

Improved Search Experience for Flu Shots

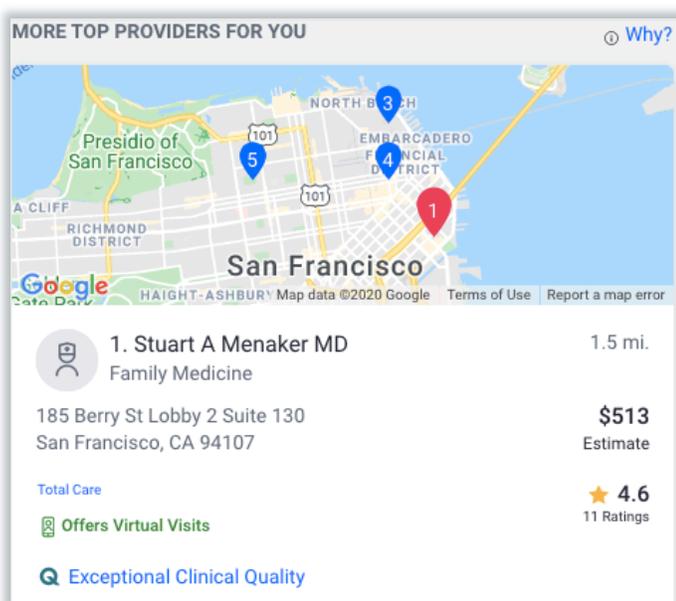
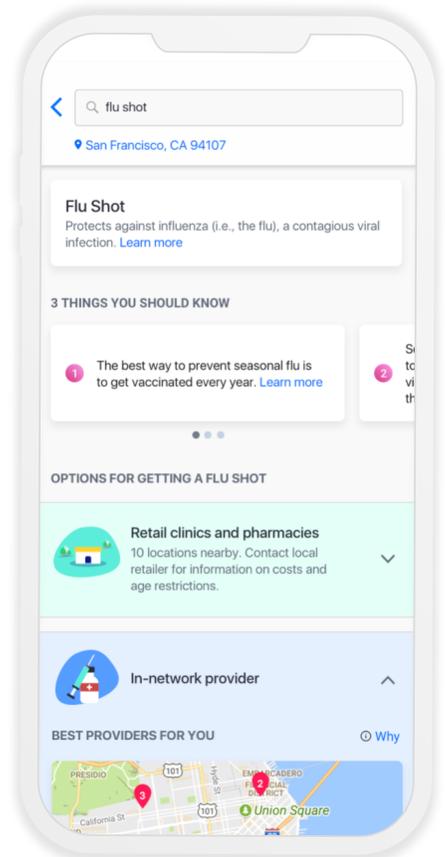
Flu season is here! When employees search for flu shot in the Castlight app, they will be guided to an updated page which now includes health retail clinics and pharmacy locations. For employers with Anthem BCBS, there will also be a section for in-network providers. In addition, we have updated our Top Tips section to reflect the latest information on receiving a flu shot and what to expect.

Available to all Care Guidance and Castlight Complete customers

Diagnostic Imaging Facilities now have Quality Scores

Did you know that diagnostic errors in imaging are prevalent and drive inappropriate treatments such as avoidable surgeries? In fact, Interpretation errors occur in 30% of radiology studies that contain abnormalities or are sent for a second opinion.^{1,2} Now, Castlight has incorporated Quality Scoring for the following image searches: MRI, CT Scan, Mammogram and Ultrasound. This will steer your employees who have a need for diagnostic imaging to facilities that deliver high-quality imaging, based on data from a variety of sources such as American College of Radiology.

Available to all Care Guidance and Castlight Complete customers



Providers who offer Virtual Visits are Promoted in Search Results on Mobile

With coronavirus on the rise in some areas, virtual care has become increasingly important. Now, when users search for a provider using the Castlight Mobile app, they will see a label next to in-network providers indicating that they offer virtual visits. Over 74,000 physicians nationwide in both Primary Care and Psychology and Psychiatry will be labeled in the Castlight app as offering virtual care. Note that this is distinct from telehealth and does not require the employee to have access to a virtual care program.

Available to all Care Guidance and Castlight Complete customers



October Product Release Notes

October 2020

Recommended Programs on Benefits Page

In order to increase program utilization, we have added a designated section for 'Recommended Programs' on the Benefits Listing page. These programs are determined by our Genius logic, serving up the most relevant programs for the individual user based on their clinical profile and user data from the app, with up to three total programs recommended.

Available to all Customers with Genius Segments turned on

Downloadable Global Rewards Catalog

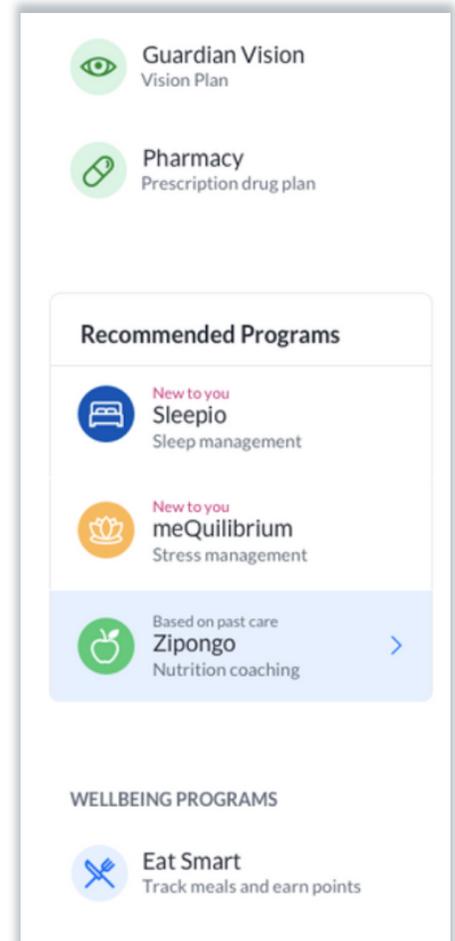
Benefits leaders are now able to view and download the full Global Rewards Catalog from Unified Mission Control.

