

APRIL 2017 - RELEASE NOTES

Redesigned Castlight Mobile App

MOBILE | SINGLE PLATFORM FOR HEALTH BENEFITS

WHAT YOU NEED TO KNOW

- The Castlight mobile application has been redesigned to have a more modern look and feel and a more intuitive user experience
- In the new app, employees can see all their key health information right from the homepage, refine their search options for better results, and email or text their insurance card to a provider
- The app is available on both iOS and Android; current app users will receive an automatic update in April

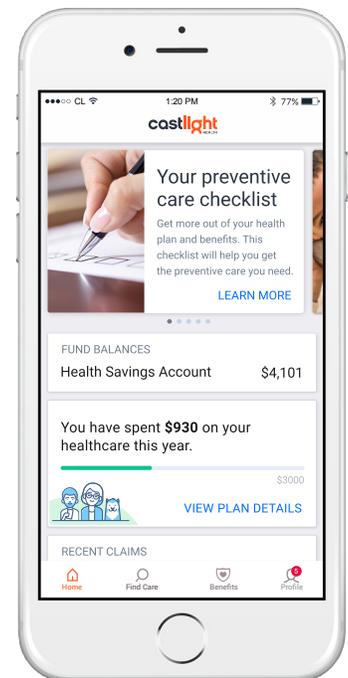
INTRODUCTION/SUMMARY

Today's employees expect a seamless mobile experience and instant access to the information they need, and their health benefits are no exception. That's why we redesigned our mobile app from the ground up—to provide employees the easiest, most intuitive way to experience Castlight.

In the new Castlight app, users will experience a more modern, native look and feel on both iOS and Android. Navigation is simpler, with often-needed content such as fund balances, plan status and recent claims info right on the homepage. Searching is smarter, with one-click access to nearby labs and hospitals. And users with Anthem plans will be able to email or text their real-image ID card to a provider right from the app.

WHY WE BUILT IT?

- Engagement with our mobile app has grown significantly over the past two years, making it even more critical to deliver a best-in-class mobile experience
- User research showed that Castlight mobile users are particularly goal-oriented; it took too many clicks to get to our most popular features
- Many health decisions are made on-the-go; Castlight's new application supports these decisions and allows us the ability to delight users through engaging, helpful features



CASTLIGHT'S REDESIGNED MOBILE APP DISPLAYS KEY INFORMATION RIGHT FROM THE HOME PAGE

HOW DOES IT WORK?

- Users who already have the Castlight mobile app downloaded received an automatic update in April
- Users who download the mobile app for the first time from the iOS or Android app store will automatically receive the new version of the app

Refreshed Web Design and More Intuitive Navigation

WEB USER EXPERIENCE AND NAVIGATION | 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 learn about and access their benefit programs and make better health decisions.
- In the April release, Castlight’s web experience will be upgraded, including a more light and modern design and a re-design of the navigational menu and search bar to make the employee experience more intuitive

INTRODUCTION/SUMMARY

To make better health decisions, employees need a simple way to understand and access their benefits. There were three key goals of the redesign, aimed at simplifying the employee experience:

1. Introduce a more modern look and feel.

As a best practice, Castlight continuously evaluates how we can offer a better user experience. We also heard feedback from customers, prospects, and Castlight users that our web experience could be more modern and intuitive. The final redesign is closely aligned with April’s new mobile application and was tested to ensure it meets employees’ needs.

2. Emphasize key user journeys.

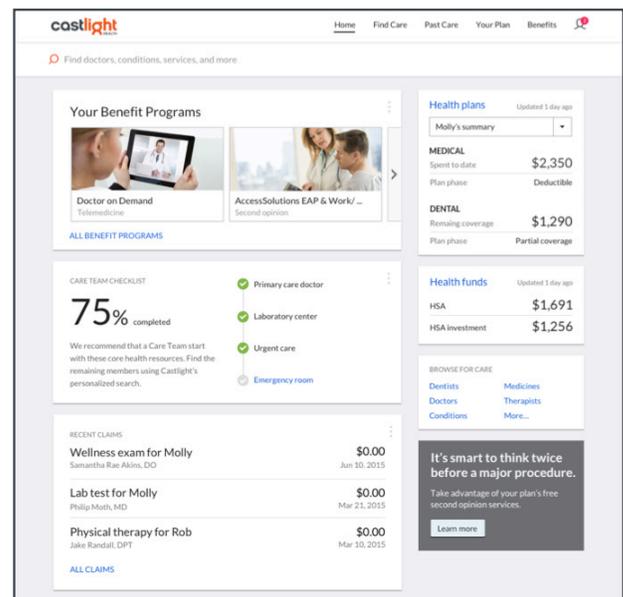
Finding care and accessing benefits are major use cases that take time and effort, so these journeys are a main part of our navigation menu. Moving forward, secondary use cases and information that is quickly referenced are now located under the employee’s “Profile”, including Care Team, Insurance Cards and Rewards.

