

Steering Members to More Efficient, Cost-Effective Providers Across Episodes of Care

With a goal of steering members to providers that are more efficient and cost effective for entire episodes of care, Castlight has integrated new efficiency metrics when prioritizing recommended providers in search results. Historically, price estimates and provider recommendations have focused on the expense incurred from a single service, like one doctor's visit. With this latest enhancement, we consider a more holistic picture of overall health costs, evaluating not just the single service provided but the entire episode of care. Using algorithms developed by IBM Watson[®], we can identify which physicians deliver more cost-effective care based on referral networks and downstream cost patterns. These analyses effectively tell us which doctors do a better job of keeping patients healthy while avoiding complications. Early analysis indicates that steering members to providers using these efficiency metrics may produce up to 20% medical cost savings.

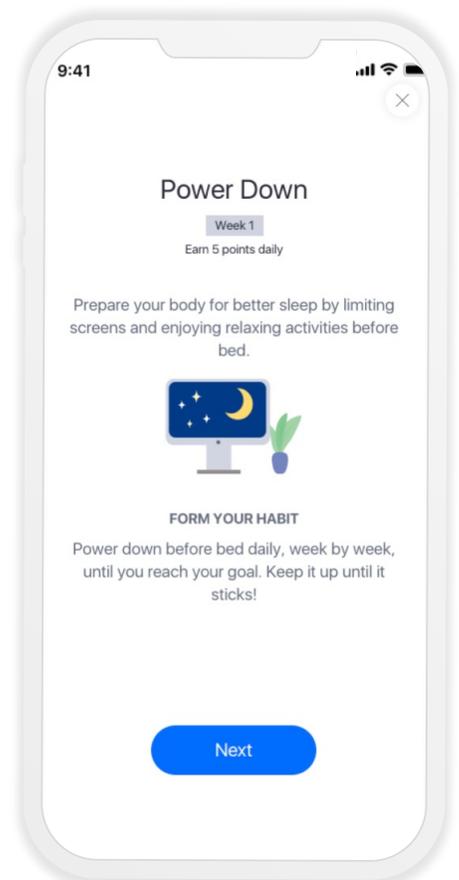
Available to customers of Castlight Complete and Care Guidance Navigator



Introducing New Healthy Habit: Power Down

The National Sleep Foundation recommends that individuals should stop using electronic devices at least 30 minutes before bed to improve quality of sleep¹. Castlight is excited to introduce a new healthy habit to our catalogue: Power Down. This healthy habit influences members to reduce digital consumption before bed to help them have a good night's sleep. Members can kick off this new habit by initiating a 7-day streak in the Castlight mobile app, anchoring their power down time to another evening habit. If you are interested in making this feature available to your employees, reach out to your Customer Success Manager to activate this feature.

Available to customers of Castlight Complete and Wellbeing Navigator



Source:

1. [National Sleep Foundation](#)



July Product Release Notes

July 2021

Searchable Filters in Mission Control

Navigation enhancements have been added to Mission Control reporting allowing benefit leaders to more easily filter data and download reports. This update will not only improve discoverability of search attributes, it will also improve load time speeds of search results.

Available to customers all customers



Care Guides Visibility into Castlight Member Communications

With this enhancement, your Care Guides will have full visibility into all outbound communications that go from Castlight to the member, including emails, push notifications and in-app notifications. This will enable your Care Guides to better understand the motivation of the member calling in when Castlight deploys targeted communications to address specific health needs.

Available to customers with Castlight Care Guides



Developing Long-Term Relationships with Care Guides

With this enhancement, your Care Guides now have the ability to proactively initiate a conversation with members via in-app chat to follow up on any case that they have been supporting. Whether a member originally reaches out to a Care Guide via phone or in-app chat, Care Guides are now able to follow up directly with an in-app chat. Examples of scenarios in which a Care Guide might take advantage of this enhancement include following up with a member after a provider appointment or providing a consent form to the member for advocacy.

Available to customers with Castlight Care Guides



Product Feature Key: Complete Wellbeing Care Guidance

