

OUTCOMES FOCUS



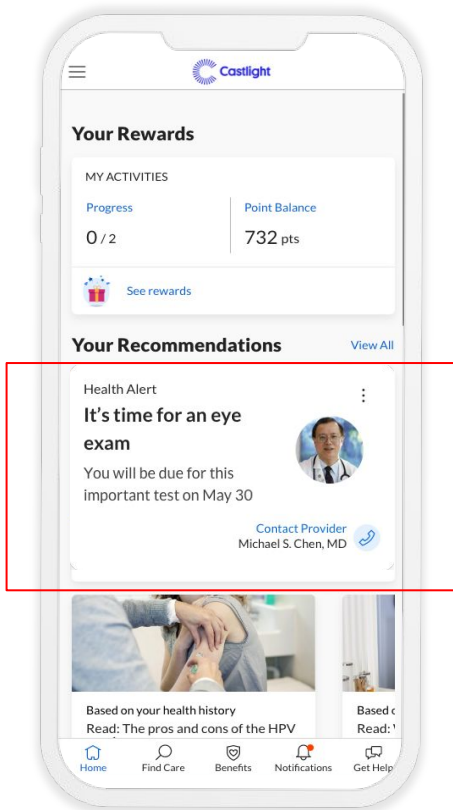
Optimal Patient Centered Care

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.

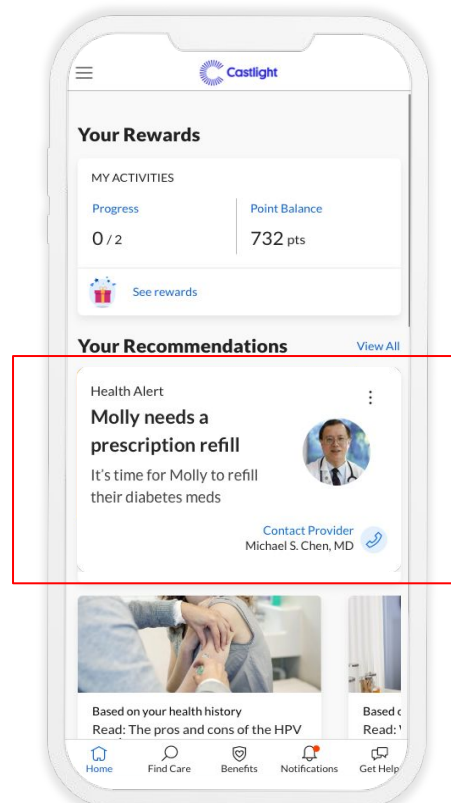
Closing Gaps in Care with Additional Segments and High Priority Steerage Cards

To better help members close gaps in care and proactively remind members before they miss needed care, 7 new Upcoming Gap recommendations and 12 new Spousal Gap recommendations have been created (as seen below in the chart). 45 days before their advised health action is due, a High Priority Steerage Card will surface in their app to prompt members to take action before they have a gap in care. These recommendations increase the number of times we engage members about a specific care gap, and make it easier for the whole family to manage care by providing actionable next steps for their health. Additionally, these new cards provide helpful reminders and allow additional time for members to schedule and plan around their busy lives while continuing to prioritize health.

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



Upcoming Gap - Diabetes Eye Exam



Spousal Gap - Medication Adherence for Diabetes Meds



Closing Gaps in Care with Additional Segments and High Priority Steerage Cards (Continued)

Category	Genius Segments
Condition specific screenings	Upcoming Gap - Diabetes Eye Exam Upcoming Gap - Diabetes HbA1c Test Upcoming Gap - Diabetes Lipid test
Medication adherence	Upcoming Gap - Medication Adherence for Diabetes Meds Upcoming Gap - Medication Adherence Hypertension Upcoming Gap - PDC ARV Antiretroviral Medications Upcoming Gap - PDC BB Beta Blockers

Category	Spousal Genius Segments
Condition specific screenings	Spousal Gap - COPD Spirometry Evaluation Spousal Gap - Diabetes Eye Exam Spousal Gap - Diabetes HbA1c Test Spousal Gap - Diabetes Lipid test
Medication adherence	Spousal Gap - Medication Adherence for Diabetes Meds Spousal Gap - Medication Adherence Hypertension Spousal Gap - PDC ARV Antiretroviral Medications Spousal Gap - PDC BB Beta Blockers Spousal Gap - PDC BG Biguanides Spousal Gap - PDC CCB Calcium Channel Blockers Spousal Gap - PDC STA Statins
Adult vaccinations	Spousal Gap - Shingles Vaccination



