

December 16, 2021

Dear Member,

We want to let you know about an upcoming change to pharmacy benefits in the World Trade Center (WTC) Health Program. This spring, Express Scripts will replace Managed Care Advisors and OptumRx as the Pharmacy Benefits Manager (PBM) for the Program. This change is the result of a normal contract review and renewal process. Express Scripts will provide a wide range of services to meet WTC-related retail pharmacy, specialty pharmacy, and home delivery needs.

You do not need to do anything at this time. Express Scripts, OptumRx, and the WTC Health Program are currently working closely together to ensure a smooth transition. In the coming months, Express Scripts will send you more information by mail, including a new pharmacy ID card and additional details on next steps.

Please continue to use your pharmacy benefits and fill your WTC-related prescriptions through OptumRx as you have been until you receive more information from Express Scripts and the WTC Health Program.

Have questions? Need help?

For questions about this change, visit the Program's PBM Transition Information webpage at www.cdc.gov/wtc/pbmtransition.html for the latest information. You can also call the WTC Health Program call center at 1-888-982-4748.

For now, continue to call OptumRx's WTC Health Program Pharmacy Benefit Services line at 1-855-640-0005 with pharmacy-related questions. For questions related to your WTC-related medications or treatment, contact your Clinical Center of Excellence or Nationwide Provider Network provider.

The information in this letter is also available at www.cdc.gov/wtc/pbmtransition.html in English, Español, 中文, and Polskie.

Sincerely,



John Howard, M.D.
Administrator, World Trade Center Health Program