

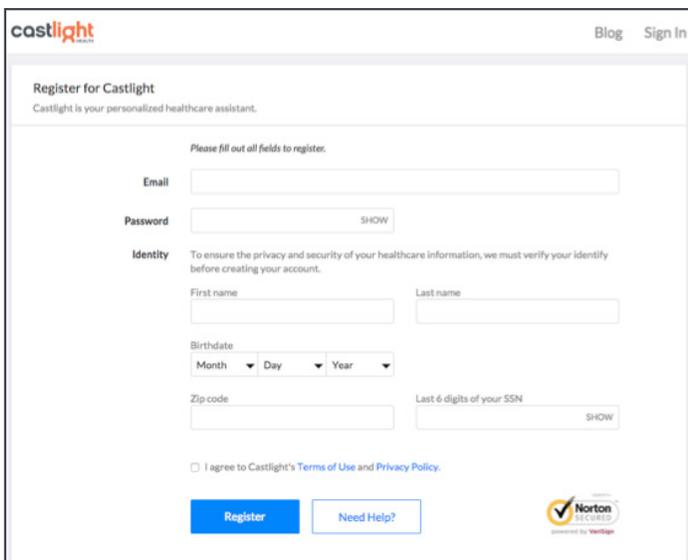
# MAY 2017 - RELEASE NOTES

## Registration User Experience

### CONSUMER FEATURES TO DRIVE ENGAGEMENT | ENHANCED EMPLOYEE REGISTRATION EXPERIENCE

#### WHAT YOU NEED TO KNOW

In this month's release, the initial user registration experience is now faster and easier to register for Castlight.



REGISTRATION WINDOW

#### INTRODUCTION/SUMMARY

Castlight is continuously investing in driving employee engagement with the platform, and seamless registration is an important component of this. This month's release, has multiple enhancements to the registration experience:

- An updated user experience to align with the web UI released in April
- Simplification of the registration form itself
- Addition of a "Need Help" button to connect employees with help resources
- Addition of Castlight Blog content to help employees understand the value of the product during registration
- Improvements to the messages employees receive during registration to help them better understand the registration process

#### WHY WE BUILT IT?

- The updated registration UI reflects a modern, clean look and feel that matches the enhanced web UI released in April. This improves users' first experience with Castlight. As they use the platform, there is continuity and uniformity in the user experience.
- The additional help features, including a "Need Help?" Page and more detailed messaging once a user submits their registration information, simplifies the registration experience and helps users find the information they need, when they need it.

## HOW DOES IT WORK?

- The registration process still operates as usual. No changes were made to the registration parameters.
- Customer messaging and branding (logos and text) have been maintained in the new UX.
- Embedded Registration will also reflect this updated UX. Vendors have been informed and will update their experience to accommodate accordingly.

# Telehealth Program Promotion Update

## SINGLE PLATFORM FOR HEALTH BENEFITS | PROGRAM PROMOTION

### WHAT YOU NEED TO KNOW

- Castlight can now engage more employees with telehealth programs through featured search results, while maintaining compliance with applicable state laws.
- This enhancement is made possible based on a technical update where a Castlight user's search location is incorporated into the platform's search algorithms.

### INTRODUCTION/SUMMARY

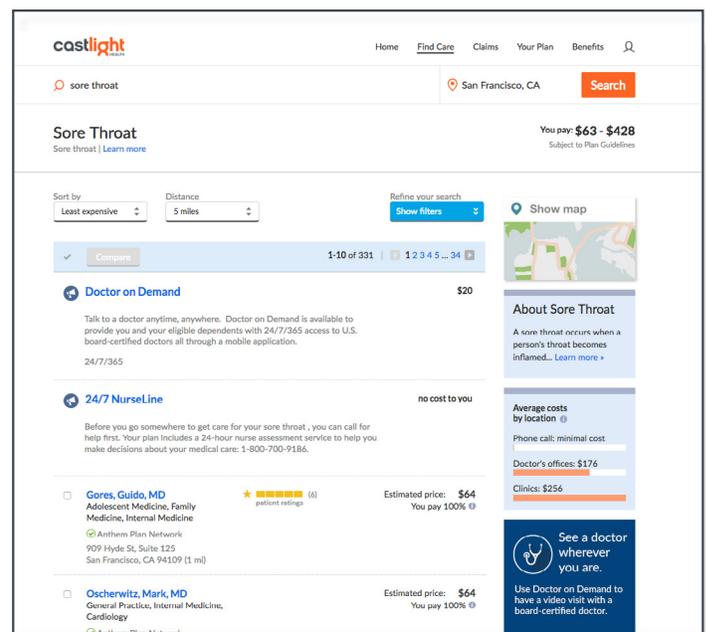
Castlight users have the ability to connect with relevant benefit programs when searching for benefits and care. With this month's release, Castlight can now engage more employees with telehealth programs through featured search results, while maintaining compliance with applicable state laws. This enhancement is made possible based on a technical update where a Castlight user's search location is incorporated into the platform's search algorithms.

