

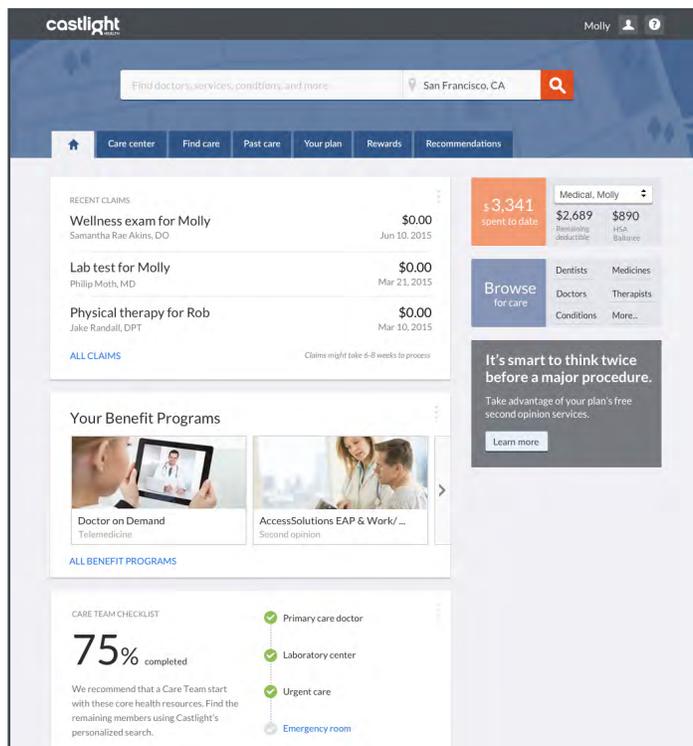
AUGUST 2016 - RELEASE NOTES

New Homepage Card to Promote Programs (Web Only)

SINGLE PLATFORM FOR HEALTH BENEFITS | PLATFORM

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 understand and access their benefit programs
- In the August release, Castlight is adding a new homepage card to web that will promote benefit programs to all employees
- Up to 5 benefit programs will be promoted in a carousel
- This is applicable to all customers, including those who do not have Action



INTRODUCTION/SUMMARY

To make better healthcare decisions, employees need a simple way to understand and access their benefits. We introduced Care Center and Benefit Programs to the platform in April, where customers can promote the health benefits they offer their employees. Now we are making it even faster and easier for employees to access their benefit programs by promoting them on the homepage.

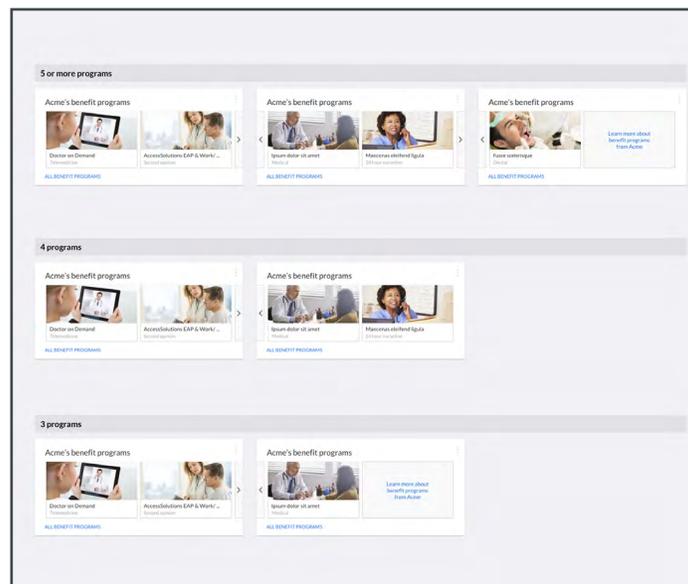
WHY WE BUILT IT?

- Employees are making health decisions using our platform 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 programs, thereby increasing the value of benefit leaders' existing investments

CASTLIGHT'S HOMEPAGE WITH THE NEW BENEFIT PROGRAMS CARD

HOW DOES IT WORK?

