

| Accessibility Policy

Accessibility Statement:

AvMed is committed to making our information accessible to our members and the public, regardless of disability status and language barriers.

Accessibility Assistance:

If you need assistance accessing information, need language assistance and/or would like information in alternative formats, please contact us in one of the following ways:

- Call the Member Engagement Center at 1-800-882-8633, Monday - Friday from 8 am - 8 pm.
- Call the phone number located on the back of your Member ID Card
- Call using TTY/TDD Services (for hearing impaired callers) dial 711 and follow the prompts, available 24 hours a day, 365 days a year

Accessibility Services and Resources:

For individuals with disabilities or limited English proficiency, we provide the following free communication services when calling AvMed:

- Over-the-phone interpretation
- Teletype (TTY) services

Also, free written materials are available upon request in languages other than English, and in alternative formats including, and not limited to braille, large print, and accessible PDF.

AvMed Website:

We are continuously improving our digital experiences in order to meet or exceed universal design best practices and Web accessibility standards. To meet this commitment AvMed has adopted Web Content Accessibility Guidelines (WCAG) 2.0 A/AA on the text version of the website.

We strive to provide accessible Web experiences by:

- Having our content and navigation easy to view
- Making it easy to interact using a mouse, keyboard, touch screen, and/or audio
- Offering text alternatives for visuals
- Aiding in using assistive technologies to navigate and access content
- Supporting the use of native accessibility features on mobile devices