Castlight Health Frequently Asked Questions

ABOUT CASTLIGHT HEALTH

Q: What is Castlight Health?
A: Castlight Health is a FREE health care decision platform that allows you to take control of your care and get the most for your money. With Castlight, you can:

- Compare **cost estimates** and **quality metrics** for doctors and facilities.
- Review information about your **medical** and **prescription** benefits.
- View helpful tips to help manage your medical bills and find **high-quality care**.

The information you see in Castlight is based on your current medical and pharmacy plan and your geographical area. If you select a different medical plan during the benefits annual enrollment period, your plan information will automatically update in January of the next year.

Q: When should I use Castlight?
A: Use Castlight to:

- **Compare nearby doctors, medical facilities, and health care services** based on the price you'll pay and quality of care.
- **See personalized cost estimates on the go** based on your current location, your specific medical and prescription plan, and whether or not you’ve already paid your deductible.
- **Access your medical ID card** right from your phone.
- **Receive recommendations** about ways to save money and find high-quality care.
- **Review** information about your medical and prescription benefits.

Download [mycastlight.com/mobile](http://mycastlight.com/mobile) for access on your iPhone or Android devices.

Q: If I already have a doctor, how can I benefit from Castlight?
A: Use Castlight when your doctor recommends labs, specialists and other medical services. You’ll be able to learn about your choices and the associated costs and quality. Many doctors suggest specialists, labs and other medical facilities without having any idea how much they will charge you. Most doctors will happily provide you with multiple options to research on Castlight. You can also use Castlight to search for services for eligible dependents on the Sprint BlueCross Blue Shield of Illinois and UnitedHealthcare medical plans. In addition, Castlight
provides an easy and helpful way to understand your medical and prescription plans and to view past care information.

**Q: How does Castlight compare to other services on the Internet?**
A: Castlight is a unique service customized at no cost for Sprint employees offering features that are not available from other services on the Internet. Castlight gives you **personalized** price estimates. We show you how much your estimated out-of-pocket costs will be for medical services based on your medical plan, the doctors in your preferred network, and your deductible status.

Castlight also provides an overview of your medical plan benefits, tips for making smart health care decisions, and details about your past medical claims and prescriptions.

**Q: How is Castlight different than other tools?**
A: Castlight makes it easy to compare doctors side by side based on price, quality and location. It shows your estimated out-of-pocket costs based on your deductible status for a wide range of medical services. It also makes knowing the status of your current medical/prescription plan benefits easier — for example, your remaining deductible is always clearly shown directly on the Castlight home page.

**Q: Where does the estimated cost information for doctors and medical services come from?**
A: Castlight lists estimated cost information for doctors and medical services by aggregating claims data for providers from the past two years. This information is updated continuously as ongoing medical claims are submitted to the health plans.

Although all medical services may not show prices in Castlight, the most common doctors and services used will show up in the tool and the amount of useful information increases on an ongoing basis.

Castlight maintains the highest security standards and is obligated under federal Health Insurance Portability and Accountability Act of 1996 (HIPAA) guidelines to keep your data safe. As an independent, third party, Castlight ensures your Personal Health Information (PHI) on the site remains private. Castlight will not provide your employer with any information regarding your PHI.

**Q: How much can I expect to save?**
A: Castlight users may be able to save hundreds of dollars a year by comparing all their options for nearby in-network doctors. For example, use Castlight to search for a primary care doctor, and you will typically find a price range greater than $100. Of course, Castlight also provides more information about doctors than just price estimates — you can also see where they went to medical school, how long they have been practicing, and how other patients have rated
them. Castlight allows you to see all of your options and choose the option that works best for you.

Q: Do doctors with lower prices for office visits tend to have lower prices for all the services they perform?
A: Yes. In fact, picking a doctor with a lower-priced office visit may result in significant savings down the road. If doctor A is more expensive than doctor B for the same type of office visit, doctor A will likely be more expensive than doctor B for any other procedure. As a general rule, the rates negotiated for all services performed by a given doctor rise or fall together.

Furthermore, if you find a low-cost doctor for your office visit, then there is a good chance that your later visits and procedures will also be at the low end of the spectrum. On the other hand, if you go to see a doctor that is part of a high-priced medical system, not only will the office visit be more expensive, but all of their referrals for specialists and tests are likely to be in that same high-priced medical system. Using Castlight to compare and select a primary care doctor can have huge cost benefits, both now and in the future.