- Employees will see the new benefit programs homepage card (titled “Your Benefit Programs”) after the past care and before the Care Team card. Benefit programs will be promoted in a carousel. The benefit programs displayed are directly pulled from the programs captured in Care Center
- If the customer has...
 - **More than 5 programs in Care Center:** 5 program cards will appear in the carousel. Of the customer’s programs listed in Care Center, Castlight will select and promote the 5 programs that are the most applicable to a general employee population and are the least likely to be known. This selection is not customizable by the customer. A sixth card will prompt the employee to “Learn more about benefit programs from (employer)”. Clicking on this will take the employee to Benefit Programs in Care Center
 - **5 or 3 benefit programs in Care Center:** All of the programs in Care Center will appear in the carousel. An extra card will prompt the employee to “Learn more about benefit programs from (employer)”. Clicking on this will take the employee to Benefit Programs in Care Center
 - **4 or 2 benefit programs in Care Center:** All of the programs in Care Center will appear in the carousel. There will not be an extra card prompting the employee to “Learn more about benefit programs from (employer)”
 - **Only one program in Care Center:** The benefit programs homepage card will not be shown
- Programs will appear in the carousel in a random order. The order is the same each time the employee logs in
- Similar to Care Center, each program card includes an image, the name of the program, and the program type. Clicking on a program will take the employee to its listing in Care Center
- Below the carousel there will be a link for “all benefit programs,” which will take the employee to Benefit Programs in Care Center
- This will be available in demo in the August deploy. New demo accounts must be created using the new demo manager process in order to demo this feature



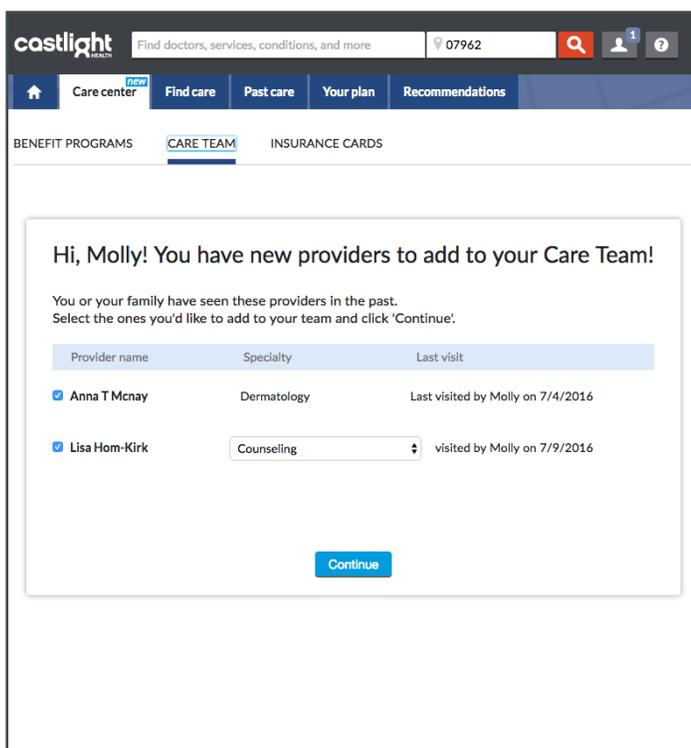
DISPLAY OPTIONS BASED ON THE NUMBER OF PROGRAMS IN A USER'S CARE CENTER

Care Team Enhancements (Web Only)

SINGLE PLATFORM FOR HEALTH BENEFITS | CARE CENTER

WHAT YOU NEED TO KNOW

- We have been continuously investing in making Castlight a single platform for health benefits, making it easier for employees to identify the right program, care and provider
- In the August release, Castlight is making enhancements to Care Team that will help employees build their Care Team and locate their providers more easily
- Enhancements include adding separate sections for individuals and facilities, sorting providers alphabetically by last name, and prompting employees to add a provider to their Care Team if a new provider appears in their past care claim



EMPLOYEES ARE PROMPTED TO ADD A PROVIDER TO THEIR CARE TEAM BASED ON CLAIMS HISTORY

INTRODUCTION/SUMMARY

To make better healthcare decisions, employees need a simple way to understand and access their benefits. Care Team allows employees to manage, access, and contact their providers in a single location. They can also take notes about their visits with each of their providers directly in Care Team.

