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Kyruus Health System Product Updates

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/ Search

August 12, 2026. Accessibility Enhancements for Search and Provider Profile

As part of our ongoing commitment to accessibility, we've improved Search, Provider Profile, and Location pages to better support assistive technology and align with WCAG 2.2 AA, the current Web Content Accessibility Guidelines standard.

What's Improved:

- **Assistive technology support** - Custom controls, links, images, radio button groups, and the Availability Modal now communicate clearer names, roles, and states to screen readers.
- **Filters and status messages** - Filter fields have persistent labels, and search result status updates are announced without disrupting keyboard focus.
- **Visual clarity** - Improved color contrast on the Provider Profile and search suggestion links, and more visually distinct clickable elements in grid view.

These updates make Search, Provider Profile, and Location pages easier to navigate for patients using screen readers and other assistive technology. Accessibility reviews like this are part of our ongoing product process.

This update has been deployed for all customers.

/ Search

August 12, 2026. New "Review Generation Enabled" Filter in the Provider Search API

We've added a new location-level field, review_generation_enabled, to the Provider Search API (/providers, v9). It indicates whether review generation is enabled for a

given provider location, and you can now filter on it. This is an additive, backward-compatible change — no existing fields are changing, being renamed, or being removed.

What's New:

- A new review_generation_enabled field now appears at the location level in the Search API response (locations[]).
- The field is filterable, so you can query for provider locations where review generation is enabled.

Impact:

- Integrations that consume the /providers response will see this additional field. Standard JSON parsing handles new fields automatically (if your integration uses strict schema validation, please confirm it won't reject the new field).
- New ability to segment and filter provider locations by review generation enablement directly through the Search API.
- The field reflects your Reputation Management (Reach) configuration — locations enabled for review generation return the enabled value; others will not. If you'd like to see this data populated and put it to work, your customer success partner can share what Reach's review generation capabilities offer.

Enablement Automatically applied - no action required to receive the new field.

Curious about Reach?
Reach is our Listings and Reputation Management solution, built to help you manage your presence across Google, Apple, Bing, Yelp, Healthgrades, and more from a single platform. If this sounds like something worth adding to your RevSpring lineup, we'd love to set up time to show you what's included.

For questions, please reach out to kyruussupport@revspringinc.com or your customer success partner.

/ Search

Coming Soon: New "Reach" Fields in the Provider Search API Response
We'll be adding new fields to the Provider Search API (/providers, v9), specifically a new object to each provider in the response, exposing standardized Reach data

(listings management, monitor & respond, and review generation). This is a backward-compatible change — no existing fields are changing, being renamed, or being removed.

What's New:

- A new reach object will appear on each provider in the /providers response, containing:
  - Provider-level flags: listings_management, monitor_and_respond, and review_generation
  - A publishers array with per-publisher enablement flags and category details (e.g., Google Business Profile, Apple Business Connect, Bing Places, Healthgrades), including primary_category and additional_categories
- These fields are also filterable, so you can query providers by Reach enablement (e.g., providers with listings management enabled for a specific publisher).

Impact:

- All customers with Reach enabled will begin receiving this additional data in their /providers responses automatically. The reach fields are populated with enablement data for customers using Reach. If you're **not** using Reach today, the object will still be present but won't contain enablement data. Adding Reach unlocks this data, giving you a unified view of your providers' listings management, monitoring, and review generation across major publishers, right alongside your existing Search API data.
- Because the response payload will include new fields, integrations that rely on the /providers response should be able to tolerate new/unknown fields (standard JSON parsing typically does). If your integration uses strict schema validation, please confirm it won't reject the added reach object ahead of the release.
- New capability to filter and segment providers by Reach enablement directly through the Search API.

Enablement: Automatically applied when we release - no action required to receive the new fields. We're sharing this in advance so you can verify your integration handles the additional response data. The team is targeting release the week of August 17.

Curious about Reach?

Reach is our Listings and Reputation Management solution, built to help you manage your presence across Google, Apple, Bing, Yelp, Healthgrades, and more from a single platform. If this sounds like something worth adding to your RevSpring lineup, we'd love to set up time to show you what's included.

For questions, please reach out to kyruussupport@revspringinc.com or your customer success partner.

