

RLDatix – Accessibility Conformance Report WCAG and Revised Section 508 Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: Credentialing (Admin)

Report Date: March 2026

Product Description: The credentialing admin tool helps organizations collect, verify, track, and manage credentials of healthcare professionals.

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Notes: None

Evaluation Methods Used: Evaluation of the product involved a combination of automated, manual, and functional testing against the applicable success criteria within the Web Content Accessibility Guidelines (WCAG) 2.2 Conformance Levels A and AA. Level Access (Level) tested a selection of the product using a representative sample to cover the components and functionality of user flows. Below is a list of the assistive technologies (ATs) used:

- NVDA and Chrome

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 Level AA - Yes Level AAA - No
Web Content Accessibility Guidelines 2.1	Level A - Yes Level AA - Yes Level AAA - No
Web Content Accessibility Guidelines 2.2	Level A - Yes Level AA - Yes Level AAA - No
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes

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 be used only in WCAG Level AAA.

WCAG 2.2 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.2 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: Most non-text content presented to the user in the product has text alternatives that serve the equivalent purpose. Exceptions include:</p> <ul style="list-style-type: none"> • Meaningful font icon “Upload image” with no textual equivalent is present on “Settings - Billing group All (Active tab)” page.
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: The product does not contain prerecorded audio-only or video-only media.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: The product does not contain any prerecorded synchronized media (video with audio) that requires captions.</p>
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: The product does not contain any prerecorded video media that requires audio descriptions or a media alternative.</p>

Criteria	Conformance Level	Remarks and Explanations
<p data-bbox="107 159 583 188">1.3.1 Info and Relationships (Level A)</p> <p data-bbox="107 248 310 277">Also applies to:</p> <p data-bbox="107 337 380 367">Revised Section 508</p> <ul data-bbox="155 431 499 537" style="list-style-type: none"> <li data-bbox="155 431 468 461">• 501 (Web)(Software) <li data-bbox="155 467 499 496">• 504.2 (Authoring Tool) <li data-bbox="155 503 480 532">• 602.3 (Support Docs) 	<p data-bbox="879 159 1188 188">Web: Partially Supports</p>	<p data-bbox="1262 159 1955 302">Web: In most instances, the product ensures that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text. Exceptions include:</p> <ul data-bbox="1310 362 1990 1000" style="list-style-type: none"> <li data-bbox="1310 362 1990 581">• Form controls with visual labels “Business name”, “Contact name”, etc. that are not programmatically associated with the control are present on “Settings - Billing group - All (Active tab)”, “Provider - search filter - status - all”, etc. pages. <li data-bbox="1310 587 1990 773">• Content “Select a Health System”, “Providers Search Filters”, etc. that functions as a heading but does not use heading markup is present on “Provider- Select”, “Provider - search filter - status - all”, etc. pages. <li data-bbox="1310 779 1990 1000">• Inline errors “Can't be blank.”, “The username field is required.”, etc. that are not programmatically associated with their corresponding fields are present on “Login page”, “Login page - Forgot password”, etc. pages.

Criteria	Conformance Level	Remarks and Explanations
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: In most instances, the product ensures that a correct reading order can be programmatically determined for content whose presentation sequence affects its meaning. Exceptions include:</p> <ul style="list-style-type: none"> • Reading order is illogical on the “Settings - To dos”, “Settings - To Dos - Open”, etc. pages.
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: The product does not contain instructions that rely solely on sensory characteristics such as shape, size, visual location, or sound.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: In most instances, the product does not use color as the only visual means of conveying information, indicating an action, or prompting a response. Exceptions include:</p> <ul style="list-style-type: none"> • Focus state of the elements “Apply”, “UT menu button”, etc. that uses color alone to visually indicate information is present on “Provider - search filter - status - all”, “Header”, etc. pages. • Content “Practice Location”, “Effective Date”, etc. that uses color alone to visually indicate information is present on “Provider - Practice Location(s) and Add Provider to associate practice location”, “Provider - Practice Location - Edit payer enrollment, add documents and delete”, etc. pages.
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: The product does not include audio that plays automatically.</p>



