

Fiserv – Accessibility Conformance Report Revised Section 508 Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: AuthentiCare Android app

Report Date: August 2025

Product Description: Android app for workers that forms part of the AuthentiCare Electronic Visit Verification (EVV) solution. The Android 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 Android 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.

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

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
Web Content Accessibility Guidelines 2.1	Level A – Yes Level AA – Yes Level AAA – No
Web Content Accessibility Guidelines 2.2	Level A – No 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.x Report

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

- 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.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

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.

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.

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.

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.

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	The product ensures that interactive content and functionality is accessible and operable using a keyboard or keyboard emulator.

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	Where a component can receive keyboard focus, the product allows focus to be moved away using only the keyboard.
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Supports	The product does not use character key shortcuts.
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.

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.

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.

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 ensures that the purpose of links can be determined from the link text alone or in combination with the surrounding or programmatic context.
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Supports	The product does not require multipoint or path-based gestures for operation.

Criteria	Conformance Level	Remarks and Explanations
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Supports	The product ensures that functionality on pointer down-event is completed only when the user releases the pointer or allows the user to abort and/or undo the action.
2.5.3 Label in Name (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Supports	The product ensures that when interface components have visual labels that include text, the provided accessible name contains the visually presented text.
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Supports	The product does not contain functionality that requires device motion or user motion.

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 ensures that the default human language used on each screen can be programmatically determined.
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 ensures that interface components do not initiate a change of context when receiving focus.

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 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.
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	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.

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 ensures that interactive content and functionality is accessible and operable using a keyboard or keyboard emulator.
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	For WCAG 2.0 and the 508 standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata .

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 name, role, state, and value information that can be programmatically determined, and whose state, properties, and value can be programmatically set.

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 any live synchronized media (video with audio) that requires real-time captioning.
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 contain any prerecorded synchronized media (video with audio) that requires audio descriptions.

Criteria	Conformance Level	Remarks and Explanations
1.3.4 Orientation (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Supports	The product does not restrict its view and operation to a single display orientation, such as portrait or landscape unless a specific orientation is essential.
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Supports	This success criterion does not apply to non-web software.
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	Visual presentation of text and images of text in the product provides a contrast ratio of at least 4.5:1 against adjacent colors.

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	Except for logos, the product uses text instead of images of text.
1.4.10 Reflow (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Supports	The product allows for resizing of 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.

Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Supports	Visual presentation of non-text content in the product has a contrast ratio of at least 3:1 against adjacent color(s).
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Supports	The product is not implemented using markup languages subject to this criterion.
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Supports	The product does not contain content that appears on pointer hover or keyboard focus.

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	The product is not implemented in a way that makes it subject to this criterion.
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.

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 each screen.
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	Screens of the product present content in a single language.

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	The product is not implemented using a markup language subject to this criterion.
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.

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	Where the product automatically detects input errors and provides error messages, the product also provides suggestions for correcting each error.
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.
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Supports	When status messages appear, the product automatically provides those messages to assistive technology without requiring focus.

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	The product's features allow people without vision to use screen readers to interact with user interface elements.
302.2 With Limited Vision	Supports	The product's features allow people with vision loss to interact with user interface elements.
302.3 Without Perception of Color	Supports	The product's features allow users without perception of color to interact with user interface elements.
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	Supports	The product's features allow people with limited manipulation to interact with user interface elements.
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	Supports	The product's features allow people with limited language, cognition, and learning abilities to interact with the user interface.

Chapter 4: [Hardware](#)

Notes: Not Applicable

Chapter 5: [Software](#)

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
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 the use of platform accessibility features.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
502.3.1 Object Information	Supports	In the product, objects correctly report their name, role, state, boundary, and description information to assistive technologies.
502.3.2 Modification of Object Information	Supports	The product's states and properties that can be set by the user are able to be set programmatically.
502.3.3 Row, Column, and Headers	Supports	The product appropriately associates rows, columns, and headers for data tables.
502.3.4 Values	Supports	In the product any current value(s), and any set or range of allowable values associated with an object, are programmatically determinable.
502.3.5 Modification of Values	Supports	In the product values that can be set by the user can also be set programmatically.
502.3.6 Label Relationships	Supports	Component labels in the product are programmatically determinable.
502.3.7 Hierarchical Relationships	Supports	Hierarchical relationships for components in the product are programmatically determinable.
502.3.8 Text	Supports	In the product, the content of text objects, text attributes, and the boundary of text are programmatically determinable.

Criteria	Conformance Level	Remarks and Explanations
502.3.9 Modification of Text	Supports	In the product, text that can be set by the user is able to be set programmatically.
502.3.10 List of Actions	Supports	In the product, the list of all actions that can be executed on an object is programmatically determinable.
502.3.11 Actions on Objects	Supports	The product allows users to perform actions on objects programmatically.
502.3.12 Focus Cursor	Supports	The product's user interface elements for text editing provide information and mechanisms necessary to track focus, text insertion point, and selection attributes in a way that is programmatically determinable.
502.3.13 Modification of Focus Cursor	Supports	The product's user interface elements for text editing allow for the programmatic modification of tracking focus, text insertion points, and selecting attributes.
502.3.14 Event Notification	Supports	In the product, notification of events relevant to user interactions are available to assistive technology.
502.4 Platform Accessibility Features	Not Applicable	The product is not platform software.

Criteria	Conformance Level	Remarks and Explanations
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	The product's user interface follows the values of the user preferences for applicable platform settings.
503.3 Alternative User Interfaces	Not Applicable	The product does not provide an alternative user interface that functions as assistive technology.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	The product does not provide user controls for volume adjustment.
503.4.2 Audio Description Controls	Not Applicable	The product does not provide user controls for volume or program controls.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
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.

Criteria	Conformance Level	Remarks and Explanations
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.

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	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.

Criteria	Conformance Level	Remarks and Explanations
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	Heading cell – no response required	Heading cell – no response required
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.