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Kyruus Health Plan Product Updates

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/ Search

August 19, 2026. Now in UAT for Blues: Hospital Quality Measures (HQM) & HCAHPS in Quality Measures

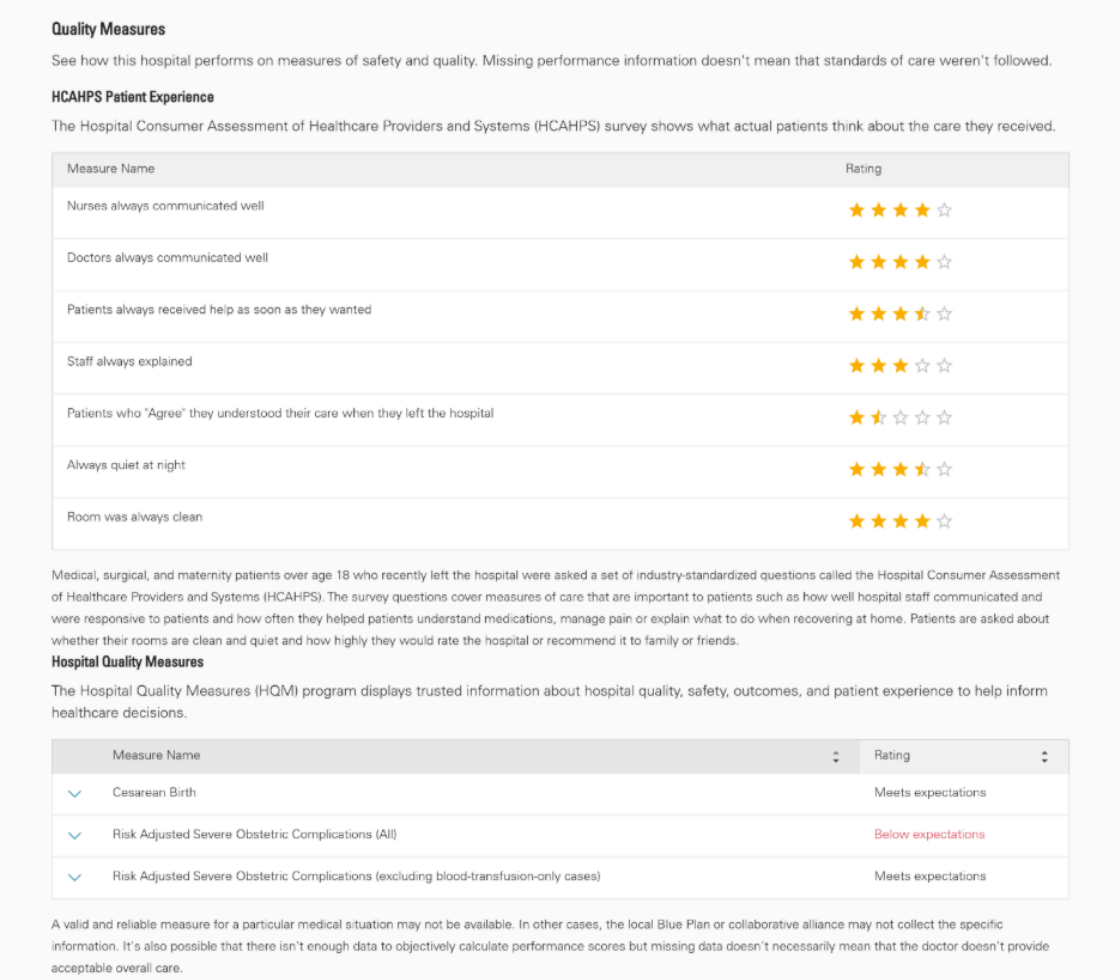
For Blues customers, we've expanded the Quality Measures section to include Hospital Quality Measures (HQM) and HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) Patient Experience data, giving members a fuller picture of hospital quality right on the profile page.

