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Kyruus Health Product Updates

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/ Analytics

June 2026. Coming Soon!

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

We're releasing two new additions to your Search for Payers analytics experience: updates to your existing Performance Summary dashboard and a brand new High-Intent Engagement Detail dashboard.

What's new

On your **Performance Summary** dashboard, high-intent engagement will be front and center. You'll be able to 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're also introducing a new **High-Intent Engagement Detail** dashboard that lets you dig into what's driving engagement in your experience. You'll be able to 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.

/ Search

June 30, 2026. Now in Production (Opt-In): Search by Plan Menu Enhancements

The latest round of Search by Plan (SBP) Menu enhancements is now in production. Based on feedback collected during UAT, we have adjusted our rollout approach: the updated experience is available as an opt-in rather than an automatic update for all customers.

Impacted Customers

This update applies to all customers using Search by Plan, including those using the Search by Plan Wizard. Your current Search by Plan experience remains in place in production and will not change unless you request to opt-in.

What's New

- **Streamlined Intro and Location Screen:** The intro and location selection screens have been merged into one, reducing unnecessary steps for members. Location-only and plan-only flows incorporate intro text directly into the first screen. The progress bar only displays for flows with more than two screens.
- **Location Collected Before Plan Information:** Members are now prompted to enter their location first, before selecting their plan or entering a prefix. This removes a disjointed step from the previous flow.
- **Configuration for Blues Customers Using Both Plan Prefix and Plan Name:** Blues customers can configure how members first enter the plan search experience. Three options are available: defaulting to the Plan Prefix screen, defaulting to the Search by Plan Name screen,

or presenting a fork screen that lets members choose their preferred path. A toggle button also appears on each screen so members can switch between search types without starting over.
- **Customizable Subtext on Plan Name Search Screen:** Customers can now add optional subtext beneath the search box on the Plan Name screen to provide members with additional guidance when searching for their plan.

Revised Rollout Approach

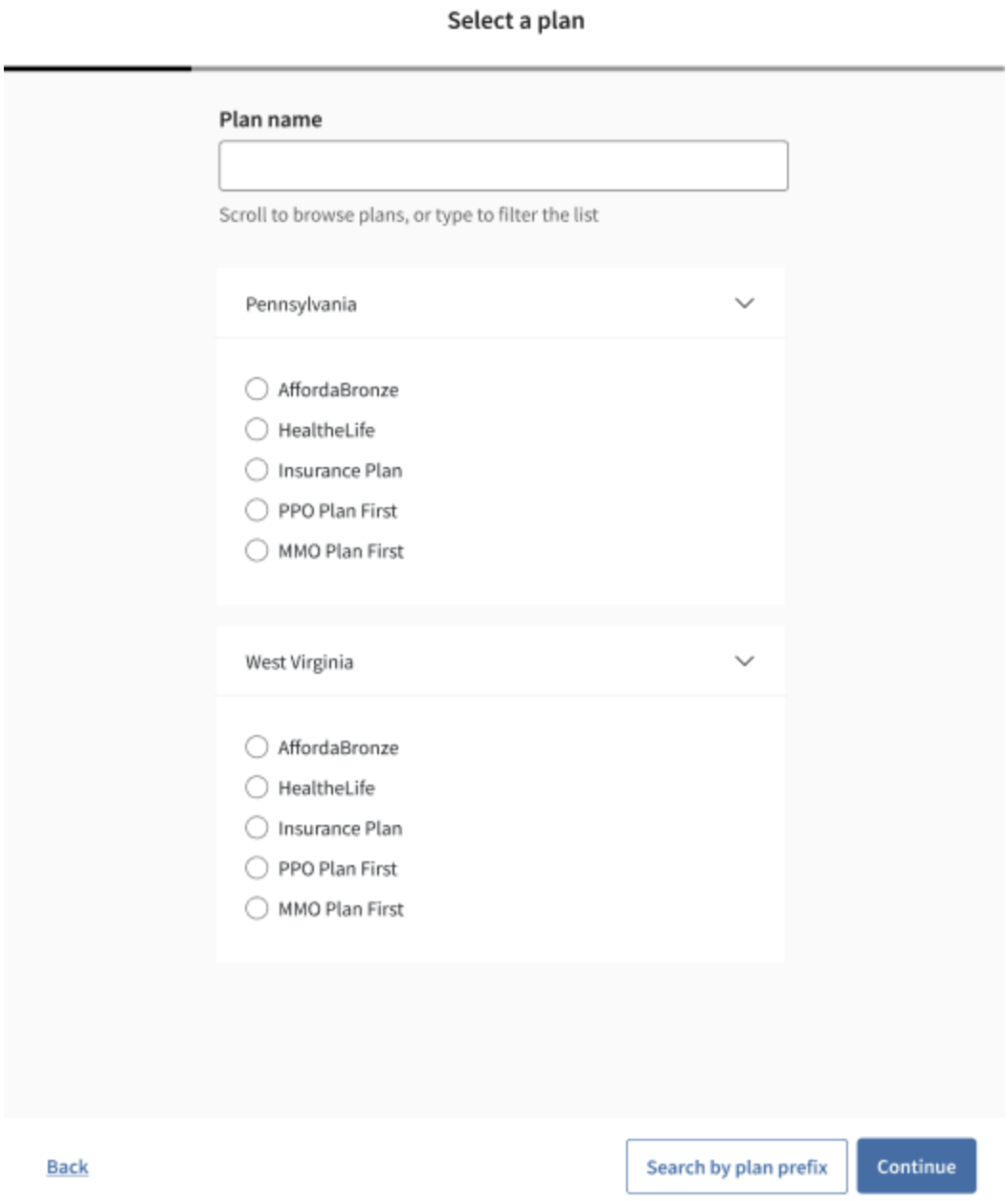
After weighing your feedback and conducting a thorough review, we made some key decisions:

