

OUTCOMES FOCUS



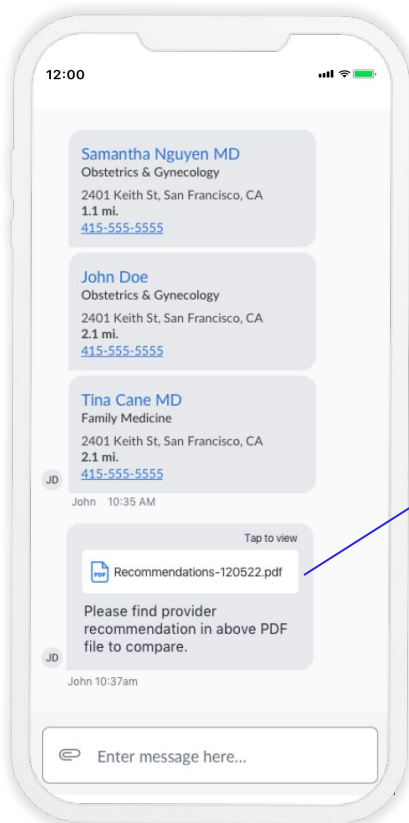
## Optimal Patient Centered Care

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.







### Recommendations from Care Guides: Facilitating Provider Selection with Enhanced Comparison Capabilities

Finding a high quality provider is an important and essential part of a person's healthcare care journey. To provide an easier process for members to select a provider, Castlight Care Guides will now be able to select a set of providers from their search results and send them to the member via async chat, both as a message and as a PDF. The PDF is presented in a comparison format, thus further helping members decide on a high-quality provider and set an appointment.

Available to customers of: Whole Health Navigation, Care Navigation



Top Provider Recommendations for you.

Specialty	Provider	Quality Score	Estimated Price	Address	Languages Spoken	Staff Language	Badges	Ratings
Obstetrics & Gynecology near 94105	 <b>Samantha Nguyen MD</b> Female (415) 123-4567	Great 	\$300-\$500 You Pay 80%	1234 Van Ness Avenue, Suite 1000 San Francisco, CA 95108 (1.0 mi)	English, Vietnamese, Spanish, <a href="#">See more</a>	English, Vietnamese, Spanish, <a href="#">See more</a>	Blue Distinction Total Care Board Certified	4.5 ★ (100)
	 <b>John Doe</b> Male (415) 123-4567	Great 	\$300-\$500 You Pay 80%	1234 Van Ness Avenue, Suite 1000 San Francisco, CA 95108 (1.0 mi)	English, Vietnamese, Spanish, <a href="#">See more</a>	English, Vietnamese, Spanish, <a href="#">See more</a>	Blue Distinction Total Care Board Certified	4.5 ★ (100)
	 <b>Tina Cane MD</b> Female (415) 123-4567	Great 	\$300-\$500 You Pay 80%	1234 Van Ness Avenue, Suite 1000 San Francisco, CA 95108 (1.0 mi)	English, Vietnamese, Spanish, <a href="#">See more</a>	English, Vietnamese, Spanish, <a href="#">See more</a>	Blue Distinction Total Care Board Certified	4.5 ★ (100)

