

Northeast Health Partners RAE – Region 2

Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Northeast Health Partners RAE - Region 2

Report Date: May 2026

Product Description: NHP RAE 2 the Regional Accountable Entity serving Health First Colorado (Colorado Medicaid) members across northeastern and southeastern Colorado. We work with healthcare providers, community organizations, and local partners to improve access to physical and behavioral health services, address social needs, and support healthier communities. Through collaboration, education, and community engagement, we help connect members with the resources and care they need to thrive.

Contact Information: raina@nhpllc.org

Notes: This report is based on the provided www.nhprae2.org Accessibility Conformance Report and the representative web pages and workflows included in scope.

Evaluation Methods Used: To complete a VPAT, we collaborate with a dedicated team of testers who share their personal experiences using assistive technologies like screen readers. This helps us better understand the challenges people with disabilities face online and improve our web accessibility solutions.

Our team includes certified accessibility experts, developers, manual testers, and our A11iance team — people with disabilities who test using various assistive technologies. This diverse approach helps us assess accessibility comprehensively:

- Using screen readers including NVDA, JAWS, and VoiceOver
- Testing on Windows 11, MacOS 15+
- Combining automated and manual testing

By leveraging this diverse expertise and rigorous testing approach, we can help you ensure that your product meets the highest accessibility standards for all users.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standards/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)

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.

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 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes: WCAG Level A criteria were evaluated for the representative web pages and workflows included in scope.

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	The Product generally provides appropriate text alternatives for non-text content; however, several exceptions were identified. Decorative icons, including upright arrow and bullet icons, are exposed to assistive technologies and announced by screen readers when they should be ignored. In addition, some decorative images are missing null (alt="") attributes, while certain informative images and image links do not provide appropriate alternative text. The Product also includes a decorative email logo that receives focus and is

Criteria	Conformance Level	Remarks and Explanations
		announced as a clickable link. These issues result in screen reader users receiving unnecessary information or missing important content conveyed through images.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	The Product does not include any prerecorded audio-only or video-only content. All multimedia content consists of synchronized audio and video
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	The Product does not contain prerecorded synchronized media with audio content requiring captions.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	The Product does not contain prerecorded video-only content or synchronized media requiring audio descriptions or a media alternative.
1.3.1 Info and Relationships (Level A)	Partially Supports	The Product partially supports this criterion. While most structural relationships are programmatically conveyed, several issues remain, including missing list markup for groups of related links and content, missing breadcrumb and main landmarks, incorrect heading hierarchy, inappropriate tree view semantics causing inaccurate screen reader announcements, exposure of hidden content and hidden links to assistive technologies, and screen reader users receiving content that is not visually presented. These issues impact users' ability to understand page structure, relationships, and navigation.
1.3.2 Meaningful Sequence (Level A)	Supports	The Product presents content, form fields, tables, instructions, and interactive elements in a meaningful and logical sequence. The reading order and navigation sequence are programmatically determined and preserved when accessed using assistive technologies, ensuring that information and relationships remain understandable and operable. Testing confirmed that the sequence of content does not affect its meaning or functionality.
1.3.3 Sensory Characteristics (Level A)	Not Applicable	The Product does not rely on sensory characteristics such as shape, size, visual location, orientation, or sound alone to understand instructions or operate functionality.
1.4.1 Use of Color (Level A)	Not Applicable	The Product does not rely solely on color to convey information, indicate actions, prompt responses, or distinguish visual elements. Information and interactive controls are communicated through additional visual indicators, text labels, icons, or programmatic associations.
1.4.2 Audio Control (Level A)	Not Applicable	The Product does not contain audio content that plays automatically for more than 3 seconds.

