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Kyruus Health Plan Product Updates

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/ Cost and Search

October 22, 2026. Early Release: Cost in Search Enhancements and Expanded Access

Cost in Search is now open in early release to all customers who have Search and Cost. If you already have Cost in Search enabled, you'll see two new enhancements. If you don't, you can now enable it in UAT, try it out, and promote it to Production when you're ready. We'd love to hear your feedback as we continue to iterate.

Who this applies to

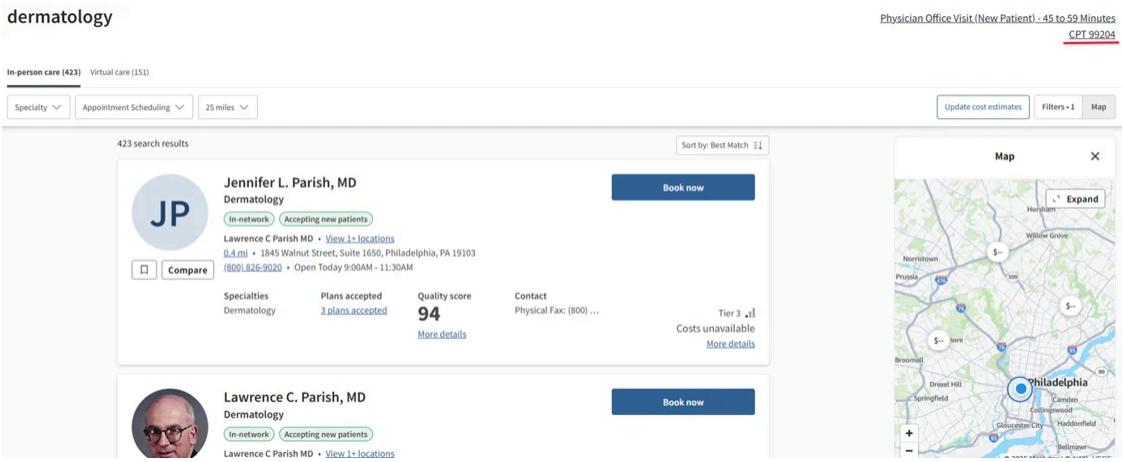
- **Customers with Cost in Search already enabled:** The enhancements below are automatically on for you now, no action needed.
- **All other customers:** You can now enable Cost in Search in UAT and promote it to Production when you're ready.

What's new

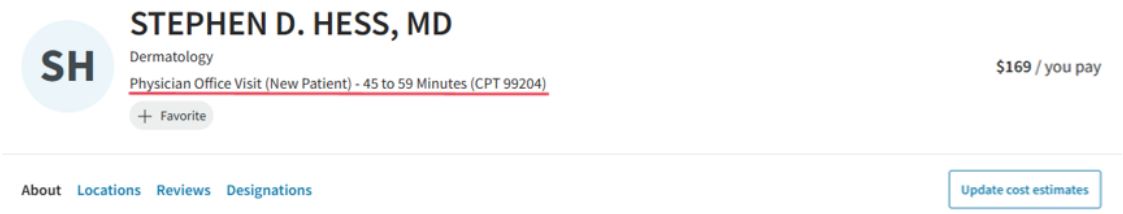
We've added two updates to make Cost in Search even more useful:

- **Billing code visibility:** The CPT/billing code now displays in the cost summary banner on search results and on the provider profile, so members can see exactly which service their estimate applies to.