Criteria	Conformance Level	Remarks and Explanations
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: In most instances, the product ensures that interactive content and functionality is accessible and operable using a keyboard or keyboard emulator. Exceptions include:</p> <ul style="list-style-type: none"> • Interactive controls “Location Management”, “calendar”, etc. that cannot be navigated to and operated with the keyboard alone are present on “Side navigation”, “Profile Summary – General information - Edit Provider Details”, etc. pages. • Interactive controls “Create payer button”, “Browse link”, etc. that cannot be navigated to and/or operated with the keyboard alone while a screen reader is running are present on “RLDatix Admin - Payers”, “RLDatix Admin - Payers (View Payer)”, etc. pages.
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: Where a component can receive keyboard focus, product allows focus to be moved away using only the keyboard.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.1.4 Character Key Shortcuts (Level A 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>Web: The product does not use character key shortcuts.</p>
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: In most instances, the product allows users to turn off, adjust, or extend time limits imposed for content before expiration. Exceptions include:</p> <ul style="list-style-type: none"> • Time-based sessions or responses that cannot be turned off, extended, or accessibly adjusted are present on “Profile Summary -To do - Add a new To-Do” and “To - do - Active” pages.
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: The product does not contain content that moves, blinks, scrolls, or auto-updates.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: The product does not contain flashing content.</p>
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Partially Supports</p>	<p>Web: In most instances, the product provides mechanisms to bypass blocks of content repeated on multiple pages. Exceptions include:</p> <ul style="list-style-type: none"> • Repetitive content without a mechanism to skip past it is present on “Header”, “Login page – Activate account”, etc. pages.

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: Most pages of the product provide titles that adequately describe their topic or purpose. Exceptions include:</p> <ul style="list-style-type: none"> • Page titles “Account - Request Account”, “Account - Forgot Password”, etc. that insufficiently describes the page’s purpose are present on “Login page – Activate account”, “Login page – Forgot password”, etc. pages.
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: In most instances, pages of the product can be navigated sequentially with a focus order that matches the logical reading order. Exceptions include:</p> <ul style="list-style-type: none"> • Top-of-form errors “Username”, “Password”, etc. that do not receive focus when they appear are present on “Login page”, “Login page – Forgot password”, etc. pages. • Dialogs in which focus does not return to the element that opened the dialog are present on “Provider - Practice Location(s) - Active - Edit provider location”, “Provider - Practice Location(s) - Active - Make inactive”, etc. pages. • Interactive elements “select”, “Active”, etc. are in an illogical focus order on “Settings - Billing Groups”, “Settings - Billing group - All (Active tab)”, etc. pages.

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: In most instances, the product ensures that the purpose of links can be determined from the link text alone or in combination with the surrounding or programmatic context. Exceptions include:</p> <ul style="list-style-type: none"> • Link “open in new page staff members” without accessible name is present on “Provider - Credentialing Details” page.
<p>2.5.1 Pointer Gestures (Level A 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports</p>	<p>Web: In most instances, the product ensures functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture. Exceptions include:</p> <ul style="list-style-type: none"> • Functionality “Questions field” that requires multipoint and/or path-based gestures is present on “RLDatix Administration- PDF Mapping Library” page.
<p>2.5.2 Pointer Cancellation (Level A 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>Web: The product does not contain functionality that uses a pointer for operation, or the down-event of the pointer is not used to execute any part of the functionality.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.5.3 Label in Name (Level A 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports</p>	<p>Web: In most instances, the product ensures that when interface components have visual labels that include text, the provided accessible name contains the visually presented text. Exceptions include:</p> <ul style="list-style-type: none"> • Elements “Unique Identifier”, “Select Enrollment Form” and “Download Populated Form” with accessible names that do not include the text of their visual labels are present on “Provider - Practice Location - Edit payer enrollment, add documents and delete” and “Provider - Practice Location - Edit payer enrollment, add documents and delete” pages.
<p>2.5.4 Motion Actuation (Level A 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>Web: The product does not contain functionality that requires device motion or user motion.</p>
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: The default human language used on each page of the product can be programmatically determined.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The product ensures that interface components do not initiate a change of context when receiving focus.
<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The product ensures that interactive components do not initiate a change in context when the component setting is changed unless followed by an explicit user action such as activation of a button or link.
<p>3.2.6 Consistent Help (Level A 2.2 only)</p> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: Help mechanisms occur in the same order relative to other page content in the product.

