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Kyruus Health Plan Product Updates

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/ Search

August 13, 2026. Now in UAT: 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.

Customers Impacted:

- 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.

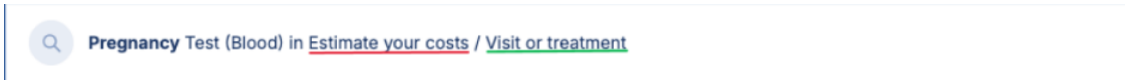
What's Changing:

- **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



Example of where details moved in Care plans:

Before

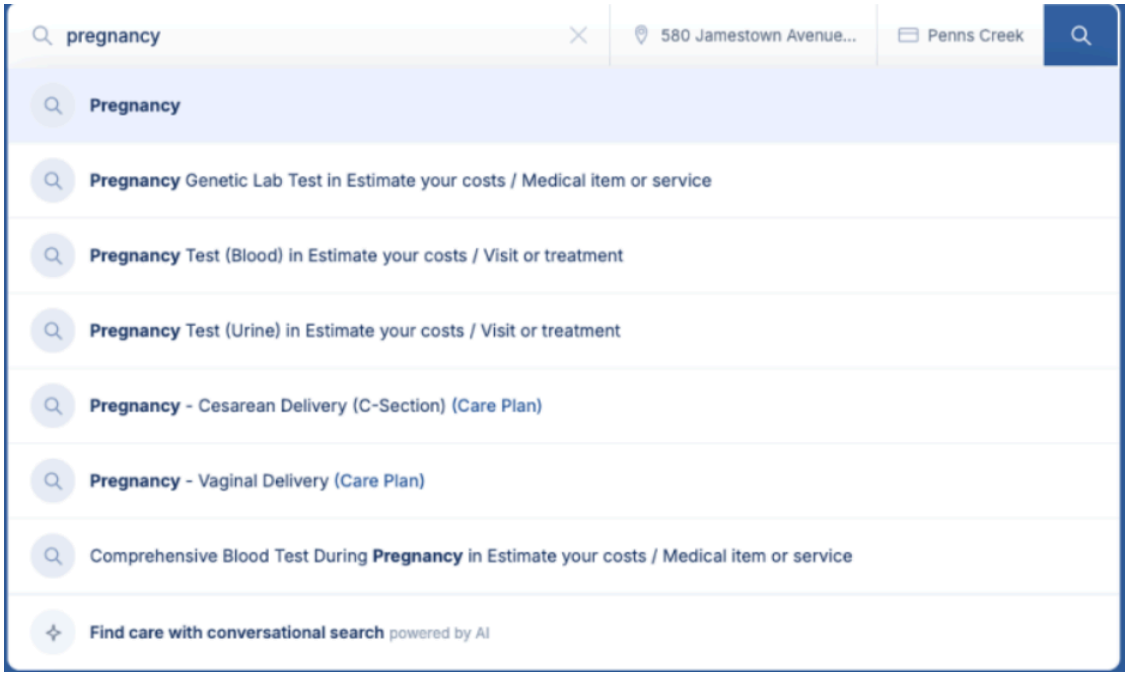


After

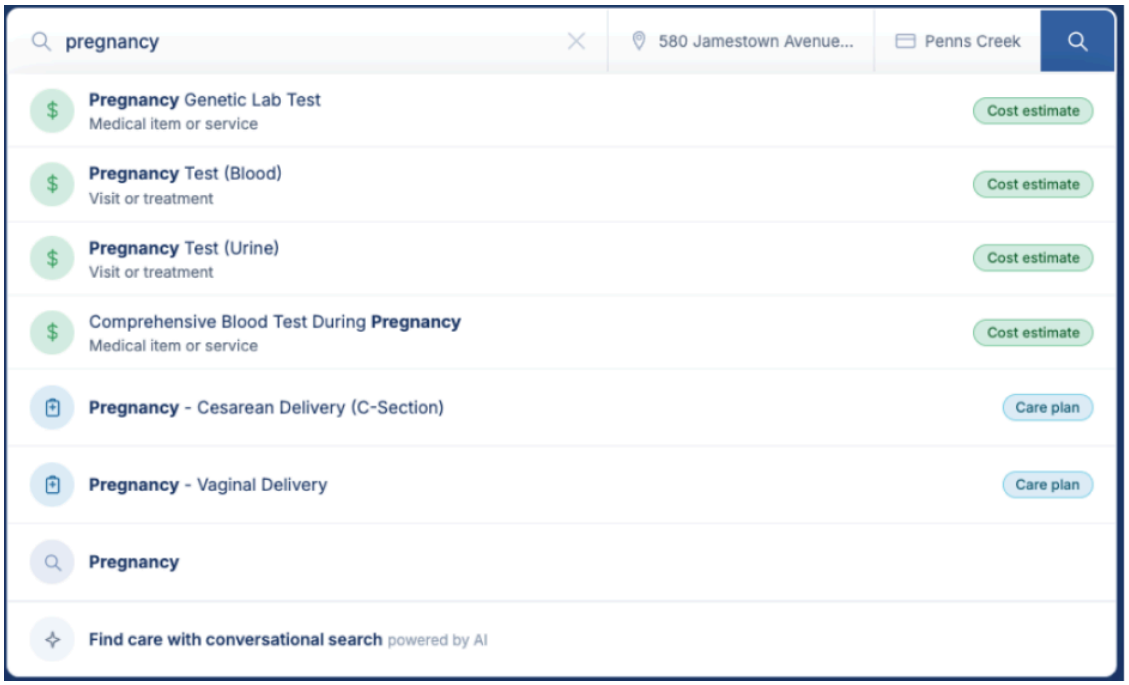


Unified Search Results With Typeahead Dropdown:

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 auto-on in **UAT** and is scheduled for **Production on August 25, 2026**, for all Health Plan customers using unified search.

/ Search

August 11, 2026. Now in Prod: Deep Links Preserve Search Queries Through Required Location Selection

We've fixed an issue where deep links containing a search query were dropped when Require Location Selection prompted the member for a location.

What's New:

- **Search Query Retained:** When a member clicks a deep link with a search term and Require Location Selection is enabled, their search term is now preserved through the location prompt.
- **Consistent Experience:** Members land directly on their intended search results after confirming or entering a location, whether that location was auto-detected or entered manually.

Before this update, members with Require Location Selection enabled who clicked a deep link with a search query were routed to the homepage after setting their location, losing their original search and having to re-enter it manually. This forced customers to choose between geolocation accuracy and working deep links. With this fix, deep links now work as expected even when Require Location Selection is turned on.