3. Align with how people look for information.

Our research showed that users tend to search for what they are looking for and then filter their results. As such, we have simplified the Castlight search experience to align with this flow.

WHY WE BUILT IT?

- Employees are making health decisions using our platform on a daily basis, and identifying the right care, program, and provider is an important component of these decisions. These enhancements will make better health decisions faster and easier for employees.



REFRESHED CASTLIGHT WEB EXPERIENCE

HOW DOES IT WORK?

More intuitive navigation

- Only the navigation menu has been updated, not the information or pages themselves
- The navigation menu now emphasizes key user journeys, including Find Care, Past Care, Your Plan, and Benefits
- Recommendations are no longer located a dedicated page given Castlight's innovation over the past year. Rather, recommendations are targeted at the right place and time throughout the platform (for example, on the home page, via email, next to relevant past care claims, and alongside relevant education articles).
- We have introduced the "Profile" page, which includes secondary use cases and information that is quickly referenced, including Rewards, Care Team, Insurance Cards, Settings, and Help.
 - There is no longer a concept of a "Care Center," as our research showed it wasn't intuitive what was in a Care Center. The employee's Care Team and Insurance Cards are now located under Profile.



NEW CASTLIGHT NAVIGATION BAR SIMPLIFIES THE USER EXPERIENCE

More intuitive search experience

- Previously when searching, employees had to specify location and the person searching for. Now they simply search for what they are looking for and filter the results once in the search results experience. According to our user research, this is more aligned with how people look for and review information.

Enroll In and Utilize Programs Directly In Castlight

PROGRAM ENROLLMENT AND UTILIZATION | 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 learn about and access their benefit programs
- In the April release, employees will be able to enroll in and utilize benefit programs directly from the Castlight platform, on Benefit Program detail pages and via targeted program email outreach

INTRODUCTION/SUMMARY

Employees can now enroll in and utilize benefit programs directly from the Castlight platform, on Benefit Program detail pages and via targeted program email outreach. The employee-facing message for these programs will either be “Enroll Me” or “Click to Access,” reflecting the level of program integration with the Castlight platform. Programs with secure file transfer of enrollment will display “Enroll Me” and programs with Single Sign-On (“SSO”) or link redirect will display “Click to Access.” These changes remove barriers to enrolling in or utilizing a program and ensure a seamless experience for employees.

Note: The SSO and enrollment functionality will only appear for customers who have authorized Castlight to send data to vendors, and program enrollment via email will only be possible for customers who have relevant Action opportunities turned on. If you are interested in establishing these integrations please contact your Account Executive.

WHY WE BUILT IT?

- Employees are making health decisions using our platform on a daily basis, and accessing the right benefit program at the right time is an important component of these decisions. These enhancements create a seamless user flow, allowing employees to identify, learn about, access, and utilize their benefit programs
- This will improve program awareness and drive utilization of the right programs, thereby increasing the value of customers’ existing investments

HOW DOES IT WORK?

- Employees can navigate to their benefit programs from the “Benefits” page within Castlight. When an employee navigates to a specific benefit program (e.g. a Maternity program) and clicks on the call-to-action button, they will either SSO, enroll in the program via file exchange or be redirected to the program’s homepage. This depends on each customer’s level of integration of their benefit programs in Castlight
- For Action customers who have Maternity, EAP, or Second Opinion benefit programs configured and relevant campaigns turned on, employees will receive an email promoting the associated benefit program. From the email, the employee can indicate their interest in a program and “Click to enroll” directly from the Castlight application

New and Improved Help Center

NEW HELP CENTER | ADVANCED COST/QUALITY DECISION SUPPORT

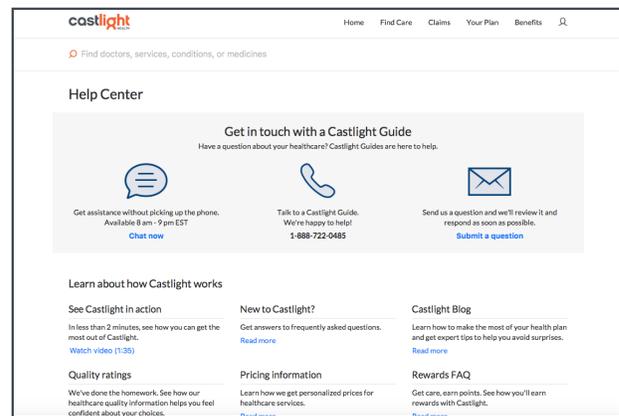
WHAT YOU NEED TO KNOW

- As a best practice, Castlight continuously evaluates how we can offer a better user experience. In April we will introduce a new Help Center with an enhanced look and feel that consolidates support information from multiple locations in the application to a single, easy-to-read page

