



## Accessibility

### MedCare Partners Health Plan of Texas Accessibility Statement

Updated: October 15, 2023

#### General

MedCare Partners Health Plan strives to ensure that its services are accessible to people with disabilities. MedCare Partners Health Plan has invested resources to help ensure that its website is made easier to use and more accessible for people with disabilities, with the strong belief that every person has the right to live with dignity, equality, comfort, and independence.

#### Accessibility on [www.mcpartnerstx.com](http://www.mcpartnerstx.com)

MedCare Partners Health Plan makes available the UserWay Website Accessibility Widget that is powered by a dedicated accessibility server. The software allows [www.mcpartnerstx.com](http://www.mcpartnerstx.com) to improve its compliance with the Web Content Accessibility Guidelines (WCAG 2.1).

#### Enabling the Accessibility Menu

The [www.mcpartnerstx.com](http://www.mcpartnerstx.com) accessibility menu can be enabled either by hitting the tab key when the page first loads or by clicking the accessibility menu icon that appears on the corner of the page. After triggering the accessibility menu, please wait a moment for the accessibility menu to load in its entirety.

#### Disclaimer

MedCare Partners Health Plan continues its efforts to constantly improve the accessibility of its site and services in the belief that it is our collective moral obligation to allow seamless, accessible and unhindered use also for those of us with disabilities.

In an ongoing effort to continually improve and remediate accessibility issues, we also regularly scan this site to identify and fix every possible accessibility barrier on our site. Despite our efforts to make all pages and content on [mcpartnerstx.com](http://mcpartnerstx.com) fully accessible, some content may not have yet been fully adapted to the strictest accessibility standards. This may be a result of not having found or identified the most appropriate technological solution or links to third parties where we do not control the site.

#### Here For You

If you are experiencing difficulty with any content on [mcpartnerstx.com](http://mcpartnerstx.com) or require assistance with any part of our site, please contact us during normal business hours as detailed below and we will be happy to assist.

#### Contact Us

If you wish to report an accessibility issue, have any questions, or need assistance, please contact MedCare Partners Health Plan Member Services as follows:

Email: [info@mcpartnerstx.com](mailto:info@mcpartnerstx.com)

Phone: 1-888-980-3040