No action is required on your part to benefit from this fix. Deep links will simply work correctly. **If you previously disabled deep linking or Require Location Selection because of this issue, reach out to your Customer Success team**. Now that this conflict is resolved, we can help you re-enable it.

This update is **now in Production.**

/ ⚠️ Action Required By Monday, August 17: Open Enrollment 2027 Requests

Open enrollment and the new benefit year are quickly approaching. To make sure we can support your needs without delay, please plan ahead and submit any required change request tickets in Zendesk as soon as possible.

How to submit a request:

1. Go to Zendesk and log in.
2. Click **Submit a request**.
3. Select **Report a Health Plan Issue**.
4. Choose **Customer Request Type → Change or Research Request**.
5. Fill in the form with all necessary details and requirements.
6. In the ticket, indicate whether the request is for **Open Enrollment** or the **New Benefit Year**.

For full step-by-step instructions, see: Instructions on Submitting Open Enrollment 2027 Requests

Please submit Open Enrollment tickets by this Monday, August 17, 2026 and **New Benefit Year tickets by Monday, October 26, 2026**. We will do our best to meet later requests, but delays are more likely.

/ 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.

/ August Roundtable

Join our product and customer success experts on **Wednesday, August 19th at 3:00 PM EST | 12:00 PM PST** for our monthly Health Plan Roundtable to hear about upcoming enhancements, roadmap highlights, and opportunities.

Register for the August Roundtable

Looking forward to seeing you there! Can't make it? We'll distribute the recording here afterwards.

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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