

# Kyruus Connect for Payers Accessibility Conformance Report WCAG Edition

(Based on VPAT® Version 2.4)



## **Name of Product/Version:**

Kyruus Connect for Payers

## **Report Date:**

October 25, 2024

## **Product Description:**

Kyruus Connect for Payers is a comprehensive health care guidance and transparency solution for health plans and their members. It allows members to look for a doctor, treatment, facility or cost estimate, with a clear view of their health care options from treatment planning to appointment setting and beyond.

## **Contact Information:**

For any questions about the timeline for accessibility improvements or the general accessibility of this application, please contact [support@kyruus.com](mailto:support@kyruus.com).

## **Evaluation Methods Used:**

[Perkins Access](#), an independent accessibility consulting division of [Perkins School for the Blind](#), was contracted by [Kyruus Health](#) to test Connect for Payers and document their findings in this VPAT. Perkins Access accessibility consultants thoroughly reviewed Connect for Payers for conformance to the Web Content Accessibility Guidelines 2.1 Level A and Level AA using a variety of manual testing techniques, assistive technologies and the exclusive use of the keyboard to operate Connect for Payers on both Windows and Mac operating systems.

## Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)

## Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

## WCAG 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

**Table 1: Success Criteria, Level A**

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A)	Partially supports	Most non-text content found in Connect for Payers that is presented to the user has a text alternative that serves the equivalent purpose or, where appropriate, is marked as decorative, with some exceptions: <ul style="list-style-type: none"><li>• provider profile images;</li><li>• some decorative images in search results.</li></ul>
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Not applicable	Connect for Payers does not include time-based media.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Not applicable	Connect for Payers does not include time-based media.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Not applicable	Connect for Payers does not include time-based media.
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Partially supports	<p>Information in the application that is conveyed through presentation can be programmatically determined, with some exceptions:</p> <ul style="list-style-type: none"> <li>• typeahead/autocomplete search widgets;</li> <li>• information about the star ratings in Review sections of the profile pages.</li> </ul>
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	Understanding and operating content in Connect for Payers does not rely solely on sensory characteristics such as shape, size, visual location, orientation, or sound.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	Color is not used in Connect for Payers as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
<a href="#">1.4.2 Audio Control</a> (Level A)	Not applicable	Connect for Payers does not contain audio that plays automatically for more than 3 seconds that would require a mechanism to pause, stop or control the audio volume independently from the overall system volume level.
<a href="#">2.1.1 Keyboard</a> (Level A)	Supports	User interface controls are operable through a keyboard interface and do not require the use of a mouse.
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	Focus can be moved away from all user interface controls when using only a keyboard interface.
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)	Not Applicable	Connect for Payers does not have keyboard shortcuts that are implemented using only a single letter, punctuation, number or symbol character.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Supports	When the time limit has been reached, Connect for Payers gives users a warning of more than 20 seconds, and a simple option to extend the session.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Not applicable	Connect for Payers does not use animation or information that updates automatically.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Supports	Connect for Payers does not have flashing content.
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Supports	Connect for Payers provides at least one mechanism for bypassing blocks of repetitive content.
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	Pages in Connect for Payers have titles that describe the topic or purpose of the page.
<a href="#">2.4.3 Focus Order</a> (Level A)	Supports	Interactive components within the application receive focus in an order that preserves meaning and operability.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Partially supports	The purpose of links in Connect for Payers can be determined from the link text alone or from the link text together with its programmatically determined link context, except for a small number of ambiguous “here” links.
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)	Not Applicable	Connect for Payers does not rely on multipoint (such as pinch zoom) or path-based (such as swipe) gestures to operate.
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)	Supports	Functionality that can be operated using a single pointer does not execute on a down event (such as a click down).
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)	Supports	User interface controls have accessible names / labels that contain the same text as the component’s visible label, where applicable.
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only)	Not Applicable	Connect for Payers does not include functionality that can be operated by device motion or user motion.
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	The default human language used in the application can be programmatically determined.



Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	When user interface controls receive focus, they do not result in a change of context.
<a href="#">3.2.2 On Input</a> (Level A)	Partially supports	When user interface controls receive input, they do not initiate a change of context except when closing the Search Area menu, where pressing the Escape key doesn't reveal a focus indicator to users after the menu closes.
<a href="#">3.3.1 Error Identification</a> (Level A)	Supports	If an input error is automatically detected in Connect for Payers, the item that is in error is identified and the error is described to the user in text.
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Supports	Sufficient labels or instructions are provided when content requires user input.
<a href="#">4.1.1 Parsing</a> (Level A)	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the <a href="#">WCAG 2.0 Editorial Errata</a> and the <a href="#">WCAG 2.1 Editorial Errata</a> .

Criteria	Conformance Level	Remarks and Explanations
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Supports	The name and role for user interface controls in the application can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.

**Table 2: Success Criteria, Level AA**

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Not applicable	Connect for Payers does not include live media.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Not applicable	Connect for Payers does not include time-based media.
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)	Supports	Connect for Payers does not restrict the view and operation to a single display orientation, such as portrait or landscape.
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)	Not Applicable	Connect for Payers does not collect personal information about users that requires the purpose of each input field to be programmatically determined.
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Supports	The visual presentation of text and images of text has a contrast ratio of at least 4.5:1 with surrounding colors.
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	Text can be resized 200 percent without loss of content or functionality.
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	Images of text are represented by alt text or by text on the page.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)	Supports	Content is presented without loss of information or functionality, and without requiring scrolling in two dimensions at a minimum width equivalent to 320 CSS pixels and at a minimum height equivalent to 256 CSS pixels.
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)	Partially supports	<p>The visual presentation of user interface components and graphical objects in the application have a contrast ratio of at least 3:1 with surrounding colors, except for the following instances:</p> <ul style="list-style-type: none"> <li>• borders around some form inputs;</li> <li>• orange stars on Review Details pages.</li> </ul>
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)	Supports	No loss of content or functionality occurs by setting line spacing to at least 1.5 times the font size, spacing following paragraphs to at least 2 times the font size, letter spacing to at least 0.12 times the font size and word spacing to at least 0.16 times the font size.
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)	Partially supports	Tooltips that are found on the Review Details pages can be triggered on hover or focus, but they cannot be dismissed using the Esc key or hovered with the pointer.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	Connect for Payers provide more than one way to locate a specific Web page within a set of Web pages.
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	Headings and labels that describe the topic or purpose of content and controls are present in Connect for Payers.
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Supports	The keyboard focus indicator is visible on all user interface components.
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Supports	The human language of the content found in Connect for Payers can be programmatically determined.
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	Navigational mechanisms that are repeated on multiple pages within Connect for Payers occur in the same relative order each time they are repeated.
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	Components that have the same functionality within Connect for Payers are identified consistently.
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	Suggestions are provided to the user if an input error is automatically detected and suggestions for correction are known.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Not applicable	Connect for Payers does not contain any legal or financial transactions.
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)	Supports	Status messages are programmatically conveyed through roles or properties so that they can be presented to the user by assistive technologies without receiving focus.

## Legal Disclaimer

The information provided in this document is in good faith based on Connect for Payers at the time of the review and does not represent a legally-binding claim. Please contact us to report any accessibility errors or for re-evaluation and correction, if necessary.