



January Product Release Notes

January 2023



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.



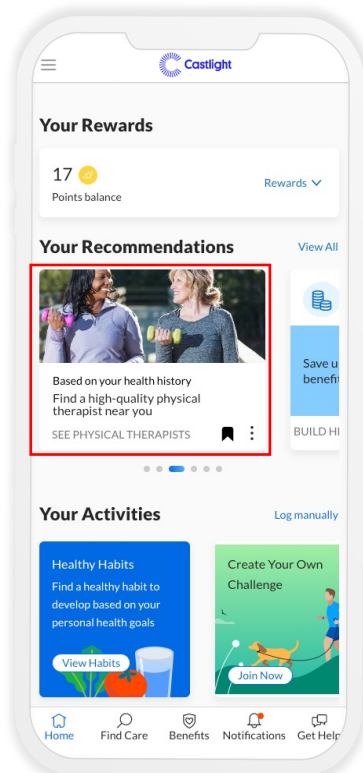
New Personalized Recommendations for Members with Osteoarthritis

Osteoarthritis is an expensive and debilitating musculoskeletal (MSK) condition that can be proactively approached with early intervention and alternative therapies. To help members manage their condition, Castlight will now surface new in-app recommendation cards and emails recommending members in the Osteoarthritis Segment to seek a high-quality physical therapist to improve mobility and manage joint pain. Clients who offer MSK programs will additionally see new push and in-app notifications, in-app recommendation cards, and emails encouraging members to take advantage of those offered services. These recommendations will support members with osteoarthritis to be more aware of relevant benefits and to take charge in managing their condition.

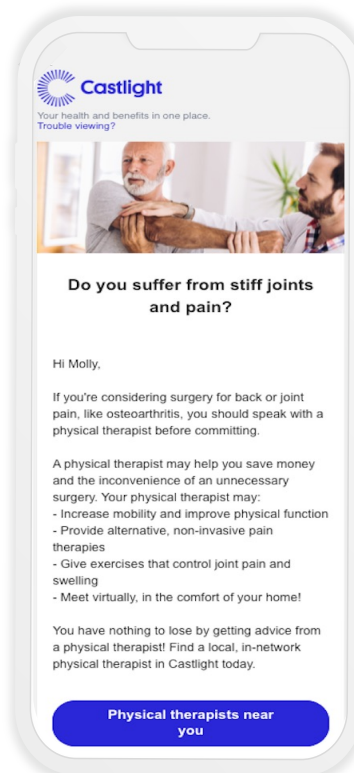
Available to customers of: Whole Health Navigation, Care Navigation, Complete Digital Hub, Care Guidance



In-App
Recommendation
Card



Email



Seen by members who are in the Osteoarthritis Segment



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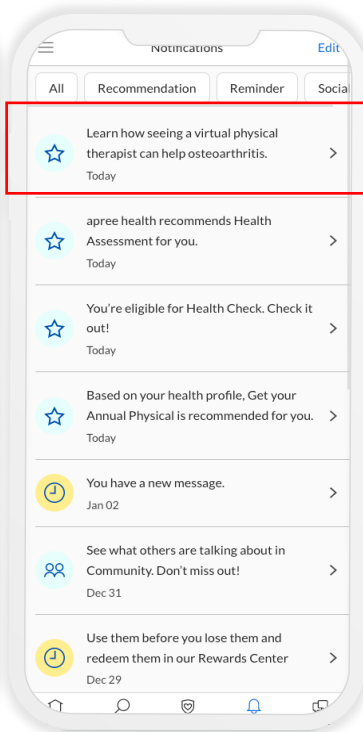
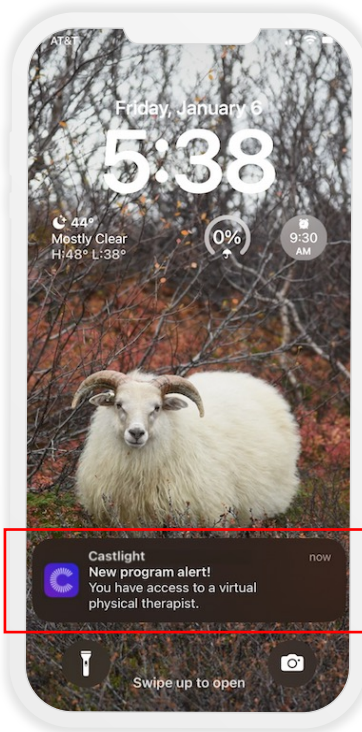
OUTCOME FOCUS

Optimal Patient Centered Care (Continued)

