NourishedRx Accessibility Conformance Report
WCAG Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: PayerPortal and UHC-MCARE Member Experience

Report Date: July 2025

Product Description: Customer dashboard for reviewing member information and progress through the UHC-MCARE program. This report is also for the accessibility of services provided in the UHC-MCARE diabetes management program

Contact Information: Katie Vuong katie@nourishedrx.com

Notes: This report is based on the omnichannel member experience of our diabetes management program which includes phone calls, educational PDFs, emails, texts, a website, web surveys, and a mobile app. This also includes the health plan experience of the PayerPortal

Evaluation Methods Used: WAVE, NVDA screen reader, Keyboard-only navigation

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes / No)
	Level AA (Yes / No)
	Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes / No)
	Level AA (Yes / No)
	Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.

- **Partially Supports**: Some functionality of the product does not meet the criterion.

- **Does Not Support**: The majority of product functionality does not meet the criterion.

- **Not Applicable**: The criterion is not relevant to the product.

- **Not Evaluated**: The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

WCAG 2.x Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	We do not have prerecorded audio-only or video-only content
1.2.2 Captions (Prerecorded) (Level A)	Not applicable	We do not have prerecorded audio content to make captions for
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not applicable	We do not have prerecorded media to make audio descriptions for
1.3.1 Info and Relationships (Level A)	Partially supports	Web surveys do not have labels for regions and form inputs
1.3.2 Meaningful Sequence (Level A)	Supports	
1.3.3 Sensory Characteristics (Level A)	Supports	
1.4.1 Use of Color (Level A)	Supports	
1.4.2 Audio Control (Level A)	Not applicable	No automatic audio plays through the course of the program
2.1.1 Keyboard (Level A)	Does not support	Only the program enrollment and information webpages are keyboard-only navigable
2.1.2 No Keyboard Trap (Level A)	Supports	
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Not applicable	No keyboard shortcuts are present throughout the program
2.2.1 Timing Adjustable (Level A)	Supports	Only the mobile app and the PayerPortal has a time limit for security purposes and both sessions can be extended
2.2.2 Pause, Stop, Hide (Level A)	Supports	
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	
2.4.1 Bypass Blocks (Level A)	Not applicable	Webpages do not contain redundant information that would need to be bypassed—main content is quick to access by keyboard

Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (Level A)	Partially supports	Webpages have descriptive titles, but the web surveys and PayerPortal do not
2.4.3 Focus Order (Level A)	Supports	
2.4.4 Link Purpose (In Context) (Level A)	Supports	
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Partially supports	Mobile app surveys don't allow pointer cancellation in surveys
2.5.3 Label in Name (Level A 2.1 and 2.2)	Does not support	Web surveys do not have proper form labels/names nor label in name
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not applicable	No part of the program uses device or user motion
3.1.1 Language of Page (Level A)	Partially supports	Web surveys do not declare language of page
3.2.1 On Focus (Level A)	Supports	
3.2.2 On Input (Level A)	Supports	
3.2.6 Consistent Help (Level A 2.2 only)	Supports	
3.3.1 Error Identification (Level A)	Supports	
3.3.2 Labels or Instructions (Level A)	Does not support	Labels and instructions in web surveys are present, but are not readable by NVDA screen reader
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	Mobile app login can be stored on device password vault, login for PayerPortal can be stored in browser

4.1.1 Parsing (Level A)
    WCAG 2.0 and 2.1 – Always answer 'Supports'
    WCAG 2.2 (obsolete and removed) - Does not apply
	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.

4.1.2 Name, Role, Value (Level A)	Does not support	Web surveys lack ARIA labels for buttons, links, form elements, etc.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not applicable	No live broadcasts are part of this program
1.2.5 Audio Description (Prerecorded) (Level AA)	Not applicable	
1.3.4 Orientation (Level AA 2.1 and 2.2)	Partially supports	Mobile app does not allow use in landscape orientation, but web surveys, emails, and webpage does
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Does not support	Web survey inputs do not identify purpose
1.4.3 Contrast (Minimum) (Level AA)	Partially supports	Webpage supports high contrast, but PDFs, web surveys, mobile app, and emails do not
1.4.4 Resize text (Level AA)	Supports	
1.4.5 Images of Text (Level AA)	Partially supports	The enrollment web survey has images of text in a "Find my ID" popup,
1.4.10 Reflow (Level AA 2.1 and 2.2)	Supports	
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Supports	
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Partially supports	PayerPortal text gets blocked by other components when text increases
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	
2.4.5 Multiple Ways (Level AA)	Not Applicable	There is only one webpage for the program, therefore, no "set of webpages" to link to one another
2.4.6 Headings and Labels (Level AA)	Supports	
2.4.7 Focus Visible (Level AA)	Supports	
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	
2.5.7 Dragging Movements (Level AA 2.2 only)	Supports	
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Partially supports	Language toggle in web survey overlaps with scrollbar
3.1.2 Language of Parts (Level AA)	Supports	
3.2.3 Consistent Navigation (Level AA)	Supports	
3.2.4 Consistent Identification (Level AA)	Supports	
3.3.3 Error Suggestion (Level AA)	Supports	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	Legal, Financial, Data input does not happen through the platform for this program
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	

Criteria	Conformance Level	Remarks and Explanations
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Does not support	PayerPortal login status isn't reported, web surveys do not announce status messages when making progress through surveys or when surveys are completed

Legal Disclaimer NourishedRx