November Product Release Notes

November 2022

OUTCOME FOCUS
Optimal Patient Centered Care

Enable your members to live better health outcomes and reduce the total cost of care by removing barriers to preventive care and increasing utilization of high-quality primary care providers & specialists.

Enhanced Recommendations with NCQA-Compliant Health Risk Assessment

As you learned last month, Castlight modified the Health Risk Assessment (HRA) by adding an additional 18 questions to meet the criteria for National Committee for Quality Assurance (NCQA) compliance. NCQA, the leader in health care accreditation and certification, is a governing body with rigorous evaluation processes from industry experts. NCQA has a certification program for Health Risk Assessments, enabling population risk stratification and setting a standard for continuous improvements.

With the addition of questions around demographics, health screenings, chronic illnesses, alcohol use, safety and more, Castlight can even further personalize recommendations to improve health outcomes and overall wellbeing. The refinements to the HRA enable us to both increase the volume of appropriate members in existing personalization segments and to create net new personalization segments to target with health and wellness recommendations.

To that end, we're launching three key enhancements this month:

1. Before beginning the HRA, members will be shown the privacy and confidentiality notice and will be asked to consent. This ensures that members know their data is safe, secure and confidential.

2. New and improved personalized results pages provide members with actionable recommendations immediately upon finishing their HRA. Based on their responses to the HRA, members will be provided with a list of health behaviors they should focus on, a list of health behaviors they may want to consider changing, and a list of health behaviors where they are doing well. Members will receive personalized feedback on the actions they can take to improve their health, including links to validated reference information they can review if they want to learn more.

Available to all customers ● ● ● ● ●

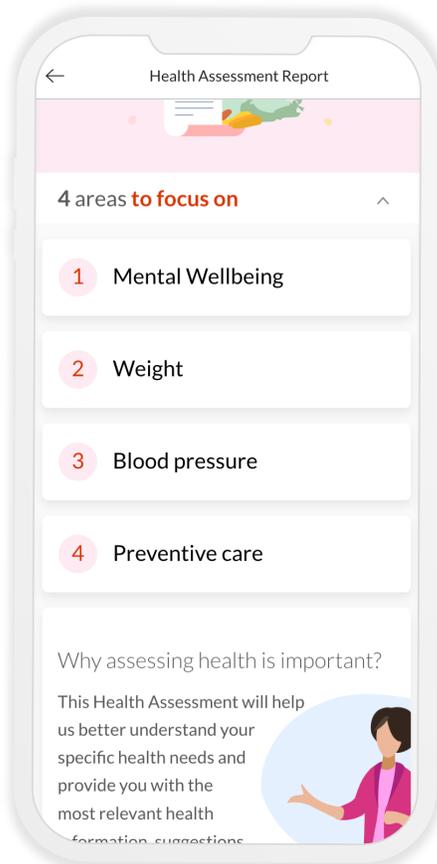| **Product Feature Key:**	● Whole Health Navigation	● Care Navigation	● Complete Digital Hub	● Care Guidance	● Holistic Wellbeing

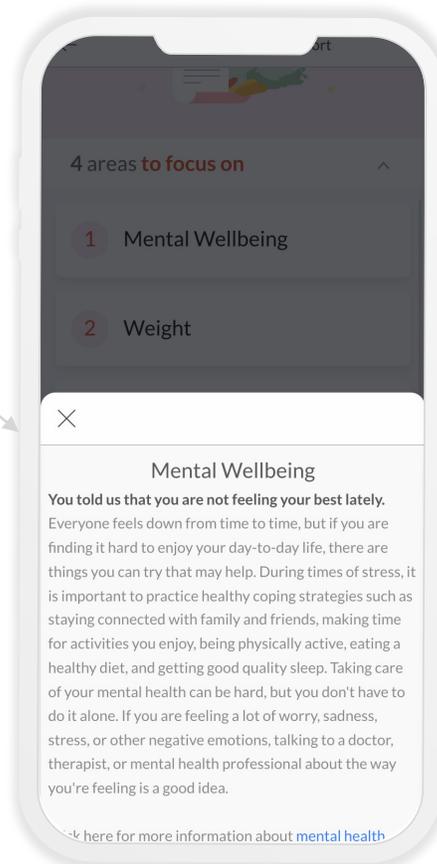## OUTCOME FOCUS
Optimal Patient Centered Care (Continued)

Enhanced Recommendations with NCQA-Compliant Health Risk Assessment (Continued)

3. At the close of the HRA, a simple feedback mechanism has been added to collect insights directly from members for improvement on the HRA.