- **Opt-in availability:** The updated experience is available now but will not be pushed automatically. No action is required on your part, and nothing will change for your members unless you reach out to opt-in.
- **User research underway:** We are investing in further user research and usability testing to validate that the new experience represents a meaningful improvement before it becomes the standard for all customers.
- **Revised timeline:** We are targeting a UAT release in Q4, with a production release planned for Q1, after Open Enrollment concludes. At that point, the updated experience will become the standard for all customers.

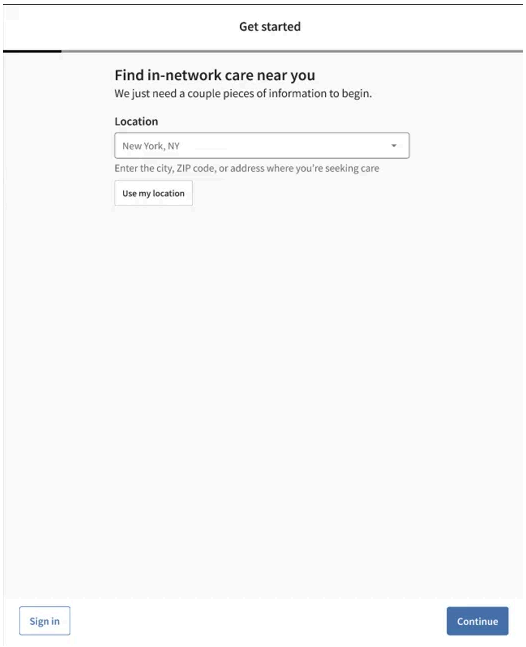
Your feedback has been instrumental in shaping this approach, and we are committed to delivering an experience that feels like a clear step forward for your members.

Examples of the current updated experience:

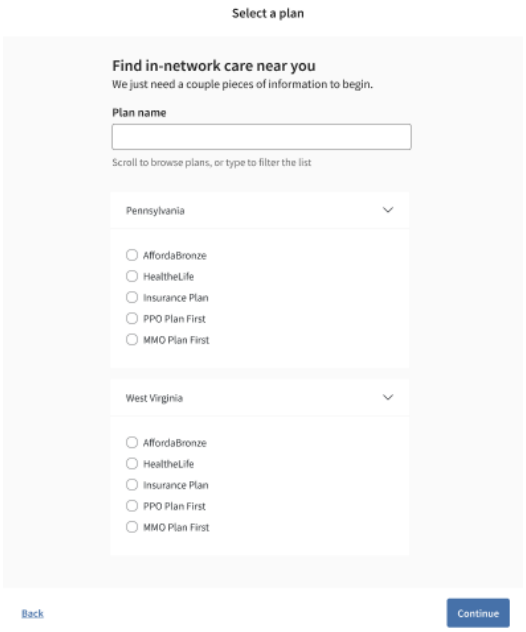
Example of customizable subtext displayed beneath the Plan Name input on the Search by Plan Name screen