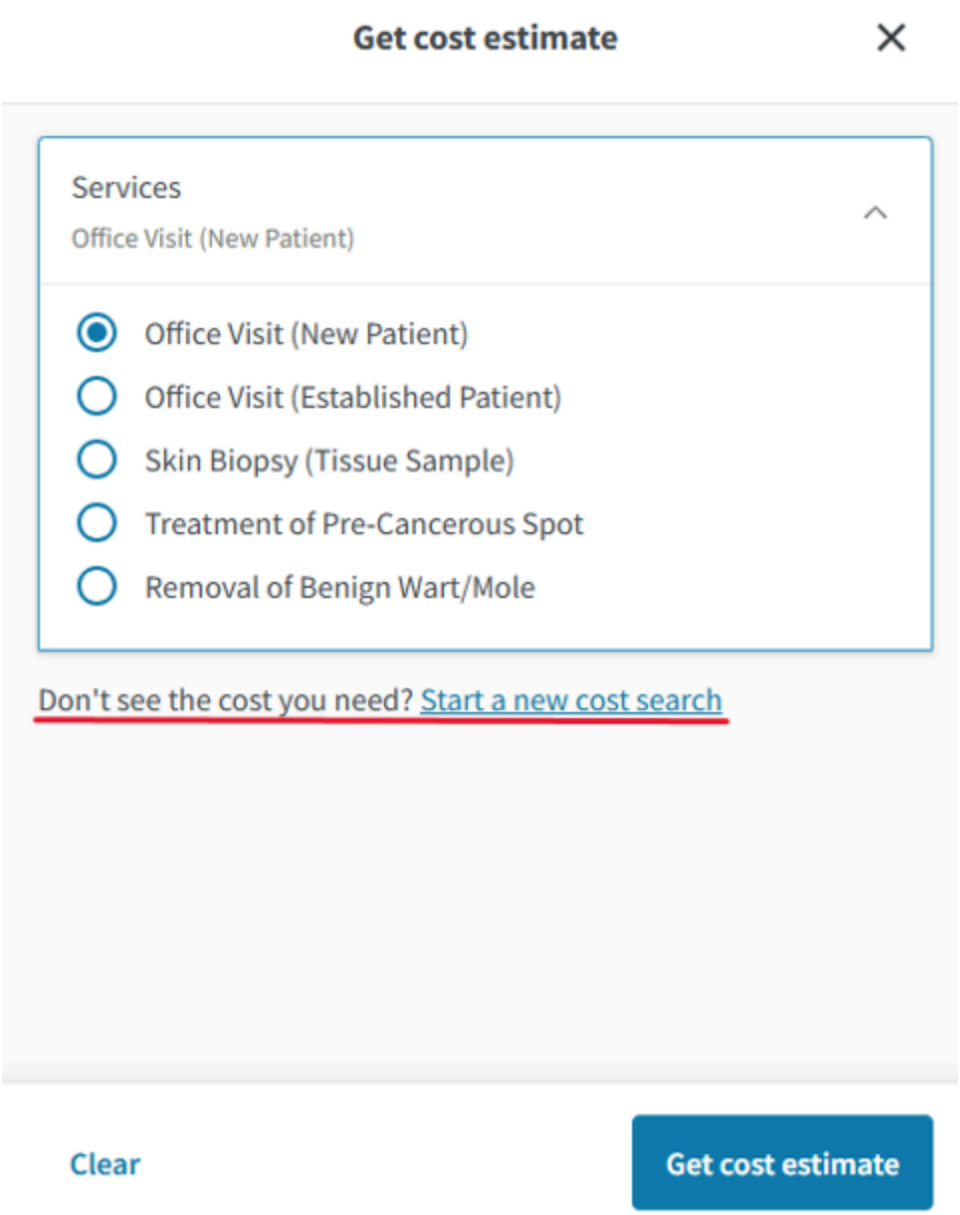
CPT code displayed in the search results banner



CPT code displayed on a provider's profile, reached from Cost in Search results



New “Start a new cost search” link in the Get Cost Estimate modal



Full functionality

Cost in Search brings cost estimates into the provider search experience members already use, with no separate tool or extra steps required.

- **Specialty-driven estimates:** Cost in Search currently supports five specialties: Primary Care, Urgent Care, Dermatology, Women's Health, and Behavioral Health. When a member searches one of these (for example, “pcp” or “dermatologist”), a “Get cost estimate” button appears. Clicking it shows a fixed, pre-selected list of common services for that specialty, in clear, member-friendly names.
- **Cost on every card:** Once a member selects a service, applicable provider cards display a “you pay” estimate.

