



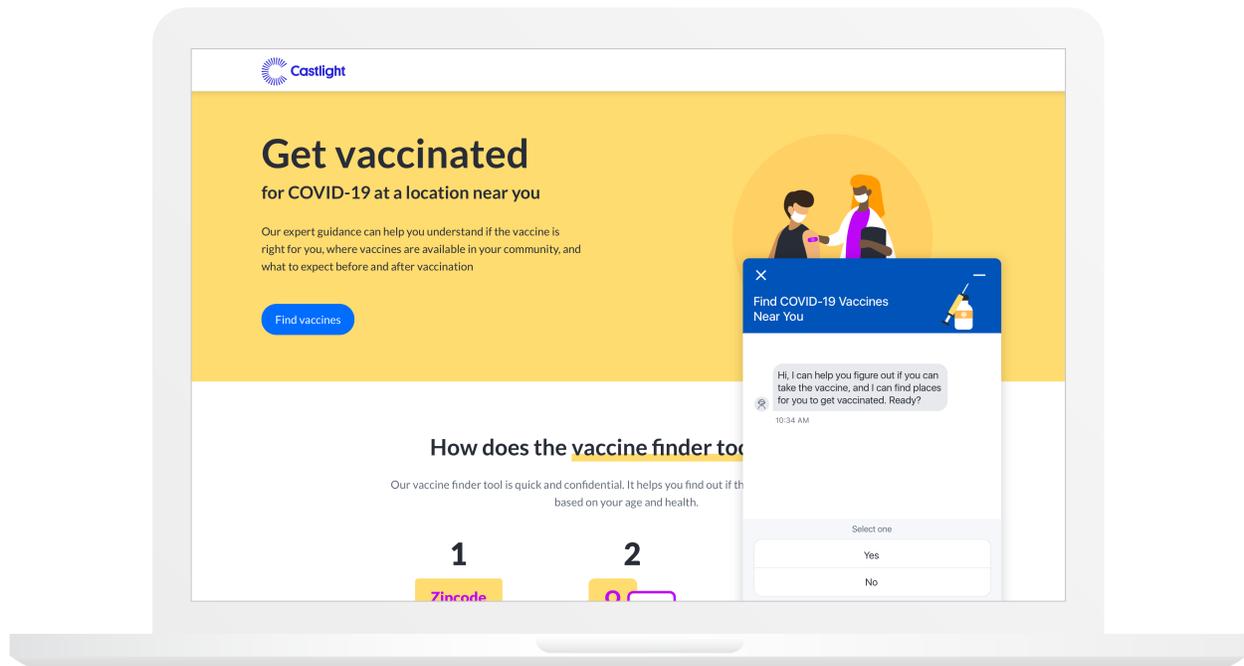
# January Product Release Notes

January 2021

## COVID-19 Vaccine Navigation

To support customers as COVID-19 vaccines become available, we are excited to announce the launch of a **new Vaccine Navigation** feature within Castlight in February. This new feature will centralize vaccine resources and embed them directly into the Castlight experience, provide educational content, and navigate employees through eligibility requirements and vaccine availability. Customers can customize their vaccine support by leveraging existing Castlight features to (i.e., communication suite, program page to host company-specific content, etc.)

Available to all customers



Available to all customers (for US-based users only)

## COVID-19 Resource Center

We have added a new vaccine information section in the in-app COVID-19 Resource Center. This new section contains a link to an article with important frequently asked questions and information about the COVID-19 vaccine. The article is maintained by our clinical and engagement strategy teams, and is updated regularly as new information is available and reviewed.

Available to all customers (for US-based users only)



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## Homepage Steerage Recommendations

