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Kyruus Health Plan Product Updates

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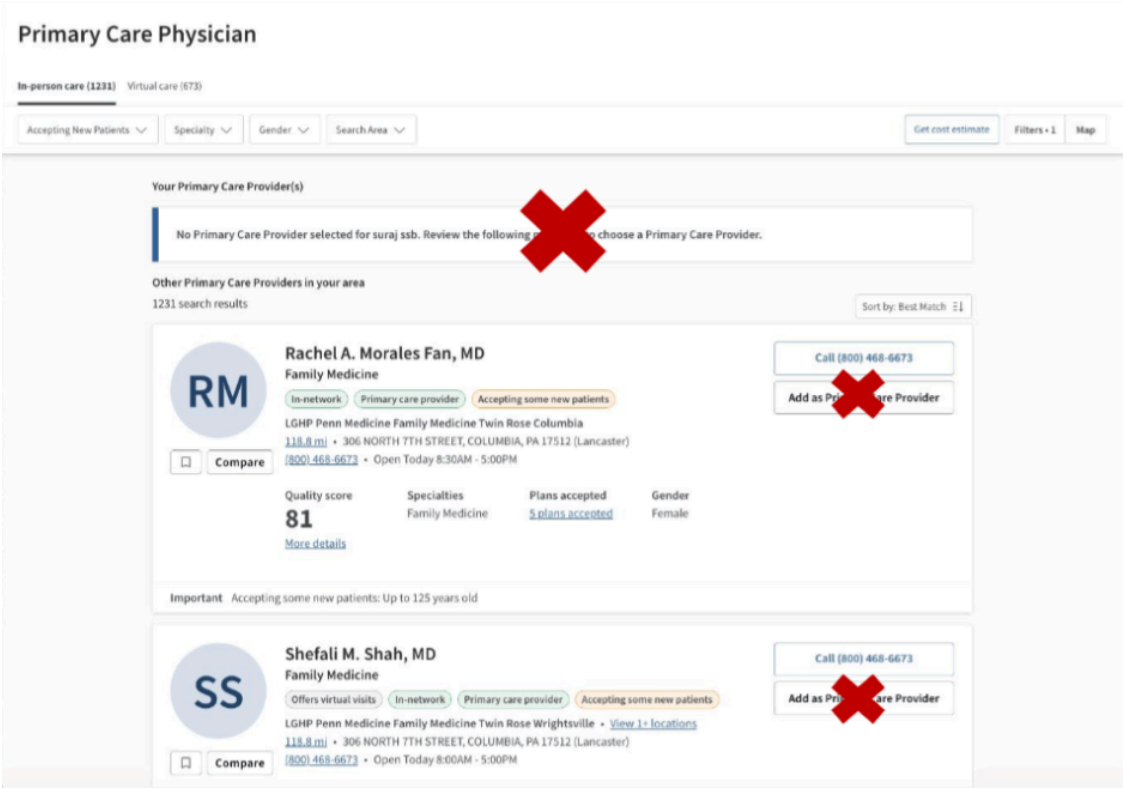
/ Search

July 15, 2026. Now in UAT (Opt-In): Turn off PCP Selection for National Provider Data (Blues affiliates)

For Blues affiliates with PCP Selection enabled, this lets you keep national (Association-sourced) PCP search visible to members while hiding PCP selection for that data until it's supported.

What's New:

- **Select PCP Button Hidden on National Records:** This option allows a customer 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: At this time, national provider records don't currently support the identifiers PCP selection depends on, which meant some Blues customers 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 those customers disable just the PCP selection, so members regain visibility into those providers.

Configuration: This experience is **opt-in** and configurable per customer. Reach out to your Customer Success partner to enable this for your UAT environment.

A note on existing setups: we're continuing to look into how national PCP data appears in search results and will have more updates on this in the coming weeks.

This is **opt-in** at every stage. Customers can **enable it in UAT now**, and in **Production starting July 21**.

/ Analytics

July 2026. Now in Production: High-Intent Engagement Analytics

We've added high-intent engagement to your analytics. High-intent engagement tells you whether members are acting on the results returned by Search, as well as which care needs and provider types are driving that engagement.

This release includes updates to your existing Performance Summary dashboard and a brand new High-Intent Engagement Detail dashboard.

What's new

Your Performance Summary dashboard now surfaces high-intent engagement front and center. You can now see:

