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KYRUUS HEALTH

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/ NEWSLETTER

Kyruus Health Product Updates



/ Search

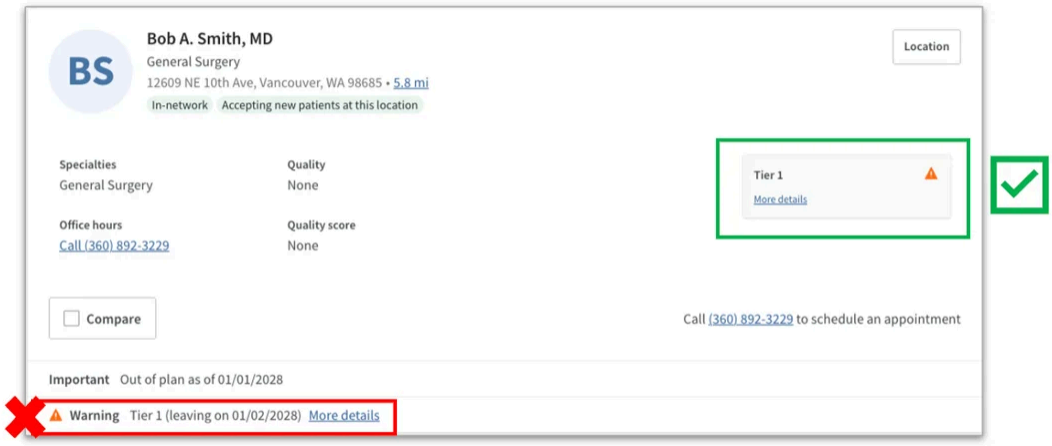
March 26, 2026. Now in UAT: Intelligent Provider Future Plan and Tier Messaging

To provide members with greater clarity during network transitions, we've overhauled our messaging logic for future-dated plan and tier changes. This update eliminates redundant notifications, ensuring members receive a single, high-priority important alert rather than multiple, overlapping messages.

By consolidating these alerts on search results and provider profiles, we've reduced cognitive load, allowing members to understand their future access to care at a glance.

- **UAT Deployed:** Automatically enabled in UAT for all customers.
- **Production Deployment:** Scheduled for April 9, 2026.

If you have any questions about the change prior to production deployed please reach out to your customer success partner.



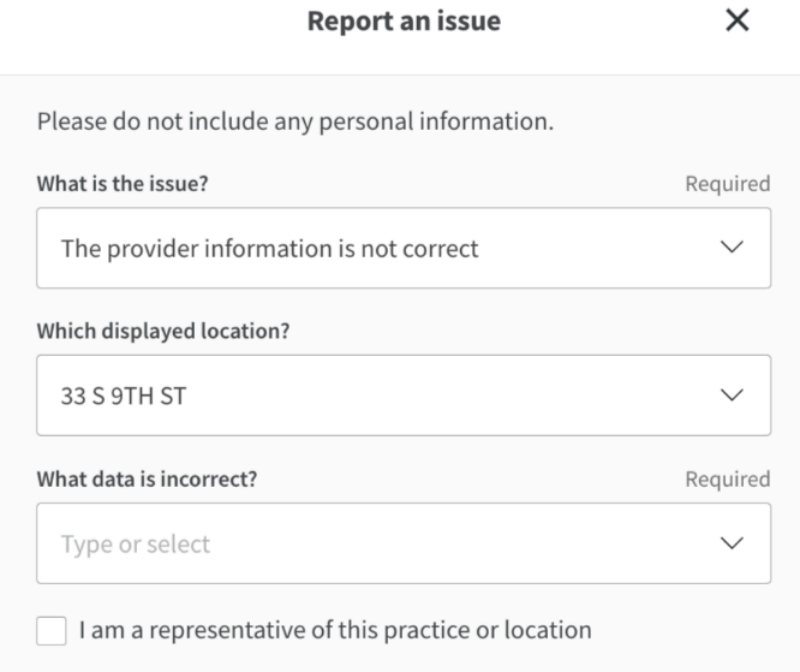
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March 24, 2026. Streamlined "Report an Issue" Experience

To simplify member feedback collection, we have enhanced the Report an Issue feature by making the "which displayed location?" field dynamic.

The reporting form now adjusts based on the provider profile being viewed. The location field is hidden for remote-only providers or those with a single location. For providers with multiple locations, the field is now optional and will auto-select the primary location. This allows members to report data issues that apply to a provider generally, irrespective of a specific site.

This update has been automatically deployed for all customers using the Report an Issue feature.



/ Kyruus Connect

March 23, 2026. Generally Available: Enhanced Provider Search Capabilities

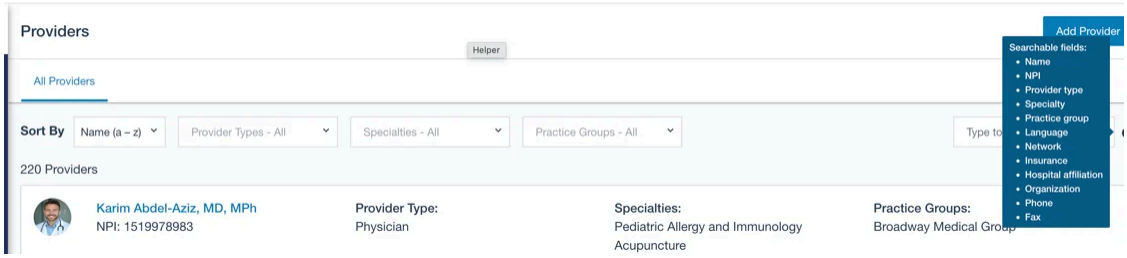
We have expanded search functionality on the Provider Listing Page to include 7+ new searchable fields beyond the basic five (Name, NPI, Provider Type, Specialties, Practice Groups).

New Search Fields:

- **Contact details & Language:** Phone number, fax and languages
- **Organizational Data:** Network, insurance, hospital affiliations and provider organization

The Impact: Administrators can now use specific identifiers to locate providers directly, eliminating manual filtering and external cross-referencing. Database indexing ensures fast search results without impacting system performance.

This update has been deployed for all customers.



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March 26, 2026. Generally Available: Inactive Providers Tab

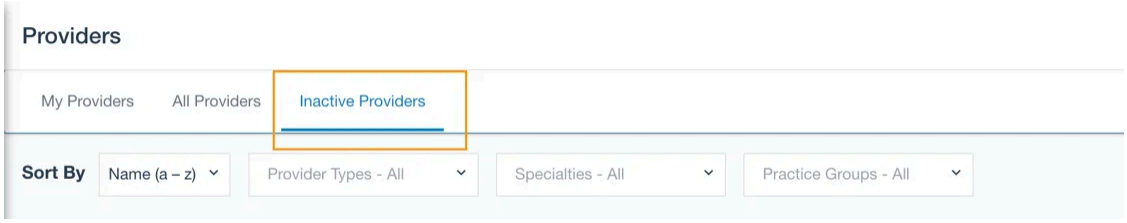
We have added a dedicated "Inactive Providers" tab to the Kyruus Connect Admin Provider listings page, providing administrators with a streamlined view of providers who are not currently active in the system.

New Capability:

- Dedicated "Inactive Providers" tab alongside existing "My Providers" and "All Providers" tabs
- Displays providers who have never been activated or have been deactivated

The Impact: Administrators can now quickly identify and manage inactive providers without manually filtering through the full provider list. This dedicated view eliminates the need to search across active providers to find inactive ones, improving database management efficiency and enabling faster decision-making on provider status updates.

This update has been deployed for all customers.



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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