- **Persistent summary banner:** A summary banner stays visible at the top of results, showing the selected service along with its CPT code.
- **Carries through to the profile:** The selected service and cost estimate carry over when a member views a provider's full profile, so the information stays consistent across the experience.
- **Flexible display modes:** You can choose from two display options. With Redirect, selecting a service starts a new search so every provider shown already has a cost estimate. With Inline, your original search results stay in place and cost is added wherever it's available, so some providers may show “Cost unavailable.”
- **Built on negotiated rates:** Estimates are based on negotiated rates.

Get started and share your feedback

Cost in Search is optional and available to all customers who choose to opt in. If you're new to Cost in Search, we recommend starting in UAT so you can see how it looks and works with your data before promoting to Production. Your feedback will help shape what we build next, so please share what's working well and what you'd like to see. Reach out to your Customer Success Partner to get started.

/ Guide for Payers

October 21, 2026. Now Available to Enable in UAT: Guide Ranking

We’ve introduced Guide Ranking in Search, a new ranking approach that orders Best Match results using several signals at once so members see the providers who best balance relevance, value, and convenience first.

How it works

- **Relevance:** Guide Ranking starts with clinical relevance, so results stay appropriate for what the member searched.
- **Value signals:** Network tier and quality score help move higher-value providers up in the results.
- **Convenience signals:** Distance from the member’s search location and online booking availability also influence the order.

By combining these signals into one ordering, Guide Ranking gives members a well-balanced set of results right from the start, so they can spend less time comparing and more time choosing care.

Guide Ranking is an opt-in feature, enabled at the brand and subtenant level. Other sort options remain available and are unchanged. Your Customer Success Partner will configure Guide Ranking with you.

/ Guide for Payers

October 21, 2026. Now Available to Enable in UAT: Recommended providers for you

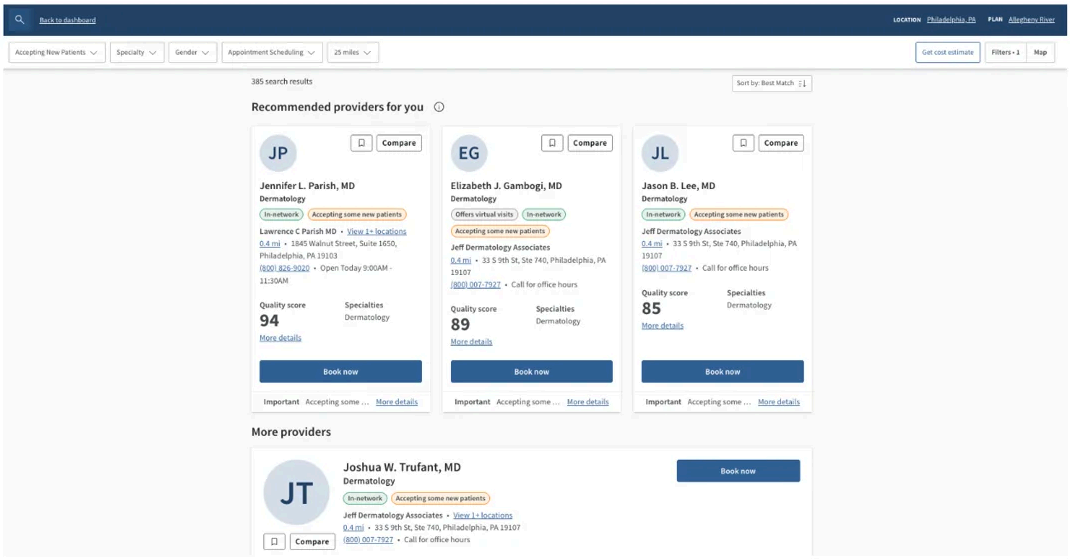
We've added a "Recommended providers for you" section at the top of the first page of Best Match results, highlighting the top three ranked providers so members can quickly find the ones that fit their needs.

