



Compliance with the Americans with Disabilities Act (ADA)

August 15, 2025

As part of our ongoing commitment to equitable and accessible healthcare, we are reminding all in-network providers of their critical role in maintaining compliance with the ADA.

Under the ADA, healthcare providers are required to:

Ensure Full and Equal Access:

- Provide reasonable modifications to policies and procedures to accommodate patients with disabilities.
- Guarantee effective communication, including the use of auxiliary aids (e.g., sign language interpreters, large print materials, speech-to-speech relay services).
- Maintain accessible facilities, including exam rooms, restrooms, and entryways that meet the 2010 ADA Standards for Accessible Design

Examples of Reasonable Modifications:

- Allowing a support person to assist during exams.
- Scheduling appointments to reduce sensory overload for patients with anxiety.
- Providing written materials in accessible formats.

Best Practices for Provider Engagement

- Conduct annual discussions about ADA requirements and disabilities etiquette and identify and assist with remove barriers.
- Document and review accessibility plans annually

Why This Matters

ADA compliance is not only a legal obligation, but also a reflection of our shared commitment to inclusive care. Regular reminders and training help foster a culture of accountability and reduce the risk of non-compliance.

Thank you for your continued dedication to accessible and inclusive healthcare for more information, please visit <https://www.ada.gov/law-and-regs/>

Sincerely,

Ambetter from NH Healthy Families
NH Healthy Families

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