### WHY WE BUILT IT?

- Customers can use Castlight to engage more employees with their telehealth program
- Castlight helps customers Maintain compliance with applicable state laws for telehealth utilization

### HOW DOES IT WORK?

- If a customer has a telehealth program, the program will appear as a featured search result for relevant searches in Castlight
- Whether or not a telehealth program appears as a featured search result also depends on compliance requirements and customer preferences that are based on geography, at the state level
  - For example, the state of Arkansas prohibits the use of telehealth programs. For users in Arkansas, Castlight would not show a telehealth program as a featured search result.
- The enhancement now allows this criteria to be determined by a user's search location address (and not a user's home location address)



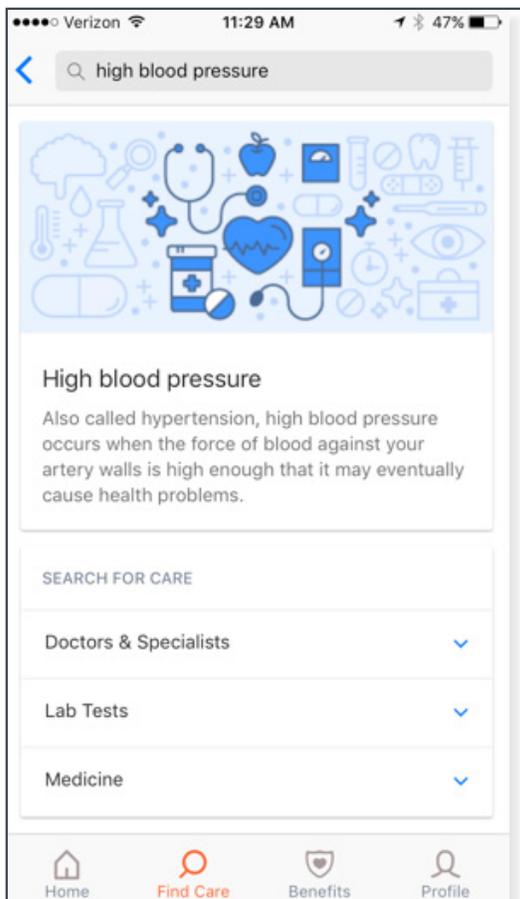
### TELEHEALTH PROGRAM PROMOTION

# Search Results for Conditions on Mobile

## MOBILE | ADVANCED COST & QUALITY DECISION SUPPORT

### WHAT YOU NEED TO KNOW

- The Castlight mobile app now displays search results and educational content for seven of the most common chronic conditions
- Previously, this feature had only been available on the web experience
- We will continue to support more conditions on the mobile app in future releases



SEARCH RESULTS FOR CONDITIONS ARE NOW DISPLAYED ON MOBILE

### INTRODUCTION/SUMMARY

Managing a chronic condition requires more than a visit to the doctor. Individuals who live with conditions such as diabetes, asthma, or rheumatoid arthritis need regular, ongoing touch points with different types of healthcare providers in order to stay healthy and avoid complications.

To guide users to the right care for a particular condition, Castlight developed “Care Guidelines” for the most common chronic conditions to help users search for specialists, lab work, medical services, and even lifestyle recommendations. Until now, this feature had only been available on the web platform; this update brings search results and educational content for seven common conditions to the mobile app.

### WHY WE BUILT IT?

- Search is the #1 most-used feature on mobile. This update enhances search functionality on mobile by allowing users to search for care by condition.
- Previously, this feature had only been available on the web platform. Now, users will have a more consistent and robust experience across platforms.

## HOW DOES IT WORK?

- Search results will display on the mobile app for diabetes, low back pain, high blood pressure, high cholesterol, osteoarthritis, rheumatoid arthritis, and childhood asthma
- Users can explore types of care (doctors, medicine, tests and labs) or access educational content to learn more about the condition and get expert recommendations to manage it

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](http://www.castlighthealth.com) and connect with us on [Twitter](#) and [LinkedIn](#) and [Facebook](#).



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