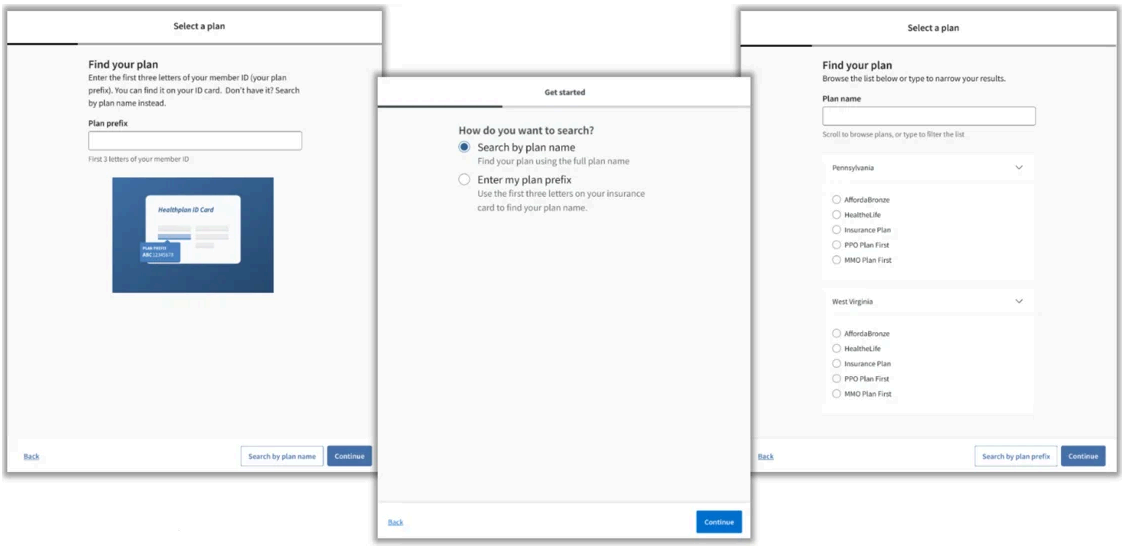
Example of the merged Intro and Location Screen



Example of a plan-only flow where location is not required. The intro text is displayed directly on the Search by Plan Name screen



Example of the configurable entry point options for Blues customers with plan prefix and plan search flows: Plan Prefix, Member Choice, Plan Name. Also see toggle button allowing members to switch between search types in the lower right of the plan prefix and plan name screens.



Next Steps

- **To opt-in now:** Reach out to your Customer Success partner and we will enable the updated experience in production for you.
- **To configure your experience:** If you use both plan prefix and plan name search, contact your Customer Success partner to set your preferred default entry point.

/ Medicare Plan Finder Information Session

Medicare Plan Finder Information Session. June 30, 2026

- **CMS deadlines are approaching fast:** URLs must be in HPMS by July 10, attestation is due September 1, target production data is September 18, and beneficiary visibility begins October 1, 2026, all tied to CMS rule 4208 for Contract Year 2027.
- **RevSpring needs client data by August 15:** URLs are already being generated and distributed for clients who've submitted crosswalk info. Clients who can't meet the August 15 production-ready data deadline should notify their Customer Success partner in advance.
- **The FHIR API requirement is separate and optional:** The FHIR provider directory endpoint, tied to CMS rule 9115, is distinct from MPF Phase 2 and only applies to clients who license RevSpring's FHIR Provider Directory API add-on. Interested clients should reach out to their Account Executive or Customer Success partner.

For your reference, the session recording from **June 30, 2026,** slide deck, and detailed meeting notes are available here.

Join our upcoming information session on **July 22, 2026**, where we will walk through the production cutover process in more detail.

Register For July 22nd Medicare Plan Finder Information Session.

/ July Roundtable

Join our product and customer success experts **Wednesday, July 15th, at 3:00 PM EST/12:00 PM PST,** for the July Roundtable to hear about upcoming enhancements, roadmap highlights, and opportunities.
Looking forward to seeing you there! The recording will be distributed here.

Register Now!

For more product updates, visit the Release Notes section of the Kyruus Health Help Center.

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