How it works

- **Top 3 providers up front:** The three highest-ranked providers appear in a distinct section above the rest of the results.
- **Page layout:** The page follows this order: recommended providers, Value Add Program cards (if applicable), a "More providers" label, then the remaining results. Any messaging banners continue to show above all results.
- **Best Match sort only:** The section appears on page 1 only when results are sorted by Best Match. With any other sort, the section is not shown.
- **In-person and virtual care:** The section appears on both the in-person and virtual care tabs.
- **Filters:** When a member applies filters, the section updates to show the top three providers from the filtered results.
- **Fewer than three results:** If a search returns fewer than three results, the section is hidden and results display as usual.

Calling out the top three providers up front helps members feel confident in their choice and move quickly toward care.

Recommended providers for you



Recommended providers for you uses Guide Ranking to select the top providers. It is an opt-in feature, enabled at the brand and subtenant level. Your Customer Success Partner will configure this feature with you.

/ Ask Conversational AI

October 22, 2026. Now in Production: Improved Language Handling

We've improved how Ask understands and responds to language-related requests, so members get more accurate results and clearer responses.

What's new

- **More accurate language matching:** Ask now correctly distinguishes between a request for a provider who speaks a language and a request for staff who speak a language, including applying a staff-language filter, which wasn't previously available at all. Ask no longer adds unrelated specialty filters when interpreting these requests.
- **Smarter language matching:** Ask can now recognize a language even when a member doesn't type it exactly the way it's listed in the system, so requests using an informal name or only part of the name still match correctly.
- **Clear handling when a language isn't supported:** If a member asks for a language that isn't available as a filter, Ask will let them know rather than silently applying the wrong filter or no filter at all.
- **Conversational language stays consistent:** Ask will only switch the language it's responding in if a member explicitly asks it to (for example, "please reply in Spanish"). Searching for a provider or staff member who

speaks a certain language will not, on its own, change the language Ask uses to respond.

Before this update, Ask sometimes added unrelated filters when interpreting a language request. These changes make language-based searches more accurate and predictable.

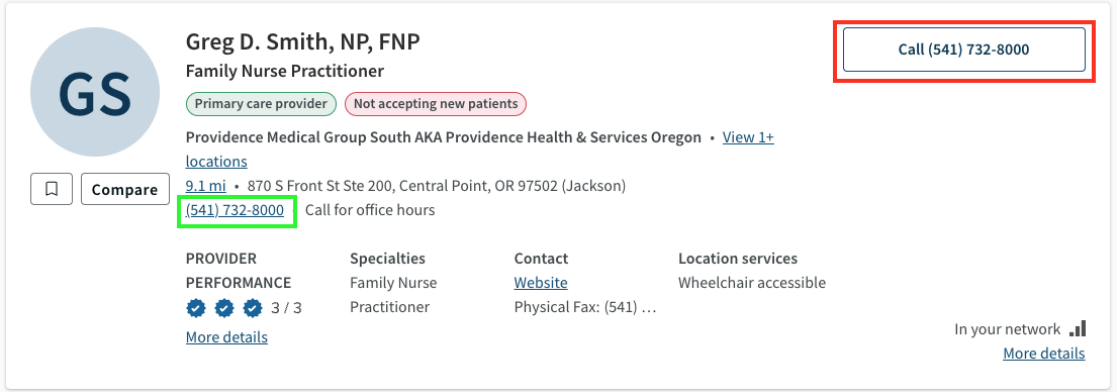
This update applies to all customers using Ask Conversational AI and is now in UAT and Production.

/ Search

October 22, 2026. Now in UAT: Improved Phone Click Tracking on Enhanced Search Cards

We've improved phone click tracking on Enhanced Search Cards so every call click is captured and tied to the provider the member contacted.

- **Call button tracked:** Clicking the "Call" button in the upper right of a provider card now fires the Main Phone Number Clicked event, just like clicking the phone number itself.