Criteria	Conformance Level	Remarks and Explanations
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: In most instances, where the product automatically detects input errors, the item or field in error is identified and the error is described to the user in text. Exceptions include:</p> <ul style="list-style-type: none"> • Error “Can't be blank” that does not mention the name of the field in error is present on “Login” page.
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: In most instances, where user input is required, the product presents adequate labels or instructions for successfully providing that input. Exceptions include:</p> <ul style="list-style-type: none"> • Form field without persistent visual labels “Provider location Medicare number”, “Provider location Medicaid number”, etc. are present on “Provider - Practice Location(s) - Active - Edit provider location”, “Provider - Practice Location(s) and Add Provider to associate practice location”, etc. pages. • No text explaining that asterisks indicate required fields is present on “Provider - Practice Location - Edit payer enrollment, add documents and delete”, “Settings - Billing group - All (Active tab)”, etc. pages.
<p>3.3.7 Redundant Entry (Level A 2.2 only)</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>Web: The product does not request redundant user-entered information in multi-step processes.</p>

Criteria	Conformance Level	Remarks and Explanations
<p data-bbox="107 159 531 188">4.1.2 Name, Role, Value (Level A)</p> <p data-bbox="107 248 308 277">Also applies to:</p> <p data-bbox="107 337 378 367">Revised Section 508</p> <ul data-bbox="155 431 497 537" style="list-style-type: none"> <li data-bbox="155 431 464 461">• 501 (Web)(Software) <li data-bbox="155 467 497 496">• 504.2 (Authoring Tool) <li data-bbox="155 503 478 532">• 602.3 (Support Docs) 	<p data-bbox="879 159 1184 188">Web: Partially Supports</p>	<p data-bbox="1262 159 1969 298">Web: In most instances, the product contains user interface components whose name, role, state, and value can be programmatically determined. Exceptions include:</p> <ul data-bbox="1310 363 1982 773" style="list-style-type: none"> <li data-bbox="1310 363 1982 467">• Buttons “x”, “UT menu”, etc. without appropriate name, role or state information are present on “Provider- Select”, “Header”, etc. pages. <li data-bbox="1310 474 1913 578">• Link “Location Management” without appropriate state information is present on “Side navigation” page. <li data-bbox="1310 584 1982 773">• Comboboxes “Select Enrollment Form”, “Assigned to”, etc. without an appropriate role and state information are present on “Profile Summary - To do - Add a new To-Do”, “To - do - Active”, etc. pages.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: The product does not contain any live synchronized media (video with audio) that requires real-time captioning.</p>
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: The product does not contain any prerecorded synchronized media (video with audio) that requires audio descriptions.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.3.4 Orientation (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>Web: The product does not restrict its view and operation to a single display orientation, such as portrait or landscape.</p>
<p>1.3.5 Identify Input Purpose (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports</p>	<p>Web: In most instances, the product ensures that the purpose of input fields that request information about the user, such as name or email, can be programmatically determined. Exceptions include:</p> <ul style="list-style-type: none"> • Common form controls “Username”, “Email”, etc. that lack a programmatic way to communicate purpose, such as an autocomplete attribute are present on “Login page”, “Login page – Forgot password”, etc. pages.

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: In most instances, visual presentation of text and images of text across the product does not consistently provide a contrast ratio of at least 4.5:1 against adjacent colors. Exceptions include:</p> <ul style="list-style-type: none"> • Elements “Enter your username” and “Enter your email” that do not meet the required minimum color contrast ratio with their background are present on “Login page – Forgot password” page. • Text “Health System” that does not meet the required minimum color contrast ratio with its background is present on “Provider- Select” page.
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: In most instances, the product allows text to be resized without assistive technology up to 200 percent without loss of content or functionality. Exceptions include:</p> <ul style="list-style-type: none"> • Content “Provider Content”, “Associate provider to practice location”, etc. that is truncated when viewing the page at 200% browser zoom and a 1280-pixel viewport width is present on “Provider”, “Provider - Practice Location(s) and Add Provider to associate practice location”, etc. pages. • Content “Cancel button” that disappears when viewing the page at 200% browser zoom and a 1280-pixel viewport width is present on “Settings - Payers -Associate to Billing Group” page.

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: Except for logos, the product uses text instead of images of text.</p>
<p>1.4.10 Reflow (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports</p>	<p>Web: In most instances, the product allows for resizing content to a minimum width of 320 CSS pixels or vertical height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions except where scrolling is required for two-dimensional content such as tables, diagrams, or maps. Exceptions include:</p> <ul style="list-style-type: none"> • Content “Edit Provider Details Content” that is cut off when the page has a viewport width of 320 CSS pixels is present on “Profile Summary – General information - Edit Provider Details” page. • Content “Provider” that overlaps when the page has a viewport width of 320 CSS pixels is present on “Provider” page.