Q: Am I required to pick the lowest-cost doctor or medical service?
A: No. The choice is yours. Castlight is intended to help provide both quality and cost information to help you in making your health care decisions.

Q: Can I use Castlight to view information about pharmacies and my prescription medications?
A: Yes, you can review your pharmacy plan and get important information about your medications, all on your Castlight account.

Q: Where does Castlight get prices for prescription drugs?
A: Castlight uses multiple sources to calculate prescription drug prices. Two of the most important sources include published pricing data and aggregated prescription drug claims.

Q: What medication information is available in Castlight?
A: You can search for current brand and generic prescription medicines in Castlight and find estimated prices that are personalized for you, based on your pharmacy benefit plan and spending to date. Prices reflect your claims data, formulary, plan design, pharmacy network, and discount structures for brand and generic drugs.

Q: Is my data private and secure?
A: Sprint has partnered with Castlight to allow you to securely and privately compare doctors and medical services, learn more about your health benefits, obtain cost estimates for medical services and prescriptions and plan for out-of-pocket costs. Castlight maintains the highest security standards and is obligated under federal Health Insurance Portability and Accountability Act of 1996 (HIPAA) guidelines to keep your data safe. As an independent third
party, Castlight ensures your Personal Health Information (PHI) on the site remain private. Castlight will not provide your employer with any information regarding your PHI. Castlight uses McAfee and VeriSign to ensure adherence to strict security. Castlight is also a member of TRUSTe, the leading authority for ensuring proper privacy standards on the Web. For more information on Castlight’s strict privacy standards, please see the Castlight privacy policy.

Q: What information can I see about my family members? And what information can my family members see about me?
A: Castlight conforms to all federal and state health care laws and statutes, including HIPAA. By default, you will see past medical care records for yourself and for your minor children. You will see only limited billing information (as required by law) for your spouse/domestic partner and adult dependents. However, your spouse/domestic partner and adult dependents age 18 and over can choose to change their profile settings to allow visibility to complete past medical care and prescription records.

Your spouse/domestic partner will be able to view only their own information and the information of minor children. However, you can choose to grant your spouse/domestic partner access to your past medical care and prescription records by changing your profile settings. Adult dependents (over age 18) can view only their own past medical care records.

Q: How often will I hear from Castlight?
A: Castlight will provide you with personalized savings tips by email when you have a relevant medical claim. You may also choose to receive periodic product updates. You can manage your email preferences on your account page in Castlight. In addition, Castlight sends standard account maintenance notices, such as password change confirmations.

ACCESSING CASTLIGHT FOR PRE-REGISTRATION

Q: What is pre-registration?
A: Castlight pre-registration is a quick and easy way to get your Castlight account set up before the tool goes live. This ensures that you have access to Castlight as soon as possible, and you don't have to remember to come back and register once Castlight is available in November.

Q: How do I pre-register?
A: Pre-registering for Castlight is simple, and it only takes a few minutes. To pre-register, visit www.mycastlight.com/sprint and click “Pre-register now!” If you have any questions, call a Castlight Guide at 1-800-681-6920, Monday through Friday 7 a.m. - 8 p.m. Central time/8 a.m. - 9 p.m. Eastern time.
Q: Is Castlight available to all Sprint employees?
A: Castlight is available to Sprint employees and eligible dependents who are enrolled in medical plans administered by BlueCross BlueShield of Illinois and UnitedHealthcare. It is not available for those who waive medical coverage or who are in the Kaiser or Tricare medical plans.

Q: Can my eligible dependents pre-register?
A: We recommend waiting until Castlight has launched to invite your eligible dependents to sign up. This ensures that when you send them invitations, they can immediately log in and use the tool. You can do this by visiting the “My Account” page in Castlight once you have logged in.

Q: When will I hear from Castlight?
A: After you pre-register, you’ll receive an email from Castlight to verify your information. If you think you made an error when setting up your account, there’s no need to worry — just come back and pre-register again.

You’ll receive another email from Castlight when your account is ready to use (early November).

Q: I received notification that my account is set up, but I forgot my username and/or password. What should I do?
A: There are several ways to get help.

- If you forgot your password, click here to have a reset link sent to the email you used to set up your account.
- If you can't remember your username or would prefer to talk to someone on the phone, you can call Castlight at 1-800-681-6920, Monday through Friday 7 a.m. - 8 p.m. Central time/8 a.m. - 9 p.m. Eastern time.