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A)	Partially Supports	The Product supports keyboard access for many interactive elements; however, several controls are not fully operable using a keyboard. Flyout menus such as "Members" and "Provider Network" function as both links and expandable menus, creating inconsistent keyboard interaction. The "Clear Search" and "Search" buttons are not reachable via keyboard, and the search modal closes unexpectedly during keyboard navigation. The Language Selector combobox cannot be accessed using the Tab key or operated using the Down Arrow key. Multiple accordion controls are not keyboard accessible because appropriate roles, states, and keyboard support are not implemented. Additionally, at 200% and 400% browser zoom, the mobile navigation menu button lacks keyboard operability and is not properly exposed as an interactive control. As a result, some functionality cannot be accessed or operated solely using a keyboard.
2.1.2 No Keyboard Trap (Level A)	Supports	The Product consistently ensures that keyboard users can move focus away from all interface components using standard keyboard commands.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Not Applicable	The Product does not use single-character keyboard shortcuts that are triggered by printable character keys without modifier keys. Therefore, no accessibility barriers related to accidental keyboard input were identified for this success criterion
2.2.1 Timing Adjustable (Level A)	Not Applicable	The Product does not contain time limits, session expirations, auto-updating content, or timed user interactions that require adjustment or extension.
2.2.2 Pause, Stop, Hide (Level A)	Partially Supports	The product partially supports. Most content does not contain moving, blinking, or auto-updating information that requires user control. However, the carousel component automatically advances content and does not provide a mechanism for users to pause, stop, or hide the movement. Users who require additional time to read or interact with carousel content may be impacted.
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	The Product does not contain content that flashes more than three times in any one-second period.
2.4.1 Bypass Blocks (Level A)	Supports	The Product provides mechanisms to bypass repeated content, allowing keyboard and assistive technology users to efficiently access the main content. Repeated navigation and other recurring page sections do not prevent users from reaching page content without unnecessary navigation.

Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (Level A)	Supports	The Product supports this success criterion. Web pages provide descriptive and meaningful titles that identify the topic or purpose of the page. Page titles help users, including screen reader users, understand the current page context and distinguish between pages when navigating browser tabs, history, or assistive technology interfaces.
2.4.3 Focus Order (Level A)	Partially Supports	The Product partially supports. On multiple pages, activating same-page navigation links scrolls the page to the target section; however, keyboard focus does not move to the destination content. As a result, keyboard and assistive technology users need to navigate manually to locate the newly displayed content after activating these links.
2.4.4 Link Purpose (In Context) (Level A)	Partially Supports	The Product partially supports. Most links provide sufficient context to identify their purpose; however, some exceptions exist. Screen readers announce an unnecessary "5" with links which cause confusion regarding the link purpose. Additionally, redundant image and text links are provided resulting in repetitive announcements for assistive technology users. Email links do not indicate that they are email links when announced by screen readers, reducing clarity about the action performed when the links are activated.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Not Applicable	The Product does not rely on multipoint or path-based pointer gestures for operating functionality. All available functionality can be performed using simple pointer interactions.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	The Product's pointer-based functionality allows users to cancel or undo actions triggered by pointer inputs. Specifically, actions do not occur on the down event (when the pointer is pressed) but only after the user completes the interaction. This prevents accidental triggers and ensures users can easily cancel actions before they are completed.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	The Product provides names for interactive elements that contain the text which is presented visually for user interface components.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not Applicable	The Product does not offer any functionality that can be operated by device motion or user motion.
3.1.1 Language of Page (Level A)	Supports	The Product correctly identifies the default human language of pages and application views programmatically, allowing assistive technologies such as screen readers to announce content using the appropriate pronunciation and language settings.

Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (Level A)	Supports	The Product does not initiate unexpected changes of context when components receive keyboard focus. Navigation, focus movement, and interaction behaviors remain predictable for keyboard and assistive technology users.
3.2.2 On Input (Level A)	Supports	The Product does not initiate unexpected changes of context when users interact with form controls or provide input. Changes such as navigation, submission, or dynamic updates occur only after explicit user action or are communicated appropriately to users.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	The Product provides help mechanisms, where available in a consistent and predictable location across its pages. This consistency enables users to easily locate and access help when needed, including users with disabilities who rely on familiar patterns for efficient navigation.
3.3.1 Error Identification (Level A)	Supports	Input errors are identified and communicated to users through clear text descriptions that are available to assistive technologies.
3.3.2 Labels or Instructions (Level A)	Supports	The Product consistently provides sufficient labels and instructions for interactive form controls and user input workflows.
3.3.7 Redundant Entry (Level A 2.2 only)	Not Applicable	The Product does not require users to re-enter information that was previously provided during the same process or transaction. The evaluated content does not include multi-step forms, transactional workflows, or processes where previously entered user data must be repeated.
4.1.1 Parsing (Level A)	Supports	For WCAG 2.0 and WCAG 2.1, the September 2023 errata update indicates this criterion is always supported. This criterion is obsolete and removed in WCAG 2.2.
4.1.2 Name, Role, Value (Level A)	Partially Supports	The Product partially supports. Most user interface components expose appropriate names, roles, and states to assistive technologies. However, exceptions were identified within the carousel component where the buttons "Next Slide" and "Previous Slide" are announced with the incorrect role of "same page link" instead of button, and the carousel navigation controls "Slide 1," "Slide 2," etc., are exposed with an incorrect role and do not programmatically convey the current/selected state. These issues may affect the ability of screen reader users to accurately understand and interact with the carousel controls.

Table 2: Success Criteria, Level AA

Notes: WCAG Level AA criteria were evaluated for the representative web pages and workflows included in scope.

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	The Product does not include live multimedia content.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	The Product does not contain prerecorded video content that requires audio description.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	The Product does not restrict its display to a single screen orientation. It supports portrait and landscape modes, allowing users to view and interact with content in their preferred orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	Where applicable, input fields are implemented in a way that supports programmatic identification of input purpose. No accessibility barriers related to input purpose were identified for the evaluated scope.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	The Product generally supports the requirements of WCAG 2.1 Success Criterion 1.4.3; however, several instances of insufficient text contrast were identified. Navigation menu items ("Members" through "Contact Us") on hover. The "Find a Provider" link on hover. Footer links ("Home" through "Click to Email NHP"). Breadcrumb links ("Home," "Members," etc.). Additionally, "Table of Contents" links display a contrast ratio of approximately 2.4:1 on hover. User-entered text within the form input fields is displayed with a contrast ratio of approximately 1.2:1, making the entered content difficult to perceive. These issues may impact users with low vision or color vision deficiencies when reading text content and interacting with the affected interface components. Remediation is required to ensure all text meets the minimum contrast requirements.
1.4.4 Resize text (Level AA)	Partially Supports	The Product partially supports WCAG 2.1 Success Criterion 1.4.4 (Resize Text). Most content can be resized; however, exceptions were identified. When the page is viewed at 200% zoom, content within the homepage carousel does not reflow appropriately, causing portions of the carousel content to become partially hidden and resulting in navigation controls overlapping the content area. This may make content difficult to read and access. Additionally, the product includes viewport settings that restrict or disable browser zoom functionality on mobile devices, which may prevent users from enlarging content using pinch-to-zoom or other browser scaling mechanisms. As a result,

Criteria	Conformance Level	Remarks and Explanations
		users with low vision may experience difficulty accessing and reading content in these areas.
1.4.5 Images of Text (Level AA)	Not Applicable	The Product does not rely on images of text to convey meaningful information or functionality. Text content is implemented using real text that can be programmatically determined, resized, customized, and interpreted by assistive technologies
1.4.10 Reflow (Level AA 2.1 and 2.2)	Partially Supports	The Product partially supports this criterion. Most content can be accessed and viewed at 400% zoom without requiring two-dimensional scrolling; however, exceptions were identified. On the homepage, content within the carousel does not fully reflow within the available viewport, resulting in portions of the carousel content being clipped and navigation controls overlapping content. Additionally, persistent floating interface elements overlap underlying page content and occupy a significant portion of the viewport, reducing the available viewing area and obscuring content. These issues may make some content more difficult to perceive and interact with at higher zoom levels.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Partially Supports	The product is partially supported. Most user interface components provide sufficient visual contrast; however, some exceptions remain. Specifically, the carousel navigation arrow controls do not maintain the minimum required 3:1 contrast ratio against certain background images, which may make the controls difficult for users with low vision to perceive. Remediation of these contrast issues is recommended to ensure consistent visibility of all interactive controls.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Partially Supports	The Product consistently supports custom text spacing adjustments. When line height, paragraph spacing, letter spacing, or word spacing are increased, panel content may overlap, become clipped or truncated, or lose readability, impacting users who rely on customized text presentation. However, an issue was identified where the expanded submenu item "What is a Regional Organization?" overlaps the adjacent "Find a Provider" button, partially obscuring content and reducing readability.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	Content that appears on hover or keyboard focus can be dismissed without moving pointer focus, remains visible while the pointer hovers over the trigger or additional content, and persists until the

