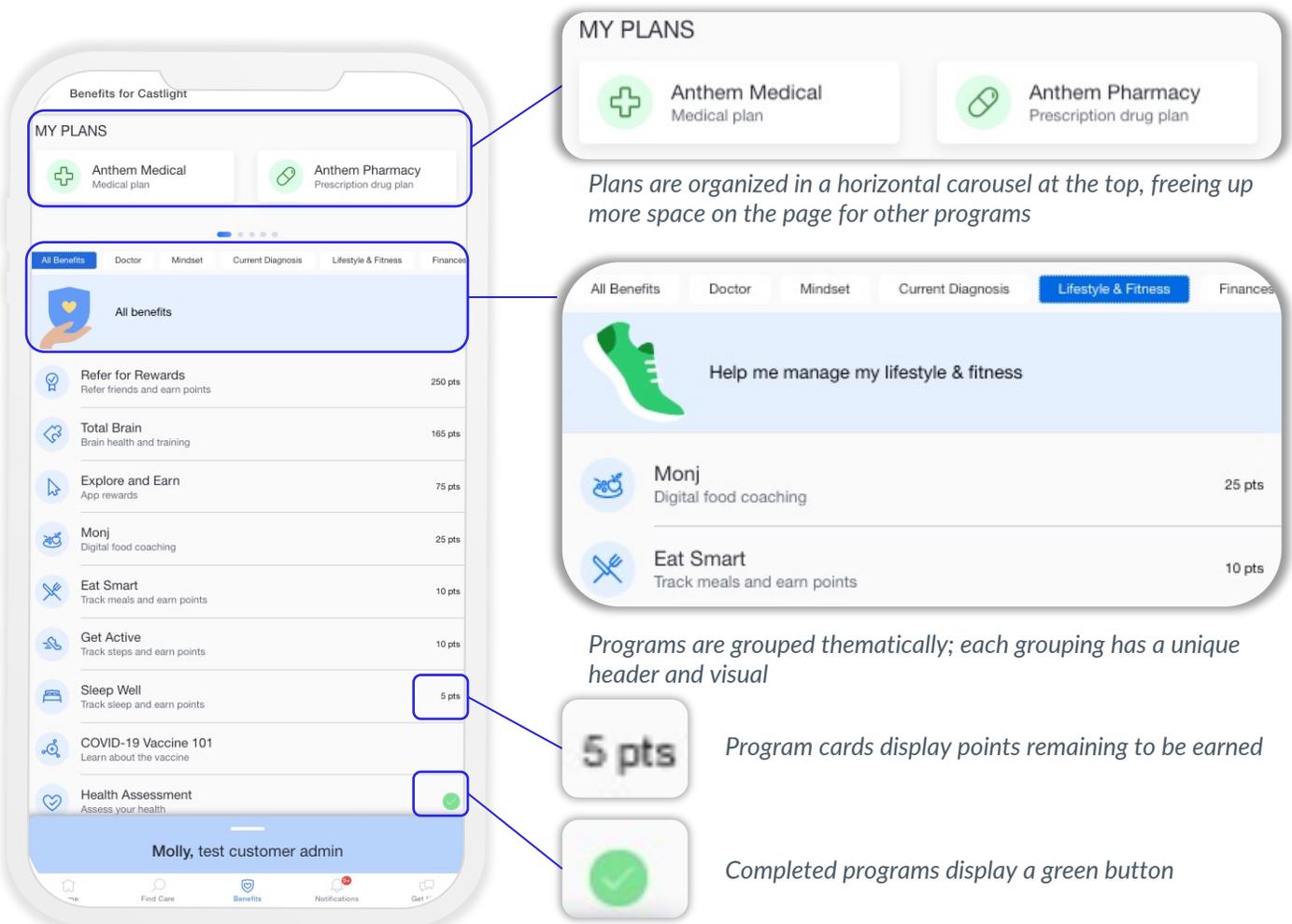


Benefits Page Redesign

Programs are a critical component of enabling members to progress on their health journey to achieve better health outcomes. Castlight has redesigned the benefits page to help members navigate more easily to find programs most relevant for their specific health goals. In addition to actively promoting programs tailored to the member profile, this enhancement improves program discoverability with intuitive program categorization. Programs are thematically grouped with unique headers and visual cues allowing for members to easily understand their progression when completing a program and earning points. Visual cues have been added to the Benefits page allowing the member to easily understand progress toward program completion and points earning potential. This new approach, developed via customer feedback and user research sessions, is aimed to improve program engagement and activity completion, to improve member health and wellbeing.

