

Mobile Homepage Design Updates

We are redesigning the homepage of the Castlight mobile experience to provide a more focused and personalized homepage experience. With this release, we will provide visual updates to the top of the homepage, such as removing the rotating welcome message and consolidating the COVID-19 resources at the top of the page. This is a design update only with a focus on usability; there will be no changes to the logic and functionality of the COVID-19 resources.

Available to all customers.

Provider Details Page: Hours of Operation & Affiliations

This update provides users with additional details to make more informed decisions about their care. We have added the following information to the provider details page: hours of operation for labs, hospital locations for physicians and a listing of affiliated doctors on the hospital details page.

Available to customers of Castlight Complete and Care Guidance Navigator.

Genius Dental Segments and In-App Content Recommendations

According to the CDC, 36% of adults have gone over a year without seeing a dentist. The goal with this update is to close gaps in dental preventive care. We have added two dental segments to our Genius Catalog: gaps in dental preventive care for adults and gaps in dental preventive care for minors, both targeting individuals who have no dental preventive health screening in the last 12 months. Recommendations will include articles related to education around dental hygiene and the importance of preventive screenings.

Available to customers of Castlight Complete and Care Guidance Navigator who provide access to dental claims.

JUST FOR YOU

What Happens During a Teeth Cleaning?

Many people dread teeth cleanings. Between the prodding, strange noises, and occasional jaw discomfort, it's easy to understand their apprehension. But for most, a teeth cleaning is simple and painless.

Knowing exactly what is going on during the process can help ease your stress and allow you to better enjoy the minty-fresh results.

1. A physical exam

Most teeth cleanings are performed by a dental hygienist. Before the actual cleaning process begins, they start with a physical exam of your entire mouth.

The dental hygienist uses a small mirror to check around your teeth and gums for any signs of gingivitis (inflamed gums) or other potential concerns.

If they detect major problems, the dental hygienist might call the dentist to make sure it's fine to proceed.

2. Removing plaque and tartar

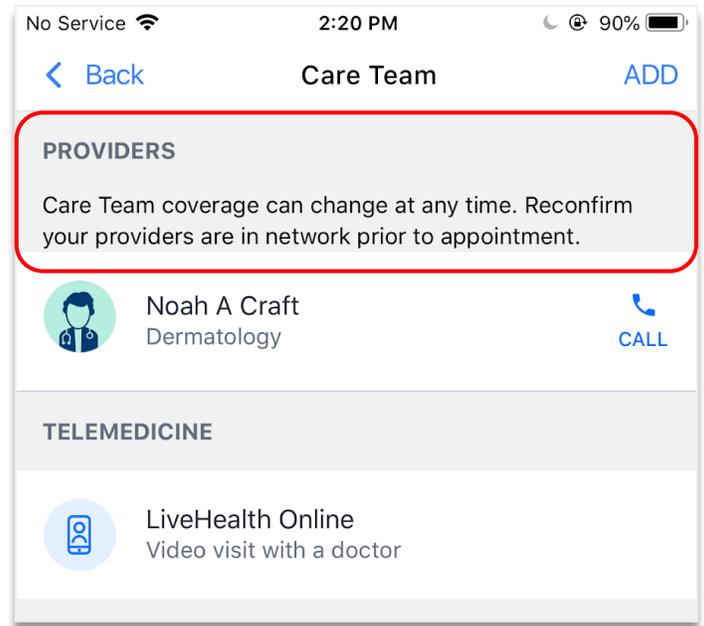
With the small mirror to guide them, the dental hygienist uses a scaler to get rid of plaque and tartar around your gum line, as well as in between your teeth. You'll hear scraping, but this is normal. The more tartar there is in your mouth, the more time they'll need to scrape a particular spot.

Brushing and flossing stops plaque from building up and hardening into tartar. Once you have tartar, you can only have it removed at your dentist's office. So if this is your least favorite part of the teeth cleaning process, the lesson is to brush and floss more often.

Care Team Out-of-Network Disclaimer

For users who switch to a high performance network health plan, there is a chance that providers that they have seen before are no longer covered in their new network. If a user had saved a provider to their care team, we will advise them to reconfirm that their provider is still in network before seeing that provider again, in order to prevent seeing an out-of-network provider and incurring a high-cost claim for that visit. This will be a static disclaimer that lives on the Care Team feature page and will only be displayed to users who have a high performance network plan.

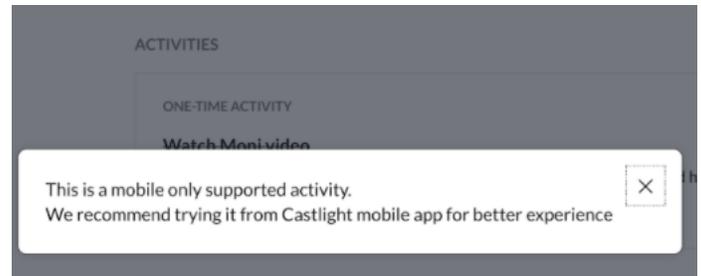
Available to customers of Castlight Complete and Care Guidance Navigator with a high performance network plan.



Guidance for Users to Access Mobile Only Programs in Castlight Desktop Experience

Castlight partners with a few point solution partners that have only a mobile app experience and no adjacent desktop experience. Previously, when users would try to navigate from their Castlight desktop experience to these partners, they would be led to the app store link without further instruction. With this update, we redirect users to login to their Castlight mobile application to navigate directly to the partner solution.

Available to customers of Castlight Complete and Wellbeing Navigator.



Edit Email Address via Mobile app

Users will now be able to edit their email address in the mobile application. Previously, this functionality was only available via desktop.

Available to all customers.

Working Well: Canada & Puerto Rico

Our Working Well solution is now available for deployment in Puerto Rico and Canada. In order to activate this functionality, the employer will need to be vetted for compliance by our legal team. Please reach out to your Customer Support Representative to understand the vetting process. With this release, we will offer a Working Well translation into French Canadian language.

Available to all customers of Working Well.