



July Product Release Notes

July 2020

User Experience for Provider Search Results

With a goal of more clearly delineating Provider Quality Scores from Patient Rating Scores, we have redesigned and optimized our Provider Search Results page. Based on user research, we have updated columns, labels and icons to clearly illuminate the differences between clinically calculated quality scores versus patient reported provider scores.

Available to Customers of Castlight Care Guidance and Castlight Complete

Best five in-network providers for primary care doctor within 2 miles of 94105
Estimates for help with a problem

| PROVIDERS | PROVIDER QUALITY | PATIENT RATING | ESTIMATE |
|--|------------------|------------------------|----------|
| 1. Christopher C Wong MD Total Care General Practice 950 Stockton St Suite 206 San Francisco, CA 94108 (0.8 mi) | Exceptional | 4.7 ★★★★★ 7 ratings | \$156 |
| 2. Silvia Yuen MD Total Care Internal Medicine 450 Sutter St Rm 1530 San Francisco, CA 94108 (0.6 mi) | Exceptional | 4.8 ★★★★★ 8 ratings | \$156 |

COVID-19 Homepage Experience

Our homepage design for both mobile and desktop is now optimized to make COVID-related content more discoverable. The following resources are now grouped together: COVID-19 Resource Center, COVID-19 Self-Assessment, and a link to Castlight's Test Site Finder.

Available to All Customers

Home Find Care Claims Plan Details Benefits More ¹

Search doctors, services, and medicines Near San Francisco, California 9... Search

SUPPORT FOR CORONAVIRUS (COVID-19)

- COVID-19 Resources**
Check out key tools and programs linked to your benefits
- Self Assessment**
Figure out whether you should seek medical care
- Testing Sites Near You**
Find the closest viral and antibody testing location

Notifications to Link and Sync Trackers

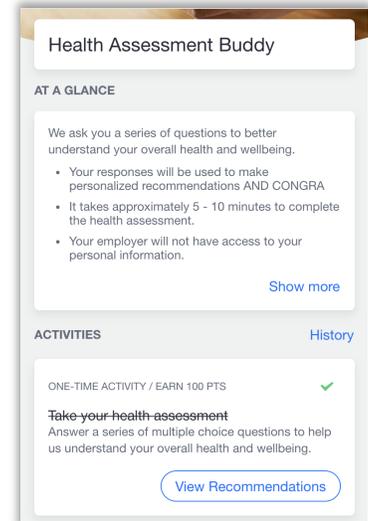
In order to ensure that eligible users maximize their points earning potential, we are sending out reminders to link or sync their tracking devices. For users participating in a wellbeing program or challenge, who haven't yet linked a tracker, Castlight will send both push and in-app notifications inviting them to link a tracking device. Castlight will also send in-app notifications to eligible users once every 10 days if tracker data is not synched to the program or challenge that the user is enrolled in.

Available to All Wellbeing and Complete Customers

Real-Time Program Recommendations from Health Assessment

When a user completes their Health Assessment, they will now be able to see a list of recommended programs and content immediately after finishing their assessment. Previously, there was a lag time of up to one day for recommendations to update. With this real-time visibility into recommendations, we meet users in the moment when they are thinking about their health to surface relevant content and programs to help them achieve their health goals. By clicking on the “View Recommendations” button after completing the Health Assessment, users will be taken to a “Tips and Recommendations” page where recommended programs are displayed to the user.

Available to All Customers with Castlight Health Assessment Program



Personalized For You ‘View All’ Dashboard

When scrolling through the “Personalized For You” carousel in the Castlight app, users can swipe to access 6 tailored recommendations. With this update, we enable users to “View All” of their recommendations. In addition, in response to user feedback, this enhancement also enables users to further personalize their content. Users can now manually bookmark articles for easy retrieval and/or remove content they no longer find useful. Users can then filter their full dashboard by recently viewed and bookmarked recommendations, to quickly surface the content most relevant and interesting to them.

Available to All Customers with Personalized For You configured

