

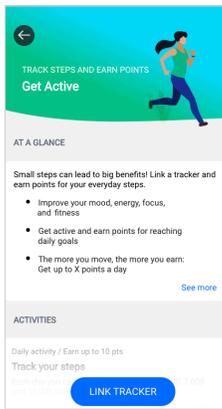


# Complete Health Navigation

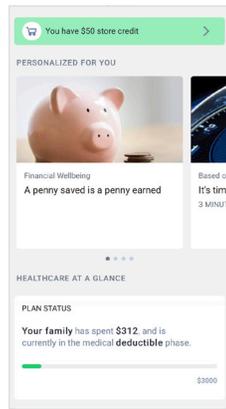
Transform employee benefits into a deeply personalized, simple, and guided experience. Improve health outcomes, drive medical cost savings, and promote healthier, happier lives.

## Cut through the complexity

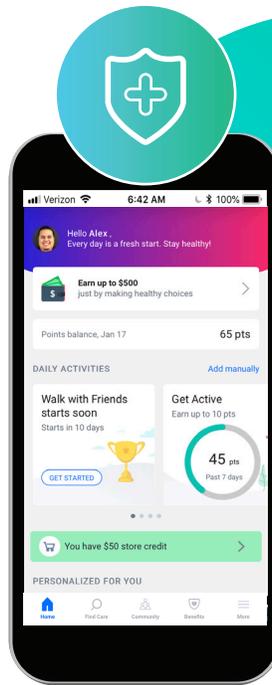
Provide unrivaled decision support and benefits guidance with the most personalized health and wellbeing experience.



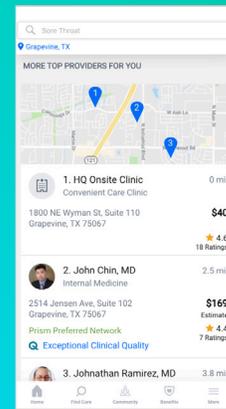
Wellbeing



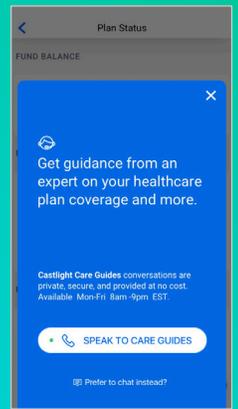
Benefit Steerage



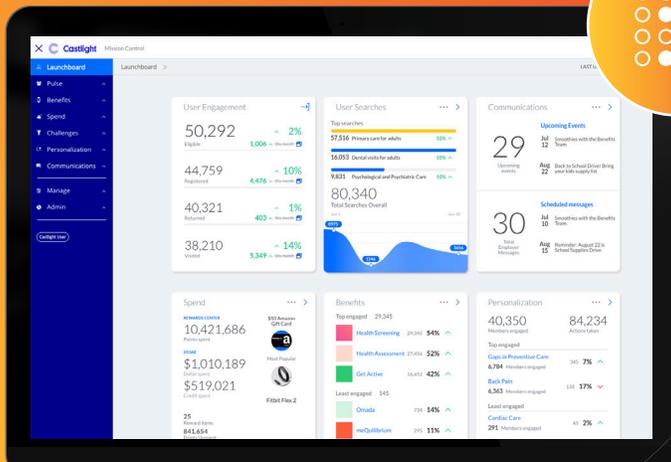
The Complete Home Tab



Care Guidance



Care Guides



Mission Control Report

## A single place to go

For employees and employers, Castlight Complete provides the most profound information in one user-friendly solution to empower making the best healthcare decisions.

# Every employee, every day.

A comprehensive solution for employees to stay healthy, access care, and navigate resources.

## Drive engagement through a personalized experience

We understand employees engage with resources that are uniquely tailored to their individual needs. Castlight Complete leverages masses of data through our connections with the largest health insurers, PBMs, and dental carriers, combined with personal goals and engagement data, to provide a personalized experience through the employee's journey.

## Meet employees where they are

Engage your employees how they want to engage—whether they prefer technology or a human touch—with full featured web, mobile app, and high-touch experiences.

## Match employees with the best care options

Guide employees to the highest value care by taking into consideration cost, provider quality, employee preferences, optimal care setting, preferred networks, and more with our proprietary provider matching capability.