INTRODUCTION/SUMMARY

In addition to the web experience re-design, a new Help Center will be introduced that consolidates user support information from multiple locations in the platform to a single page. On the consolidated help page, employees can:

- Contact a Castlight Guide via phone, chat or email to explore their benefits, find a provider, understand a claim, or receive support in using Castlight
- Learn how Castlight works via an introductory video, answers to Frequently Asked Questions, and learning about Castlight's quality ratings and pricing information
- Access the Castlight user blog, including regularly updated content on common health questions and seasonally-relevant health topics



NEW HELP CENTER PROVIDES MULTIPLE AVENUES TO SUPPORT EMPLOYEES WITHIN CASTLIGHT

WHY WE BUILT IT?

- Previously employees had to navigate to four separate pages these areas of information, and the Help page only provided access to Castlight Guides. The new Help center makes it faster and easier for employees to find answers to their common questions, learn more about how Castlight works, and find helpful information, with the option to contact a Castlight Guide if needed

HOW DOES IT WORK?

- In the navigation menu, when an employee clicks on the Profile page and selects "Help," they will be taken to the new Help Center
- They can then review the information provided or contact a Castlight Guide directly for help with their questions

Search Enhancements

SEARCH & PRICING | ADVANCED COST & QUALITY DECISION SUPPORT

WHAT YOU NEED TO KNOW

- Supporting employees seeking information about the providers, medicines, dentists, or facilities in which they can seek care is critical towards enabling better health decisions
- Castlight has supported a sophisticated search experience for many years, including natural language search technologies; with this release, the search experience for employees that do not know the specific type of provider they are searching for will be enhanced to offer more options and support to find the right result

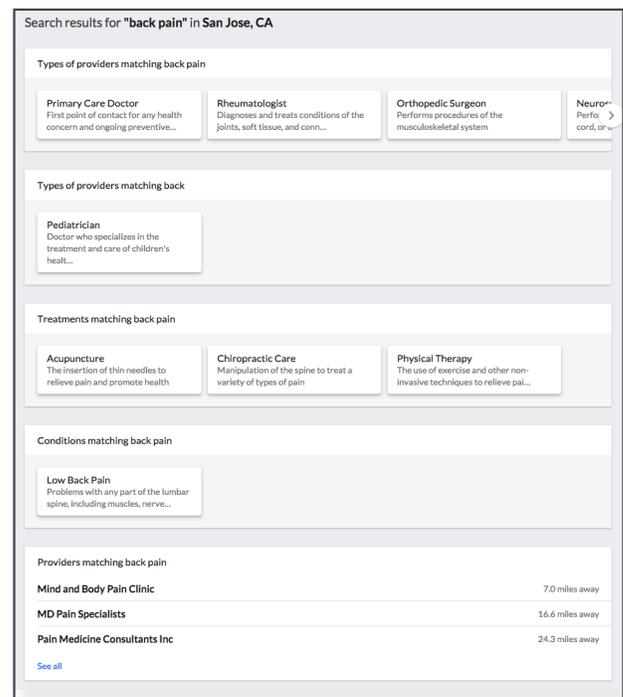
INTRODUCTION/SUMMARY

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. Along with providing results for employees that know the specific type of provider, medicine, or facility they are looking for, it is critical to provide a robust, helpful experience for employees that have an issue but do not know the specific information they need.

With this set of enhancements, instead of deciding on behalf of the employee which set of providers to display, the application will offer the employee a set of options relevant to their search input and allow them to navigate to the most valuable resource via a new page with multiple search options (see image inset). In addition, the search enhancements will default the initial search result for all office visits to provide pricing for a first-time visit. Employees will still be able to choose a return visit in the filter section.

WHY WE BUILT IT?

- Supporting employees that don't know exactly what they are looking for when they search is essential to enabling Castlight users to make better health decisions
- Further, the new framework for guiding employees will enable Castlight to leverage more results in search going forward, including additional content, educational information, and benefit programs over time
- Together, these changes make using Castlight easier and more helpful for employees



ENHANCED OPTIONS REFLECT SUPPORT FOR THE EMPLOYEE IN FINDING THE RIGHT OPTION

HOW DOES IT WORK?

More intuitive navigation

- When an employee types a search result that is not directly connected with a provider type, medicine, or dentist, the employee will be shown a set of search options that are relevant to their search input
 - For example, an employee typing “Back Pain” will see options to search for Primary Care Physicians, Orthopedic Surgeons, Physical Therapists, Acupuncturists, and Chiropractors
- For clients that search for any office visit, employees will see the price displayed for a first-time office visit by default. Employees will be able to see the price for a return visit by selecting return visit filter