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.11 Non-text Contrast (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports</p>	<p>Web: In most instances, the visual presentation of non-text content in the product has a contrast ratio of at least 3:1 against adjacent color(s). Exceptions include:</p> <ul style="list-style-type: none"> • Elements “Submit”, “Health System”, etc. with insufficient color contrast of their focus outline are present on “Login page – Forgot password”, “Provider- Select”, etc. pages. • Icon “Calendar” with insufficient color contrast is present on “Profile Summary – General information - Edit Provider Details” page.
<p>1.4.12 Text Spacing (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports</p>	<p>Web: In most instances, the product supports user changes in text style properties, such as line height or text spacing, without loss of content or functionality. Exceptions include:</p> <ul style="list-style-type: none"> • Content “Family Medicine Associated Physicians”, “Associate provider to practice location”, etc. that is cut off when viewing the page with custom text spacing is present on “Provider - Practice Location(s) - Active - View details”, “Provider - Practice Location(s) and Add Provider to associate practice location”, etc. pages.

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports</p>	<p>Web: In some instances, content triggered by hover or focus remains visible while triggered, remains visible while moving the pointer over it, and can be dismissed without moving the pointer or changing focus if it obscures other content. Exceptions include:</p> <ul style="list-style-type: none"> • Content “RLDatix - Provider (tooltip)” that appears on hover but cannot be moved over with a pointer without disappearing is present on the “Header” page. • Content “Edit Payer Enrollment”, “Add Documents”, etc. that appears on hover and/or focus, obscures other content and cannot be dismissed without moving focus or the cursor is present on “Provider - Practice Location” “Edit payer enrollment, add documents and delete” page.
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Supports</p>	<p>Web: Pages of the product are accessed via a process flow and do not otherwise require multiple methods of access.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Headings and labels provided in the product adequately describe the topic or purpose of the content with which they are associated.
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: In most instances, the product provides a visible indication of keyboard focus for elements on each page.</p> <p>Exceptions include:</p> <ul style="list-style-type: none"> • Interactive controls “Forgot Password”, “Log In”, etc. without a visible keyboard focus indicator are present on “Login”, “Provider - Practice Location(s) - Active - Edit provider location”, etc. pages.
<p>2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)</p> <p>Revised Section 508 - Does not apply</p>	Web: Supports	Web: When user interface components receive keyboard focus, they are, at minimum, partially visible.
<p>2.5.7 Dragging Movements (Level AA 2.2 only)</p> <p>Revised Section 508 - Does not apply</p>	Web: Supports	Web: The product does not use dragging movements for interactive functionality.

Criteria	Conformance Level	Remarks and Explanations
<p>2.5.8 Target Size (Minimum) (Level AA 2.2 only)</p> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: The size of targets in the product meets the requirements of this criterion.
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Pages of the product present content in a single language.
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Supports	Web: The product ensures that navigational mechanisms repeated across the product are presented consistently and in the same relative order.

Criteria	Conformance Level	Remarks and Explanations
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Supports</p>	<p>Web: The product ensures that components with the same functionality are identified consistently across pages of the product.</p>
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: In most instances, input fields in the product that identify input errors also provide suggestions for correcting each error.</p> <p>Exceptions include:</p> <ul style="list-style-type: none"> • Error messages for fields “CAQH ID”, “Medicare Number”, etc. that provide no suggestions on how to fix the issue are present on “Profile Summary – General information - Edit Provider Details”, “Provider - Practice Location(s) - Active - Edit provider location”, etc. pages.

Criteria	Conformance Level	Remarks and Explanations
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: The product does not cause legal commitments, process financial transactions, or modify or delete user-controllable data.</p>
<p>3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>Web: The product does not require users to complete a cognitive function test during its authentication process.</p>

Criteria	Conformance Level	Remarks and Explanations
<p data-bbox="107 159 638 188">4.1.3 Status Messages (Level AA 2.1 only)</p> <p data-bbox="107 248 308 277">Also applies to:</p> <p data-bbox="107 337 600 367">Revised Section 508 – Does not apply</p>	<p data-bbox="879 159 1184 188">Web: Partially Supports</p>	<p data-bbox="1272 159 1986 266">Web: In most instances, when status messages appear, the product automatically provides those messages to assistive technology without requiring focus.</p> <p data-bbox="1272 326 1545 355">Exceptions include:</p> <ul data-bbox="1325 418 1982 1019" style="list-style-type: none"> <li data-bbox="1325 418 1982 675">• Dynamically changing content areas “Invalid Login Attempt. Please check your username and password and try again”, “No account exists for that username and password combination...”, etc. that do not indicate alert regions are present on “Login page”, “Login page – Activate account”, etc. pages. <li data-bbox="1325 683 1982 790">• Loading indicators that are not announced for screen reader users are present on “Login”, “Provider - Search”, etc. pages. <li data-bbox="1325 799 1982 1019">• Search results “Search providers by name or NPI”, “Search Results In the Payers”, etc. that appear but are not announced to screen reader users are present on “Provider - Search”, “Profile Summary -To do - Add a new To-Do”, etc. pages.