In the August release we are making it even easier for employees to build their Care Team and locate their providers with a few enhancements:

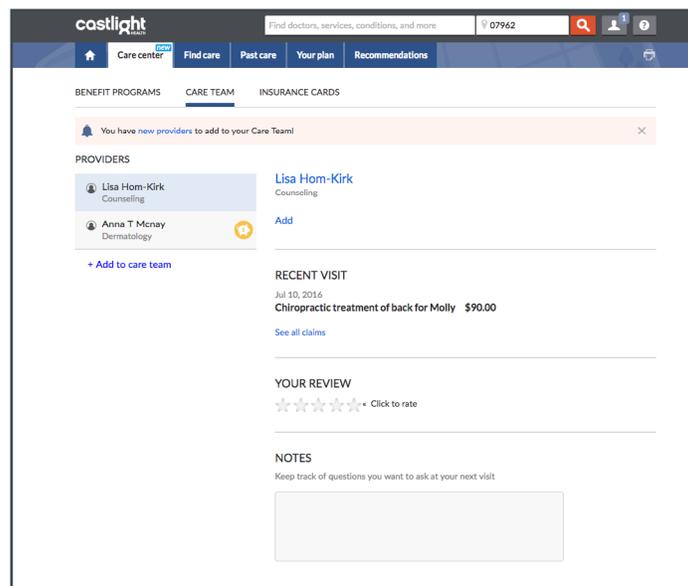
- Providers will be listed in separate sections for individuals and facilities
- Providers listed in Care Team will now be sorted by last name rather than first name. This is more intuitive to the employee, who typically knows their provider as "Doctor Smith" and may not know their first name
- Employees will be prompted to add a provider to their Care Team if...
 - A new provider appears in their past care claim
 - A previous prompt to add that provider was previously abandoned or not responded to

WHY WE BUILT IT?

- Employees are making health decisions using our platform on a daily basis, and identifying the right provider is an important component of these decisions
- Encouraging employees to build their Care Team and making it easier to use will help them keep track of their providers and connect with them more easily

HOW DOES IT WORK?

- Suggesting providers to add to Care Team when no providers have been added
 - Care Team suggests providers based off of Past Care claims. The employee can choose to add all or some of their providers to their Care Team
 - In the past, if the employee navigated away from this initial prompt, it did not reappear in future visits
 - Now, if the employee navigates away from Care Team during the setup flow without selecting or deselecting providers, they will be prompted again the next time they visit Care Team with the same list of providers
 - If the employee deselects a provider from the list, they will not be prompted to add the same provider again
- Suggesting providers to add to Care Team when some providers have already been added
 - If the employee already has providers added to their Care Team and Castlight receives a new claim for a new provider, the next time the employee visits Care Team they will receive a notification prompting them to add the new provider to their Care Team
- Revision of location of the Care Team tab in Care Center, where Care Team is now centered between Benefit Programs and Insurance Cards