Before this update, only clicks on the phone number text were recorded, and the eventLabel did not name the clicked provider. You may see an increase in Main Phone Number Clicked events and in searches with high-intent engagement. This reflects clicks we weren't capturing before, not a change in member behavior.

This update is now in UAT and should in Production on October 27, 2026 for all Search customers.

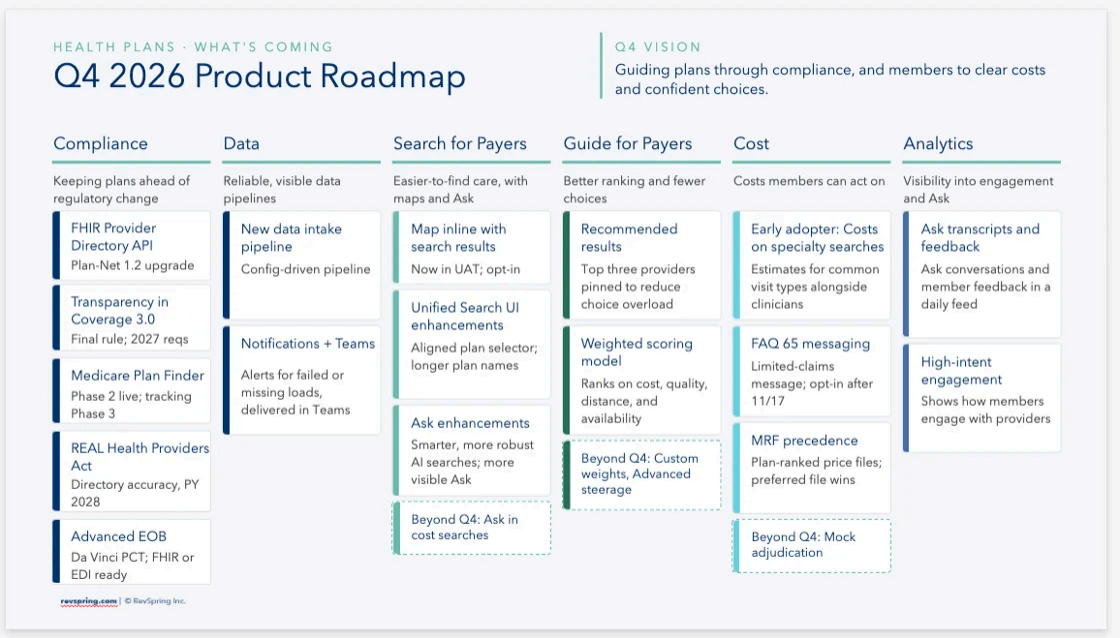
/ October Roundtable Recap

October 21, 2026. Health Plan Roundtable: What Is Coming in Q4 2026

Thank you to everyone who joined our October Health Plan Roundtable. The Q4 2026 Product Roadmap slide below shows what is released and coming across six areas: Compliance, Data, Search for Payers, Guide for Payers, Cost, and Analytics.

Watch the recording and view the slides

Your CSP can walk you through the items that matter most to your team.



/ Compliance Insights: A Monthly Info Session

Join us for a monthly information session on the latest compliance updates and what they mean for health plans. Sessions are held on the **2nd Friday of each month at 1:00 PM ET | 10:00 AM PT from November through June**.

Upcoming dates

- Friday, November 13, 2026
- Friday, December 11, 2026
- Friday, January 8, 2027
- Friday, February 12, 2027
- Friday, March 12, 2027
- Friday, April 9, 2027
- Friday, May 14, 2027

- Friday, June 11, 2027

Register for the Compliance Insights Sessions

/ November Roundtable

Join our product and customer success experts on **Wednesday, November 18th at 3:00 PM ET | 12:00 PM PT** for our monthly Health Plan Roundtable to hear about upcoming enhancements, roadmap highlights, and opportunities.

Register for the November Roundtable

Don't forget to check out our Upcoming Events and Past Recordings page. You can easily access last month's recording, find previous recordings, and register for the next roundtable at your convenience.

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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