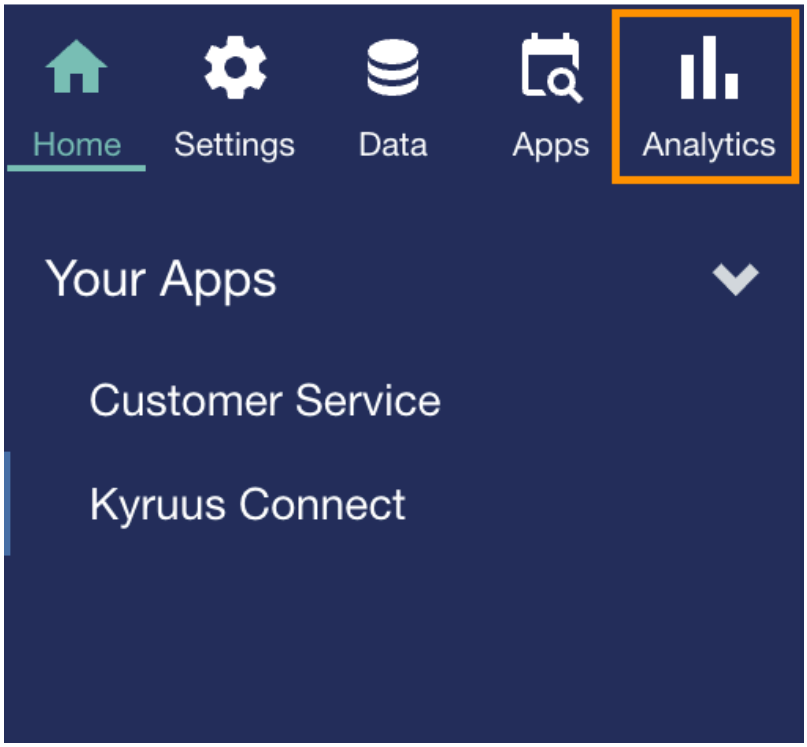
- **High-Intent Engaged Session Rate:** the share of sessions in which a member took meaningful action on a result, such as clicking to schedule an appointment, selecting a PCP, or clicking a phone number
- **High-Intent Engaged Search Rate:** the share of searches that led to at least one of those same high-intent actions

We've also introduced a new High-Intent Engagement Detail dashboard that lets you dig into what's driving engagement in your experience. You can now see:

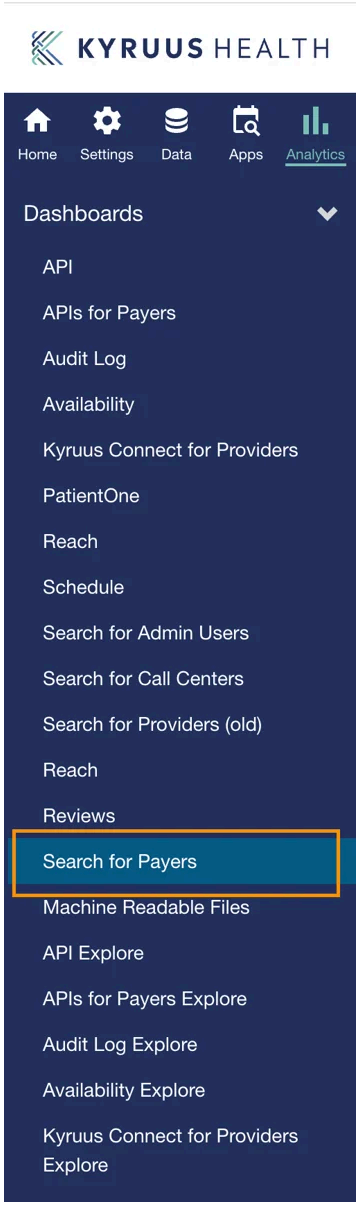
- **Searches that Drove High-Intent Engagement:** shows which care categories are driving engagement. Search terms are grouped by care theme, so searches like "PCP," "Family Medicine," and "Primary Care Physician" all roll up to a single Primary Care group.
- **Providers that Drove High-Intent Engagement:** shows which provider specialties are driving engagement.

How to Locate

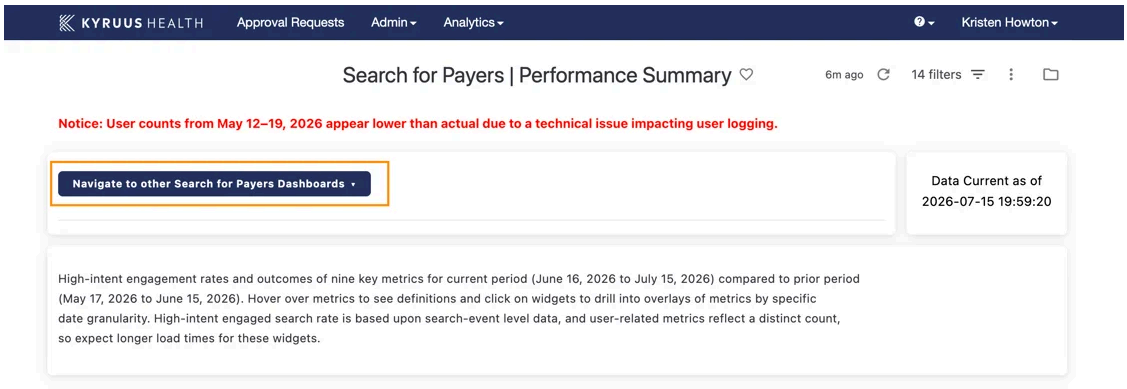
*Login to Kyruus Connect, then go to "**Analytics**"*