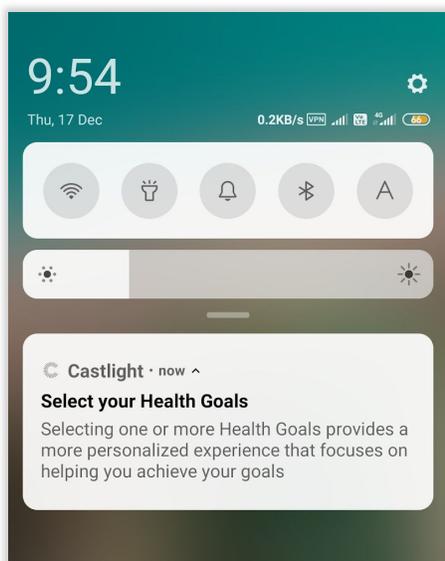
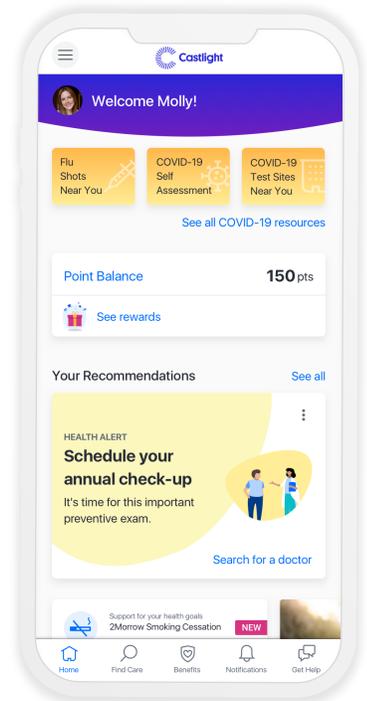
In an effort to connect your employees to the care they need, we are presenting steerage cards on the mobile homepage. Targeting members who are missing preventive visits or screenings and members who are diagnosed with a behavioral health disorder, the steerage cards encourage these members to perform high-value actions. **Preventive care steerage cards** target members who have never 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.

Available to customers of Castlight Complete and Care Guidance Navigator

## Improved Navigation to Virtual Care Providers

Virtual care is becoming a more popular and necessary way to access care. We have improved navigation for providers offering virtual care by including more provider types with virtual visits and including an option to filter for providers who offer virtual appointments in our provider search tool. These improvements will reduce deferred care by connecting members to providers who offer remote visits.

Available to customers of Castlight Complete and Care Guidance Navigator



## Push and In-App Reminders for Health Goals

During the onboarding experiences, members are prompted to add their own personal Health Goals in the Castlight app, which drives the personalized recommendations that they will receive. This enhancement adds push and in-app reminders to prompt members to select or update their health goals every three months. In this way, the personalized recommendations for members will stay aligned with their self-identified goals.

Available to all customers



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## High Priority Surveys

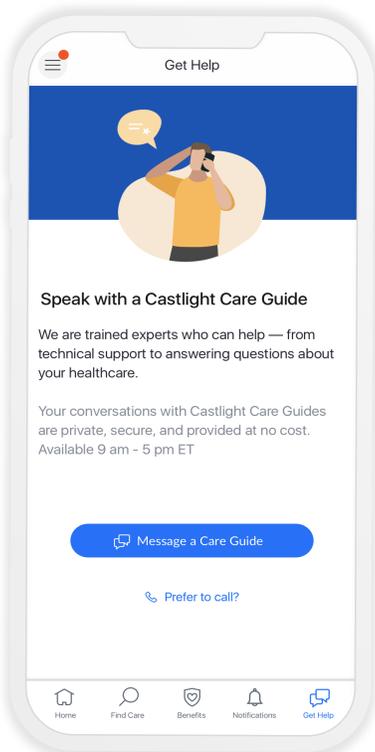
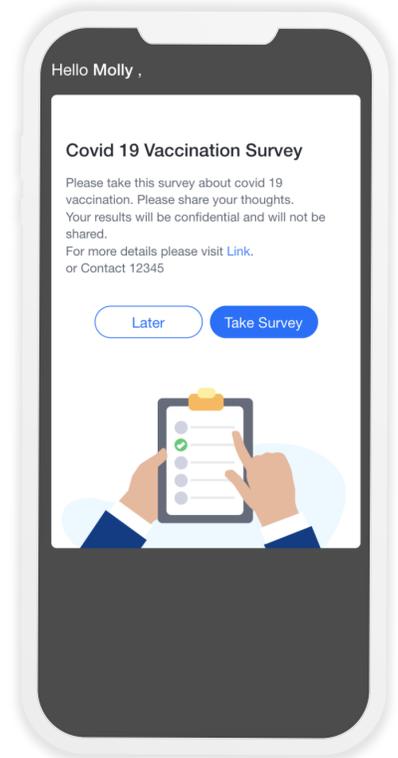
In order to drive more engagement with employer-driven surveys, we are introducing a new “High-Priority” survey type to Communications Suite. Members in the target audience for the survey will see a pop-up when they log in to the app informing them of survey details. Customers can choose to mark a survey as High-Priority while configuring the survey in Mission Control.

Available to customers of Castlight Complete

## Extending Fitness Tracker Functionality to Care Guidance Navigator Customers

Starting on January 22nd, all members of customers on Care Guidance Navigator will be able connect to and sync their wearable fitness trackers with their Castlight app.

