

## **Accommodations at Practice Locations**

In accordance with AHCCCS ACOM Policy 406 and ACOM Policy 416, BCBSAZ Health Choice includes accessibility information for each practice location. We collect relevant information from the AZAHP form submitted by providers. This information is currently divided into four types of accommodations displayed in our directory.

### ***ADA Culturally Competent Communications***

- “Provider/Staff has completed cultural competence training” indicates that the provider and office staff have received training on communicating and working with patients of diverse cultural backgrounds.

### ***ADA Accessible Equipment***

- “Adjustable height exam table or chair (lowers to 17-19in from floor),” “positioning and support aids, such as wedges, rolled up blankets, straps and rails,” “ceiling or floor based patient lift,” and “gurneys and/or stretchers” indicate the equipment available to assist physically disabled patients with maneuvering and positioning during a visit.
- “Wheelchair accessible scales” indicates that the location has scales available for use by wheelchair-bound patients.
- “Adjustable height radiologic equipment” indicates that the location has radiological equipment that can be maneuvered for use with physically disabled patients.

### ***ADA Physical Access***

- “Signage with Braille and raised tactile text characters at office, elevator, stairwells and restroom doors mounted 60in from floor” indicates that all the mentioned areas of the office have appropriate signage indicating the name of the room or structure.
- “Ramps have non-slip surface material” and “access ramps” indicates whether there are ramps and that they are outfitted with material to prevent slipping.
- “Railings between 30 & 38in high. On both sides” indicates that all stairways leading to the practice location have railings on each side of the stairs.
- “Paths are at least 36in wide and free of protruding objects” indicates that all pathways at the practice location have at least 3 feet of clearance.
- “Cane detectible objects on ground as a warning barrier” indicates that drop-offs and similar hazards are marked in a way that visually impaired cane users can identify.
- “Widened doorways (at least 32in clearance),” “offset (swing-clear) hinges,” “power assisted or automatic door openers,” “door handles no higher than 48in,” and “level or loop handles vs knobs” indicates the ways that entrance doors and doors to common areas have been adapted for physically disabled patients to more easily use.
- “5ft circle or T-shaped space for turning a wheelchair completely” indicates that the practice location’s layout allows wheelchair users to fully turn their chair in common areas.

- “A clear floor space, 30" X 48" minimum, adjacent to the exam table and adjoining accessible route make it possible to do a side transfer” indicates there is enough space in exam rooms for physically disabled patients to maneuver onto the exam table.
- “Handicap parking” and “handicap accessible restroom” indicate whether parking spots and restrooms at the location are accessible for physically disabled patients.

***Public Transportation***

- “Accessible by bus” indicates whether the location is near public bus routes.
- “Accessible by Taxis or other similar options (Uber/Lyft)” indicates whether the location is accessible to hired auto transportation.
- “Accessible by Valley Metro Rail” indicates whether the location is near a light rail station.