



April Product Release Notes

April 2022

Enhanced Care Guides Support for Members in Low-Income Communities

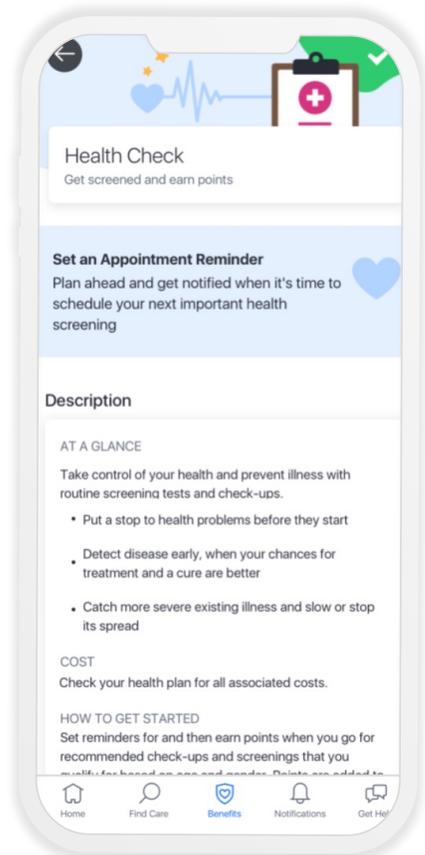
Social and environmental factors, such as community poverty, have a significant impact on health outcomes. With this enhancement, our Care Guides team will be able to more readily identify members who are likely contending with economic barriers to care and can seek to ensure members have a solid understanding of financial implications of care decisions and guide them to opportunities to access high-quality, lower-cost care. Our proprietary approach takes advantage of eligibility data, responses to the Castlight Health Risk Assessment, and publicly available data from the federal government to identify members who may face financial barriers to care. Castlight Care Guides are trained in empathic listening and interviewing and are thoughtful to approach topics pertaining to financial wellbeing and support with utmost concern for privacy. To support members who may face financial hardship, our Care Guides connect members with low- and no-cost employer-sponsored resources, community-based programs and government-funded support systems, where available. For more information on enabling Care Guides to provide enhanced support for vulnerable populations in your workforce, contact your Customer Success Manager.

Available to customers of Whole Health Navigation and Care Navigation ● ●

Closing Gaps in Care with Improvements to Health Check

In 2021, Castlight launched Health Check, a program designed to motivate members to close gaps in preventive care by providing a checklist of relevant preventive screenings and aligning incentives to screening completions, if desired. Members with known gaps in care will find messaging on the Home Page, Ways to Earn Page and through targeted in-app communications guiding them to close gaps in care for their preventive screenings. With this enhancement, we are making it easier for members to understand when their preventive screenings are due by including a “next recommended screening date” on the activity card. Members will also be able to set a reminder for themselves, which will deploy as an email reminding them to schedule an appointment for the screening. Please reach out to your Customer Success Manager for additional details on activating the Health Check Program.

Available to customers of Whole Health Navigation, Care Navigation, Complete Digital Hub and Care Guidance ● ● ●



Product Feature Key:



Whole Health Navigation



Care Navigation



Complete Digital Hub



Care Guidance



Holistic Wellbeing



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Navigating to COVID-19 Resources from the Castlight Home Page

