



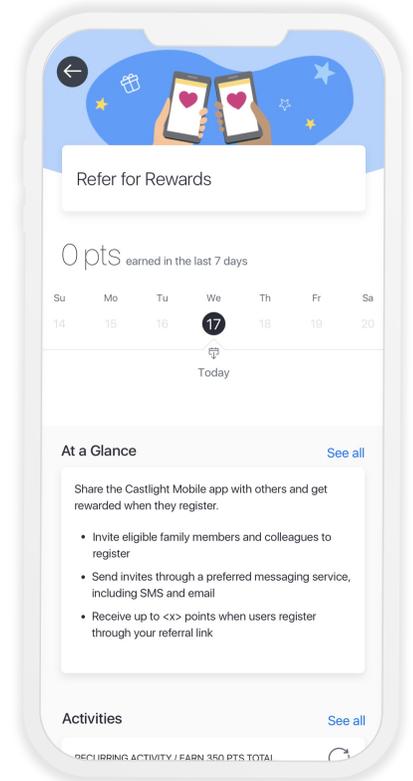
May Product Release Notes

May 2021

Incentivized Registration Referral

Referrals from friends and family members are one of the most reliable ways to attract new members and drive engagement with Castlight and your benefits programs. Castlight now allows any registered member to send a registration link to any eligible member and receive points for each successful registration. Employers may determine the maximum number of points available to employees through this referral program. Members will find the opportunity to earn points under Ways to Earn and in their Benefits tab and can share the registration link via text, email and other communication apps. Following a successful registration from their referral link, members will receive a notification message that they have received points. Customers will have the opportunity to enable the incentivized registration program in June.

Available to customers of Castlight Complete and Wellbeing Navigator.



Daily Data Refresh for Mission Control

Within Mission Control, benefit leaders can find Pulse Reports and Dashboards. Data for these reports and dashboards was previously updated twice a week and will now be updated daily. This provides near-real-time insight for benefits leaders as to status of engagement with Castlight and other benefits programs.

Available to all customers



Improved Benefits Reports & Dashboard in Mission Control

Mission Control enables benefits leaders to access self-serviced reports to gain insights into program engagement and performance. Castlight has made enhancements to Mission Control to improve the user experience including updates to make the user interface more visually appealing and easy to use. The Filter and Search section of the Benefits tab has been repositioned for discoverability and benefits cards have been standardized for visual appeal. Benefits leaders will now also be able to view the points associated with a specific member activity in Mission Control.

Available to all customers



Product Feature Key: ● Complete ● Wellbeing ● Care Guidance



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Ability to Send & Receive Documents in the Castlight Platform

Members with access to Care Guides will now be able to send and receive attachments through the secure communication channel in the Castlight app. This enhancement advances the ability of our Care Guides to serve members as they can now receive documents such as consent forms, medical bills and insurance documents seamlessly without leaving the Castlight platform.

Available to customers with Castlight Care Guides



Care Guides Risk-Based Routing

When reaching out for high-touch navigation support, members at high clinical risk or who have family members at high clinical risk will now be routed directly to a Care Guide with a clinical background for dedicated 1:1 support. We identify members with high clinical risk based on several factors: diagnosed conditions as seen in medical claims data, member responses to their Health Assessment, identified social determinants of health based on zip code, and diagnostic cost group assessment. Members who meet the binary threshold of high-risk will be supported by a dedicated clinical Care Guide, who can provide condition education, routing to appropriate programs & resources and can also develop a trusted relationship with the member throughout their care journey. This automated routing holds true both for in-app chat and telephonic inbound interactions. Clinical Care Guides will have access to a full profile view of the member, including details on member clinical risk, diagnoses, prescriptions, and social determinants of health risk factors in order to support the member with personalized recommendations.

Available to customers with Castlight Care Guides



Product Feature Key: ● Complete ● Wellbeing ● Care Guidance



Castlight Health, Inc.
150 Spear Street, Suite 400
San Francisco, CA 94105

Tel: 415 829 1400
info@castlighthealth.com
castlighthealth.com

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