Top Provider Comparison Chart Message and PDF

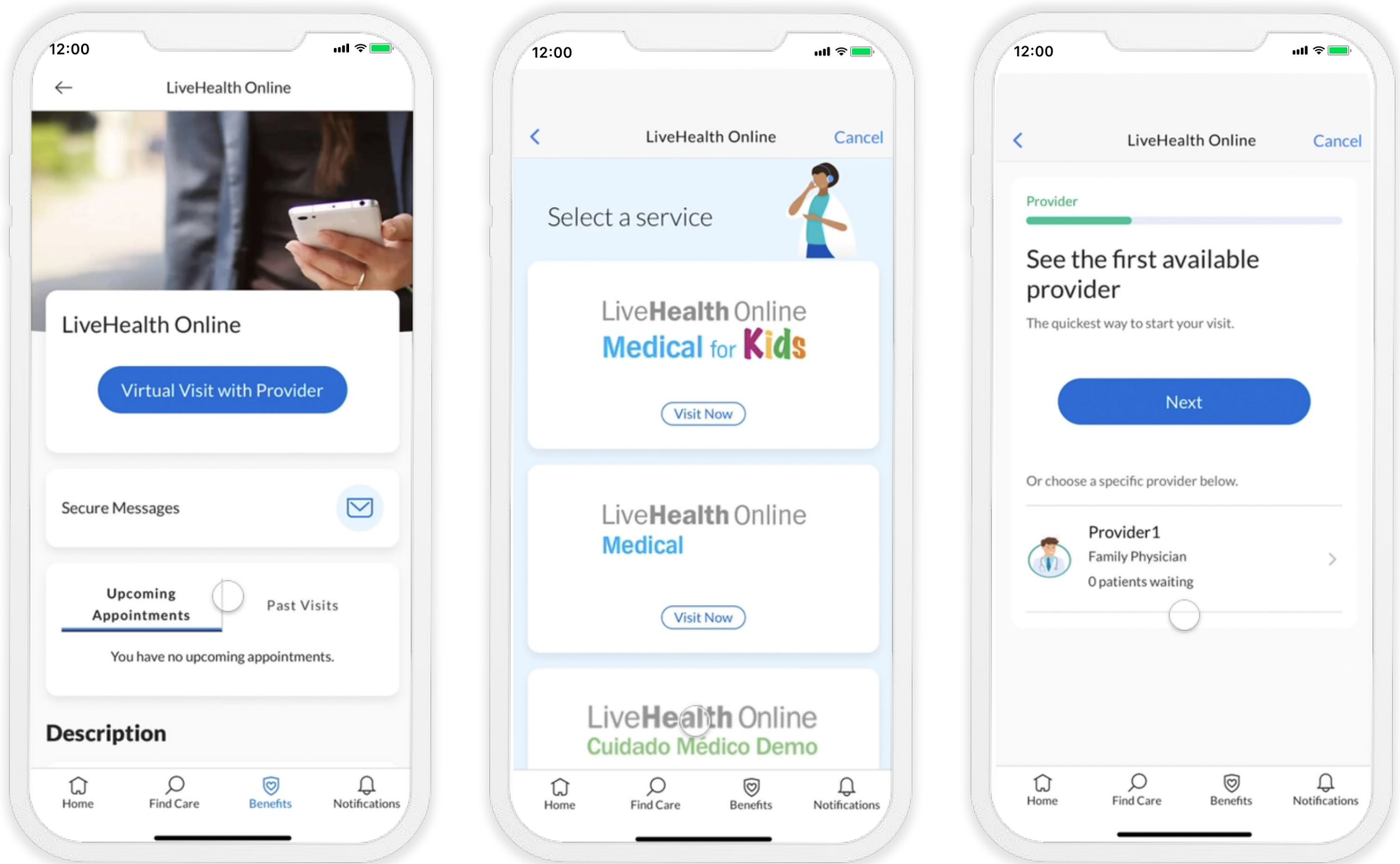


## LiveHealth Online: Seamless Virtual Care through Deep Integration Capabilities

Anthem members who have Live Health Online (LHO) can now access needed virtual care without ever leaving the Castlight mobile app. The launch of this deep integration removes friction and enables a seamless way for your members to connect with convenient virtual care when they need it. Reducing barriers to virtual primary care and other providers allows members to quickly address their health concerns and urgent needs before turning to avoidable, costly specialists or emergency care. Members can access LHO and schedule virtual visits with a provider through the Benefits tab or the Program Card.

Configuration is required to enable this feature for your Anthem members. Please reach out to your CSM for more information.

