

Increased Promotion of Telemedicine Resources

During the first quarter of 2020, the number of telehealth visits increased by 50%, compared with the same period in 2019¹. With a goal of connecting your employees to convenient care, we have added promotion of telemedicine resources in several places within the Castlight experience. Telemedicine resources will now appear for pharmacy and provider search landing pages, when appropriate, as shown below. We have highlighted the telemedicine offerings in green with the goal of increasing visibility to the member.

Available to customers of Castlight Complete and Care Guidance Navigator.



Support for Transgender Care

To promote diversity and inclusion in our platform and more specifically to support care navigation for the transgender community, we have added four searchable gender confirmation related procedures and pricing support in locations where we have claims data to recommend relevant providers. These procedures are: feminizing breast augmentation (mammoplasty), masculinizing top surgery (bilateral mastectomy), feminizing bottom surgery, and masculinizing bottom surgery.

Available to customers of Castlight Complete and Care Guidance Navigator.



Email Alert for New Device Logins

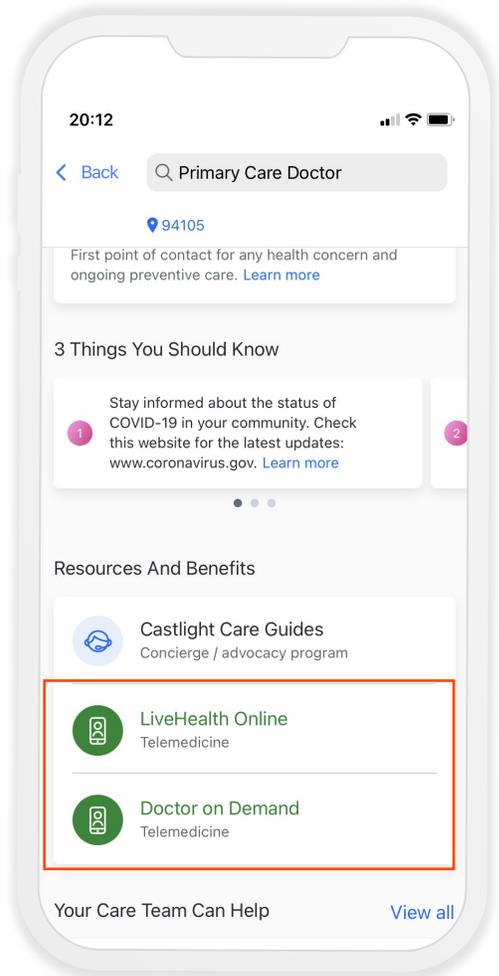
Members will receive an email when a login occurs on a device that the member has not logged in from previously. This email alert will prompt the member to contact support if the activity seems suspicious to the member. This email is not applicable to logins using single sign-on.

Available to customers of Castlight Complete and Care Guidance Navigator.



Source:

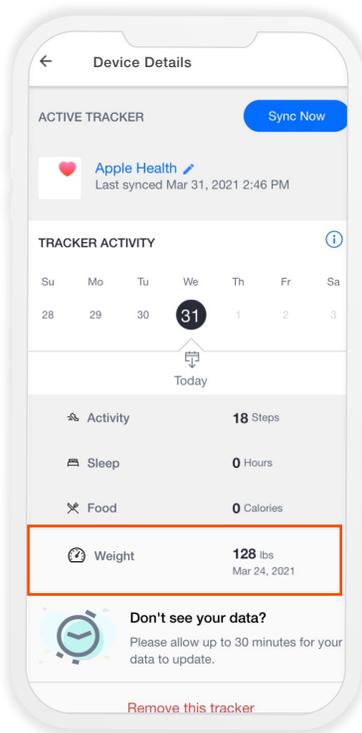
1. CDC Website: [Trends in the Use of Telehealth During the Emergence of the COVID-19 Pandemic – United States, January–March 2020](#)



“Your Recommendations” Section of the Desktop App

In January, we added steerage cards to the “Your Recommendations” section of the mobile homepage of the Castlight app, in an effort to connect your employees to the care they need. With this update, we are adding the same steerage cards to the desktop experience. Specifically: **Preventive care steerage cards** target members who have not recently seen a PCP or OB/GYN and members with missing breast cancer screenings, colorectal screenings and Pap/HPV screenings, as validated by claims. **Virtual care program steerage cards** target members with diagnosed anxiety, depression, bipolar disorder and substance use disorder to connect these members to behavioral health telemedicine programs. This will bring the desktop experience to parity with the mobile experience.

Available to customers of Castlight Complete and Care Guidance Navigator.



Ingesting Weight Data from Fitness Trackers

With this update, Castlight will now be able to pull in weight data from linked trackers. When members update their weight in tracker apps, this data will transmit to Castlight to inform future recommendations to the member. This additional data will provide meaningful insights and help us derive the right programs and benefits to recommend to the member. Castlight will have a continued focus on incorporating weight data into the user experience, so look for updates in this area coming in the future!

Available to all customers who have fitness tracker functionality enabled.



Product Feature Key:  Complete  Wellbeing  Care Guidance