**Section 4500.160 Cultural, Linguistic, and Accessibility Standards**

a) A QHP issuer must comply with the accessibility standards provided in 45 CFR 155.205(c)(1), (c)(2)(i)(A), (c)(2)(ii), (c)(2)(iii)(A), (c)(2)(iv)(B), and (c)(3) (Apr. 15, 2024) (no later editions or amendments).

b) Navigators and In-Person Counselors must comply with the standards for providing culturally and linguistically appropriate services under 45 CFR 155.215(c) and the standards to ensure access for persons with disabilities under 45 CFR 155.215(d). A Certified Application Counselor Organization must comply with 45 CFR 155.215(d) unless it provides an appropriate referral to a Navigator, In-Person Counselor, or the Exchange call center.