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March 19 2026: Sending Discrete Fields to Athena – Patient Contact & Address

We now support sending patient Address, Mobile Number, and Email directly into Athena's discrete patient fields—not just for new patients, but for existing Athena patients as well. Previously, these values were only sent during new-patient creation.

This enhancement ensures that when patients provide updated contact or billing information during registration, those details can now flow directly into the appropriate Athena EHR fields.

Why This Matters

- **Cleaner, More Accurate Patient Records:** Information entered on the registration form now updates the corresponding discrete fields in Athena, reducing manual edits and ensuring staff always see the most current patient data.
- **Support for Both Patient and Guarantor Details:** Athena supports both patient email and guarantor email, as well as patient and guarantor

addresses. When these fields are configured as updatable, we will update both sets of fields accordingly.

- **Automatic Updates for Existing Patients:** If an existing Athena patient provides updated contact or address information during registration, those values will now populate their chart—provided the health system has opted in to allow updates.

Summary of Behavior

- Address, Mobile Number, and Email now populate Athena for existing patients.
- Updates occur only when the health system has opted in to allow discrete field updates.
- Both patient and guarantor fields are supported where applicable.
- Information entered on the registration form flows directly into the patient's Athena chart.

For more information review our support article. If you'd like to enable this functionality, please reach out to your Customer Success Partner or kyruushealth@revspringinc.com.

/ Kyruus Connect

March 18, 2026. Generally Available: Fix: Improved NPI Duplicate Protection

We resolved an issue that prevented administrators from updating provider profiles when duplicate National Provider Identifiers (NPIs) already existed in the system.

Following a recent enhancement to prevent duplicate NPIs, some customers experienced errors when attempting routine provider updates—particularly in cases where duplicate NPIs were already present or when the NPI field was redundantly included in update requests.

The Fix: We moved the duplicate NPI validation logic from the API layer to the Connect Admin application, aligning with the behavior of the legacy ProviderMatch Admin system. This allows the application to handle edge

cases more intelligently, preventing false-positive errors while still protecting against unintentional duplicates during manual data entry.

This update has been deployed for all customers.

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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