Criteria	Conformance Level	Remarks and Explanations
		user dismisses it, moves focus away, or the information is no longer valid.
2.4.5 Multiple Ways (Level AA)	Supports	The Product supports this success criterion by providing more than one method to locate pages or content within the product. Users can navigate using mechanisms such as navigation menus, links, search functionality, site structure, or other consistent navigation methods, enabling efficient access to content.
2.4.6 Headings and Labels (Level AA)	Supports	The Product provides descriptive and unique headings and labels on pages that contain headings and or labels.
2.4.7 Focus Visible (Level AA)	Partially Supports	The Product partially supports. In the default website experience, interactive elements such as links, buttons, and form controls do not consistently provide a visible focus indicator when they receive keyboard focus. Although a focus indicator is available after enabling certain accessibility features, users must first discover and activate those features before focus visibility is provided. Consequently, keyboard users may have difficulty identifying the currently focused element while navigating the website.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Not Applicable	The Product does not contain any user interface components or interactions where keyboard focus can become obscured by author-created content during navigation. No sticky overlays, persistent dialogs, floating banners, or other interface elements were identified that interfere with visibility of the focused component.
2.5.7 Dragging Movements (Level AA 2.2 only)	Not Applicable	The Product does not require users to perform dragging movements for any functionality. All interactive features and operations can be completed using simple pointer interactions such as single click, tap, or keyboard input without requiring drag-and-drop gestures.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Partially Supports	The Product partially supports. Most interactive controls provide touch targets that meet the minimum size and spacing requirements. However, the carousel navigation controls ("Slide 1", "Slide 2", and "Slide 3") have touch/click targets that are smaller than the minimum required size and are positioned too closely together. This may make it difficult for users with limited dexterity or those using touch input to activate the intended control without accidentally activating an adjacent control.
3.1.2 Language of Parts (Level AA)	Partially Supports	The Product partially supports this criterion. Some Spanish-language text and links are not

Criteria	Conformance Level	Remarks and Explanations
		programmatically identified with the appropriate language attribute, which may cause assistive technologies to pronounce the content using the default page language.
3.2.3 Consistent Navigation (Level AA)	Supports	The Product identifies navigation consistently on all pages.
3.2.4 Consistent Identification (Level AA)	Supports	The Product identifies elements consistently on all pages.
3.3.3 Error Suggestion (Level AA)	Supports	The Product provides suggestions for correcting input errors where validation occurs, helping users understand how to resolve identified errors.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	The Product does not contain pages, forms, or workflows that result in legal commitments, financial transactions, or the submission/modification/deletion of important user data. Users are not required to review, confirm, or reverse critical submissions as part of the tested functionality.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Not Applicable	The Product does not require users to complete a cognitive function test (such as remembering, solving puzzles, transcribing characters, or recognizing objects) as part of an authentication process. No login, sign-in, password recovery, or similar authentication workflow requiring cognitive tests is present within the evaluated scope.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Supports	Status messages that provide feedback on the results of user actions, form submissions, validation, loading states, and other dynamic updates are programmatically conveyed to assistive technologies without requiring focus changes.