

FEBRUARY 2017 - RELEASE NOTES

“Real-image” Anthem Insurance Cards

MOBILE | SINGLE PLATFORM FOR HEALTH BENEFITS

WHAT YOU NEED TO KNOW

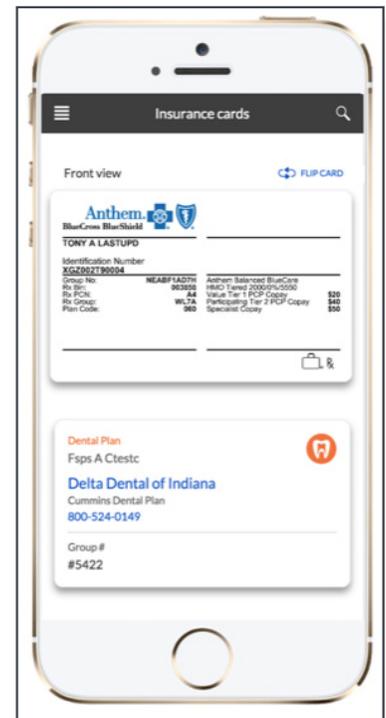
- The Insurance Cards feature on the Castlight mobile app has been upgraded for Anthem user and now features a real image of the user’s physical Anthem ID card
- This image contains the complete set of the member’s insurance information and serves as the required insurance card in any situation; previously, the previous text-based card displayed key plan information but not all logos and details
- This feature ensures members always have the only insurance card they need on their mobile phone

INTRODUCTION/SUMMARY

Being able access all your insurance information quickly with the Castlight mobile app is a critical function for on-the-go employees. We have now made our Insurance Cards feature even more useful for Anthem members, by changing the text-based ID card to a real image of the member’s physical Anthem ID card. This image also contains the complete set of the member’s insurance information, while the previous text-based card displayed key plan information but not all logos and details. This real-image card will make it easier for employees to present their digital ID card on the Castlight mobile app to providers and pharmacies as proof of insurance.

WHY WE BUILT IT?

- Some providers require a copy of the member’s actual insurance card to keep on file, in which case a text-based digital version may not be accepted
- In addition, the text-based card contained a limited set of the member’s insurance information. The member may still have needed to reference his/her physical insurance card to access all the relevant information
- By pulling in an image of the member’s physical Anthem ID card into the Castlight mobile app, all of the member’s necessary information is at his/ her fingertips, and providers are more likely to recognize the real-image card as sufficient proof. This enables members to reference and provide their insurance information entirely within the Castlight mobile app



INSURANCE CARDS FEATURE NOW DISPLAYS A REAL IMAGE OF THE MEMBER'S ANTHEM MEDICAL ID CARD

HOW DOES IT WORK?

- When selecting “Insurance cards” from the menu in the Castlight mobile app, an image of the member’s Anthem ID card will appear, containing all the relevant group names and ID numbers
- This image is sourced directly from Anthem in real-time, ensuring the most up-to-date information
- The member can show this screen to the provider office or send a screenshot to the provider’s email address if needed. The card can also be flipped to show the front and back of the card
- If the Anthem image is not available from Anthem, the mobile app will default to the previous text-based insurance card, with key plan information