



Virtual Urgent Care

Castlight's Virtual Urgent Care delivers 24/7, on-demand access in all 50 states—directly from our app. With flexible care options, members get the right support at the right time, ensuring a frictionless experience and better health outcomes.



Better Access, Better Outcomes

Members receive timely, high-quality care with clear next steps

Smarter Navigation

Guides members to primary or in-person care when appropriate, enhancing continuity

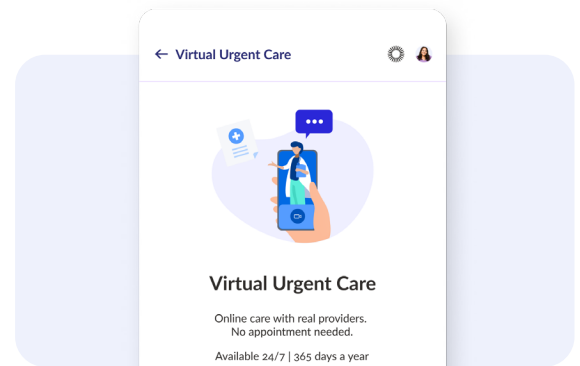
Cost Savings

Reduces avoidable ER and urgent care visits, lowering overall healthcare spend

Program Overview

Our Virtual Urgent Care extends the reach of our advanced primary care model, providing seamless, high-quality care when and where members need it.

- 24/7/365 access across all 50 states
- On-demand care through our digital app
- Convenient chat and video options
- Less than 5-minute wait times to start care with a provider



15 minutes

Average time to receive a treatment plan after starting a visit

Quick Facts

- Available NOW
- Included with APC and available as an enhancement for digital navigation customers
- Fast deployment - launches immediately after contracting
- Flexible configuration to support specific member segments
- All ages - our Virtual Urgent Care platform can treat and prescribe for effectively all ages (including infants and newborns). Minimum ages, however, are dependent on protocol
- Virtual Urgent Care is charged on a per visit fee, with the ability to collect member cost share when needed

Integrated

Integrated within our Navigation and Primary Care solutions to deliver a more connected care experience.

Quality

Visits are led by Physicians and Nurse Practitioners, ensuring a smooth, high-quality experience.

Convenient

Convenient care within 15 minutes—at work, on the go, or at home—so members can start feeling better, faster.



Virtual Urgent Care Services

Category	Common Conditions Treated	
General Health	<ul style="list-style-type: none"> Bacterial Vaginosis ER Visit Follow-up Female Bladder Infection (UTI) Foot Pain GAD-7 Gastrointestinal Conditions General Behavioral Health Screening General Visit GERD (Heartburn or Acid Reflux) Gout Attack Low Back Pain 	<ul style="list-style-type: none"> Mastitis Pediatric Symptom Checklist (PSC-17) Personal Health Assessment Physical Therapy Follow-Up PHQ-9 Postpartum Depression Screening Prediabetes Screening Quit Smoking Substance Use Screener Vaginal Yeast Infection Vaginal Discharge and Urinary Concerns
Eye, Ear, Mouth	<ul style="list-style-type: none"> Allergic Rhinitis (Seasonal Allergies) Dental Pain Eye Conditions Pink Eye Stye Eyelash Lengthening Oral Mouth Sores 	<ul style="list-style-type: none"> Canker Sore Cold Sore or Fever Blister Cracks on the Corner of the Lips Cold Sore Prevention Impetigo Ear Pain (Swimmer's Ear)
Skin, Hair, Nails	<ul style="list-style-type: none"> Acne and Rosacea Burns Diaper Rash Eczema General Skin Condition Insect Bite or Sting Lice 	<ul style="list-style-type: none"> Male Pattern Baldness Nail Condition Retinol Shingles Tick Bite Tinea (Ringworm, Athlete's Foot, Jock Itch)
Cold, Flu, Covid-19	<ul style="list-style-type: none"> Cold, Sinus Infection, or Influenza (Flu)/COVID-19 (Coronavirus) COVID-19 Treatments Influenza Prophylaxis (Flu Exposure) 	<ul style="list-style-type: none"> Pertussis Exposure (Whooping Cough Exposure) Post-COVID Discharge Strep Throat Positive Home Test
Sexual Health	<ul style="list-style-type: none"> Birth Control Emergency Contraception (Morning-after Pill) Erectile Dysfunction 	<ul style="list-style-type: none"> Genital Herpes Medication Refill STD (Chlamydia Exposure)
Travel Needs	<ul style="list-style-type: none"> Altitude Sickness Prevention Tuberculosis Screening Malaria Prevention 	<ul style="list-style-type: none"> Motion Sickness Prevention Travel Health Kit Travelers' Diarrhea
Medication Refill	<ul style="list-style-type: none"> Asthma Medication Refill EpiPen Medication Refill General Medication Refill 	<ul style="list-style-type: none"> Hypertension Medication Refill Migraine Medication Refill