AuthentiCare – Accessibility Conformance Report
Revised Section 508 Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: AuthentiCare iOS app.

Report Date: May 2024

Product Description: iOS app for workers that forms part of the AuthentiCare Electronic Visit Verification (EVV) solution. The iOS app is used with a website and backend, which is typically customized for state healthcare entities.

Contact Information: authenticare.support@fiserv.com or 800-441-4667.

Notes: The AuthentiCare iOS app was tested using several configurations to ensure that the representative sample of screens tested for this report gives sufficient coverage of the app's accessibility features as a whole. This report includes evaluation of features of the app that support the entry of non-EVV time at check-out (but does not cover evaluation of the "Client Attestation" feature).

Evaluation Methods Used: Manual testing using Level Access's AMP platform and use case testing with the iOS VoiceOver screen reader.

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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
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 2.0 Report

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

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- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 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](#).

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Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	Non-text content in the product presented to the user has a text alternative that serves the equivalent purpose.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	The product does not contain prerecorded audio-only or video-only media.

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Criteria	Conformance Level	Remarks and Explanations
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	The product does not include any "synchronized multimedia" (video with an audio track).
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	The product does not contain prerecorded video content that requires audio description or a media alternative.

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Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	The product ensures that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 5084 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	The product presents content in a meaningful sequence.

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Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	The product does not include Instructions that rely solely on sensory characteristics
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	The product does not use color as the only visual means of conveying information.

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Criteria	Conformance Level	Remarks and Explanations
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	The product does not include audio that plays automatically.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	Interactive content within the product is accessible from the keyboard.

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Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	**Supports**	The product does not include keyboard traps.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	**Supports**	The product does not use a timeout that cannot be turned off, extended, or accessibly adjusted.

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Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	**Supports**	The product does not include content that moves, blinks, scrolls, or auto-updates.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	**Supports**	The product does not include flashing content.

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Criteria	Conformance Level	Remarks and Explanations
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 • 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	**Supports**	This success criterion does not apply to non-web software.
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	The product provides a suitable title for each screen.

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Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	The product ensures that focusable components receive focus in an order that preserves meaning and operability.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	The product contains links that indicate their purpose in context.

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Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	The product programmatically indicates the default human language used on each page.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	The product does not initiate a change in context as a result of any component receiving focus.

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Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	The product does not initiate a change in context when the setting of a user interface component is changed.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	The product supports input errors and identifies the associated form field when such errors are detected.

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Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	**Supports**	The product provides programmatically identifiable labels and instructions for user input fields.
4.1.1 Parsing (Level A) Also applies to: WCAG 2.0 – Always answer 'Supports' Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	**Supports**	The product is not implemented using a markup language subject to this criterion.

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Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	The product ensures that user interface components have programmatically determined name, role, and values.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	The product does not contain live synchronized media.

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Criteria	Conformance Level	Remarks and Explanations
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	The product does not include any "synchronized multimedia" (video with an audio track).
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	The product provides sufficient contrast between some text and backgrounds.

Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	**Supports**	The product allows text to be resized without assistive technology up to 200 percent without loss of content or functionality.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	**Supports**	The product uses text instead of images of text (except for logos).

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Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 • 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	**Supports**	This success criterion does not apply to non-web software.
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	The product uses headings and labels that describe their topic or purpose.

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Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	**Supports**	The product provides a visible indication of keyboard focus for elements on pages.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	**Supports**	The product indicates the human language and does not contain parts that are in a different human language.

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Criteria	Conformance Level	Remarks and Explanations
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 - 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	**Supports**	This success criterion does not apply to non-web software.
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 - 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	**Supports**	This success criterion does not apply to non-web software.

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Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	The product provides suggestions when user input does not comply with constraints on that input.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	The product does not process legal commitments or financial transactions, does not submit test responses, and does not modify user-controllable data.

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Table 3: Success Criteria, Level AAA

Notes: **Not Evaluated**

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Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	**Supports**	As described in Table 1: Success Criteria, Level A and Table 2: Success Criteria, Level AA, the product supports use without vision.
302.2 With Limited Vision	**Supports**	As described in Table 1: Success Criteria, Level A and Table 2: Success Criteria, Level AA, the product supports use with limited vision.
302.3 Without Perception of Color	**Supports**	As described in Table 1: Success Criteria, Level A and Table 2: Success Criteria, Level AA, the product supports use without perception of color.
302.4 Without Hearing	**Supports**	As described in Table 1: Success Criteria, Level A and Table 2: Success Criteria, Level AA, the product supports use without hearing.