- ● Available to customers of Castlight Complete and Wellbeing Navigator.



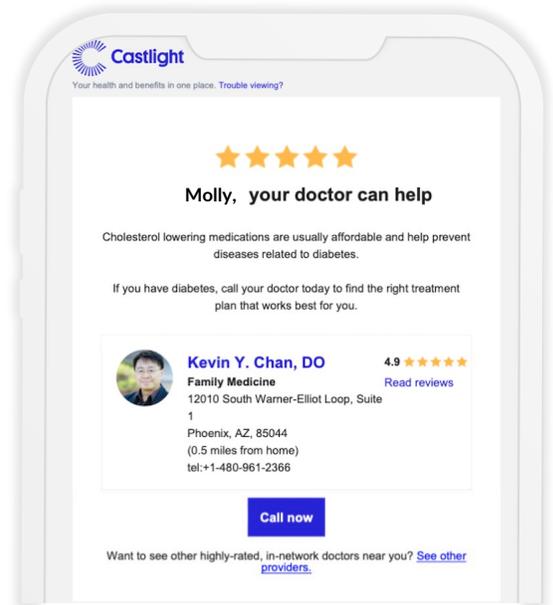


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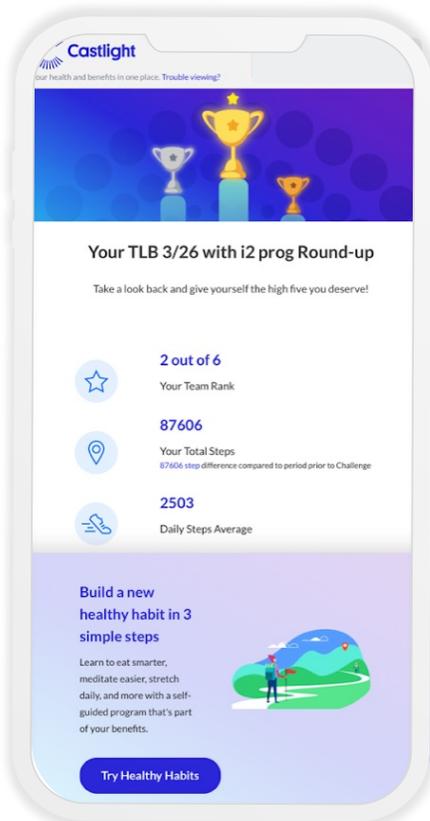
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Closing Gaps in Care with Enhanced Personalization

Communications that are relevant, specific and personalized drive member behavior. With this enhancement, we are further personalizing the Call to Action for members with known gaps in care who have a relationship with an existing provider. New Calls to Action will surface both in outbound emails and in critical health alerts, as shown here, showing the provider name, phone number and image (where available) with a simple click-to-call button. We ensure the member has an existing relationship with the provider via claims (e.g., member has a claim within the last 3 years), that the provider is currently in-network, and that the provider offers services relevant to the member gap in care. Based on initial testing of this engagement approach, we observed a 58% higher click through rate in email as compared to a generic Call to Action to find a provider. *Configurable.*



- ● Available to customers of Castlight Complete and Care Guidance Navigator.