## Custom network support

From centers of excellence to narrow networks and direct contracts, Castlight Complete steers your employees to the high-value provider networks you have developed.

## Integrate all benefits and resources in one place

Castlight Complete's open platform architecture allows for our customers to optimize their current and future benefit investments. Integrating health and wellness resources into one platform means a simplified and personalized experience for employees. Recommending the right resources to the right employees leads to higher utilization and improved outcomes.

## Castlight Complete delivers proven results

### Integrated Programs

1.5-2.4X

Increase in employer program engagement

### Right Care

25%

Decrease in emergency room utilization

### Right Provider

12-13%

Lower spend on MRI scans and lab tests

### Financial Return

1.25-1.75%

Medical Cost Savings



# Castlight Complete

Comprehensive health navigation in a single app to help employees improve their health journey.

Navigator

Express

## Universal Platform Features

### Employer Branding

Customize the look and feel of the app, configuring onboarding screens and applying a logo and colors that align with the employer brand

### Platform Driven Educational Content

Consumer-oriented educational content on various health and wellness topics

### Mission Control

An intuitive web dashboard for the benefits leader with self-serviced reports to measure and sustain engagement in Castlight

## Professional Services

Underlying our product functionality is a standard set of Professional Services, including a dedicated Customer Success Manager and Implementation team, customer analytics and reporting, incentives administration, best-in-class engagement strategies and standard user support

## Castlight Care Guides ○

Castlight Care Guides offer one-to-one live support to connect employees to the right benefits and care, combining Castlight's personalized health navigation technology with a clinician-led, high-touch service. Castlight Care Guides engage users through their preferred modality—chat, telephone, or email—to deliver data-driven, tailored recommendations that steer employees to the best next step in their healthcare journey

|                                |  | Navigator | Express |
|--------------------------------|--|-----------|---------|
| <b>Wellbeing Features</b>      | Activity Tracking                      | ●         | ●       |
|                                | Device Store                           | ●         | ●       |
|                                | Challenges                             | ●         | ●       |
|                                | Products Communications                | ●         | ●       |
|                                | Castlight Health Assessment            | ●         | ○       |
|                                | Community                              | ●         | ●       |
| <b>Personalization Drivers</b> | Castlight Health Goals                 | ●         | ●       |
|                                | Search History                         | ●         | ●       |
|                                | Program Engagement Data                | ●         | ●       |
|                                | Demographic Data from Eligibility File | ●         | ●       |
|                                | Medical / Rx Claims                    | ●         | ●       |
|                                | Biometrics Screening Data              | ●         | ●       |
| <b>Incentives and Rewards</b>  | Incentives Design                      | ●         | ●       |
|                                | Welcome Rewards                        | ●         | ●       |
|                                | Explore and Earn Rewards               | ●         | ●       |
|                                | Reward Center                          | ●         | ●       |
| <b>Ecosystem Connections</b>   | Ability to Purchase Through Castlight  | ●         | ●       |
|                                | SSO to Castlight Ecosystem Partners    | ●         | ●       |
|                                | SSO to Non-Ecosystem Vendors           | ●         |         |
|                                | Bi-Directional Data Exchange           | ●         | ●       |
| <b>Care Guidance Features</b>  | Guided Search (Medical and Rx)         | ●         | ●       |
|                                | Guided Search (Dental)                 | ●         |         |
|                                | Price Estimates (Medical and Rx)       | ●         | ●       |
|                                | Price Estimates (Dental)               | ●         |         |
|                                | Provider Quality Ratings               | ●         | ●       |
|                                | Patient Ratings and Reviews            | ●         | ●       |
|                                | Advanced Plan Design Integration       | ●         |         |
|                                | Health Fund Balances                   | ●         | ●       |
|                                | Claims History                         | ●         | ●       |
|                                | Insurance Cards                        | ●         | ●       |
|                                | Engagement-Based Rewards               | ●         | ●       |
| <b>Engagement Hub Features</b> | Wellbeing Programs                     | ●         | ●       |
|                                | Benefits Tab                           | ●         | ●       |
|                                | Personalized Recommendations           | ●         | ●       |
|                                | Employer Communications Suite          | ●         | ●       |