Available to all Customers with Wellbeing and Castlight Complete

Access to Genius Email Library in Unified Mission Control

Customers will now be able to preview Genius emails. When customers turn Genius ON in Unified Mission Control, they will automatically have access to the email library. Each customer will have their own unique password to access the library.

Available for all customers with Unified Mission Control and Genius turned ON



Fitness Tracker Updates

Simplified User Experience

We have simplified the user experience for managing fitness trackers, by showing only one singular tab for Active Trackers and Add More Trackers. This update enables an employee to sync all available fitness trackers with just one click.

Available to all Wellbeing and Castlight Complete customers

Link Tracker after Login Reminder:

Users who have access to Wellbeing functionality, but do not yet have a fitness tracker linked, will receive a series reminders upon logging in to link their fitness tracker. Users will receive a maximum of three reminders and will only receive a reminder if no tracker is linked.

Tracker Support Page:

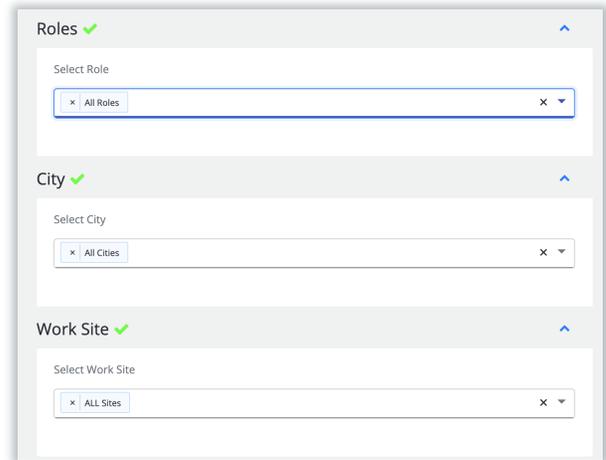
We have updated the tracker support page to show specific fitness activity trackers and fitness apps that are supported by the Castlight platform. Users can find information about how to link trackers & apps on this page.

Working Well Updates

User-Targeted Assessments

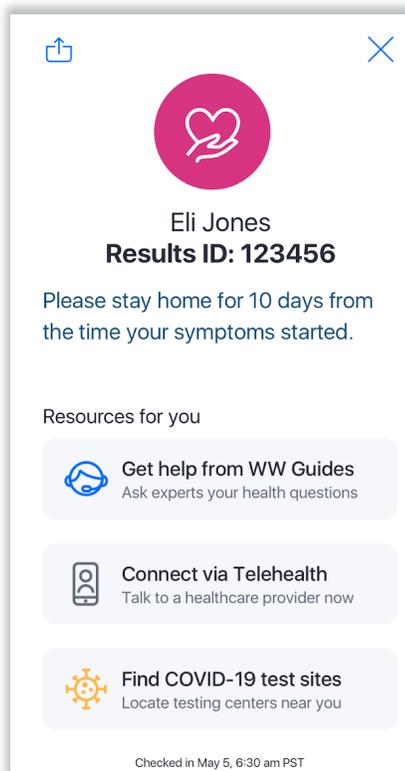
Employers can now configure customer questions and results screen using the following addition attributes: work city, work site and role. As an example, a customer may have different screening questions for individuals in different roles at an organization or may want to serve up different guidance based on their work site.

Available to all Customers with Working Well



The screenshot shows a configuration panel with three sections, each with a green checkmark and an expand/collapse arrow:

- Roles**: Select Role dropdown menu with 'All Roles' selected.
- City**: Select City dropdown menu with 'All Cities' selected.
- Work Site**: Select Work Site dropdown menu with 'ALL Sites' selected.



The screenshot shows a user assessment results page for Eli Jones. It includes a profile picture, name, results ID, a message to stay home for 10 days, and three resource cards: 'Get help from WW Guides', 'Connect via Telehealth', and 'Find COVID-19 test sites'. The page also shows a timestamp: 'Checked in May 5, 6:30 am PST'.

Promote Resources on Results Page

Employers now have the ability to promote programs and resources, offered by their employer, on the assessment results page. These results can be selectively displayed based on state, user type (member vs. visitor), work city, work site, role, and/or testing status (tested positive vs. symptomatic vs. exposed). Some examples of resources might include EAP Resources, Telehealth resources or anything the employer wishes to promote.

Available to all Customers with Working Well

Visitors Tab

Employers are now enabled to do Contact Tracing for Visitors. A new tab will be added to the Contact Tracing Report for all customers who have Contact Tracing enabled.

Available to all Customers with Working Well