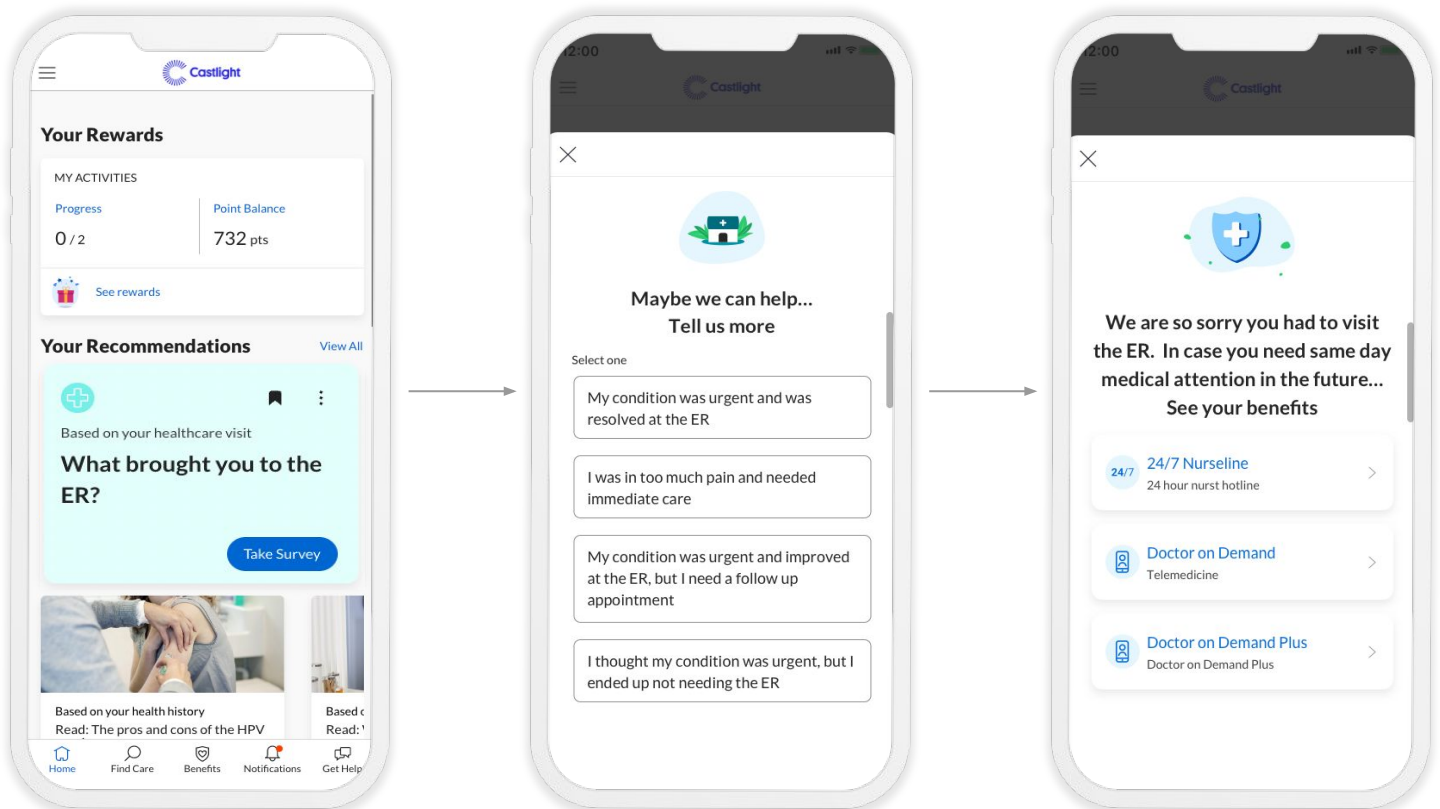
Questionnaire: Reducing Avoidable ER Visits

A key element of the apree health model to reduce costs is helping patients avoid unnecessary emergency room (ER) usage. By presenting ER alternatives, we can help members avoid future ER visits and prevent more serious development of health complications all while reducing cost burdens.

To deliver valuable information, a new questionnaire for ER avoidance has been developed. A 2-4 question flow is presented to members within the application after they have had an ER visit that was determined “potentially avoidable”. This is determined using an algorithm from NYU Center for Health and Public Service Research that classifies ER utilization. Members whose ER visits are deemed emergent and not preventable or avoidable will not be presented with this questionnaire.

By presenting alternatives for the ER, we can provide valuable information and different interventions that make more sense for member’s individual circumstances. (e.g. Help establish with a primary care physician, use a nurseline or Telemedicine, education on when to use ER vs. Urgent Care.)