What's New:

- **Hospital Quality Measures (HQM):** Members can see how a hospital performs on national clinical safety and quality benchmarks, including infection rates and outcomes for specific conditions, shown as a simple comparison to the national benchmark (Meets Expectations, Below Expectations, Above Expectations). Measures included:
  - Cesarean Birth
  - Risk Adjusted Severe Obstetric Complications (All)
  - Risk Adjusted Severe Obstetric Complications (excluding blood-transfusion-only cases)
  - 30-Day Risk Adjusted Mortality for AMI
  - Acute Myocardial Infarction (AMI) 30-Day Readmission Rate
  - Total Performance and Improvement for HCAHPS, Process, and Outcome Domains
  - Total Performance for Outcomes of Care
  - Patient Safety Score (including Hospital Acquired Infections)

- **HCAHPS Patient Experience:** Members can now see real patient feedback on communication, cleanliness, and overall hospital experience, shown as an easy-to-read star rating. Measures included:
  - Overall Patient Rating
  - Total Value Based Performance for the HCAHPS Domain
  - Nurses always communicated well
  - Doctors always communicated well
  - Patients always received help as soon as they wanted
  - Staff always explained
  - Patients who "Agree" they understood their care when they left the hospital
  - Always quiet at night
  - Room was always clean
- **One combined view:** HQM and HCAHPS both display within the Quality Measures section at the bottom of a profile page, so members see clinical quality data and real patient feedback together in one place.

Profile page showing the Quality Measures section with HQM and HCAHPS displayed together:



Quality Measures

See how this hospital performs on measures of safety and quality. Missing performance information doesn't mean that standards of care weren't followed.

HCAHPS Patient Experience

The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey shows what actual patients think about the care they received.

Measure Name	Rating
Nurses always communicated well	★★★★☆
Doctors always communicated well	★★★★☆
Patients always received help as soon as they wanted	★★★½☆
Staff always explained	★★★☆☆
Patients who "Agree" they understood their care when they left the hospital	★½☆☆☆
Always quiet at night	★★★½☆
Room was always clean	★★★★☆

Medical, surgical, and maternity patients over age 18 who recently left the hospital were asked a set of industry-standardized questions called the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS). The survey questions cover measures of care that are important to patients such as how well hospital staff communicated and were responsive to patients and how often they helped patients understand medications, manage pain or explain what to do when recovering at home. Patients are asked about whether their rooms are clean and quiet and how highly they would rate the hospital or recommend it to family or friends.

Hospital Quality Measures

The Hospital Quality Measures (HQM) program displays trusted information about hospital quality, safety, outcomes, and patient experience to help inform healthcare decisions.

Measure Name	Rating
Cesarean Birth	Meets expectations
Risk Adjusted Severe Obstetric Complications (All)	Below expectations
Risk Adjusted Severe Obstetric Complications (excluding blood-transfusion-only cases)	Meets expectations

A valid and reliable measure for a particular medical situation may not be available. In other cases, the local Blue Plan or collaborative alliance may not collect the specific information. It's also possible that there isn't enough data to objectively calculate performance scores but missing data doesn't necessarily mean that the doctor doesn't provide acceptable overall care.

Before this update, members had limited visibility into hospital quality and no access to real patient experience data. With HQM and HCAHPS now included, members get trusted, nationally-benchmarked information alongside authentic patient feedback, helping them choose care with more confidence. Not every hospital will display every measure listed above. HQM and HCAHPS measures only display when we receive data for that specific measure at that hospital, so the measures shown will vary by hospital.

Impacted Customers: This update applies to all Blues customers and will be **auto-on in UAT starting August 19, 2026.** This update is targeted to be **auto-on in Production for all Blues customers on August 27, 2026.**

/ Compliance

August 17, 2026. Now in Production: MRF Service Code Consolidation

We've released Service Code Consolidation for Machine-Readable Files (MRF), reducing file size and improving processing speed without changing any underlying pricing data.

What's Changed:

- **Consolidated duplicate records:** Records that previously appeared separately due to differing service settings, but shared identical pricing and provider attributes, are now merged into a single record.
- **Preserved data integrity:** All pricing, provider, and billing code information is retained exactly as before. No negotiated rates, provider networks, or billing codes are affected.
- **Smart consolidation logic:** When records qualify for merging, we assign the appropriate consolidated service code representation (for example, "both" when applicable across settings). Records with any pricing differences remain separate.

Before this update, identical negotiated rates associated with different service code settings generated separate MRF records. This created redundant data and inflated file sizes, even though the underlying pricing hadn't changed. With consolidation logic in place, MRF files are now smaller, faster to download and process, and easier to consume, while maintaining full CMS compliance and alignment with April 2026 CMS guidance.

This update is auto-on and live in **Production** for all Health Plan afflilates who download MRFs.

/ Ask Conversational AI

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**.

/ 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:** 3:00 PM EST | 12:00 PM PST
- **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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