/ Reach: Listings Management

August 12, 2026. Listings Management UI: Image Issues Now Surfaced in Needs Attention

Profile and cover image issues on provider and MLOC listings now appear as actionable data-issue tags in the Needs Attention column, so your team can spot and act on them directly in the listings grid.

What's New:

Image issues surface in the grid: Profile and cover image issues now appear as data-issue tags in the Needs Attention column, following the same pattern as existing data issues such as "Missing primary category" or "Description contains URL."

Grouped in the details drawer: When both the profile and cover image have issues on a single listing, they are grouped under one "Image issues" heading in the details drawer, with each affected field listed.

Next steps depend on the cause: If an image is missing, you can update it. For other image issues, our support team will work on them. The help article below walks through how to tell the difference and what to do next.

Note: The tag indicates that an image issue exists on the listing. It does not identify the specific cause, so on its own it does not confirm whether an image is missing or has a different problem.

Image issues can cause syndication to publishers to fail silently. Before this update, those failures were not visible in the Listings Management UI and required engineering to diagnose. Surfacing them directly in the grid means your team can

identify affected listings sooner and resolve the ones you own without waiting on a manual investigation.

Enablement: This update is now live for all customers using Listings Management UI. No configuration is required.

Resources: Fixing Data Issues

/ Reach: Listings Management

August 12, 2026. Listings Management UI — Enhancements and Fixes: Google Verification, Clear All (Filter), and Healthgrades Timestamps

We've made three updates to the Listings Management UI that streamline how your team manages listings day to day. You can now jump straight to Google verification from the side drawer, reset the grid instantly when clearing filters, and see when Healthgrades listing updates were last submitted.

What's New:

- **Google Search link for verification-needed listings:** The "View listing on Google Search" link now appears in the listing side drawer for Google listings that are creation-in-progress with a "Needs attention - Verification needed" flag, not just Live listings. You can click straight through to your Google Business Profile and complete the "Get verified" flow. Behavior for Live listings is unchanged.
- **Clear All" resets the grid immediately:** Clicking *"Clear All"* on the Managed Listings tab now removes every filter selection and refreshes the grid to unfiltered results in a single action. The filter drawer stays open so you can continue selecting other filters as needed.
- **Last submitted timestamp for Healthgrades:** Healthgrades rows in the listings grid now display "updates last submitted" data when it is available from Healthgrades' pull runs.

Before these updates, reaching Google verification for a listing meant hunting through emails or the Business Manager portal, and clicking "Clear All" left the old filtered results on screen until you also clicked "View Results." These changes remove those extra steps so your team can verify listings and manage the grid faster and with less friction.

Enablement: These changes are **now live** for all customers using Listings Management UI. **No configuration is required.**

/ Analytics

August 11, 2026. Enhancements

We've made improvements to the Audit Log dashboard.

- **More comprehensive Audit Log view:** The Audit Log dashboard now displays a more comprehensive view of data edits. Previously, it displayed only manual edits. It now also includes edits made through the ingestion pipeline.
- **New edit type filter:** You can now filter by edit type:
  - Manual: changes made directly by a user.
  - Ingestion: changes made automatically through the ingestion pipeline.

/ Reminder: Upcoming Best Practices Session

Join us for our next Health System best practices session, where we'll cover Guide for Providers and Provider Directory best practices -- including how the two products work together, key differences to help you position the right solution, and a live demo of different configuration scenarios.

Session Details

- **Date:** Wednesday, September 9th
- **Time:** 3:00 PM EST | 12:00 PM PST
- **Topic:** Guide for Providers & Provider Directory Best Practices
- 🔗 **Sign Up for the Session** - Register for the upcoming session.
- 📼 **Access Previous Recordings** - Catch up on anything you missed.

/ August Roundtable

Join our product and customer success experts on **Wednesday, August 19th at 12:00 PM EST | 9:00 AM PST** for the Health System Roundtable to hear about upcoming enhancements, roadmap highlights, and opportunities.

Register for the August Roundtable

Looking forward to seeing you there! The recording will be distributed here.

For more product updates, visit the Release Notes section of the Kyruus Health Help Center.

Support is available Monday to Friday from 9 AM - 9 PM (Eastern)

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