

OUTCOMES FOCUS

Building the Future of Connected Care



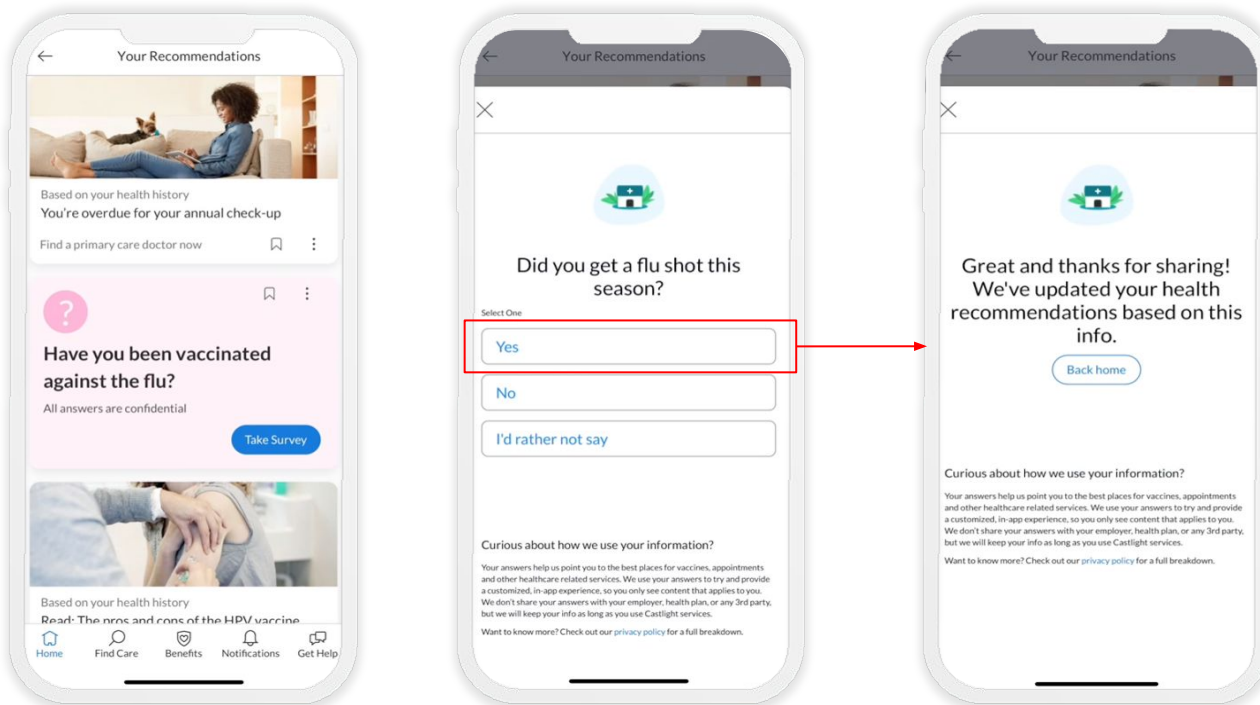
Empower your members to access and engage in whole person health with a robust navigation infrastructure and high touch services that power the future of connected care. Continuously updated tools, reporting, and insights enable benefit leaders to make the most informed decisions for their population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

Updating the Questionnaire Flow to Improve Personalization

Questionnaires allow us to collect valuable information on members health that often cannot be obtained from other data sources such as claims data. By collecting this health information, it in turn leads to more personalized recommendations for members.

In creating a structure to introduce more questionnaires in the future, we've updated the flow with changes on how the privacy disclosures appear. As shown in the screenshots below, we surface information on how their responses are used with the option to read a full breakdown of our privacy policy before answering any survey questions. Members have the option to elect to not answer any questionnaire and additionally remove the questionnaire from their recommendations page by clicking into the 3-dot menu on the top right corner of the box.

Available to all customers: Whole Health Navigation, Care Navigation, Complete Digital Hub, Care Guidance, and Holistic Wellbeing



Product Feature Key:

- Whole Health Navigation
- Care Navigation
- Complete Digital Hub
- Care Guidance
- Holistic Wellbeing