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Criteria	Conformance Level	Remarks and Explanations
302.5 With Limited Hearing	**Supports**	As described in Table 1: Success Criteria, Level A and Table 2: Success Criteria, Level AA, the product supports use with limited hearing.
302.6 Without Speech	**Supports**	As described in Table 1: Success Criteria, Level A and Table 2: Success Criteria, Level AA, the product supports use without speech.
302.7 With Limited Manipulation	**Supports**	As described in Table 1: Success Criteria, Level A and Table 2: Success Criteria, Level AA, the product supports use with limited manipulation.
302.8 With Limited Reach and Strength	**Supports**	As described in Table 1: Success Criteria, Level A and Table 2: Success Criteria, Level AA, the product supports use with limited reach and strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	**Supports**	As described in Table 1: Success Criteria, Level A and Table 2: Success Criteria, Level AA, the product supports use with limited language, cognitive, and learning abilities.

Chapter 4: Hardware

Notes: **Not Applicable**

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Chapter 5: [Software](#)

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See [WCAG 2.1](#) section	See information in WCAG 2.1 section
[502 Interoperability with Assistive Technology](#)		
502.2.1 User Control of Accessibility Features	**Not Applicable**	The product is not platform software.
502.2.2 No Disruption of Accessibility Features	**Supports**	The product does not disrupt platform accessibility features.
502.3 Accessibility Services		
502.3.1 Object Information	**Supports**	The product exposes object name, role, state(s), properties, and descriptions programmatically.
502.3.2 Modification of Object Information	**Supports**	The product allows object state(s) and properties to be set programmatically.
502.3.3 Row, Column, and Headers	**Supports**	The product does not display information in data tables.

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Criteria	Conformance Level	Remarks and Explanations
502.3.4 Values	Supports	The product exposes current value(s) and any set or range of allowable values, of an object programmatically.
502.3.5 Modification of Values	Supports	The product allows values that can be set by a user to be set programmatically.
502.3.6 Label Relationships	Supports	The product associates labels with inputs programmatically.
502.3.7 Hierarchical Relationships	Supports	The product conveys hierarchical relationships of components programmatically.
502.3.8 Text	Supports	The product conveys the contents and boundaries of text objects programmatically.
502.3.9 Modification of Text	Supports	The product allows text that can be set by a user to be set programmatically.
502.3.10 List of Actions	Supports	The product exposes the role of objects programmatically.
502.3.11 Actions on Objects	Supports	The product allows actions to be programmatically executed on objects by assistive technology.

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Criteria	Conformance Level	Remarks and Explanations
502.3.12 Focus Cursor	**Supports**	The product exposes information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components.
502.3.13 Modification of Focus Cursor	**Supports**	The product allows focus, text insertion point, and selection attributes that can be set by the user to be set programmatically, including through the use of assistive technology.
502.3.14 Event Notification	**Supports**	The product notifies assistive technology programmatically of changes in a component's state(s), value, name, or description.
502.4 Platform Accessibility Features	**Not Applicable**	The product is not platform software.
503 Applications		
503.2 User Preferences	**Supports**	The product provides support for user preferences.
503.3 Alternative User Interfaces	**Not Applicable**	The product does not provide Alternative User Interfaces that function as assistive technology.
503.4 User Controls for Captions and Audio Description		

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Criteria	Conformance Level	Remarks and Explanations
503.4.1 Caption Controls	**Not Applicable**	The product does not include any "synchronized multimedia" (video with an audio track).
503.4.2 Audio Description Controls	**Not Applicable**	The product does not include any "synchronized multimedia" (video with an audio track).
[504 Authoring Tools](#)		
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	**Not Applicable**	The product is not an authoring tool.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	**Not Applicable**	The product is not an authoring tool.
504.2.2 PDF Export	**Not Applicable**	The product is not an authoring tool.
504.3 Prompts	**Not Applicable**	The product is not an authoring tool.
504.4 Templates	**Not Applicable**	The product is not an authoring tool.

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Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features	**Supports**	See separate ACR/VPAT document covering AuthentiCare websites and PDF support documents.
602.3 Electronic Support Documentation	**Supports**	See separate ACR/VPAT document covering AuthentiCare websites and PDF support documents.
602.4 Alternate Formats for Non-Electronic Support Documentation	**Supports**	See separate ACR/VPAT document covering AuthentiCare websites and PDF support documents.
603 Support Services		
603.2 Information on Accessibility and Compatibility Features	**Not Applicable**	Support for the product is provided via the documentation covered in section 602 Support Documentation, not by help desks, call centers, training services, or automated self-service technical support.
603.3 Accommodation of Communication Needs	**Not Applicable**	Support for the product is provided via the documentation covered in section 602 Support Documentation, not by help desks, call centers, training services, or automated self-service technical support.

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