Expanding Challenge Theme Library: Introducing Wellness Winners

In March 2020, we introduced a library of themes to easily transform the overall look and feel of employer-initiated challenges. With the introduction of the Wellness Winners theme, members will journey through international lands and learn about local legends as they achieve new stages of the challenge. This engaging experience is intended to keep team race challenges fresh and exciting for employees and their family members. Marketing materials are available to promote the challenge themes through your customer success team.

Available to customers of Whole Health Navigation, Complete Digital Hub and Holistic Wellbeing ● ● ●
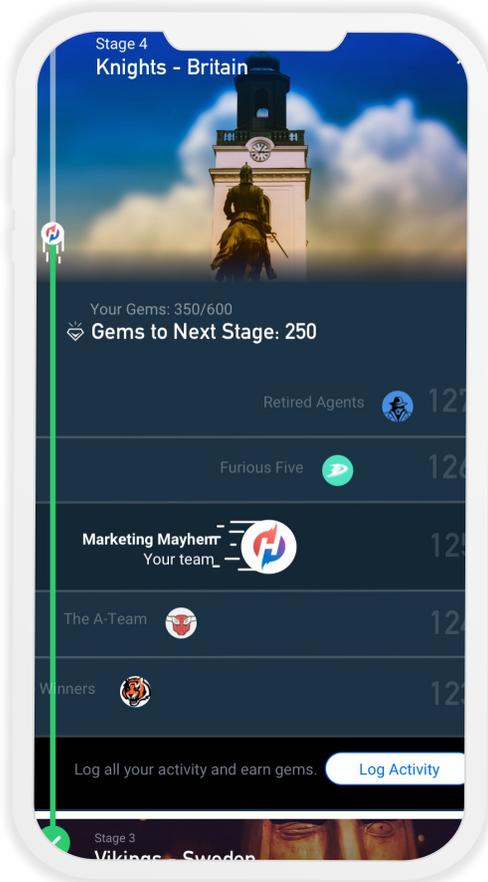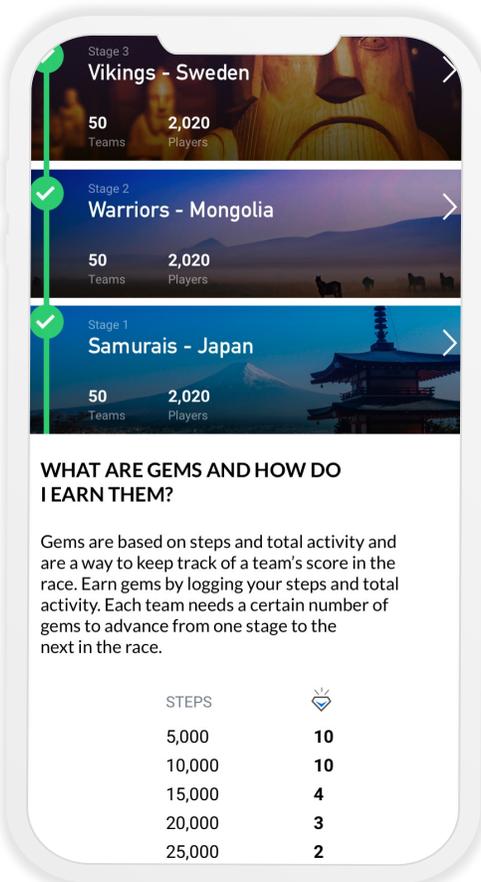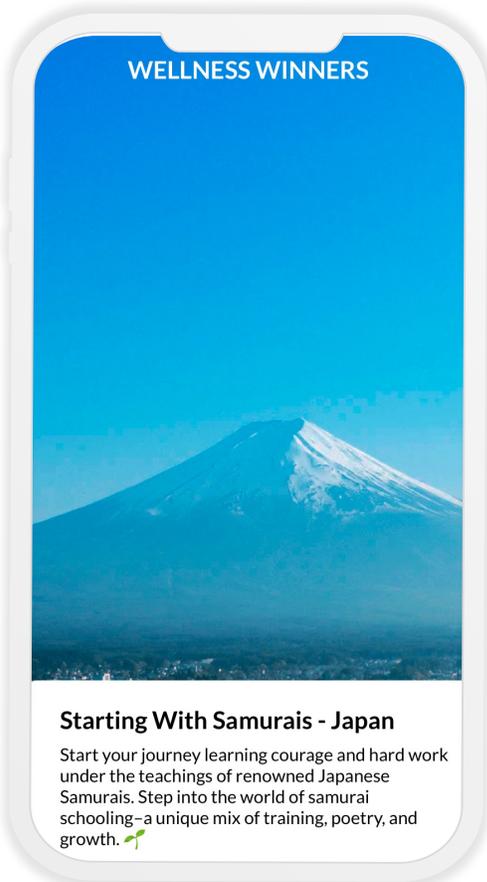
Announcement: New 2022 Castlight product package names reflected in the Product Feature Key

In 2022, Castlight rolled out new product packages and package names. The attached feature grid provides additional details on the product packages. With this release, we have updated the key to explain how features impact different product offerings accordingly. For questions about which packages you are currently on, please connect with your customer support team.

Product Feature Key: ● Whole Health Navigation ● Care Navigation ● Complete Digital Hub ● Care Guidance ● Holistic Wellbeing

Precisely Identifying Members At-Risk for Behavioral Health Conditions with Machine Learning

Throughout the ongoing pandemic, behavioral health has become a major concern for Castlight members and a top priority across healthcare organizations. Castlight is looking for opportunities to identify at-risk members and connect them with appropriate behavioral health resources before a clinical diagnosis develops. With this enhancement, Castlight will apply machine learning to precisely predict and identify members at-risk for behavioral health conditions. This new, dynamic approach will replace our rules-based logic with a goal of connecting members to interventions that support their behavioral health needs. Our machine learning model uses medical claims, prescription claims, demographic data and biographic data to predict which members are at high risk for behavioral health conditions including ADHD, anxiety, bipolar disorder, depression, insomnia, PTSD and substance abuse. With the deployment of this new machine learning-based segment, we will retire the two rules-based at-risk segments for behavioral health. Your customer success team member can provide additional information.

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

Driving Challenge Enrollment with Social Influence

Enrolling more members in challenges is an excellent opportunity to engage them in wellness activities throughout their health and wellbeing journey. To boost engagement with challenges, members can now earn gems by inviting friends to participate in the challenge. As a reminder, gems are currency earned by members participating in Castlight challenges. Members can earn up to 20 gems per challenge by inviting friends to participate (1 share = 1 gem). In a recent pilot, this social influence approach worked: members clicked on notifications to join a challenge from a friend 2.5X more than average notifications. This opportunity to share the challenge feature will be deployed for all employer-initiated challenges. Challenge participants will be able to share invites to join the challenge to both registered and unregistered members.

Available to customers of Whole Health Navigation, Complete Digital Hub and Holistic Wellbeing ● ● ●

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