

World Trade Center Health Program

External Quarterly Program Summary

Publication Date:
November 1, 2024

Program Data Through:
September 30, 2024



WTC Health Program

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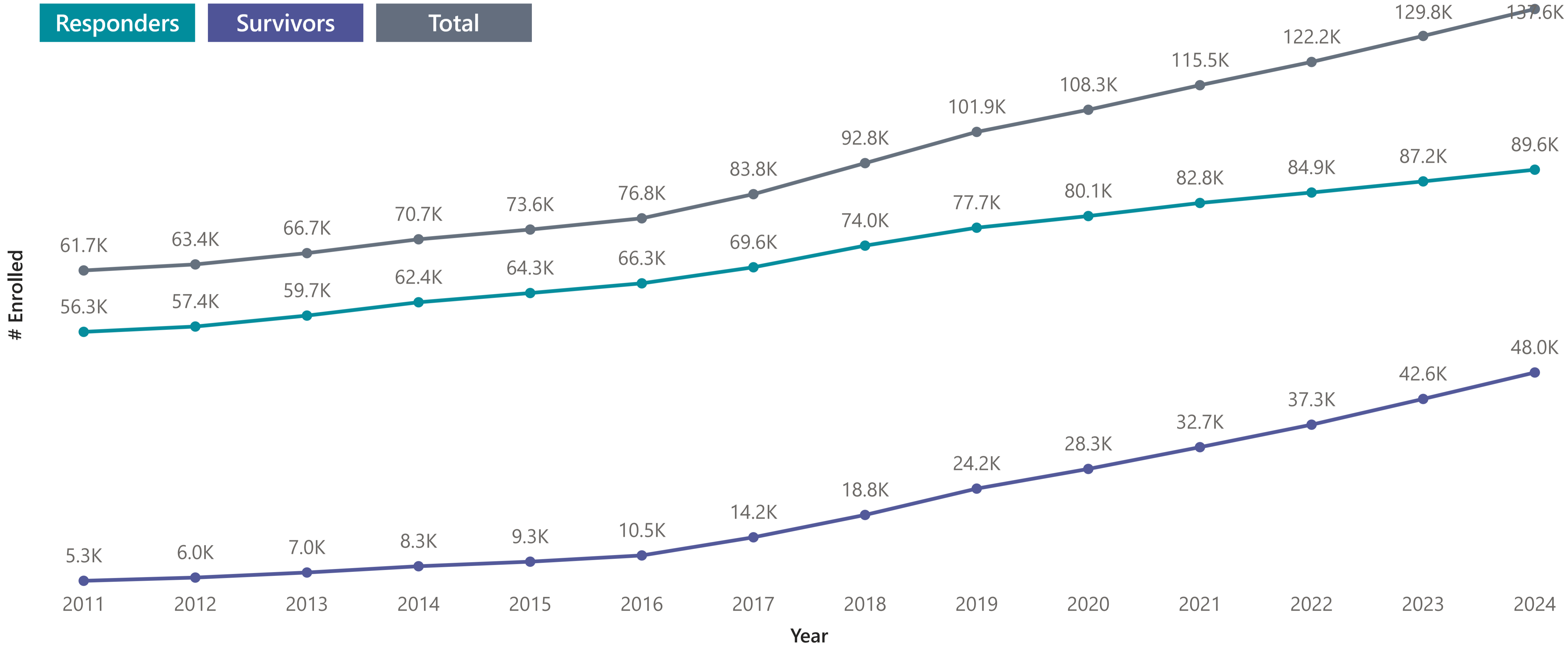
The following note applies to several pages on this dashboard.

Enrollment over Lifetime of Program consists of all unique individuals ever enrolled in the Program, including those individuals who have been subsequently disenrolled or died. The Program does not track cause of death for deceased members; thus, cause of death may or may not be WTC-related.

Currently enrolled members do not include deceased or disenrolled members.