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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 to educating, building trust, and ultimately motivating members toward the right health activities and high-value programs at the right time.

Recharge: New Behavioral Health Challenge

Recharge is a new Castlight Challenge focused on behavioral health that guides members in practicing quick and easy mindfulness activities to improve mood and decrease stress. Recharge was built using evidence-based science, leveraging research proven to positively affect mental health outcomes.

The 3 core concepts of this experience are:

Skill building: Learning coping strategies and understanding which are effective for you

Positive thinking: Believing in your abilities helps with actual achievement

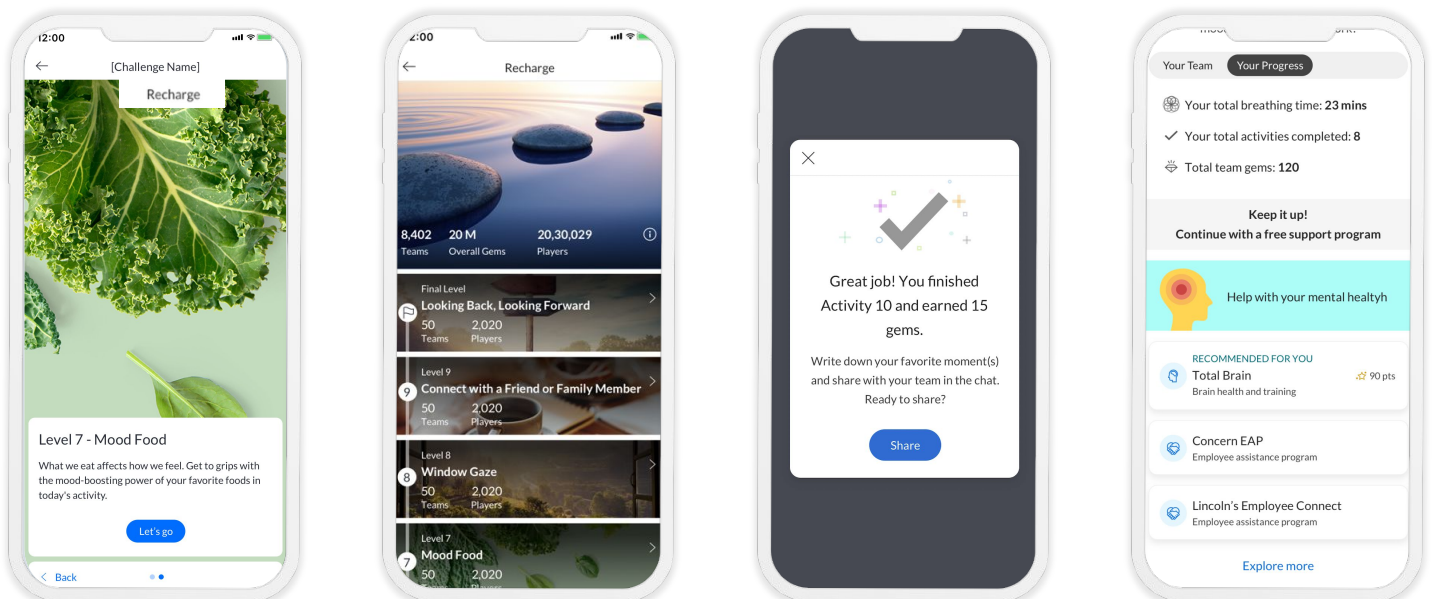
Social support: Connecting with others has many proven benefits in managing stress

Together, they enable members to improve mindfulness, mood and community connectedness.

This new behavioral health journey is a 10 level experience offered in 19 languages where colleagues can globally team up to support and encourage each other in their Recharge journey. Recharge is a new and exciting way to help your people build healthy skills and habits, which can lead to better health and productivity. Data has shown, creating organization-wide experiences such as Challenges is one of the most effective drivers for increased engagement with Castlight, leading to improved health outcomes.

Reach out to your CSM for a deep dive into all the exciting details on Recharge and to schedule a company-wide behavioral health Challenge for your organization this year.