Now available to customers of Care Guidance Navigator



## Asynchronous Messaging

Asynchronous Messaging enables Castlight Care Guides and users to communicate via in-app chat over an unlimited length of time, so that Care Guides may resolve user issues over a multi-day period, when needed. This functionality allows for the secure exchange of personal health information (PHI) and enables users to reach out to a Care Guide on demand with no wait time.

Available to customers of Castlight Care Guides

## Aligning Recommended Programs to In-App Content

Program recommendations that are displayed in the right rail of the Castlight app will now align more closely to the personalized articles of interest shown to the member. In this way, eligible programs will surface dynamically to map to the content of the articles shown so that article content and call to action are aligned.

Available to all customers



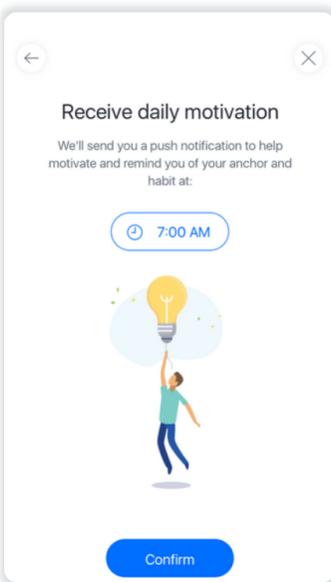
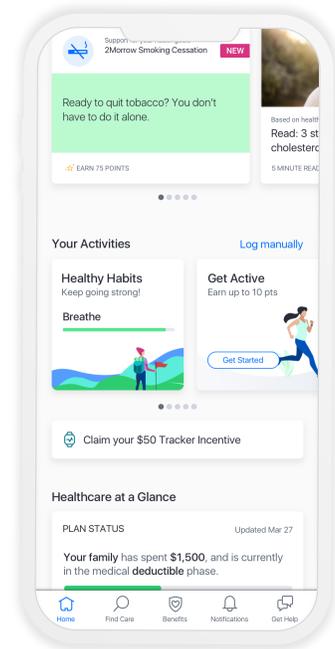
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## Increasing Discoverability of Healthy Habits

Healthy Habits is a 7-day renewable program to encourage members to initiate small changes in their lifestyle such as eating fruit, drinking water, meditating, stretching and more. We have made some adjustments to the Castlight app in order to improve discovery of Healthy Habits. We have consolidated Healthy Habits into one card in the 'Daily Activities' carousel in order to declutter and simplify the user experience. And we have added Healthy Habits as a menu item in the Ways to Earn section of the Castlight app for those employers who have enabled incentives and points-earning opportunities for Healthy Habits.

Available to customers of Castlight Complete and Wellbeing Navigator



## Increasing Engagement with Healthy Habits

We have also added features to keep members engaged with their new Healthy Habits. In the journey of adapting to a new lifestyle habit, network effects play a major role in motivating members to be consistent with their new habit practice. Therefore, we have enabled members to share their progress and weekly stats on social media by using a newly enabled share button. Finally, members are now empowered to set up reminders for their daily habits on a personalized cadence that works best for them.

Available to customers of Castlight Complete and Wellbeing Navigator

## Unified Filters for Pulse Reports

This enhancement enables Benefits Leaders to apply consistent filters across all reports in Mission Control. In order to support this shift, we have expanded the set of productized filters available and removed the option to configure custom attributes, as well.

Available to all customers

## Healthy Habits Reporting

Benefits Leaders will now have access to a newly created unified reporting dashboard of employee engagement with Health Habits. This reporting dashboard can be found in Mission Control.

Available to customers of Castlight Complete and Wellbeing Navigator

## Mobile Homepage Redesign

Based on user research and product feedback, we have made several adjustments to the mobile homepage for Castlight app users. We are simplifying and streamlining the user experience to bring better visibility and focus to new recommendations. Specific changes include removing less prominent cards such as “Explore and Earn”, “Share the app”, “HSA tips” and “Trending now”. We have elevated the placement of the Recommendations section (formerly Personalized for You) to improve traction with recommended high-value calls to action.

Available to all customers

## Web & Mobile Redesign

We have redesigned the Castlight user navigation experience, adding an expandable menu to the upper left-hand corner of the user interface that will surface a comprehensive navigation bar showing all features organized in one place for the user. We have grouped related features for easy navigation and user-tested the redesign to ensure categories and labels are intuitive. We have mirrored this easy navigation experience in the web version, with hover-over functionality to reveal features. Finally, we have added a user profile section which houses all of the user health information in one place, including insurance and claims, health information, and more.

Available to all customers