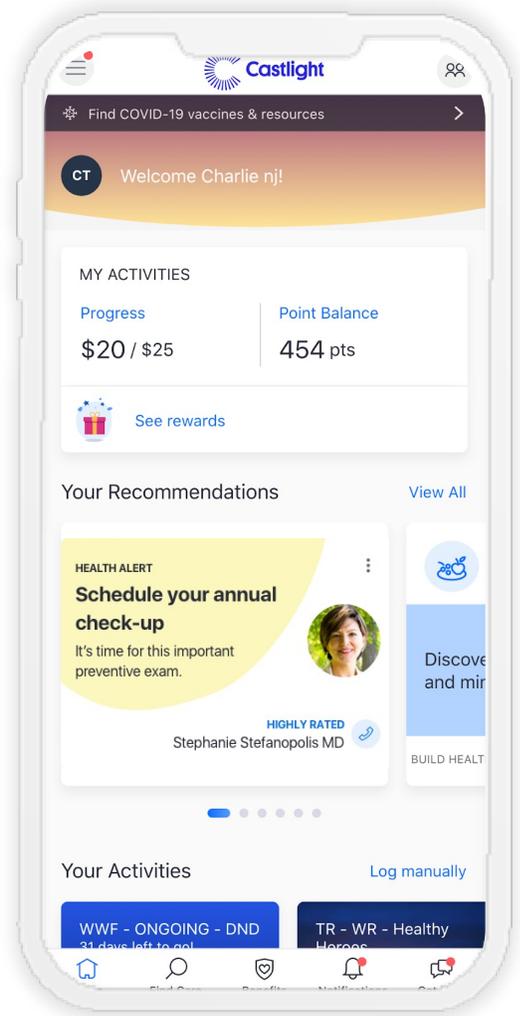
As we move forward into the next phase of the COVID-19 pandemic, we want to provide direct and easy access to COVID-related resources. At the same time, we want to ensure that we are supporting our members in all aspects of their health and wellbeing journey. With this release, we will replace the individual COVID tiles (which occupied much of the home page real estate over the past two years) with a simple banner at the top of the Home Page directing members to the COVID Resource Center. This adjustment will create space to drive members to other calls to action to support holistic health and wellbeing.

Available to all customers ●●●●●

Connecting Members to Primary Care with Recommended Providers

Connecting members to a primary care provider is a critical first step in early disease detection, as the primary care visit often serves as the gateway to other preventive care services. For those members who are identified as not having a PCP, as indicated by their claims history, Castlight will display at top provider recommendation in high-priority cards with a call to action to schedule a wellness visit. In early A/B testing where this additional information suggesting a provider was made available, Castlight observed a 1.9X increase in the recommended call to action to schedule their wellness visit.

Available to customers of Whole Health Navigation, Care Navigation, Complete Digital Hub and Care Guidance. ●●●●



Product Feature Key:



Whole Health Navigation



Care Navigation



Complete Digital Hub



Care Guidance



Holistic Wellbeing

Closing Gaps in Care with Support from Care Guides

Annual wellness visits and regular preventive screenings provide the opportunity to identify clinical concerns before they become severe. For members with gaps in care who may need additional support, we will seek to connect them directly to a Care Guide via asynchronous chat. Our team can provide clinical education, cost information, available employer benefits, and assist with finding and scheduling appointments with a low-cost provider, all via Castlight's in-app, on-demand chat functionality. Providing this direct line to our Care Guides turns administrative burdens like appointment scheduling to our team of experts, enabling your team to focus on their work and family priorities.

Available to customers of Whole Health Navigation and Care Navigation ● ●

Simplifying Member Verification

To continue to reduce friction in the healthcare member experience, Castlight has provided a way to simplify the member verification process when connecting with our support team. With this enhancement, registered members can verify their identity via a one-time passcode initiated by their guide (sent as a push notification, in-app message, or SMS). If desired, this allows the member to bypass verbally answering the four questions previously required to verify the identity of the member. Not only will this shorten time to inquire about the question on the member's mind, but it will also eliminate the need to ask for date of birth and last four digits of the member's SSN. Castlight is committed to member privacy and security and our improved verification process complies with all HIPAA and data security requirements.

Available to all customers ● ● ● ● ●

Announcement: Castlight to sunset support for Internet Explorer in May 2022

To provide a best-in-class user experience on our latest technology and adhere to the highest security standards, Castlight will no longer maintain Internet Explorer as a supported browser beginning in May 2022. This will impact the member desktop experience as well as Unified Mission Control. Starting in January, users who login with Internet Explorer will see the sunset warning announcement shown here in their browser. In May, members who attempt to login with Internet Explorer will see the "unsupported browser" page and will not be able to use Castlight on the Internet Explorer browser.

Product Feature Key:



Whole Health
Navigation



Care
Navigation



Complete
Digital Hub



Care
Guidance



Holistic
Wellbeing