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



Building the Future of Connected Care

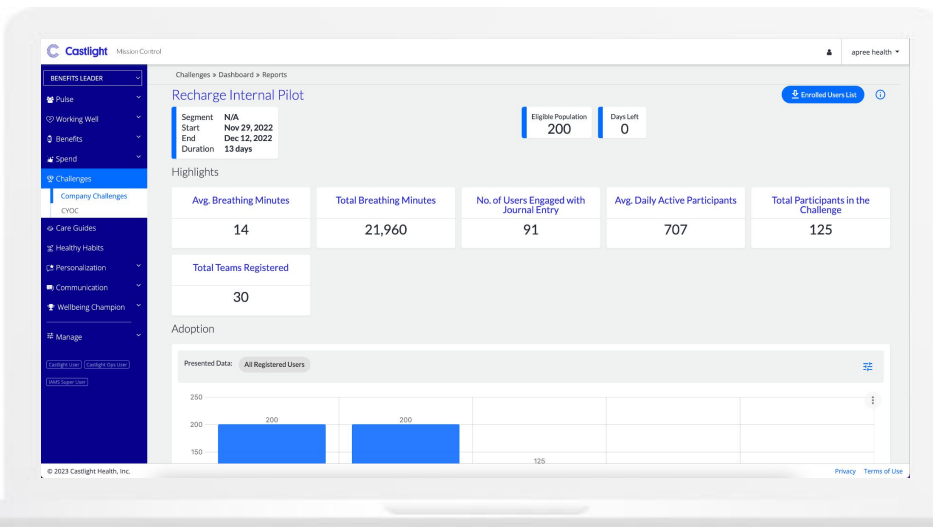


Empower your members to access and engage in whole person health with a robust navigation infrastructure and high touch services that power the future of connected care. Continuously updated tools, reporting, and insights enable benefit leaders to make the most informed decisions for their population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

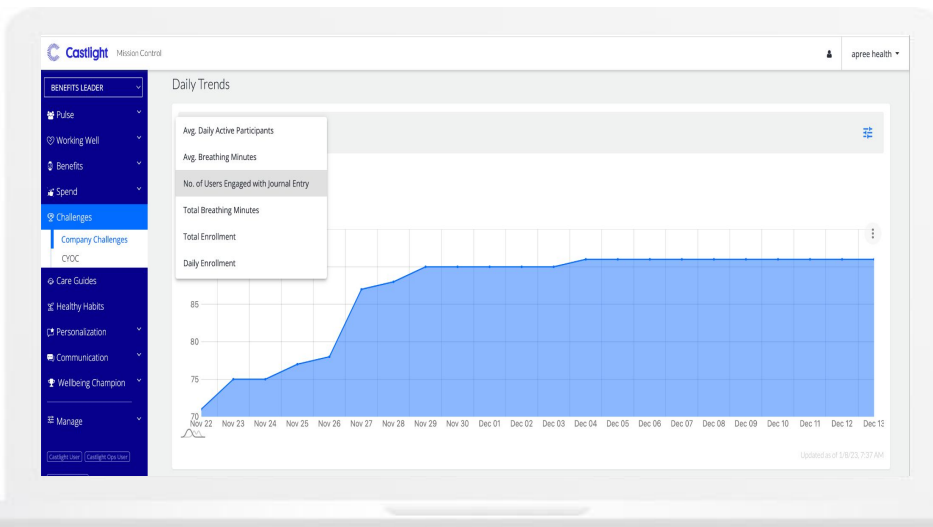
UMC: Recharge Challenge Reporting

Benefits Leaders now have access to a newly created UMC (Unified Mission Control) dashboard to view highlights, trends, ranking and more for a Recharge Challenge. This reporting dashboard may be found in Unified Mission Control under the “Company Challenges” section of the sidebar navigation.

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



UMC: Recharge Dashboard



UMC: Recharge Daily Trends



Leading Security Measures with Updated Password Strength Requirements

To improve our members' account security and prevent unauthorized account access we have updated our password policy to adhere to NIST (National Institute of Standards and Technology) guidelines. NIST is a government agency that publishes a cybersecurity framework and digital identity guidelines considered to be industry leading recommendations for information security.

This change will impact new members who create passwords during registration and any existing member who may be resetting their password.

With these new guidelines the password parameters will be:

- 8 character minimum (existing)
- cannot reuse email in password (existing)
- maximum character length: 65 (updated)
- no enforcement of composition requirements; instead encouraging long passwords (updated)
- allow all characters & symbols to be used (new)
- check password against database of known compromised passwords (new)

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

Reducing Barriers to Action with High Priority Cards Copy to Clipboard Option

We provide members various ways to interact with their health and wellbeing to ensure they get the care they need, even when life gets busy. To give members more flexibility in when they act on important Gap in Care recommendations, the ability to copy provider details on any High Priority Recommendation Card that recommends a specific provider or redirects to a search results landing page, has been added. Members can now open the 3 dot menu on the top right corner of the card and select the option to copy the information to their device clipboard to save the information for future reference or to share with their family member.

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



Reducing Barriers to Action with High Priority Cards Copy to Clipboard Option (Continued)

