

Accessibility Statement

Last updated: May 2026

Our commitment

ICON Eyecare strongly believes that access to public information and services is a right, not a privilege. Under Title II of the Americans with Disabilities Act (ADA), we are responsible for making sure our digital services work for everyone, including people with disabilities.

Accessibility is built into how we plan, design, develop, and publish content. We monitor and test regularly, so that our services stay usable as technology and standards change. These same expectations apply when we procure or develop third-party applications and services.

Conformance status

The ICON Eyecare website (<https://iconeyecare.com/>) substantially conforms with the Web Content Accessibility Guidelines (WCAG) 2.1, Level AA. WCAG is a set of internationally recognized standards, published by the [World Wide Web Consortium \(W3C\)](#), that define how to make web content more accessible to people with disabilities. Level AA conformance addresses the most common barriers for users who navigate by keyboard, use screen readers, rely on captions, or have other accessibility needs.

In March 2026, a leading independent and impartial third-party accessibility testing provider, [QualityLogic](#), completed a comprehensive audit of the site. The evaluation included automated testing, manual expert review, and hands-on testing by people who use assistive technology every day. We are actively working to conform substantively to WCAG 2.1, Level AA.

Known Limitations

Some areas of the site may still present barriers. In particular:

- **Legacy PDF documents.** Some older documents may not yet meet current standards. Documents that are actively used to access eyecare services are being prioritized for remediation. Archived documents maintained solely for reference may not be updated, but accessible versions are available on request.
- **Interactive maps.** Some map-based tools have limited accessibility for assistive technology users.

If you encounter something you have trouble accessing, we want to hear about it. Contact us using the information below. We will work with you to provide the content in an accessible format.

Externally Managed Web Solutions

Some services launched from or associated with the ICON Eyecare website are hosted by third-party vendors, including our NextGen / Luma self-scheduling appointment systems, our Formstack appointment request and self-test quiz forms, interactive mapping tools, and payment portals. [See the Formstack Accessibility Conformance Report \(VPAT\)](#).

Because we utilize third-party vendors for our patient portals, we are actively working with them to ensure their platforms provide accessible experiences.

Compatibility

This site is designed to work with the following assistive technologies:

- Modern screen readers, including JAWS/NVDA (Windows), VoiceOver (macOS and iOS), and TalkBack (Android)
- Keyboard-only navigation
- Visual magnification

We support the current and previous major versions of these browsers:

- Google Chrome (desktop and mobile)
- Microsoft Edge (desktop)
- Mozilla Firefox (desktop)
- Apple Safari (desktop and mobile)

Feedback and Contact Information

If you encounter an accessibility barrier or need content in an alternative format, please let us know. To help us respond as quickly as possible, include:

- The web address (URL) of the content you had trouble with
- A description of the problem you experienced
- The assistive technology or browser you were using, if applicable
- Your preferred format for receiving the content (e.g., plain text, HTML, large print, audio)

You can reach us at:

- **Email:** marketing@evpeyecare.com
- **Phone:** (720) 439-2450, Press 5
- **Mailing address:** 3900 E Mexico Ave Suite 220, Denver, CO 80210

We aim to respond within three (3) business days. Once we receive your report, we will acknowledge it and work with you to resolve the issue or provide the content in an accessible format. Your feedback also helps us identify areas for improvement.

Formal Complaints

If our response does not resolve your concern, you may file a formal complaint:

- **ADA Coordinator:** Julie Jung, RN, MSN, CHC,
Chief Compliance and Clinical Quality/Safety Officer
- **Email:** JJung@evpeyecare.com
- **Phone:** (512) 740-4848