

# DECEMBER 2016 - RELEASE NOTES

## Benefit Programs Promotion in Past Care (Web and Mobile)

### BENEFIT PROGRAMS | SINGLE PLATFORM FOR HEALTH BENEFITS

#### WHAT YOU NEED TO KNOW

- We have been continuously investing in making Castlight a single platform for health benefits, making it faster and easier for employees to understand and access their benefit programs
- In the December release, Castlight will begin promoting benefit programs, such as Telehealth and EAP, in additional places throughout the platform to help employees connect with the right program at the right time.

#### These include:

- A new benefit program tip below relevant claims in the Past Care page
- A new homepage tip and recommendations page tip about the relevant benefit program

**Claims Summary for 2015** Show: 2015

**Family spending overview**  
Only includes finalized claims.  
Total fees billed: \$257.00  
Paid by Lehigh Hanson: \$248.00  
Your responsibility: \$9.00

**Your out of pocket costs by month**  
Total: Molly \$9

**Categories of care**  
No claims have been categorized.  
Please use the pull-downs in the category column below to categorize your claim.

**Your Claims**

Date	Service	Provided by	Category	You pay
Nov 1	Chiropractic treatment of back for Molly	Boss, Robert A., DC	Uncategorized	\$9.00 <span style="color: red;">Tip</span>
Jan 13	Follow up preventative care office visit for Molly	Adkins, Samantha Rae	Uncategorized	\$0.00

**Use a benefit program available to you**  
Need a doctor authorization for an Rx refill? Visit a doctor from anywhere using your telehealth benefit.  
[Learn More](#)

If any of this information does not reflect the care you received, please contact a Castlight Guide.

### BENEFIT PROGRAM PROMOTION ON PAST CARE

#### INTRODUCTION/SUMMARY

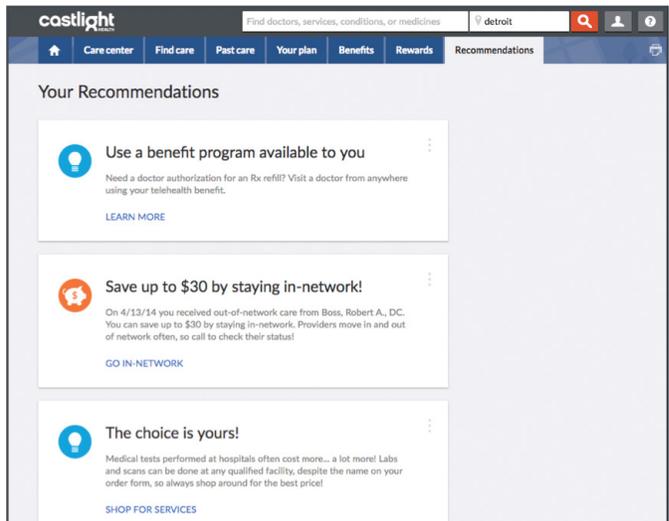
We recently introduced several new ways of promoting benefit programs in Castlight, including the Benefits tab, a benefits homepage card, integrating programs into search suggestions, and promoting relevant programs next to education articles. Now we are introducing additional ways of connecting employees with the right program at the right time.

#### WHY WE BUILT IT?

- Employees are making health decisions using our platform on a daily basis, and identifying the right benefit program is an important component of these decisions
- This will improve program awareness and drive utilization of the right programs, thereby increasing the value of customers' existing investments

## HOW DOES IT WORK?

- An employee navigates to the Past Care page in Castlight to view a listing of their recent claims
- If the employee has a claim that is relevant to a benefit program and their employer offers them that program, they are presented with a tip below the claim informing them of the benefit program and how they could use it
  - For example, if an employee visits a doctor and is diagnosed with Influenza (the flu), when they view their Past Care claim for that visit, they would be informed of the Telehealth program their employer offers them
- This tip will be visible to the employee on the Past Care page, homepage, and Recommendations page



**BENEFIT PROGRAMS IDENTIFIED BY CLAIMS  
APPEAR IN RECOMMENDATION TAB**

# Enhanced attribution for supplementary Provider Quality Data

## PROVIDER QUALITY | ADVANCED COST/QUALITY DECISION SUPPORT

### WHAT YOU NEED TO KNOW

- To ensure employees make the best decisions for their health, Castlight aggregates more than 15 supplementary sources of clinical outcomes quality data on providers, physicians, and facilities from industry-leading organizations
- However, these quality sources often do not contain standard identifiers for physicians, which generates challenges in correctly matching attributes to the provider in the health plan provider directories
- Castlight developed new, machine-learning based attribution logic which substantially improves the match rate for supplementary data sets, ensuring employees truly have the full set of information on any provider.
  - The first data sets launched with the new solution include ABMS Board Certification recognition, Physician Surgical Volume data, and Bridges to Excellence recognition

### INTRODUCTION/SUMMARY

To support employees making health decisions, Castlight aims to provide robust and clinically-meaningful supplementary quality data to employees in an understandable way. Specifically, this includes quality information around surgical outcomes for physicians and facilities, coordination of care across chronic conditions, and attribution of board certifications to providers. However, data in the health care ecosystem is often messy and not complete; many entries in the supplementary data sets do not have unique identifiers or other clean ways to match with the health plan provider directories.

