

DTxFI

Notice of Nondiscrimination and Accessibility Statement

Last updated: November 7, 2025

Discrimination is Against the Law.

DTxFIM, LLC (“DTxFIM,” “we,” “our,” or “us”) complies with applicable federal civil rights laws and does **not** discriminate on the basis of **race, color, national origin (including limited English proficiency and primary language), age, disability, or sex** (including pregnancy, sexual orientation, gender identity, and sex characteristics). DTxFIM does not exclude people or treat them differently because of any of these protected characteristics.

Reasonable Modifications & Effective Communication

DTxFIM provides **reasonable modifications** for individuals with disabilities and ensures **effective communication, free of charge and in a timely manner**, when necessary to provide equal opportunity and meaningful access to our services. These may include, as appropriate:

- **Auxiliary aids and services**, such as:
 - Qualified sign language interpreters
 - Spoken-language interpreters for people who are Deaf and Blind
 - Written information in other formats (large print, audio, accessible electronic formats, Braille, or other formats)
- **Free language assistance services** for people whose primary language is not English, such as:
 - Qualified interpreters (in person, video, or telephone)
 - Information written in other languages

If you need any of these services, please tell your DTxFIM Patient Navigator, Registered Dietitian, Customer Support representative, or contact our **Section 1557**

Nondiscrimination Coordinator:

Section 1557 Nondiscrimination Coordinator

DTxFIM, LLC

Email: support@dtxfim.com

We will provide aids, services, and reasonable modifications **without charge** and **without unnecessary delay**.

How to File a Grievance with DTxFIM

If you believe that DTxFIM **failed to provide** these services or **discriminated** in another way based on race, color, national origin, age, disability, or sex, you can file a grievance with our Section 1557 Nondiscrimination Coordinator.

- **Email:** support@dtxfim.com

You may submit a grievance by email or mail. If you need help filing a grievance, the Section 1557 Nondiscrimination Coordinator is available to assist you **at no cost**.

You May Also File a Civil Rights Complaint with HHS OCR

You can also file a civil rights complaint with the **U.S. Department of Health & Human Services, Office for Civil Rights (OCR)**:

- **Online (OCR Complaint Portal):** <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
- **Mail:** U.S. Department of Health & Human Services
Office for Civil Rights
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, DC 20201
- **Phone:** 1-800-368-1019 | **TDD:** 1-800-537-7697
- **Forms & Instructions:** <https://www.hhs.gov/ocr/office/file/index.html>

You can file a complaint with OCR electronically through the portal above, or by mail or phone.

Website & Digital Accessibility

DTxFIM is committed to providing a website, mobile application(s), and digital content that are accessible to the widest possible audience, regardless of technology or ability. We aim to conform to **WCAG 2.1 Level AA** standards and apply accessibility best practices to new and existing features.

If you experience any difficulty accessing digital content, encounter a barrier, or wish to request an accessible format of any material, please contact us:

- **Accessibility Feedback & Requests:** accessibility@dtxfim.com

Please include the **webpage or screen**, a **description of the issue**, the **assistive technology** you use (if any), and your **contact information**. We will work with you to provide the content you need and address the issue.

Availability of This Notice

This Notice is available **free of charge** in **other languages** and in **accessible formats** (large print, audio, Braille, and accessible electronic formats) upon request. It is also posted on: [www.dtxfim.com]

- **View Notice of Language Assistance:** [[link to Language Assistance page or PDF](#)]
- **Ver este aviso en español:** [[enlace en español](#)]

Quick Reference – What You Can Expect from DTxFIM

- **No discrimination** based on race, color, national origin, age, disability, or sex
- **Free** language assistance and auxiliary aids/services
- **Timely** and **reasonable** modifications to policies and procedures when needed
- A **grievance process** and access to **HHS OCR** for civil rights complaints
- Ongoing commitment to **digital accessibility** and **WCAG 2.1 AA** conformance