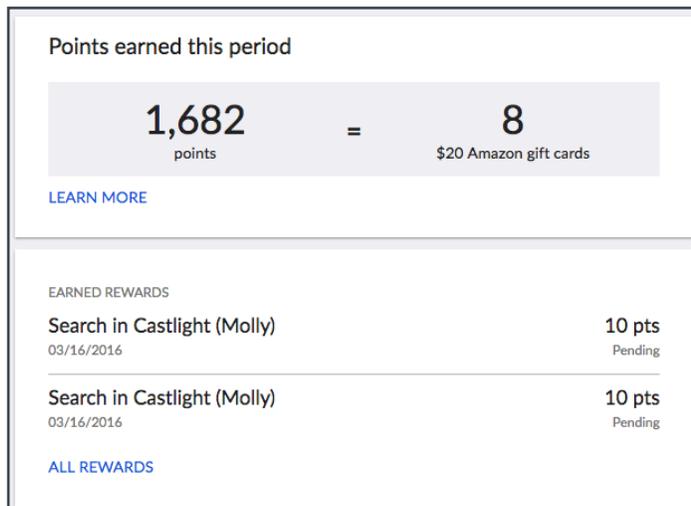
CARE TEAM ALLOWS EMPLOYEES TO PROACTIVELY PREPARE FOR CARE

Rewards Activity Expansion and Engagement Enhancements

CONSUMER APPROACH TO ENGAGEMENT | REWARDS

WHAT YOU NEED TO KNOW

- Castlight Rewards enables customers to incentivize employees for high value actions on the Castlight platform. In August, three new rewardable activities were introduced, including Rewards for Care Center Benefit Programs (View Program Details and Click Program URL for a Benefit Program) and Rewards for viewing the Insurance Cards in Care Center
- In addition, the August release includes three new features that connect employees with their Rewards program. These include a card on the employee's Home Page summarizing current rewards accumulation status and recent earned rewards, an alert on the Home Page close to the end date of a program to message the last chance to earn rewards, and outbound emails for employees at the beginning of a rewards program and close to the end date of the program



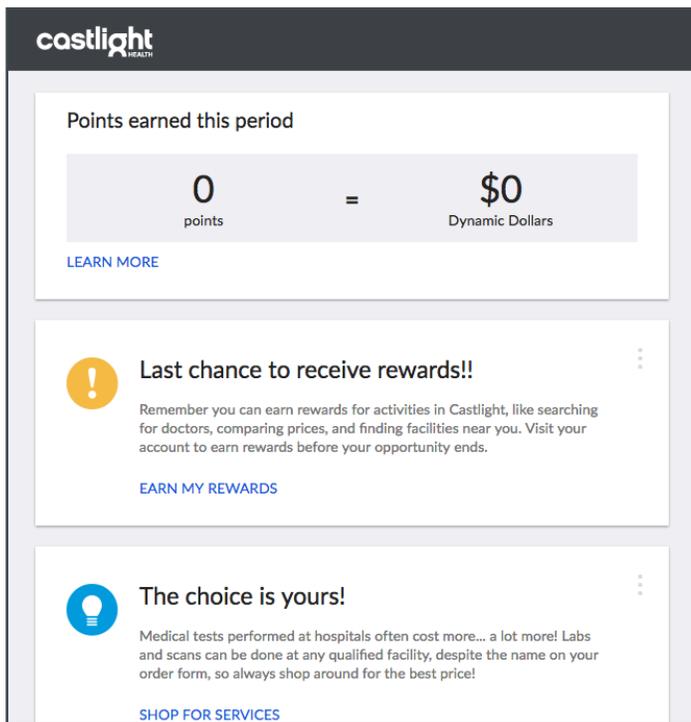
HOME PAGE CARD PROVIDES A QUICK SNAPSHOT OF THE EMPLOYEE'S REWARDS ACTIVITY AND EARNINGS

INTRODUCTION/SUMMARY

Castlight's Rewards feature motivates employees to make better health decisions through driving awareness and utilization of the Castlight health benefits platform. Employees, spouses, and adult dependents can get points for performing activities on our platform, such as registering for Castlight, searching for care, or connecting with health benefits.

Specifically, Rewards provides employers the ability to configure and enable incentives for activities including registration, search, viewing plan information, viewing past care, viewing recommendations, adding a provider to a Care Team, viewing educational content, submitting a provider review, and opening a targeted message. In this release, additional options are provided to employers as options for configuration, including incentives for viewing Program Details and clicking the program URL in the Benefits Programs space in Care Center.

Further, Rewards provides the employee a single location to manage and track their rewards, including completed activities, outstanding activities, and a Frequently Asked Questions that is configured by the employer. Further, in this release, additional employee functionality is added, including a card on the Home Page and the ability to send automated email notices. To create increased awareness of important medical, dental and pharmacy benefit details necessary for transactions, a rewardable activity can be enabled as part of a rewards program design configuration.



ALERT FOR THE EMPLOYEE ON HOME PAGE ENSURES AWARENESS OF ENDING REWARDS PROGRAM

To create increased awareness of important medical, dental and pharmacy benefit details necessary for transactions, a rewardable activity can be enabled as part of a rewards program design configuration.