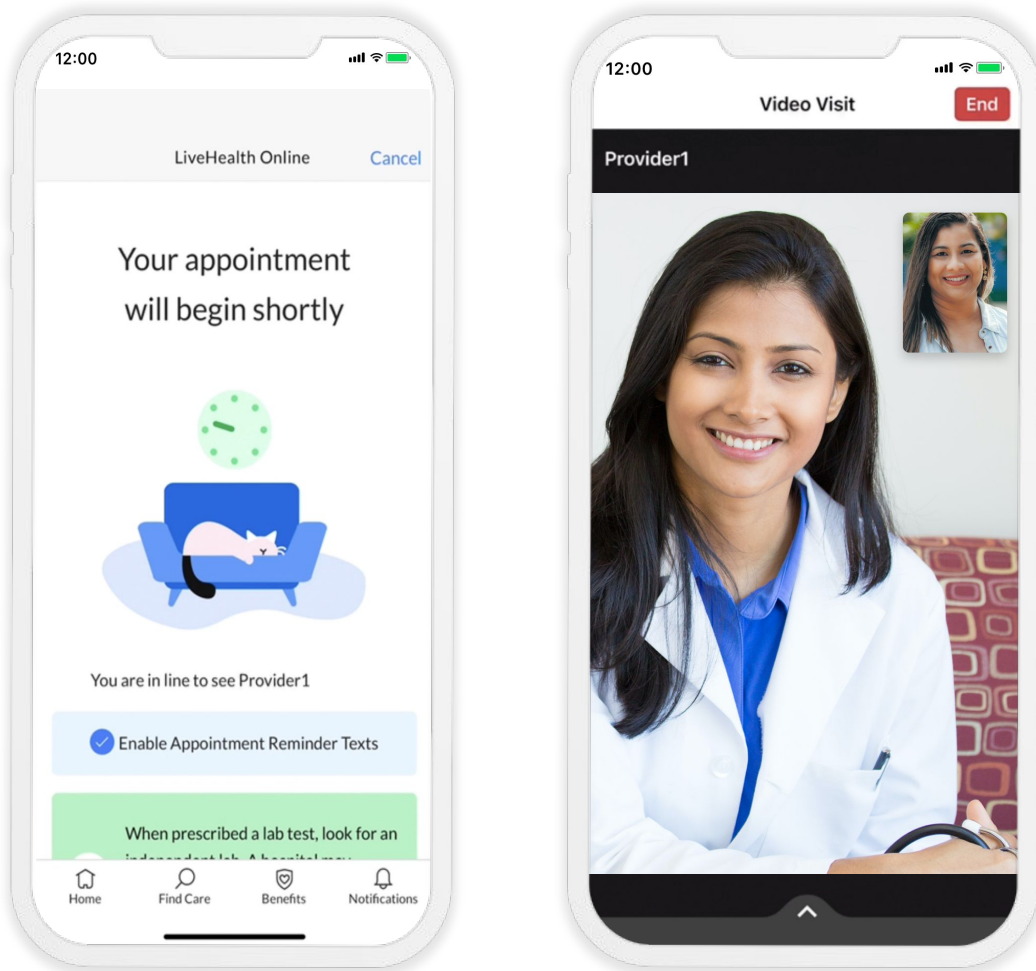
**Available to all customers with Anthem and LHO: Whole Health Navigation, Care Navigation, Complete Digital Hub, and Care Guidance, Holistic Wellbeing**



LHO In-App Screens



## LiveHealth Online: Seamless Virtual Care through Deep Integration Capabilities (Continued)



LHO In-App Screens

## 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.

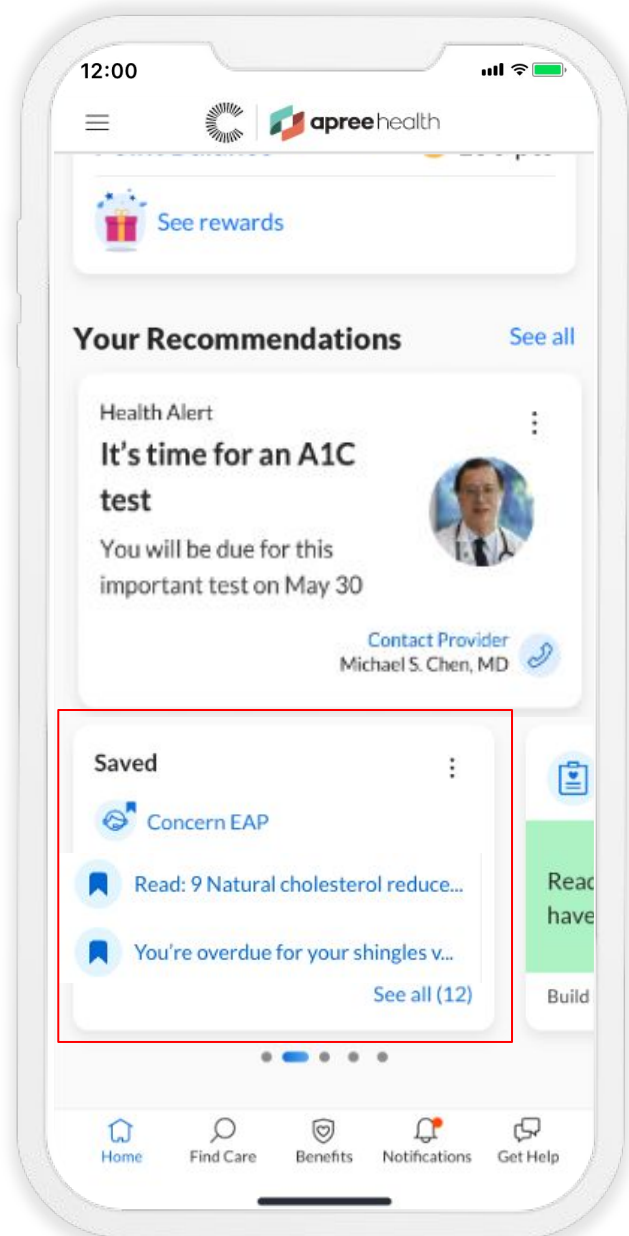
### Driving Re-Engagement in Care Team Recommendations & Member Preferred Content