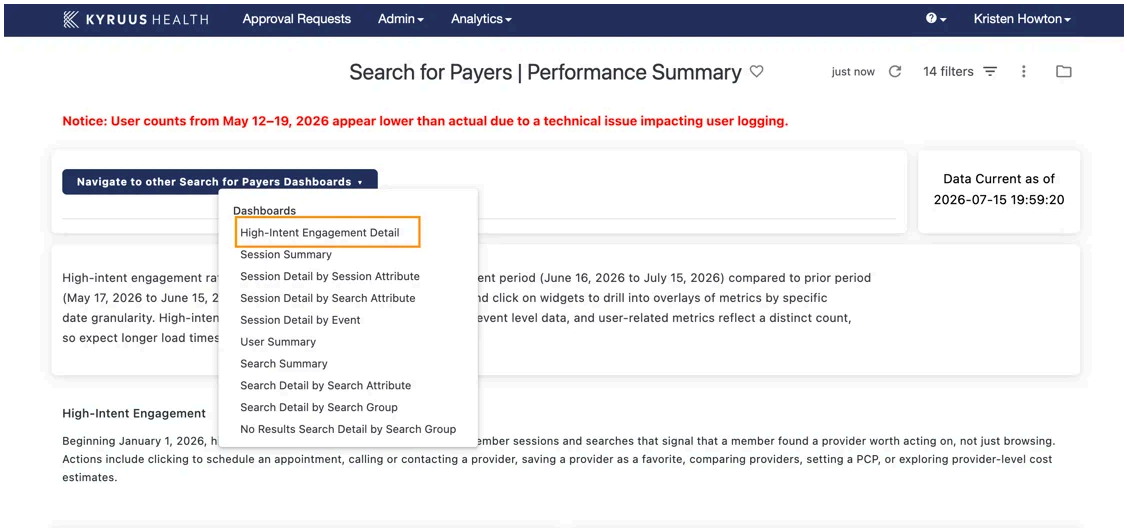
*Click **"Search for Payers"***



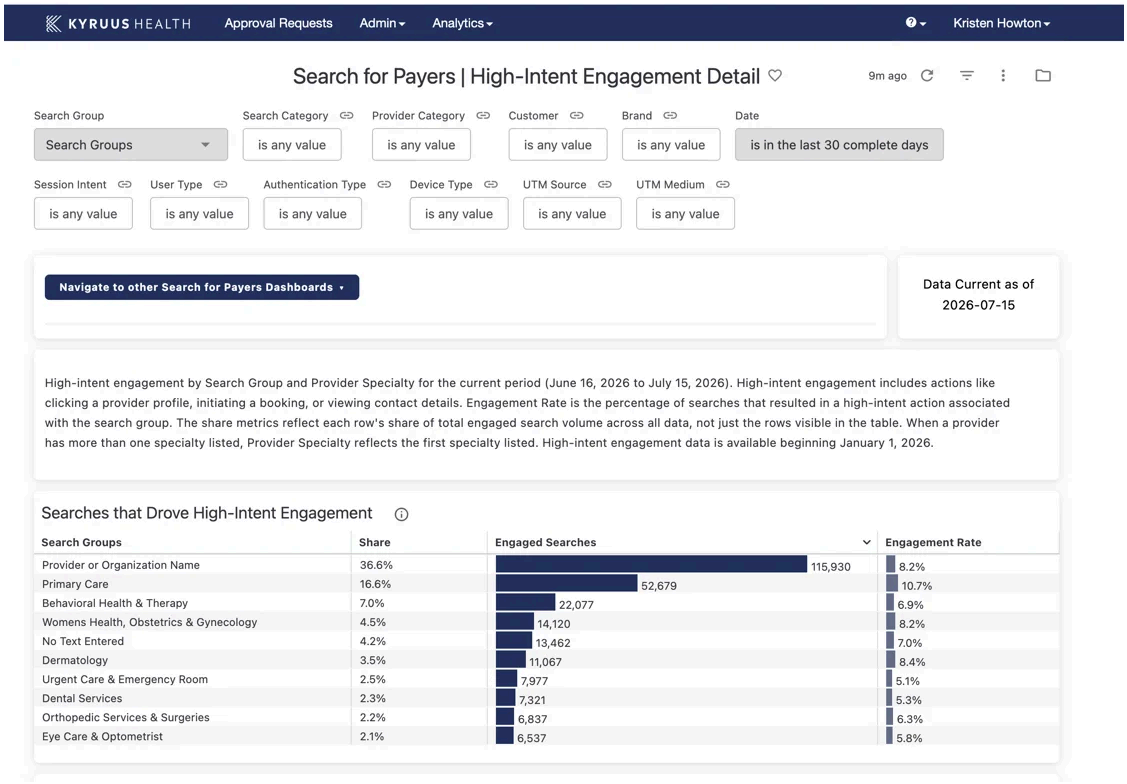
*Click **"Navigate to other Search for Payers Dashboards"***



*Select **"High-Intent Engagement Detail"***



*You'll land on the **"Search for Payers | High-Intent Engagement Detail"** view*



/ Q3 Roadmap from July Roundtable

In case you missed our July Health Plan Roundtable, the full recording and slide deck are linked here.

/ 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 **July 22, 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, July 22nd
- **Time:** 3:00 PM EST | 12:00 PM PST
- **Topic:** Phase 2 Technical Requirements & Compliance
- 🔗 **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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