kyruus Search APIs:** Utilize golden record provider and location data
- **Fully Configurable:** Customize brand colors and data points to match the greater Guide for Providers search experience



The screenshot displays a provider profile for Kyle Davis, MD. On the left is a portrait of a smiling man with a beard. To the right, the text includes his name, specialty (Family Medicine), a 4.8-star rating from 95 reviews, and a note that he is accepting new patients. A 'Schedule Appointment' button is visible. Below this, the location is listed as Broadway Hospital, 15 Sudbury St Suite 150, Cleveland, OH 44107, with a phone number (614-506-9773) and a 'Get Directions' link. A calendar widget titled 'Schedule an Appointment' shows the current date as June 16 (Today) with available times at 12:00 PM and 2:00 PM. The following days (Jun 17, Jun 18, Jun 19) show 'No available times'. Below the calendar, the profile is divided into sections: Background, Gender (Male), Languages Spoken (English), Board Certifications (American Board of Family Medicine - 2012), and Education (Doctor of Medicine (MD) from Case Western Reserve University School of Medicine, and Bachelor of Science in Biological Sciences from Ohio State University).

Guide for Providers Alert Banners

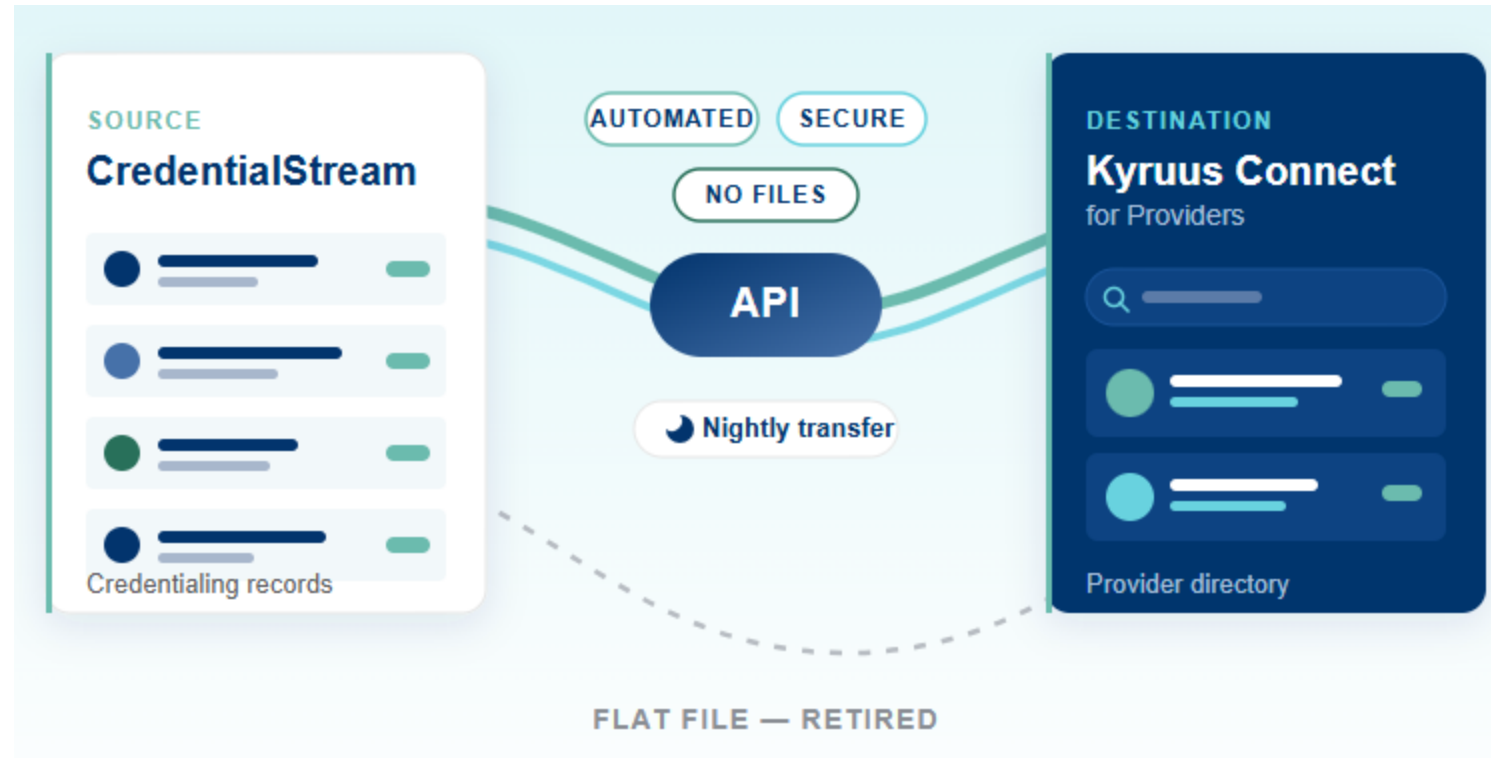
Health systems can now configure alert banners within Guide for Providers Search above any search vertical, allowing for special alerts or patient messaging.

The screenshot shows the Broadway Healthcare website interface. At the top, the logo and navigation links (Services, Patient Portal, En Español) are visible. Below the logo, there are links for 'Find a Doctor', 'Find a Location', 'All Services', and 'Patients & Visitors'. A search bar contains the text 'Rash'. Below the search bar, a navigation menu includes 'ALL', 'PROVIDERS', 'LOCATIONS', 'SERVICES', 'NEWS', 'EVENTS', 'BLOG', 'CLINICAL TRIALS', and 'GENERAL INFO'. The main content area is titled 'Search Results' and features a yellow warning icon with an exclamation mark. The alert text reads: 'Results for your search: "Rash" Make an appointment at your nearest Urgent Care location. For emergencies, please contact 911.' Below the alert, the 'Providers' section displays four provider cards. Each card includes a profile picture, name, specialty, a 4.9-star rating with 101 reviews, a list of specialties, and a distance of 3.5 miles. At the bottom of each card, there are buttons for 'New Patient' and 'Current Patient' with specific appointment times for Thursday, 4/18.

Provider Name	Specialty	Rating	Specialties	Distance	New Patient	Current Patient
Paul J. Thomas, MD	Dermatology, Family Medicine	4.9 (101)	acne treatment, psoriasis, alopecia, eczema	3.5 miles	Thu 4/18 8:00 AM	Thu 4/18 9:20 AM
Dean L. Robinson, MD	Dermatology, Primary Care	4.9 (101)	shingles, benign growths, melasma, vitiligo	3.5 miles	Thu 4/18 8:00 AM	Thu 4/18 9:20 AM
Paul Taira, MD	Dermatology	4.9 (101)	rosacea, alopecia, pediatric skin disorders, eczema	3.5 miles	Thu 4/18 8:00 AM	Thu 4/18 9:20 AM
Meghan Stewart, MD	Dermatology, Family Medicine	4.9 (101)	cellulitis, hyperhidrosis, alopecia	3.5 miles	Thu 4/18 8:00 AM	Thu 4/18 9:20 AM

CredentialStream Integration for Kyruus Connect for Providers

- For users of CredentialStream, move from flat file data exchange to a nightly API based transfer of credentialing data to Kyruus Connect for Providers
- Remove burden of maintaining and updating nightly file delivery
- Please reach out to your CSP if you are interested!





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Next Roundtable

July 15, 2026

9:00 AM PST / 12:00 PM EST

Mark your calendars – we look forward to seeing you there!