Q: I received an email saying that my account cannot be set up. What happened?
A: This can happen for a number of reasons. You may have made a typo when you pre-registered, or you may not be eligible for Castlight. If you think you are eligible for Castlight, then simply come back to Castlight and try registering again by clicking here. You can also call Castlight at 1-800-681-6920 for direct assistance Monday through Friday 7 a.m. - 8 p.m. Central time/8 a.m. - 9 p.m. Eastern time.

Castlight is available to Sprint employees and eligible dependents who are enrolled in medical plans administered by BlueCross BlueShield of Illinois or UnitedHealthcare. If you are not sure if you’re covered by an eligible plan, please review your benefit elections on i-Connect via PeopleSoft Employee Self Service.
Q: What if I pre-registered, but I don’t receive an email confirmation?
A: Check your spam folders to ensure that the email didn’t end up there. Otherwise, call Castlight at 1-800-681-6920 for direct assistance Monday through Friday 7 a.m. - 8 p.m. Central time/8 a.m. - 9 p.m. Eastern time. You can also email support@castlighthealth.com if you have any issues receiving Castlight emails.

Q: I have been notified my Castlight account is live. Now what?
A: You’re on your way to finding doctors, hospitals, medical services, prescription medication information! Just log in and start searching for care based on your location. From there, you’ll see a list of all of your options that shows the price, quality and convenience of each. Plus, Castlight shows you how much you’ve spent to date, all of your past medical/prescription claims, and an easy-to-read summary of all of your plan details. Managing your health care is just that easy.

Want on-the-go access?
Download the Castlight mobile app by clicking here, or call Castlight at 1-800-681-6920, Monday through Friday 7 a.m. - 8 p.m. Central time/8 a.m. - 9 p.m. Eastern time.

ACCESSING CASTLIGHT ONCE LIVE

Q: How do I get access to Castlight?
A: Castlight is available to employees and dependents who are enrolled in a Sprint medical plan administered by BlueCross BlueShield of Illinois or UnitedHealthcare. New users can start using Castlight by registering at www.mycastlight.com/sprint. Registered users can also call a Castlight Guide toll-free at 1-800-681-6920, Monday through Friday 7 a.m. - 8 p.m. Central time/8 a.m. - 9 p.m. Eastern time for full Castlight access over the phone.

Q: How does my spouse/domestic partner access Castlight?
A: During your registration, you have the option to provide an email address for your spouse/domestic partner (if they are enrolled in a Sprint medical plan (Blue Cross Blue Shield of Illinois and UnitedHealthcare) and they will be emailed registration instructions. Alternatively, they can go to www.mycastlight.com/sprint to register. Spouses/domestic partners can also call a Castlight Guide toll-free at 1-800-681-6920, Monday through Friday 7 a.m. - 8 p.m. Central time/8 a.m. - 9 p.m. Eastern time for full Castlight access over the phone.

Q: How can I use Castlight when I’m not at a computer?
A: Castlight is available by calling a Castlight Guide toll-free at 1-800-681-6920, Monday through Friday 7 a.m. - 8 p.m. Central time/8 a.m. - 9 p.m. Eastern time. You can also use Castlight on your smartphone. To access Castlight Mobile, simply visit mycastlight.com/mobile.
Q: What are Castlight Guides, and how can they help me?
A: Castlight Guides are dedicated experts who are able to provide full access to the Castlight service over the telephone. You can call a Castlight Guide when you are at a doctor’s office or when considering treatment options while away from your computer.

Q: Does Castlight work on all smartphones and tablets?
A: Castlight Mobile is designed to work on Web-enabled mobile devices and uses Web-responsive design. An application is available for Android devices and iPhones and can be downloaded from the Android Marketplace or the Apple App Store.

Even if you don’t have an Android or iPhone, you can use Castlight Mobile through your phone’s Web browser. Simply type in www.mycastlight.com into your browser, then log in to your account to experience Castlight Mobile.

Q: When should I use Castlight on my mobile device?
A: Castlight Mobile is an easy way to find an urgent care center or quickly research a specialist in your area. Whether you are out of town or want to find medical providers or compare pharmacy prices in your neighborhood, Castlight can help. Just type a few words in the search field, and you’ll instantly get results — right on your device! You also will have access to your medical ID card on the go when using the mobile application.