Kyruus Health Plan Product Updates

View All Release Notes

> We identified some non-working links in our October 29 Health Plan Product Updates email, including event registration. They're fixed in this version, so please disregard the earlier one.
>
> We apologize for the duplicate email.

/ Guide for Payers

October 28, 2026. Available to Enable in UAT: Flexible Guide Ranking Weights

We've added flexible weights to Guide Ranking, so the ranked order of providers can reflect your organization's business priorities.

What's new

- **Adjustable balance:** Decide how much each factor contributes to the ranked order: relevance, network tier, quality score, distance, and online booking availability.
- **Aligned to your goals:** Place more emphasis on the factors that matter most to your organization, such as network tier or quality, and your Customer Success Partner can help you find the right balance.
- **Complete results:** Weights change the order of providers, not which providers appear, and relevance continues to guide who is included in the results.

With flexible weights, your ranked results can reflect what matters most to your members and your organization. This update is now available in UAT. This feature is optional and available to Guide customers. Reach out to your Customer Success Partner to get started.

/ Guide for Payers

October 28, 2026. Available to Enable in UAT: Guide Ranking Client Boosts

We've added client boosts to Guide Ranking, so you can raise the rank of providers that match the filters your members already use in search.

What's new

- **Boosts on existing filters:** Choose a member-facing filter, such as a quality recognition or an affiliated provider group, and add a boost for providers that match it.
- **Adjustable strength:** Set how strongly each boost raises matching providers in the ranked order, and combine more than one boost when needed.
- **All providers remain in results:** Boosts raise the rank of matching providers without removing anyone from the list, and relevance continues to guide who appears.

Network tier, quality score, and online booking availability are adjusted through the ranking weights, so they are not available as separate boosts. With client boosts, your ranked results can give added visibility to the providers that matter most to your organization, while members continue to see a complete, relevant list.

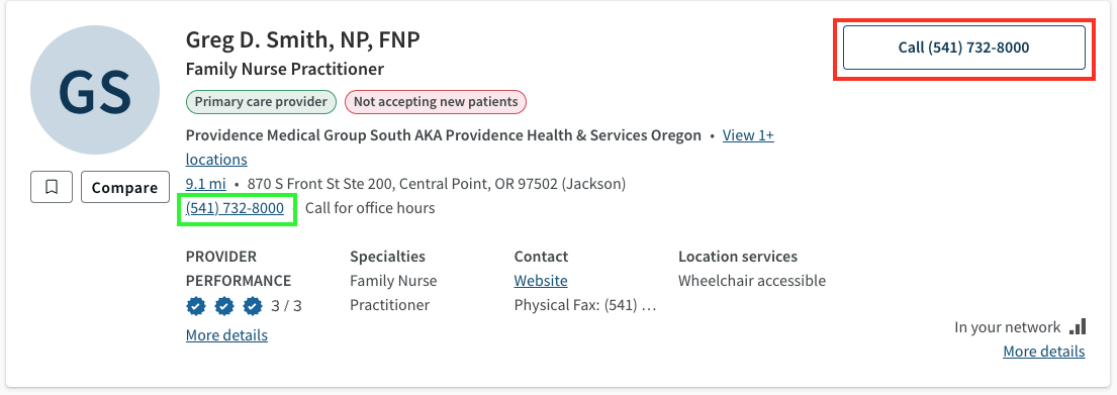
This feature is optional and available to Guide customers in UAT. Reach out to your Customer Success Partner to learn more or to enable it in UAT.

/ Search

October 27, 2026. Now in Production: 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 Production for all Search customers.

/ 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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