These member-facing enhancements will surface to members when launching the HRA at your organization in the new plan year. With this release, the Castlight Health Risk Assessment is compliant with NCQA requirements and Castlight is seeking certification in 2023.

HRA Result Screen

HRA Result Information: Mental Wellbeing

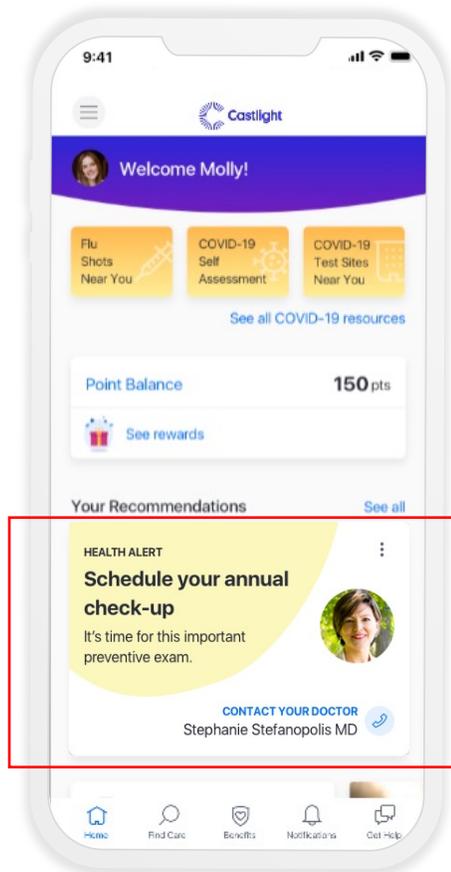| Product Feature Key:	● Whole Health Navigation	● Care Navigation	● Complete Digital Hub	● Care Guidance	● Holistic Wellbeing

OUTCOME FOCUS
Optimal Patient Centered Care (Continued)

Enhancing Provider Steerage CTAs to Improve Gap-In-Care Closure

We've connected the preferred provider that members select on their Care Team to the provider they are steered to in relevant recommendations. Our data has shown when prompting a call-to-action (CTA) on provider steerage cards, for example, with a specific provider, these cards performed 35% better than those directed to a generic CTA. No user interface has changed in the app, but we're now connecting the dots to provide a more bridged and personalized experience to drive gap-in-care closure.

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

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Example of a provider steerage card

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

OUTCOME FOCUS
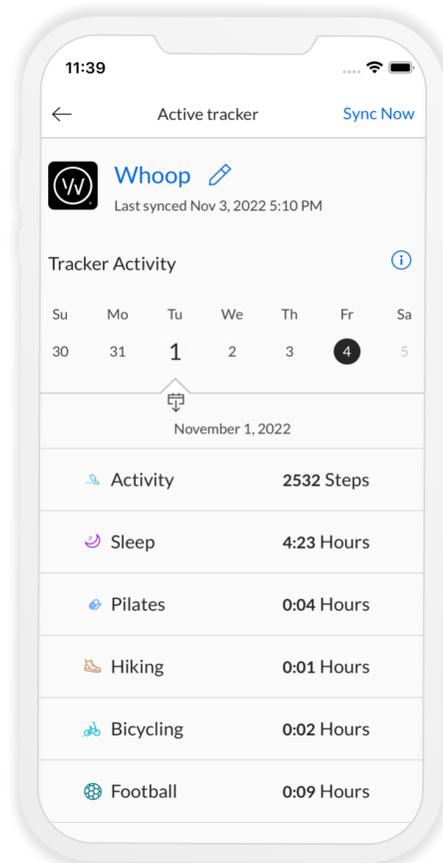## High-Value Program Utilization

Proactively encourage your members to engage with their health through data-driven, personalized, and timely experiences that improve their health today and lower the cost of care in the future. A tailored digital experience is crucial educating, building trust, and ultimately motivating members toward the right health activities and high-value programs at the right time.

New WHOOP Tracker Integration to Improve Data-Driven Personalization

WHOOP, an advanced fitness and health wearable, has now been integrated with Castlight, joining our suite of industry leading trackers connected to our App. Once members connect their WHOOP tracker, activities logged will automatically migrate over, allowing them to seamlessly view their activity and sleep data within the Castlight App. Castlight will additionally use tracker data to promote programs and recommendations for topics covering sleep, physical activity, and weight.

Available to all customers ● ● ● ● ●

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