● Included ○ Available for additional fee ● Messaging and events only

## Wellbeing Features

**Activity Tracking:** Enable users to earn points by tracking activities including steps, nutrition and sleep

**Device Store:** A marketplace for purchasing consumer health devices; employers can include a subsidy for the full population or a specific segment of their population

**Challenges:** Time-bound social challenges designed to encourage healthy behaviors and habits through a fun and engaging participant experience

**Castlight Health Assessment:** An integrated, in-app health assessment to power personalized program recommendations and content

## Personalization Drivers

**Castlight Health Goals:** Connects users to relevant programs and content based on self-identified health goals

**Castlight Health Assessment:** Connects users to relevant programs based on Health Assessment results

**Search History:** Connects users to relevant programs based on search history in the Castlight app

**Program Engagement Data:** Nudges users to start or complete a program based on program engagement

**Demographic Data from Eligibility File:** Connects users to relevant care, programs or content based on demographic data such as age and gender

**Medical / Rx Claims:** Connects users to relevant care, programs or content based on medical and pharmacy claims data

**Biometrics Screening Data:** Connects users to relevant care, programs or content based on biometric results

## Incentives and Rewards

**Incentives Design:** Configure incentive designs and rewards to drive specific actions in employee health programs

**Welcome Rewards:** Drive initial engagement awarding points for registering, downloading the app or logging in

**Explore and Earn Rewards:** Incentivize users for high-value activities, such as submitting a provider review, reviewing their plan information or adding a provider to their care team

**Reward Center:** A marketplace for redeeming points for direct rewards or sweepstakes prizes

## Ecosystem Connections

**Ability to Purchase Through Castlight:** Castlight Ecosystem Partners (40+) can be purchased on Castlight paper

**SSO to Castlight Ecosystem Partners:** Single sign-on from Castlight to ecosystem partners

**SSO to Non-Ecosystem Vendors:** Single sign-on from Castlight to non-ecosystem vendors

**Bi-directional Data Exchange:** Castlight receives data from ecosystem partners to confirm activity completion in support of rewards

## Care Guidance Features

**Guided Search (Medical and Rx):** Search for in-network, high-quality local care including PCPs, specialists, same day care, testing, imaging, procedures, conditions, medicines and pharmacies

**Price Estimates (Medical and Rx):** Personalized price estimates specific to the employee's plan and benefit information for medical services and prescriptions

**Guided Search (Dental):** Search for in-network, high-quality local dental and orthodontic care

**Price Estimates (Dental):** Personalized price estimates specific to the employee's plan and benefit information for dental and orthodontic services

**Provider Quality Ratings:** Easy-to-understand quality ratings for physicians and facilities unique to the user profile and search term

**Patient Ratings and Reviews:** Aggregated patient experience information for physicians and facilities

**Advanced Plan Design Integration:** Integration with complex or sophisticated plan designs including COEs, narrow/preferred networks, and ACOs

**Health Fund Balances:** A quick view of health fund balances for users to review spending and available funds

**Claims History:** An up-to-date list of recent healthcare claims, with information on dates, providers, and costs

**Insurance Cards:** Customized insurance cards for all supported health plans, located in the Profile tab on both mobile and web

**Engagement-Based Rewards:** Incentivize users for exploring Castlight and engaging with their care

## Engagement Hub Features

**Wellbeing Programs:** 3rd party health & wellness programs that award completion of various milestones

**Benefits Tab:** A comprehensive list of benefit programs available to the employee, including links, details and contact information for each

**Personalized Recommendations:** Personalized in-app and email recommendations connecting employees to relevant care, content and benefits programs

**Employer Communications Suite:** An in-app channel for the employer to create and promote company messages, events and surveys

[Request Demo](#)

[info@castlighthealth.com](mailto:info@castlighthealth.com)



Castlight Health, Inc.  
150 Spear Street, Suite 400  
San Francisco, CA 94105

Tel: 415 829 1400  
[info@castlighthealth.com](mailto:info@castlighthealth.com)  
[castlighthealth.com](http://castlighthealth.com)

© 2020 Castlight Health, Inc.  
Castlight Health® is the registered trademark of Castlight Health, Inc.