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Kyruus Health Plan Product Updates

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/ Search

August 19, 2026. Coming Soon! Ask Enhancements: Smarter Filtering, Location Handling, and Faster Responses

We've made several improvements to Ask, our conversational search experience, to help members find the right care faster and with fewer unexpected results.

What's new

- **Smarter Filtering:** Ask now more accurately recognizes when a member has clearly asked for a specific filter, like a PCP or quality designation, instead of adding it automatically based on assumptions. This means search results better reflect what members asked for.
- **Improved Location Handling:** Ask better resolves ambiguous city names, like Portland, OR versus Portland, ME, using context from the conversation. When the ambiguity can't be confidently resolved, Ask will ask a quick follow-up question instead of guessing.
- **Expanded Keyword Recognition:** Ask now recognizes a broader set of common terms, including telehealth and primary care related keywords, and routes members to the right results more reliably.
- **Faster Responses:** Ask now begins displaying results and response text as they're generated, so members see progress sooner instead of waiting for the full response to load.
- **Filter Prioritization Fix:** Resolved an issue where Ask's intended filter order wasn't being applied consistently, so results are now filtered in the

correct sequence. This means members see more relevant results when a search could reasonably match more than one filter type.

Before these updates, Ask would sometimes apply filters members hadn't asked for, misinterpret ambiguous locations, and require members to wait for the entire response before seeing any results. These changes make Ask's search behavior more predictable, and responses feel more immediate. These enhancements are part of our ongoing investment in Ask. We're continuing to refine areas like keyword recognition, location handling, and response speed, and members can expect Ask to keep getting better as we build on this foundation.

This update is coming soon. It will be available in **UAT on August 27, 2026**, and in **Production for all customers with Ask on September 10, 2026**.

/ Search

August 25, 2026. Now in Production: Unified Search Typeahead - Cost Estimate & Care Plan Result Improvements

We are updating how Cost Estimate and Care Plan results appear in the Unified Search typeahead, also known as the autocomplete dropdown, so members can more quickly understand what type of result they are viewing.

Who will see these updates

- Customers using Unified Search will see small styling improvements in the typeahead experience.
- Cost Estimate badges and dollar-sign icons will only appear for customers with Cost Search enabled.
- Care Plan badges and document icons will only appear for customers with Care Plans enabled.

What's changing

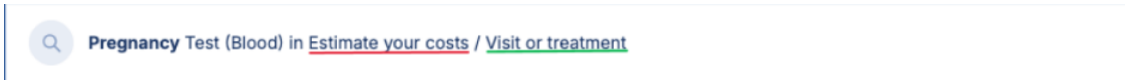
Type-specific icons: Cost Estimate and Care Plan results will show contextual icons to signal what type of result they are. Cost-estimable items show a dollar sign, and care plans show a document icon.

- **Cleaner result labels:** We've redesigned how category and detail information display on Care Plan and Cost Estimate search results, replacing the text breadcrumb that used to run after the result name.
    - **Subtitle for detail type:** For Cost Estimate results, a subtitle now appears beneath the result name showing the relevant detail (e.g., "Visit or treatment" or "Medical item or service").

Badge for result type: A badge on the right side of search results now identifies the result as a "Cost Estimate" or "Care Plan," so members know up front what action they'll be taking.

Example of where details moved in Cost Estimates

Before:



After:



Before:

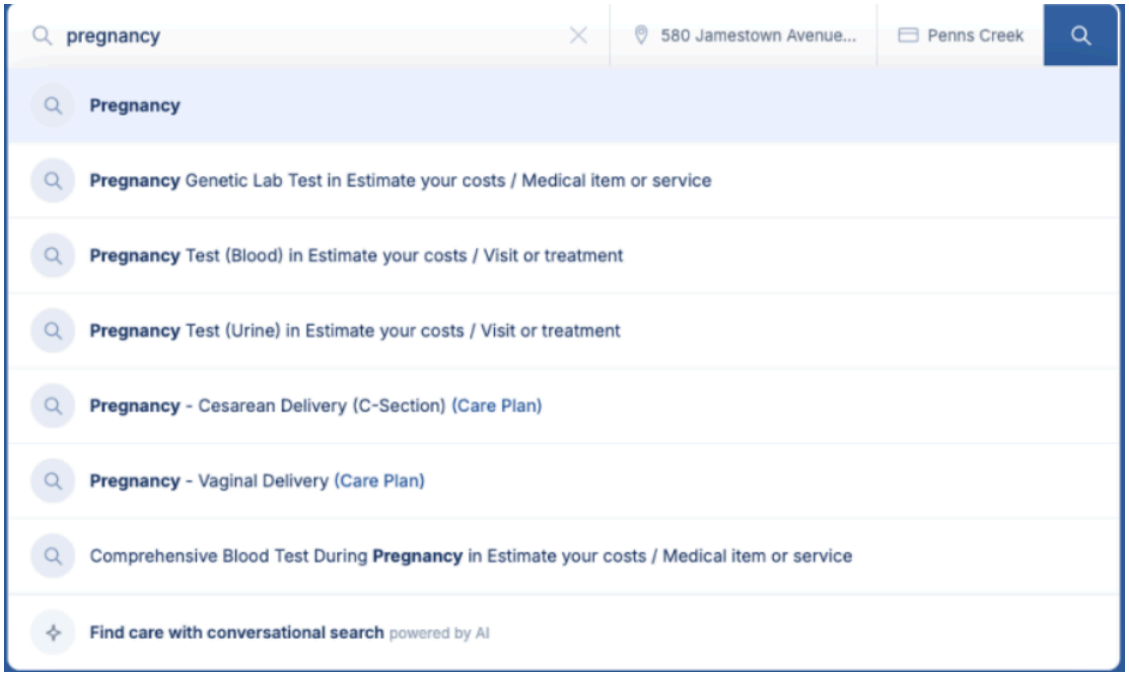


After:

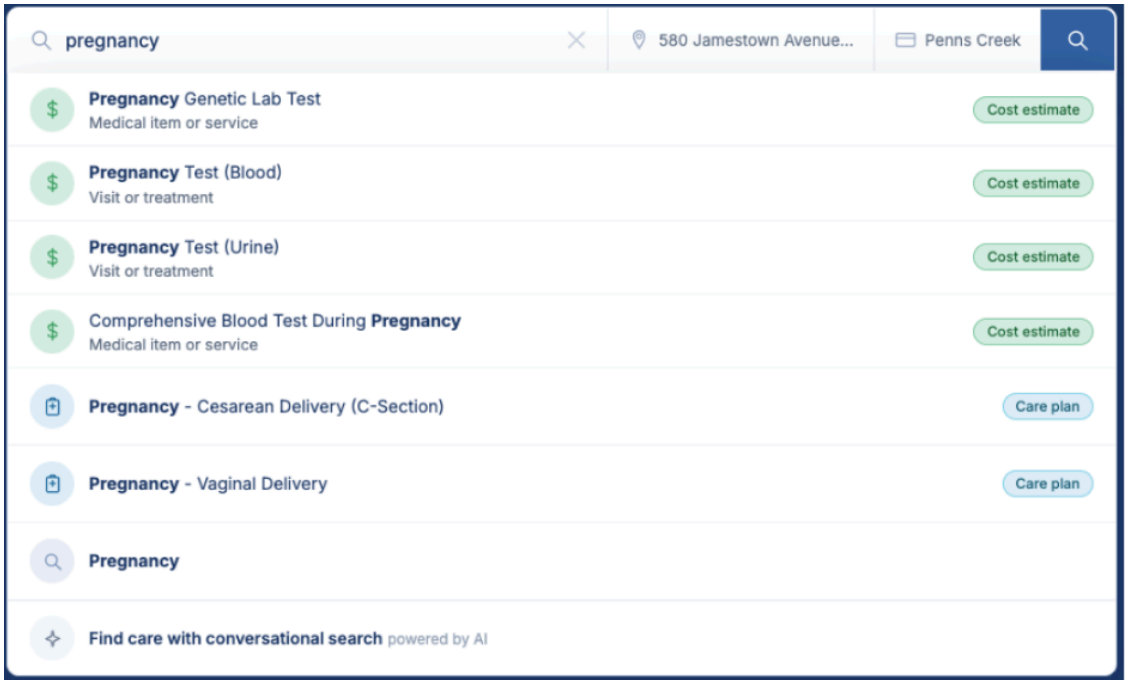


Unified Search Results with typeahead dropdown

Before



After



Before this update, typeahead results appeared as plain text lines with little visual differentiation, so members had to guess what each result represented. With clearer icons and badges, members will be able to scan and select Cost Estimate and Care Plan results with more confidence.

This update is **now live in Production** for all Health Plan customers using Unified Search.

/ Reminder: CMS Medicare Plan Finder Information Sessions

Please ensure your team is aligned with the critical milestones and technical requirements necessary to remain compliant with CMS Medicare Plan Finder standards.

Join our upcoming information session on **Wednesday, September 9, 2026**, where we'll go deeper into the technical requirements and compliance steps your team needs before the **Production cutover on Friday, September 18, 2026**.

Next Session Details

- **Date:** Wednesday, September 9th
- **Time:** 12:00 PM PST | 3:00 PM EST
- **Topic:** Phase II CMS Medicare Plan Finder Info Session
- 🔗 **Sign Up for the Session** - Register for the upcoming session.
- 📼 **Access Previous Recordings** - Catch up on anything you missed.

/ September Roundtable

Join our product and customer success experts on **Wednesday, September 16th at 12:00 PM PST | 3:00 PM EST** for our monthly Health Plan Roundtable to hear about upcoming enhancements, roadmap highlights, and opportunities.

Register for the September 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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