For customers who allow emails to registered or unregistered users, two new rewards application triggered emails have been created to inform and create urgency to participate in Rewards. A welcome email sent after program launch and a last chance email defaulted at 14 days prior to program end date can be enabled by the product email team.

WHY WE BUILT IT?

- The three new rewardable activities were added to extend design options for Rewards program by employers as well as to increase the overall value of the Castlight platform to the employee by offering relevant content and plan benefit understanding
- The new home page card and the last chance alert were added to increase employee awareness of Rewards programs as well as ensure urgency in completion at the end of the program
- The new email functionality was added to use consumer-oriented best practices in driving employee awareness of Rewards program actions available to them

HOW DOES IT WORK?

- For rewardable activities that an employer chooses to utilize, an employee must take the following action to receive the incentive:
 - Click on a Program Details screen on the Care Center Benefit Programs tab
 - Click on the Try Me button on a Program Details screen on the Care Center Benefit Programs tab
 - Click of Insurance Cards Tab in the Care Center
- Rewardable activities will be immediately recognized and added to the employee’s rewards balance
- All employees whose employers have enabled an active rewards program will see the Rewards card on the Home Page with rewards earnings information
- All employees in an active rewards program who have not reached their program cap and who have a remaining activity for them to earn rewards will receive the last-chance alert message on the home page
- Customers, in partnership with UG, CX and the product email team, enable these welcome and last chance emails to be generated and delivered to users.

Cardiac Care Opportunity

CONSUMER APPROACH TO ENGAGEMENT | ACTION

WHAT YOU NEED TO KNOW

- The Action module now has a new addressable opportunity with Cardiac Care
- Treatments for heart disease are complicated, expensive, and disruptive and vary widely in cost and quality
- Action's Cardiac Care opportunity delivers personalized recommendations that connect at-risk individuals with the program and support options available from their employer

INTRODUCTION/SUMMARY

Heart disease is the leading cause of the death in the United States, accounting for 23.5% of all mortalities (CDC). The term refers to a number of disorders that prevent the normal function of the heart such as coronary artery disease, heart attack, and arrhythmia.

Treatments for heart disease including open heart surgeries, angioplasties, and diagnostic tests, among others are some of the most complicated, expensive, and disruptive events individuals can face when on employer-sponsored insurance. Patients often navigate highly complex health care decisions with limited access to cost and quality information and decision-support guidance. Patients may have multiple treatment options, each with widely varying costs and quality of care across providers.

Action's Cardiac Care opportunity connects at-risk individuals with quality providers and support options available, including second opinion programs and centers of excellence, to ensure the best and most effective care.

5 topics to discuss with your doctor before a heart procedure or test



Caring for your heart means making important decisions. We've put together a list of questions that will help you understand your options, what to expect, and how to plan for recovery.

[LEARN MORE](#)

WHY WE BUILT IT?

- Heart disease is an addressable, high cost area for employers
 - Treatments for heart disease are complicated, expensive, and disruptive
 - Multiple treatment options exist for a given condition
 - There is high variance in cost and quality among providers
- Heart disease costs and outcomes are addressable by connecting patients with education, health care services and supportive programs
- Effectively utilizing the right programs can lead reductions in health care costs and absenteeism (Source: CDC)

SAMPLE CONSUMER-ORIENTED OUTREACH FOR A MEMBER IDENTIFIED AS POTENTIALLY AT RISK FOR CARDIAC CARE

For decisions about heart tests and procedures, quality matters



In cardiac care, high quality providers mean more successful outcomes. Castlight gives you straightforward quality ratings for doctors and hospitals so you can choose with confidence.

[LEARN MORE](#)

HOW DOES IT WORK?

- Castlight segments adults at high risk of a cardiac intervention or surgery in the Cardiac Care opportunity
- Targeting is based on predictions from claims, mindshare and demographic data
- Castlight delivers personalized recommendations that connect at-risk individuals with the program and support options available from their employer (e.g. second opinion programs, centers of excellence, etc.)

SAMPLE CONSUMER-ORIENTED OUTREACH FOR A MEMBER IDENTIFIED AS POTENTIALLY AT RISK FOR CARDIAC CARE

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](#).