

# Accessibility Progress Plan

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Denver Health Medical Plan (DHMP)

Last Updated: June 27, 2025

## Introduction

This Accessibility Progress Plan outlines Denver Health Medical Plan’s (DHMP) ongoing efforts to remove accessibility barriers from our digital services in alignment with the Colorado Accessibility Law (HB21-1110). This plan satisfies the requirement outlined in C.R.S. §24-85-103(2)(d) for all state agencies and public entities to publish a roadmap demonstrating progress toward digital accessibility.

Our goal is to comply with WCAG 2.1 Level A and AA standards and ensure that all users, including those with disabilities, can access our online services - particularly those related to Medicaid and CHP programs.

## 1. Summary of Progress to Date

As of June 2025, DHMP has completed a substantial portion of its accessibility remediation efforts. The current issue resolution summary is:

Conformance Level	Issues Resolved	Issues Remaining
WCAG 2.1 Level A	23	7
WCAG 2.1 Level AA	5	3
WAI-ARIA Authoring Practices	5	2
Accessibility Best Practices (Other)	12	5

We have also addressed the majority of high-frequency and high-impact issues identified through our audit processes.

## 2. Tools and Evaluation Methods

Our accessibility evaluation process includes:

- **Automated scanning tools** for consistent auditing

- **Manual review** of flagged issues and interactive elements
- **User feedback** gathered through direct support channels
- **Pre-launch accessibility reviews** for all new content and features

Issues are tracked and prioritized within our internal ticketing system based on severity and user impact.

### 3. Governance and Review Cycle

- Accessibility oversight is managed collaboratively by our Development, UX, Compliance, and Content teams.
- DHMP conducts quarterly accessibility reviews to assess progress and update documentation.
- Accessibility checks are embedded into our product development lifecycle.
- Our internal Accessibility Log tracks remediation details and supports annual reporting.

### 4. Planned Activities and Timeline

The following roadmap guides our progress for the remainder of 2025:

Activity	Timeline
Continue WCAG A/AA remediation	Ongoing, reviewed quarterly
Complete current backlog of unresolved issues	Target: End of Q3 2025
Verify all ARIA-related issue resolutions	August 2025
Evaluate feedback from accessibility overlays (e.g., AudioEye)	End of August 2025
Accessibility statement <b>published</b>	June 27, 2025
Annual review and update of this plan	June 2026

## 5. Public Feedback and Support

We invite users to notify us of accessibility barriers or request accommodations using the contact information below. All inquiries are acknowledged within 3–5 business days.

### [Email Health Plan Services](#)

**Phone:** 303-602-2100 or 1-800-700-8140, TTY 711

**Mailing Address:**

Denver Health Medical Plan  
777 Bannock St., MC6000  
Denver, CO 80204

Please include a brief description of the issue, relevant page URL, and any assistive technology used (if applicable).

## 6. Statement of Commitment

DHMP affirms its commitment to digital accessibility and inclusion. Our efforts are guided by the principle of progress, not perfection, and we will continue to evolve our digital platforms to serve the broadest range of users effectively. This plan reflects our intent to meet both the spirit and letter of HB21-1110.