End of Challenge Email

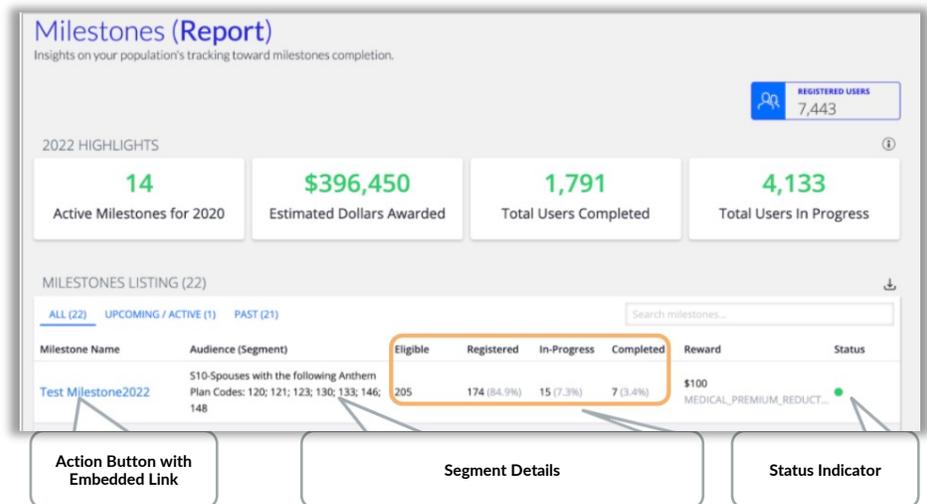
When employer-sponsored challenges are active, Castlight observes a very high engagement rate. To capitalize on this engagement and drive momentum with continued wellness activities, Castlight will promote relevant programs to members embedded in the end of challenge email. The email will provide a detailed summary of the member achievements during the challenge, including milestones achieved, and personalized recommendations for members to stay engaged with their health. *Configurable.*

- ● Available to customers of Castlight Complete and Wellbeing Navigator.

Product Feature Key: ● Complete ● Wellbeing ● Care Guidance

Unified Mission Control: Reporting Enhancements

To improve readability of reports and simplify the benefits leader experience, Castlight has introduced updates to the Milestones and Pulse reports available in Unified Mission Control. Report readability and navigation have been redesigned to streamline important user information. In addition, the default view in Pulse Reporting is now set to Household in place of Individuals, per customer feedback.



Milestones (Report)
Insights on your population's tracking toward milestones completion.

REGISTERED USERS: 7,443

2022 HIGHLIGHTS

- 14 Active Milestones for 2020
- \$396,450 Estimated Dollars Awarded
- 1,791 Total Users Completed
- 4,133 Total Users In Progress

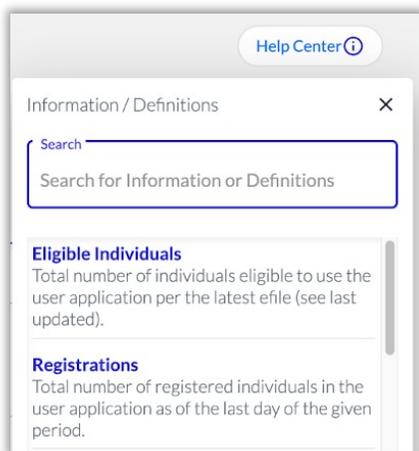
MILESTONES LISTING (22)

ALL (22) UPCOMING / ACTIVE (1) PAST (21)

Milestone Name	Audience (Segment)	Eligible	Registered	In-Progress	Completed	Reward	Status
Test Milestone2022	510-Spouses with the following Anthem Plan Codes: 120; 121; 123; 130; 133; 146; 148	205	174 (84.9%)	15 (7.3%)	7 (3.4%)	\$100 MEDICAL_PREMIUM_REDUCT...	●

Callouts: Action Button with Embedded Link, Segment Details, Status Indicator

● ● ● Available to all Castlight customers.



Help Center ⓘ

Information / Definitions ×

Search

Search for Information or Definitions

Eligible Individuals
Total number of individuals eligible to use the user application per the latest efile (see last updated).

Registrations
Total number of registered individuals in the user application as of the last day of the given period.

Unified Mission Control: Help Center *NEW*

UMC provides Benefits Leaders with quick access to insightful reports with advanced filtering. Now, embedded in the UMC user experience, Benefits Leaders can scroll or search for metrics definitions and analysis timeframes to better understand terms aligned to reports of interest. Benefits Leaders can access the Help Center in Mission Control by clicking on the icon in the rightmost corner of the screen.

● ● ● Available to all Castlight 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.