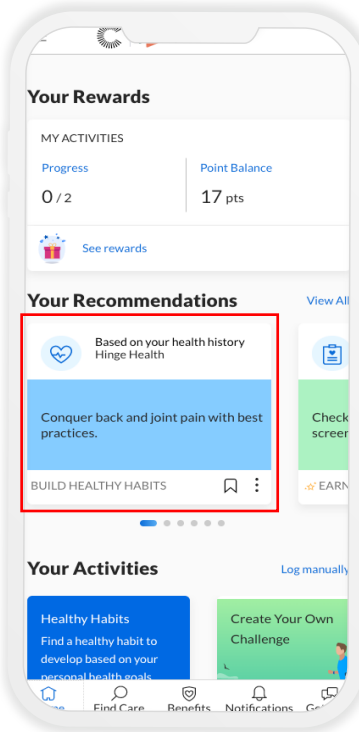


New Osteoarthritis Program Recommendations to Reduce Gap in Care (Continued)

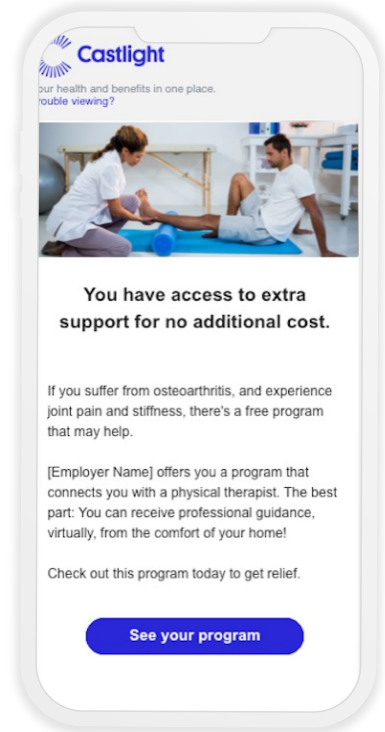
Push and In-App Notifications



In-App Recommendation Card



Email



Seen by members who are eligible for a musculoskeletal (MSK) Program

Product Feature Key:



Whole Health Navigation



Care Navigation



Complete Digital Hub



Care Guidance



Holistic Wellbeing



OUTCOME FOCUS

Building the Future of Connected Care

Empower your members to access and engage in whole person health with a robust navigation infrastructure and high touch services that power the future of connected care. Continuously updated tools, reporting, and insights enable benefit leaders to make the most informed decisions for their population and deliver the best user experience.



Simplifying Member’s Mobile Sign In Flow Experience

To optimize the member’s mobile sign in experience, Castlight has enhanced the sign in page to contain all access points from one screen. Members will now see the email and password section, single sign-on (SSO), and registration options immediately when opening the mobile app.

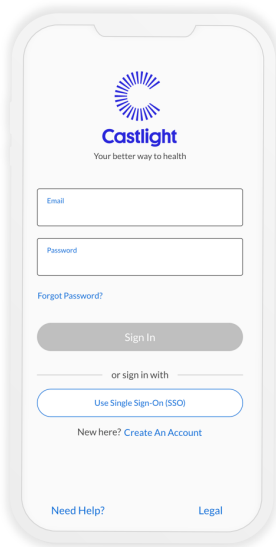
Additionally, there are two new footers on the sign in page:

- **Need Help?:** phone support and FAQs
- **Legal:** privacy statement and terms of use

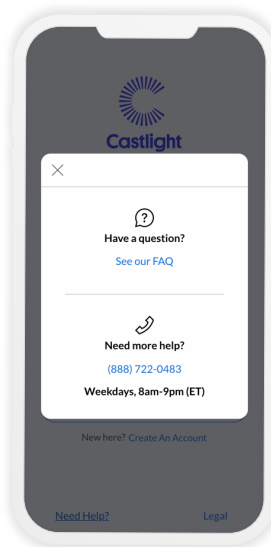
Members will see this new experience on the mobile app after updating to the newest version. Members on mobile web will see this new experience automatically with this enhancement.

Available to all customers ● ● ● ● ●

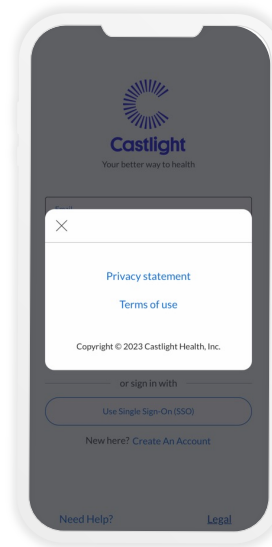
Sign In Page



Support Footer



Legal Footer



Product Feature Key:



Whole Health Navigation



Care Navigation



Complete Digital Hub



Care Guidance



Holistic Wellbeing