

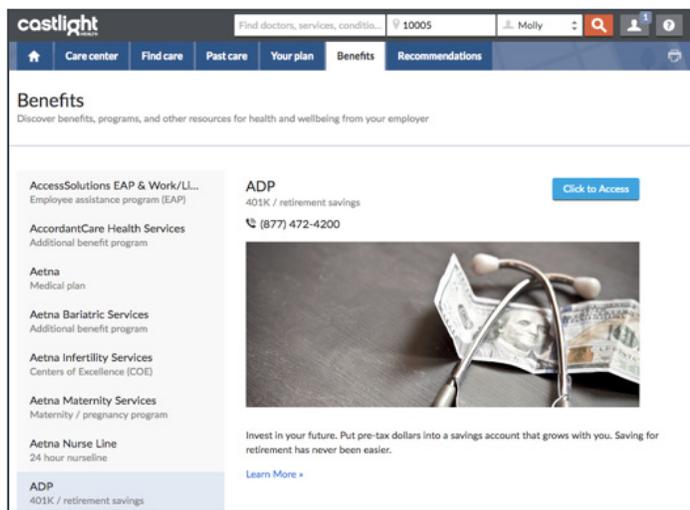
NOVEMBER 2016 - RELEASE NOTES

Web Navigation Improvements

BENEFITS TAB AND CARE TEAM HOMEPAGE CARD | SINGLE PLATFORM FOR HEALTH BENEFITS

WHAT YOU NEED TO KNOW

- We have been continuously investing in making Castlight a single platform for health benefits, providing employees with a simple way to understand and access their benefit programs.
- In the November release, to make it even faster and easier for employees to access their benefit programs, we are moving the Benefit Programs section of Care Center to its own dedicated tab, titled “Benefits.”
- The design of the Care Team homepage card has also been updated for employees who have not yet set up their Care Team.



BENEFIT PROGRAMS ARE NOW HIGHLIGHTED UNDER THE NEW BENEFITS TAB

INTRODUCTION/SUMMARY

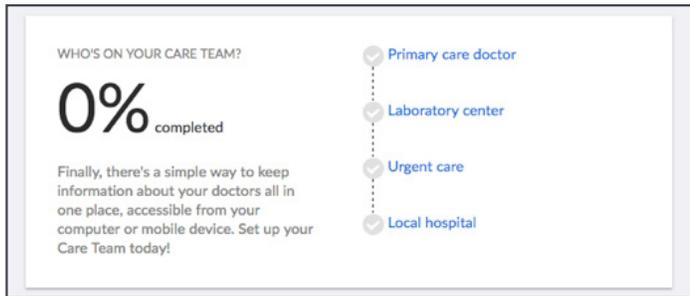
To make better health decisions, employees need a simple way to understand and access their benefits. We introduced the Benefit Programs tab to Care Center in April, where customers can promote the benefits they offer their employees. Now we are making it even faster and easier for employees to access their benefit programs by moving the Benefit Programs section of Care Center to its own dedicated tab. We have also updated the Care Team homepage card for employees who have not yet set up their Care Team with a design that is more likely to motivate them to set up their Care Team.

WHY WE BUILT IT?

- Employees are making health decisions using Castlight 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?

- The Benefit Programs section of Care Center will become its own dedicated tab, titled “Benefits.” The Benefits tab will appear after the Your Plan tab.



NEW CARE TEAM CARD MOTIVATES EMPLOYEES TO SET UP THEIR CARE TEAM

- On Benefit Program detail pages, the call to action button text will change from “Try now” to “Click to access.” This text was found to be the most effective at driving engagement with benefit programs during A/B testing.
- The design of the Care Team homepage card has been updated for employees who have not yet set up their Care Team. In addition to a brief message prompting them to set up their Care Team, the card now shows a completion checklist and their progress (0% completed). This design was found to be the most motivating during A/B testing.