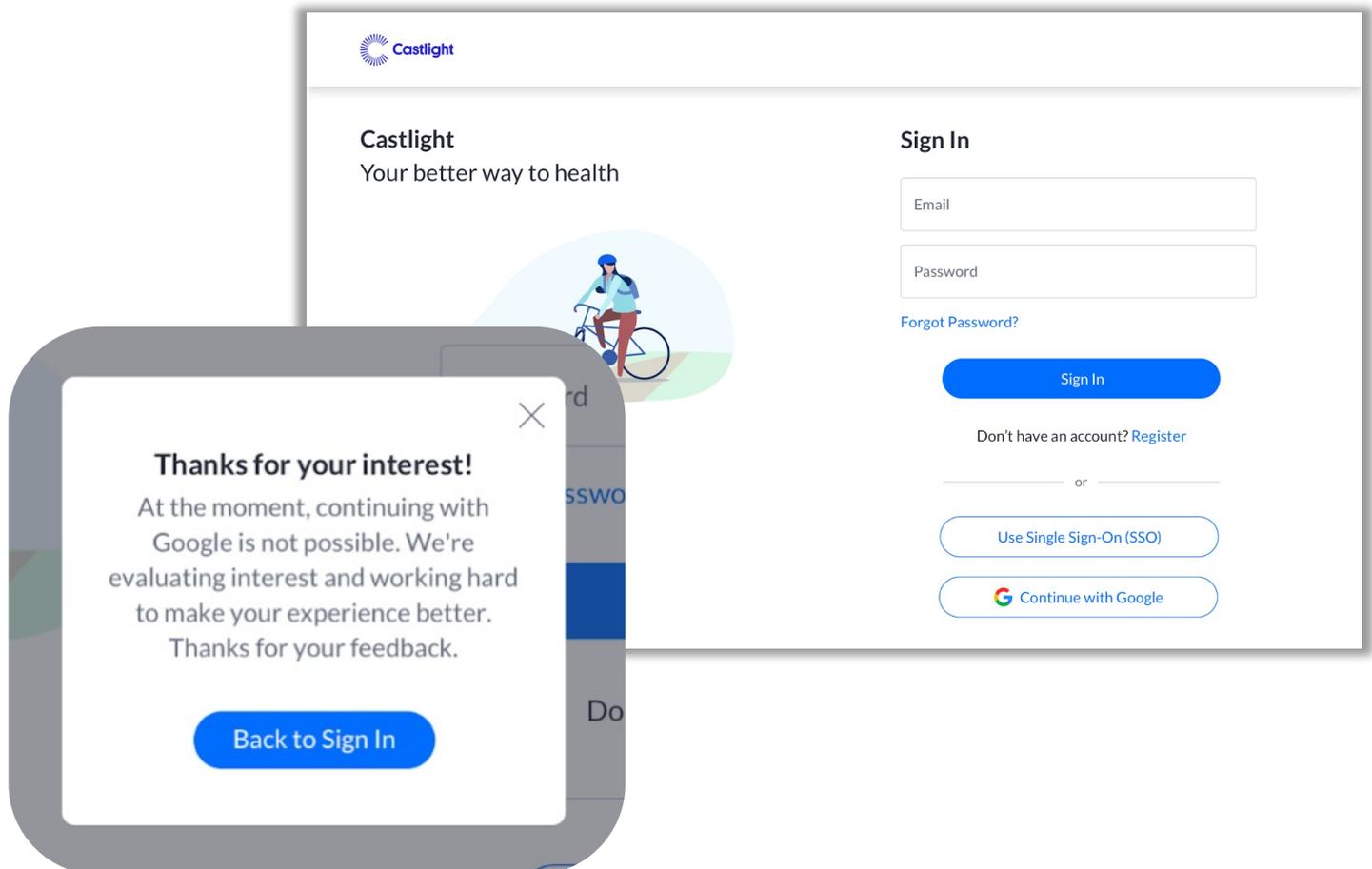
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A Notice to Customers on Upcoming Product Testing & Innovation

Castlight is exploring ways to simplify authentication for our members, so that they can connect and engage with the right programs and care as easily as possible. Enabling members to login with existing social accounts (i.e. “login with Google”) is a common user experience in other consumer and SaaS products. Our data and research indicates that offering social login to our members will reduce login drop off, increase login success, and reduce support cases related to login and password reset, all while adhering to our highest security standards to protect PHI and PII. To validate member demand for this type of login method, Castlight will be running an experiment from **February 15th-February 28th** exposing this login option to half of our members when logging in through the desktop app. Running this experiment will allow Castlight to validate the social login concept, while not adding unnecessary friction to the participant’s login experience. In summary, users will not be permitted to login to Castlight via Google through this experiment, and this simply allows us to evaluate user demand for this feature.

● ● ● Impacts all Castlight customers.



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