Further integrating the digital and high touch experience, a new PFY (Personalized For You) card will display a summary of 3 top programs from Care Guide recommendations and member bookmarked content. This is a crucial step in using the digital experience to reinforce the discussion that a member had with a Care Guide and drive action based on those important recommendations.

Engagement of members that use bookmarks is 3x better than a general member. Capitalizing on this engagement, it's important to resurface Care Guide and member bookmarked recommendations to ensure important content stays top of mind and is easily accessible for members. This creates a more tailored experience that incorporates members' interests and interactions with Care Guides into their personalized experience.

Within the new PFY card, Care Guide recommendations will be displayed first, followed by any member bookmarks with links to easily access those recommendations.

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



## Building the Future of Connected Care



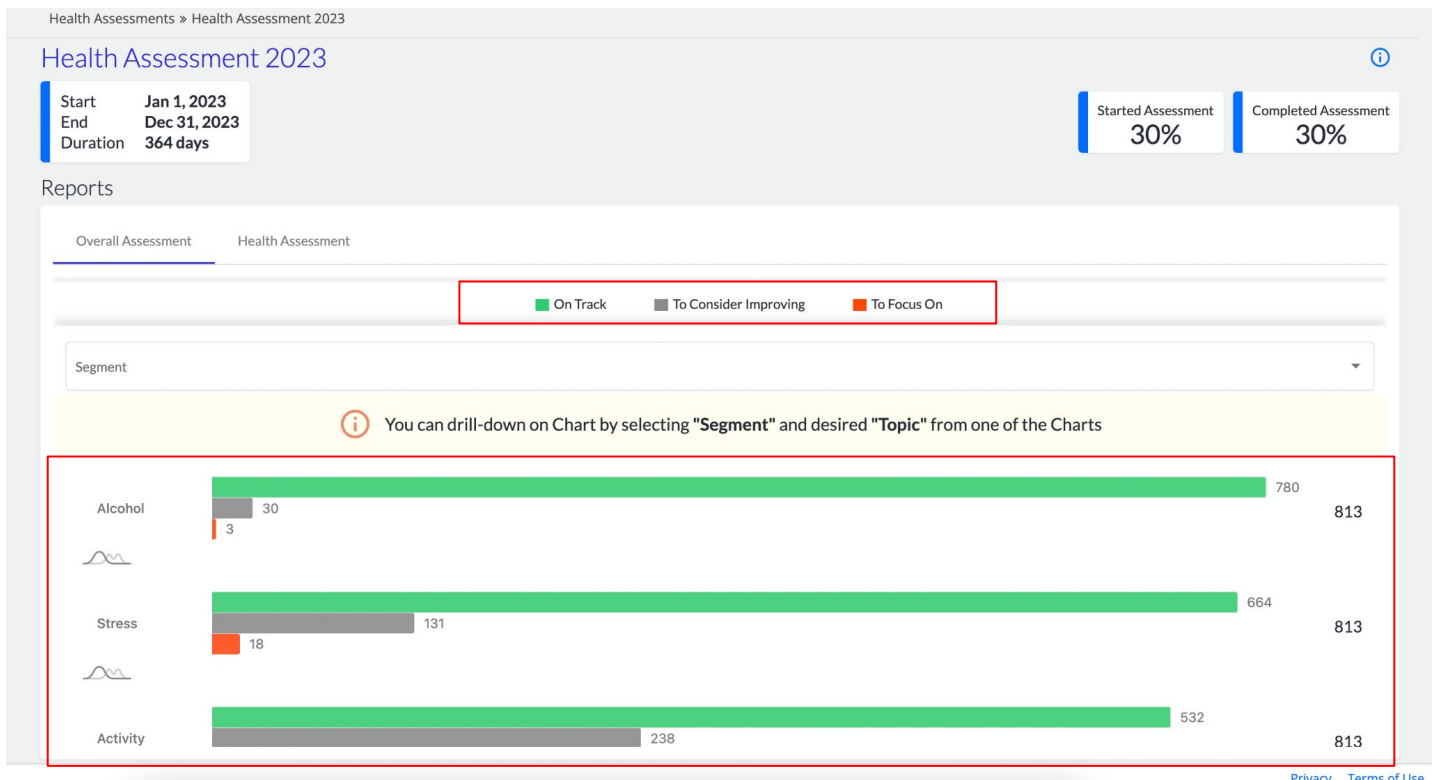
Empower your members to access and engage in whole person health with a robust navigation infrastructure and high touch services that power the future of connected care. Continuously updated tools, reporting, and insights enable benefit leaders to make the most informed decisions for their population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