Table 3: Success Criteria, Level AAA

Notes: Not Tested

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	<p>The product's features mostly allow people without vision to use screen readers to interact with user interface elements except as disclosed in:</p> <ul style="list-style-type: none">• 1.1.1 Non-text Content• 1.3.1 Info and Relationships• 1.3.2 Meaningful Sequence• 1.4.1 Use of Color• 2.1.1 Keyboard• 2.2.1 Timing Adjustable• 2.4.1 Bypass Blocks• 2.4.2 Page Titled• 2.4.3 Focus Order• 2.4.4 Link Purpose (In Context)• 3.3.1 Error Identification• 3.3.3 Error Suggestion• 4.1.2 Name, Role, Value

Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	Partially Supports	<p>The product's features mostly allow people with vision loss to interact with user interface elements except as disclosed in:</p> <ul style="list-style-type: none"> • 1.1.1 Non-text Content • 1.3.1 Info and Relationships • 1.3.2 Meaningful Sequence • 1.4.1 Use of Color • 1.4.3 Contrast (Minimum) • 1.4.4 Resize Text • 2.1.1 Keyboard • 2.2.1 Timing Adjustable • 2.4.1 Bypass Blocks • 2.4.2 Page Titled • 2.4.3 Focus Order • 2.4.4 Link Purpose (In Context) • 2.4.7 Focus Visible • 3.3.1 Error Identification • 3.3.2 Labels or Instructions • 3.3.3 Error Suggestion • 4.1.2 Name, Role, Value
302.3 Without Perception of Color	Partially Supports	<p>The product's features mostly allow users without perception of color to interact with user interface elements except as disclosed in:</p> <ul style="list-style-type: none"> • 1.4.1 Use of Color • 1.4.3 Contrast (Minimum) • 3.3.1 Error Identification

Criteria	Conformance Level	Remarks and Explanations
302.4 Without Hearing	Supports	The product is usable by people without hearing.
302.5 With Limited Hearing	Supports	The product is usable by people with limited hearing.
302.6 Without Speech	Supports	The product is usable by people without speech.
302.7 With Limited Manipulation	Partially Supports	<p>The product features mostly allow people with limited manipulation to interact with user interface elements except as disclosed in:</p> <ul style="list-style-type: none"> • 2.1.1 Keyboard • 2.2.1 Timing Adjustable • 2.4.1 Bypass Blocks • 2.4.2 Page Titled • 2.4.3 Focus Order • 2.4.4 Link Purpose (In Context) • 2.4.7 Focus Visible • 3.3.3 Error Suggestion • 4.1.2 Name, Role, Value
302.8 With Limited Reach and Strength	Supports	The product's features allow people with limited reach or strength to interact with the user interface.

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	<p>The product's features mostly allow people with limited language, cognition, and learning abilities to interact with the user interface except as disclosed in:</p> <ul style="list-style-type: none"> • 1.3.1 Info and Relationships • 1.3.2 Meaningful Sequence • 1.4.1 Use of Color • 2.1.1 Keyboard • 2.2.1 Timing Adjustable • 2.4.1 Bypass Blocks • 2.4.2 Page Titled • 2.4.3 Focus Order • 2.4.4 Link Purpose (In Context) • 2.4.7 Focus Visible • 3.3.1 Error Identification • 3.3.2 Labels or Instructions • 3.3.3 Error Suggestion • 4.1.2 Name, Role, Value

Chapter 4: [Hardware](#)

Notes: Not Applicable

Chapter 5: [Software](#)

Notes: Not Applicable

Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Applicable – not tested	Documentation listing and explanation of how to use the accessibility and compatibility features was not included in the scope of this evaluation.
602.3 Electronic Support Documentation	See WCAG 2.2 section	See information in WCAG 2.2 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Applicable – not tested	Non-electronic documentation formats and other alternate formats usable by individuals with disabilities were not included in the scope of this evaluation.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Applicable – not tested	ICT support services that include information on the accessibility and compatibility features required by 602.2 were not included in the scope of this evaluation.

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	Applicable – not tested	Direct user support services or referral to a point of contact that accommodates a user with disabilities was not included in the scope of this evaluation.