### WHY WE BUILT IT?

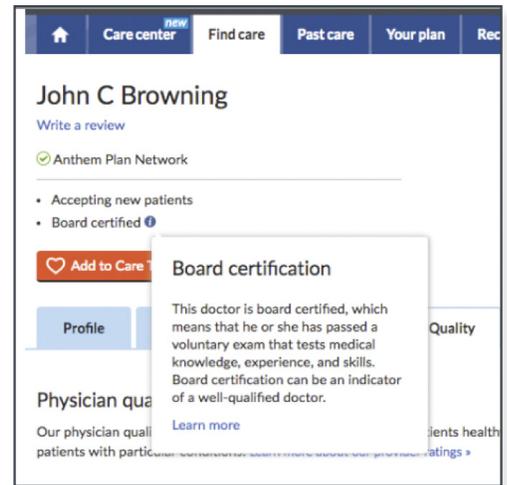
- Employees are making health decisions using our platform on a daily basis, including choosing providers for care
- When making decisions about providers, it's critical that employees have the full set of information that is relevant, including clinical quality, patient reviews, and cost

Surgery	Volume	Quality
Spinal fusion	High	
Hip replacement	High	
Knee replacement	High	
Spinal decompression	High	
Anterior cervical discectomy and fusion	High	

PHYSICIAN SURGICAL VOLUME AVAILABLE ON PROVIDER PROFILES

## HOW DOES IT WORK?

- Castlight developed a scalable, machine-learning based solution which enables improved matching between supplementary data sets and the multiple health plan provider directories
  - Specific examples the solution addresses include situations where a provider might have multiple practice locations, but the quality attribute is only reported at one address, or situations where the unique identifiers are different between health plan directories
- When employees search for providers, the quality attributes will appear as before. However, substantially more providers will have appropriate quality attribute attached
  - For example, if an employee searches for a physician, the attribution of board certification – confirmation that the provider passed their board exams – has improved by more than 50% across the national health plan provider directories



**PHYSICIAN BOARD CERTIFICATION  
AVAILABLE IN PROVIDER PROFILE**

# Enhanced Network Configuration Ability

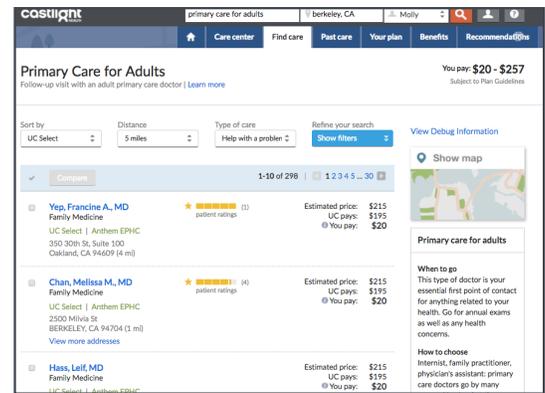
## SEARCH & PRICING | ADVANCED COST & QUALITY DECISION SUPPORT

### WHAT YOU NEED TO KNOW

- Supporting employees seeking information about the networks in which they can seek care is critical towards enabling better health decisions, especially as many large employers introduce narrow networks or other network innovations
- While Castlight has supported Narrow Networks, Centers of Excellence, and other network configurations for many years, in December 2016 Castlight is adding additional configuration options for clients to ensure alignment with desired names & brands of networks and innovation
- Clients will have the ability to configure the “In-Network” text, the name of a Narrow Network, and choose whether to display both the In-Network text and Narrow Network text or just Narrow Network text

### INTRODUCTION/SUMMARY

According to the National Business Group on Health, more than 25% of large employers currently utilize a high performance network, more than 70% utilize Centers of Excellence in some form, and an additional 42% of large employers are considering adding a High Performance or Narrow Network in 2017 or 2018. Castlight has supported this network innovation for many years in multiple ways, including the integration of these networks into search results, filtered or auto-sorted search results to direct towards the high performance network, and inclusion of network-specific cost & quality information. With this release, Castlight is adding the ability for employers to fully configure the name and branding of the networks displayed to employees within Castlight.



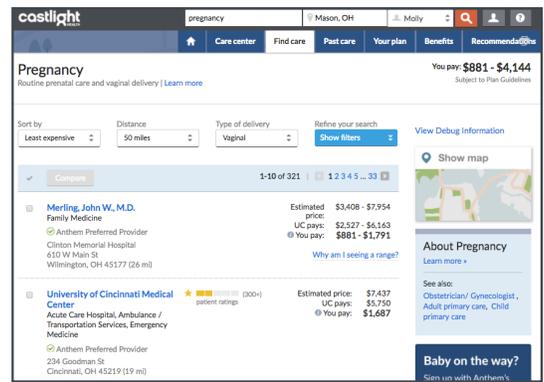
**CLIENT-SPECIFIC NAMES CONFIGURED FOR NARROW NETWORK AND IN NETWORK DESIGNATION**

### WHY WE BUILT IT?

- Large employers are utilizing high performance or narrow networks at increased rates, and it's critical that Castlight support not only the inclusion of the network providers, cost, and quality information, but also the naming and branding of these networks
- These configuration capabilities give clients tools to ensure consistent language across all benefit communications and materials, including the ability to brand the standard network as desired

## HOW DOES IT WORK?

- For all clients, the “In-Network” designation for providers is now configurable; clients will have the ability to choose the name that best represents what members will understand, such as “In-Network” or a name associated with their Health Plan network
- For clients that utilize Narrow Networks or High Performance networks, clients will have the ability to choose the name for those networks that best represents what will members will understand
  - Further, clients will have the option to include both the name of the broad network and the name of the narrow network or choose to utilize only the name of the narrow network
  - For example, a client might choose to include both “In-Network” and “Blue Distinction Total Care” designations for a provider that is in-network and in the narrow BDTC network or might only include “Blue Distinction Total Care”



**CLIENT-SPECIFIC NAME CONFIGURED FOR IN NETWORK DESIGNATION**