### HRA Report Enhancements to Provide Deeper Insights

To provide more detailed and meaningful data on your member population we have improved the HRA report in UMC. New data points were added to better help benefit leaders understand their populations health needs and ultimately to provide members with the most relevant benefits, health information, and suggestions. The HRA reports can be found in the “Personalization” tab under “Health Assessment”.

- 1) **Member Risk Scores** – calculated based on the member’s response to questions on 14 health topics set by the clinical team – are now displayed.
  - The scoring logic will classify the members under 3 risk categories:
    - Low risk = On track
    - Medium risk = To consider
    - High risk = To focus on
- 2) **Drill-down capabilities** are now available to view a granular breakdown by Segments (Age, Gender, Relationship, State, Company Code, etc.)

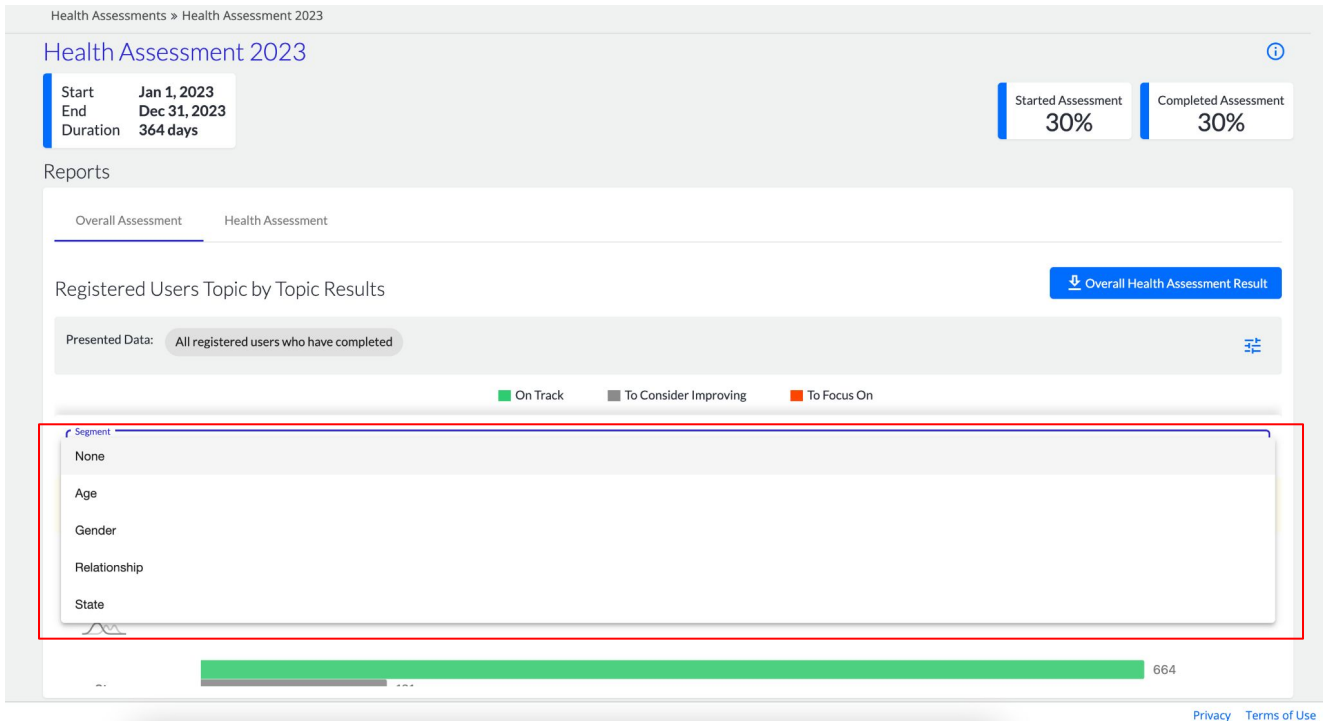
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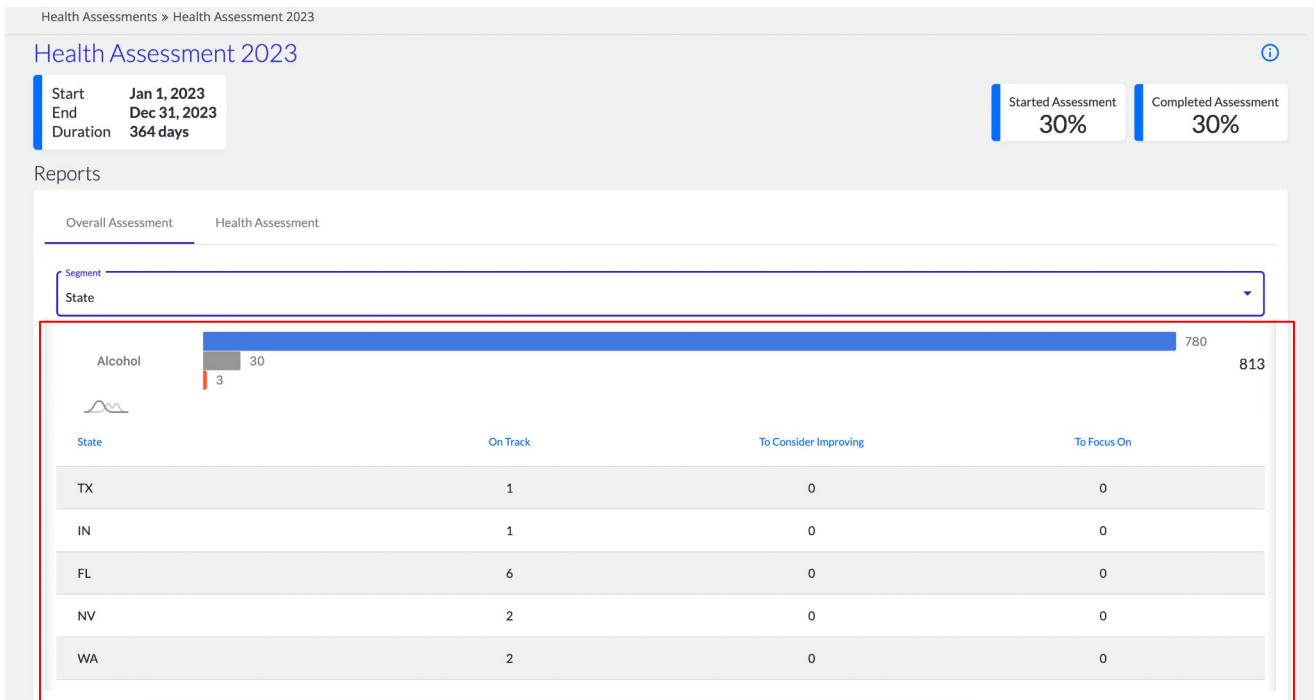
### HRA Report: Member Risk Score



## HRA Report Enhancements to Provide Deeper Insights (Continued)



### HRA Report: Drill Down Capabilities Segment Selection



### HRA Report: Drill Down Capabilities Result Breakdown