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Kyruus Health Plan Product Updates

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/ Search

July 21, 2026. Now in PROD (Opt In): Turn off PCP Selection for National Provider Data (Blues affiliates)

PCP search behavior can now be decoupled from PCP selection functionality. For Blues affiliates with PCP Selection enabled, this allows national providers to remain discoverable in search, even where PCP selection isn't yet supported for that data.

What's New

- **Select PCP Button Hidden on National Records:** This option allows you to hide the Select PCP button for national Association-sourced PCP records. All other providers are unaffected.
- **PCP Messaging Adjusts Automatically:** When a member's search results consist entirely of national-data PCPs, the "choose a Primary Care Provider" language at the top of search results is suppressed.

Why this matters: National provider records don't currently support the identifiers PCP selection depends on, which meant some Blues affiliates with PCP Selection enabled turned off national PCP search altogether. This left members without search results in areas served only by national PCP data. This update lets you disable just the PCP selection, so members regain visibility into those providers.

Getting Started

- **If national providers already appear in your search results:** Submit a ticket requesting the decoupling configuration.
- **If national providers do not currently appear in your search results**: Submit a ticket requesting national provider specialty configuration along with the decoupling configuration.

National PCP Specialty Configuration: If you don't already show national providers in search, specialties must be configured before the decoupling configuration can fully support the desired experience. Specialty recommendations should be reviewed per plan and adjusted based on network strategy and member experience goals.

This update is **now live in Production**. To opt-in, submit a ticket to the Support Team with the requested feature, the applicable line of business (LOB), and whether national providers currently appear in your search results. If national providers already appear in search, request the decoupling configuration only. If national providers do not currently appear in search, request national provider specialty additions/configuration plus the new decoupling configuration.

/ 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 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 September 18**.

Next Session Details:

- **Date:** Wednesday, September 9th
- **Time:** 3:00 PM EST | 12:00 PM PST
- **Topic:** Phase 2 CMS Medicare Plan Finder Info Session
- 🔗 **Sign Up for the Session** - Register for 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! 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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