Responsive Design For a Unified Castlight Experience Across Any Device

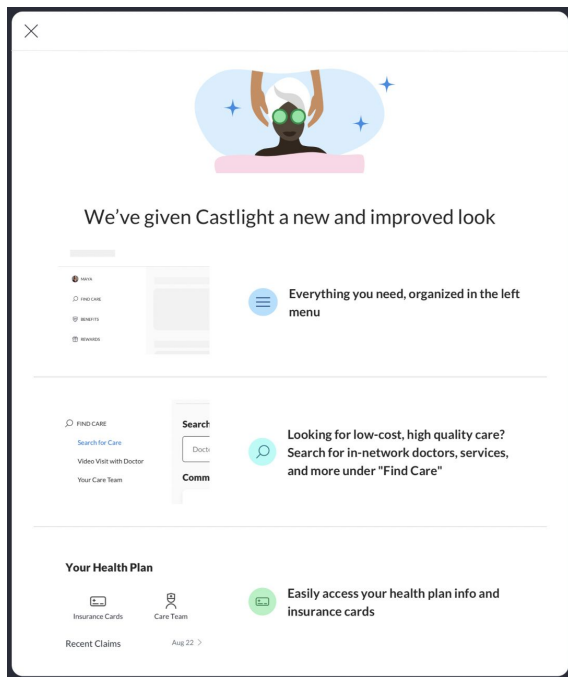
Responsive web design reconfigures the layout, content, and navigation tools to adapt to any screen size, creating an optimal and consistent user experience across any smartphone, tablet, or desktop device. By bringing responsive design to Castlight, our members will no longer have to have to learn different interface experiences based on the device they are using. And with a single code base, shipment of new features and updates to members will be faster, cutting development time in half.

Based on feedback from our members and customers, we've made updates to the layout and design of the desktop experience with minor improvements to features and functionality. The overall user interface of the website will help facilitate further improved usability, navigation, and information seeking for members. In the images below, you will find visuals of the major changes to the user interface. These screens are for illustrative purposes and include features that may or may not be relevant to your member population, depending on your package configurations.

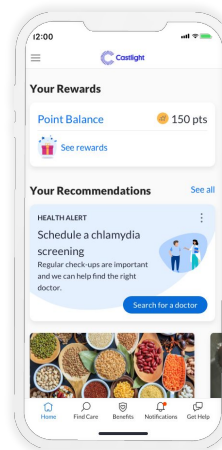
When a returning member signs into Castlight on a desktop, a new one-time announcement introducing the new and improved website will appear (as shown below). With responsive design built on the existing mobile app and mobile web codebase, the interface will remain the same for mobile users.

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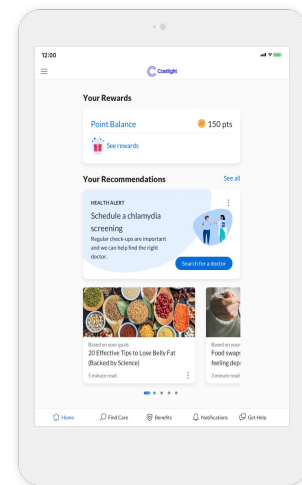
One Time Announcement For Returning Desktop Members



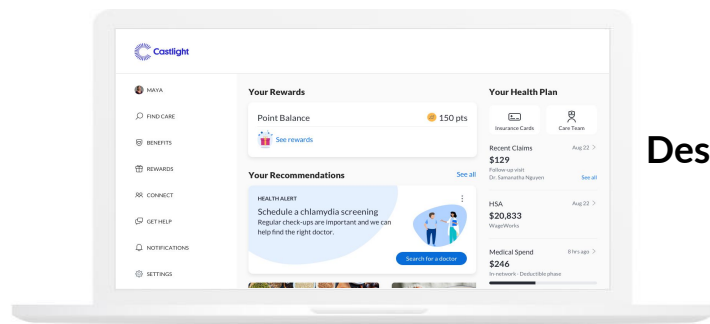
Mobile



Tablet



Desktop



Product Feature Key:

Whole Health Navigation

Care Navigation

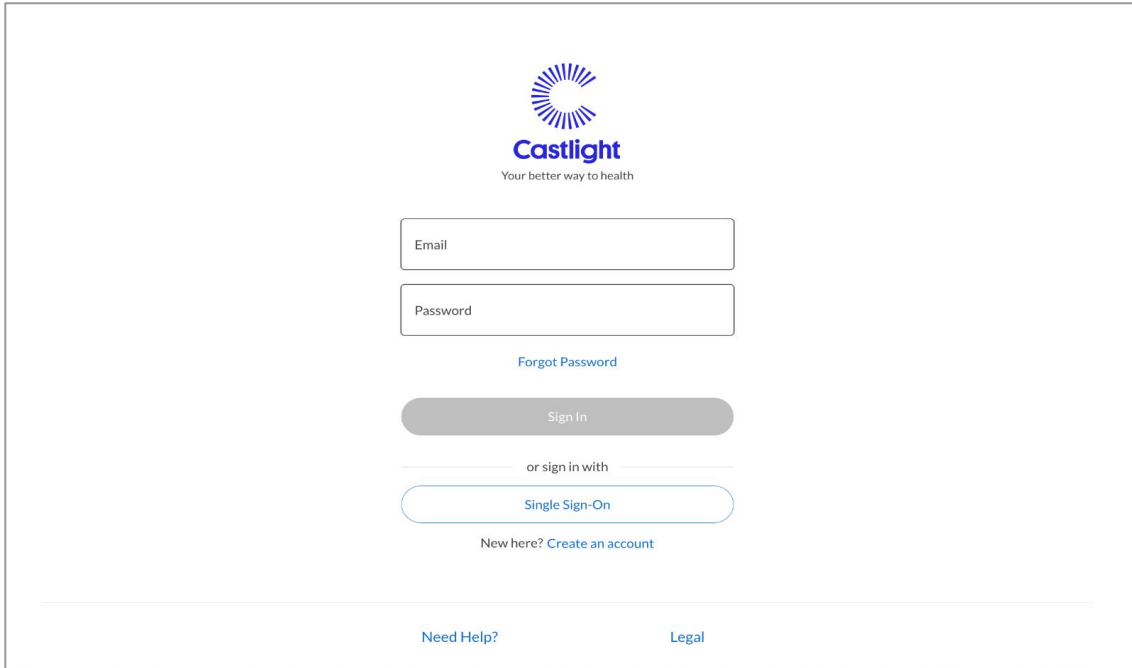
Complete Digital Hub

Care Guidance

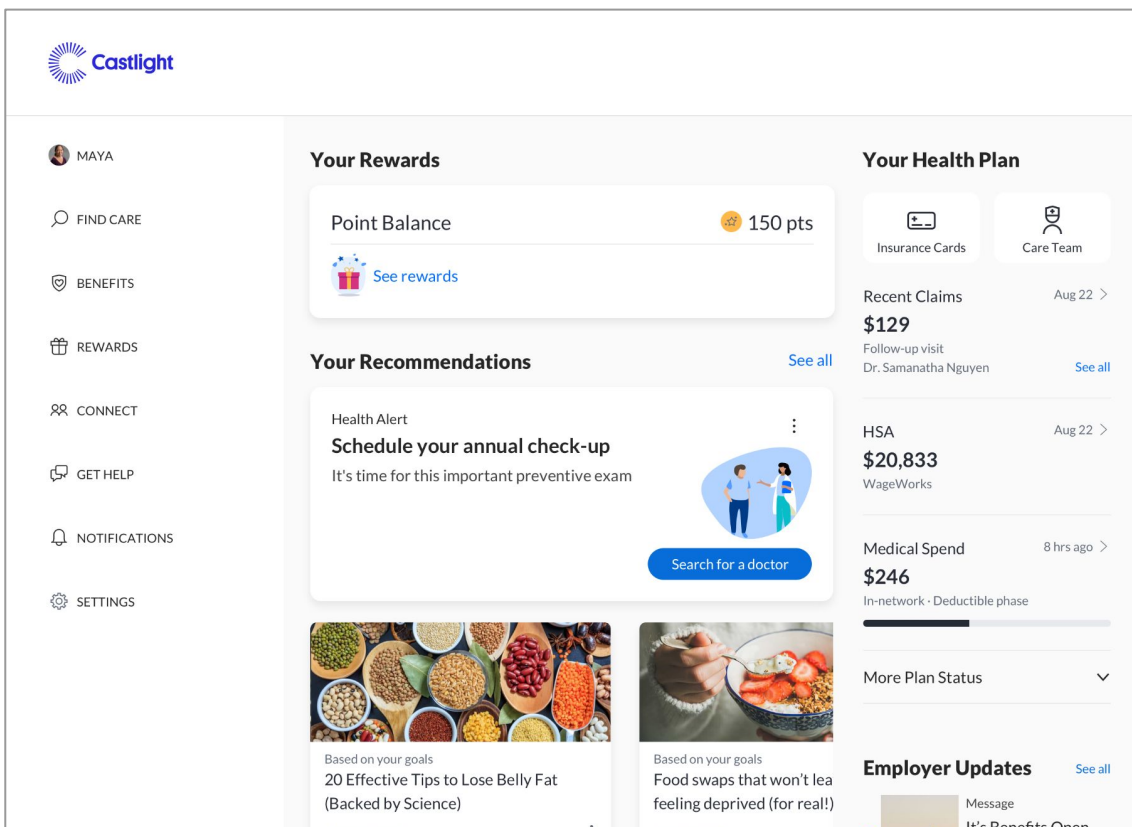
Holistic Wellbeing



New Responsive Login Page



New Responsive Homepage





New Responsive Find Care Page

