

Return on Investment Guarantee

Castlight's commitment to a quantifiable return on investment



Castlight's Value & Return on Investment

Castlight is dedicated to quantifying investment using three key pillars: employee satisfaction, program engagement and direct cost savings. In 2017 alone, Castlight Care Guidance customers saved a combined **\$286 million dollars with an average of 1.25 percent to 1.75 percent reduction in medical cost trend.**

As a leading digital health navigation platform, Castlight guarantees quantifiable return on investment with its Care Guidance and Complete solutions. Castlight has partnered with Verscend Technologies Inc., a leading healthcare data analytics firm, to apply its industry-standard risk-adjustment models to analyze cost savings based on employee healthcare claims data. Verscend's DxCG model is used by the nation's largest health insurers, commercial and Medicare Accountable Care Organizations, and reinsurance companies, and have been documented as top performers by the Society of Actuaries.

Our guarantee

Based on Verscend analysis, Castlight now offers a new fee option, which guarantees that employers see a return on their investment in Castlight's Care Guidance and Complete solutions. Terms differ based on product package, nature of the relationship, and other client specifics. Reach out to your Castlight representative for more information.

Direct Cost Savings

1.25-1.75% reduction in medical cost trend

Employee Satisfaction

Industry leading NPS in digital health

Program Engagement

2-3x typical impact on engagement

How does Castlight measure direct cost savings?

Using Verscend's models "DxCG Intelligence" model, the direct cost savings for each individual can be quantified. Each individual is allocated a risk score and expected spending is calculated for each employee. Then, actual spending is compared to expected spending to determine savings for each individual. Finally, Verscend compares savings between Castlight users and non-users to determine overall direct cost savings.

Customer case studies

Regional Grocery Supercenter

72,000 employees
\$2.3M direct cost savings
3x ROI

Steel Dynamics, Inc Leading Steel Company

18,000 employees and dependents
1.5% reduction in medical costs
\$870K in direct cost savings

Fortune 500 Healthcare Company

75,000+ employees
\$1.72M savings
3.2x ROI