Convenient Care Search and Decision Support Experience

SEARCH & PRICING | ADVANCED COST & QUALITY DECISION SUPPORT

WHAT YOU NEED TO KNOW

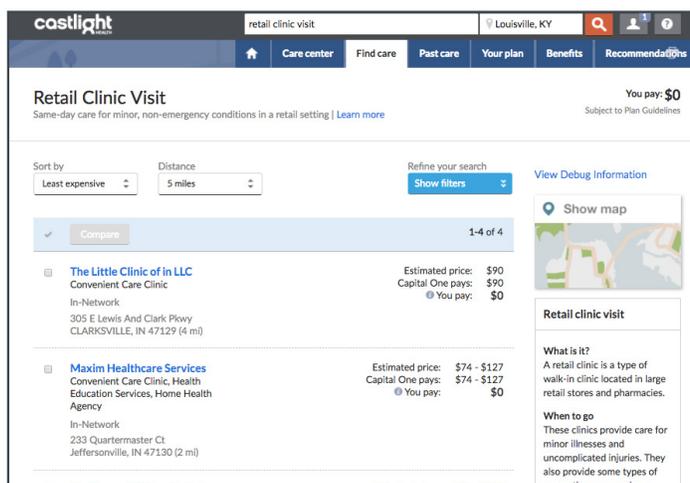
- Supporting employees seeking information about convenient care clinic options (such as retail clinics at pharmacy chains) is critical towards enabling better health decisions
- Castlight is deploying holistic support for Convenient Care in the application, including a comprehensive list of Convenient Care providers in a single search accessible through multiple search keywords and the Find Care tab, cost estimates for Convenient Care providers, the ability to target telehealth, promoted messages, and other featured search results to Convenient Care search, and enhanced educational content on potential cost savings of Convenient Care

INTRODUCTION/SUMMARY

Search on Castlight is a fundamental feature that enables our users to easily, quickly, and accurately research information and make health decisions through accurate, relevant, and personalized results. Specifically, Castlight is adding functionality that will increase discoverability of retail and convenient care clinics, a high value and convenient option for common health situations such as immunizations, coughs, and colds. These providers do not have all the services of an Urgent Care Clinic or Emergency Room, but are often close to the employee and able to support the immediate need.

Users can search for and view Convenient Care providers through multiple different keywords, including the brand names of the retail clinics, or access through the Find Care page. Within the Convenient Care search results page, users will also see estimated prices for the clinics, educational content to support their decisions as well as information about the provider.

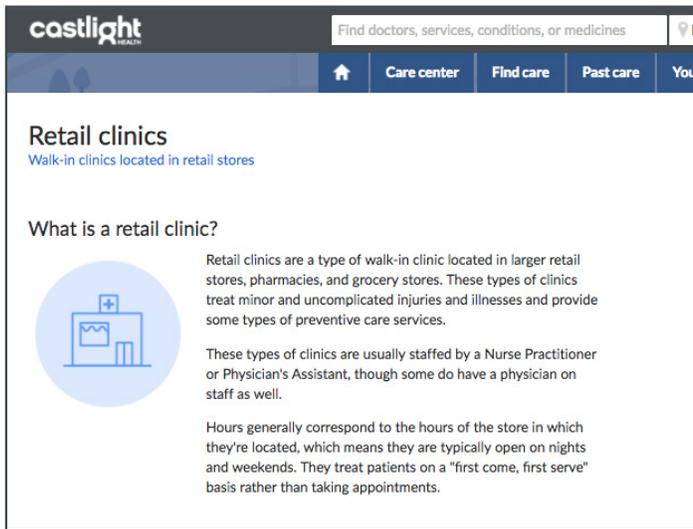
Finally, employers that offer telehealth, onsite clinics, or other benefit programs relevant to same-day care will be able to promote those programs on Urgent Care search results.



WHY WE BUILT IT?

- Retail clinics offer a convenient, high value option for employees that need immediate care for a non-emergency condition
- Previously, employees were limited to searching for Retail Care providers in the context of other search results, such as a sore throat; enabling a broad search support through multiple keywords will increase discoverability of the retail care options

CONVENIENT CARE CLINICS SUPPORTED IN SEARCH RESULTS



EDUCATIONAL CONTENT FOR CONVENIENT CARE CLINICS

HOW DOES IT WORK?

- Within the Castlight application, employees will see Convenient Care clinic results when they
 - Search for retail clinic, walk-in clinic, or similar keywords (including the brand names of the retail clinics)
 - Navigate to Retail Clinic through the Same Day menu option on the Find Care tab
- Once in an Urgent Care search, employees will see in-network convenient care providers, estimated out-of-pocket costs for a visit at each provider, and educational content about retail clinic visits

