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/ Medicare Plan Finder Phase II: Final Session Recap

October 7, 2026. Medicare Plan Finder Phase II: Final Session Recap

Thank you to everyone who joined the final Medicare Plan Finder (MPF) Phase II session. Provider directory data begins to appear in MPF on Friday, October 9, 2026. Until then, prior directory data continues to display.

Key Takeaways:

- **Validation Reports:** CMS runs two validation reports a day and will continue to do so after go-live. Correct Level 1 errors immediately and update Level 2 errors within 30 days. Level 3 errors are informational. Check crawl errors (codes starting with C4) first, then plan ID errors, and find the root cause before auditing individual records.
- **CMS Fallback Process:** If a crawl cannot download your files, CMS shows your last complete, healthy file load instead of suppressing your data. Watch for the directory suppressed code, which means no fallback occurred and needs urgent attention.
- **Rooftop Geocoding:** Now live, with better handling of non-standard addresses. If an address verification error persists, review your address data or reach out.
- **Crosswalk Files:** Send an updated crosswalk file whenever you add or remove a contract number, plan ID, or segment ID. Only a new or removed contract number requires a new production URL.

Submitting Validation Reports After Go-Live:

Submit reports through Zendesk and select Production Defect. Attach the full validation CSV, not just a screenshot, and include the file name, contract ID, and plan ID. Put the error level at the start of your ticket title, for example “Level 1: [Contract ID] validation report.” Please do not mark these tickets Urgent, even for Level 1 errors, because Urgent is reserved for outages. We prioritize by the level in your title. Fatal, whole-file issues get a same-business-day response, and record-level issues are acknowledged within 2 business days.

What’s Next:

We’ll share Phase 3 details as soon as we have them. The Provider Directory FHIR API is a separate compliance track with a January 1 target. We’ll also cover what we know so far about Transparency in Coverage 3.0 on Friday, October 9 at 1:00 PM ET.

You can view the full session recap and a step-by-step guide for validation reports.

/ Transparency in Coverage 3.0 Information Session

Join us for a walkthrough of the final Transparency in Coverage (TiC 3.0) rules and how to prepare. Join us on **Friday, October 9th at 1:00 PM ET | 10:00 AM PT** for this 30-minute live session with Q&A.

Register for TiC 3.0 Session

/ October Roundtable

Join our product and customer success experts on **Wednesday, October 21st at 12:00 PM PT | 3:00 PM ET** for our monthly Health Plan Roundtable to hear about upcoming enhancements, roadmap highlights, and opportunities.

Register for the October Roundtable

Don't forget to check out our Upcoming Events and Past Recordings page. You can easily access last month's recording, find previous recordings, and register for the next roundtable at your convenience.

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

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