Physical Therapy Search Enhancements

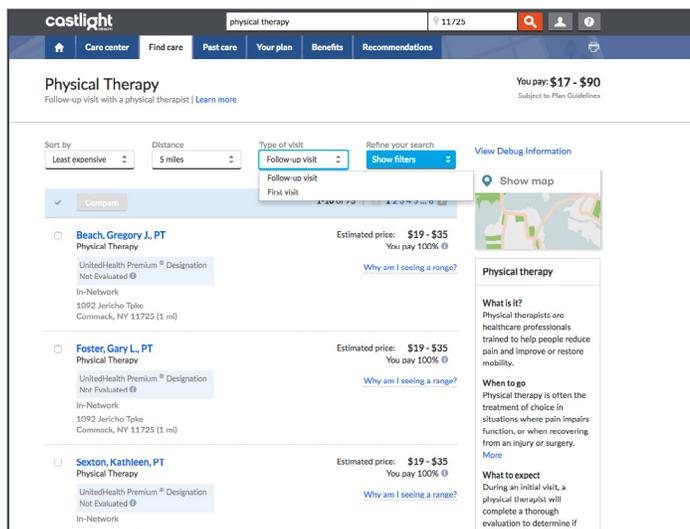
SEARCH & PRICING | ADVANCED COST & QUALITY DECISION SUPPORT

WHAT YOU NEED TO KNOW

- Physical therapy is an important component to the course-of-treatment for many conditions, including the treatment of orthopedic conditions, cardiovascular conditions, and trauma
- Castlight is simplifying the employee search experience for Physical Therapy through the introduction of bundles – reducing the need for the employee to choose from individual services, which were often complex and medically-named

INTRODUCTION/SUMMARY

Search on Castlight is a fundamental feature that enables our users to easily, quickly, and accurately research information and make health decisions through accurate, relevant, and personalized results. Specifically, Castlight is ensuring employees have quick, simple access to estimated prices for physical therapy services without requiring viewing a complicated set of different medical terms.



PHYSICAL THERAPY SEARCH RESULTS

- Physical therapy is an important course of treatment for many different conditions and procedures, including multiple different opportunities supported by Castlight’s personalization and engagement platform
 - Previously, users were required to select from detailed, specific services when searching for physical therapy care, such as “electrical stimulation” or “manual therapy”
 - This created a complicated, hard-to-understand experience for the user, even if it provided detailed information
- Follow-up visit (default result), which will reflect the cost of a typical suite of services that are offered during a follow-up visit to a physical therapist
 - First visit, which will reflect the cost of a typical suite of services that are offered during the first visit to a physical therapist
 - Prices will not be shown for specific, line-item services such as electrical stimulation or manual therapy

WHY WE BUILT IT?

HOW DOES IT WORK?

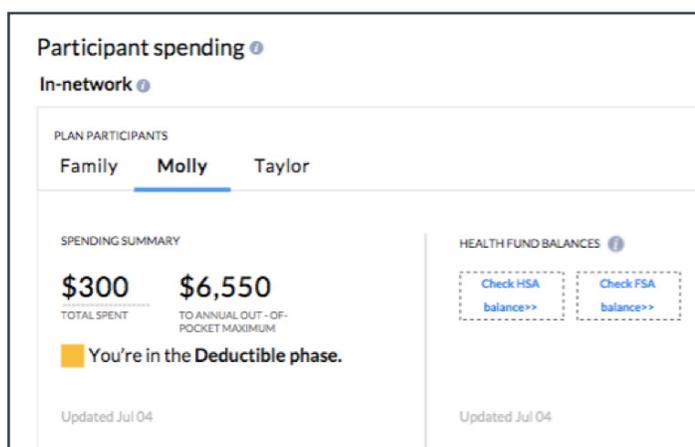
- Within the Castlight application, employees who search for Physical Therapy will be able to choose from two bundles of care

Your Plan Page Enhancements

PHARMACY | SINGLE PLATFORM FOR HEALTH BENEFITS

WHAT YOU NEED TO KNOW

- Your Plan page has been enhanced for users with dependents on their plans, to make it easier to understand their family's total spend-to-date vs. the spend-to-date of each individual on their plan
- Users will be able to toggle between a family tab and tabs for each individual to view spending summaries, rather than seeing all family members on one page



SPENDING SUMMARY TABS

Having spending summary tabs for the family and each individual provides a simpler and cleaner experience for users to better understand past spend and plan for future spend.

HOW DOES IT WORK?

Users will be able to click on tabs featuring the names of each individual on their plan to view their spending summaries, as well as a “family” tab that aggregates the total family spend.

INTRODUCTION/SUMMARY

As one of our most utilized features on Castlight, Your Plan page has been enhanced for users with dependents on their plans, to make it easier to view their family's spending summary separately from the summary of each individual on their plan. Rather than seeing all family members on one page, users will be able to toggle between a family tab and tabs for each individual to view spend-to-date.

WHY WE BUILT IT?

Many of our users have family members on their health plans, and use Your Plan page to keep track of the spend of each individual family member.

Our mission is to empower people to make the best choices for their health and to help companies make the most of their health benefits. We offer a health benefits platform that engages employees to make better healthcare decisions and can guide them to the right program, care, and provider. The platform also enables benefit leaders to communicate and measure their programs while driving employee engagement with targeted, relevant communications. Castlight has partnered with enterprise customers, spanning millions of lives, to improve healthcare outcomes, lower costs, and increase benefits satisfaction.

For more information, visit www.castlighthealth.com and connect with us on [Twitter](#) and [LinkedIn](#) and [Facebook](#).