WTC Health Program Enrollment

1. Change in Total Enrollment Over the Lifetime of the Program



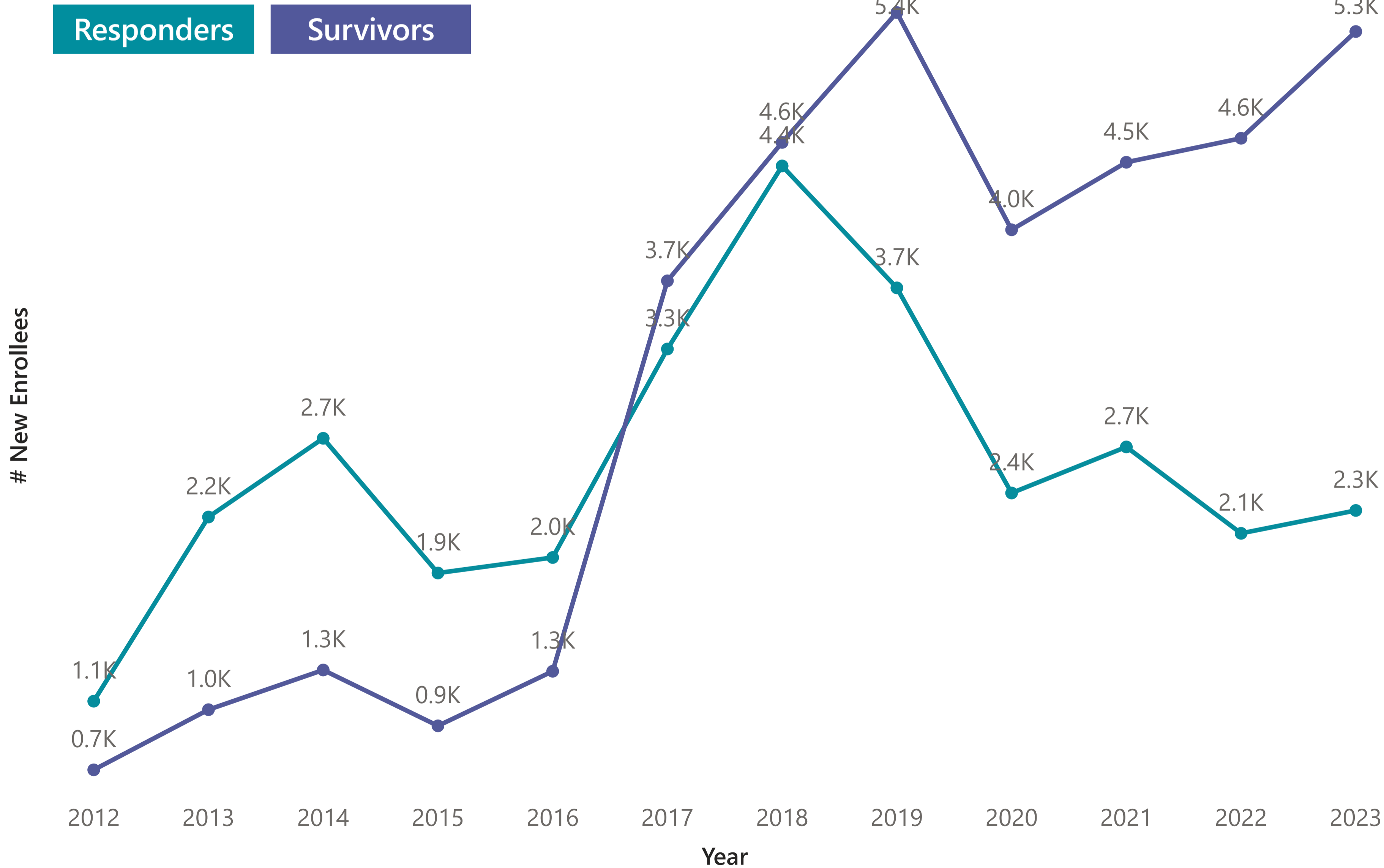
Enrollment over Lifetime of Program consists of all unique individuals ever enrolled in the Program, including those individuals who have been subsequently disenrolled or died. Deceased members include all causes of death; cause of death may or may not be WTC-related.

Currently enrolled members (as seen on subsequent pages) do not include deceased or disenrolled members.

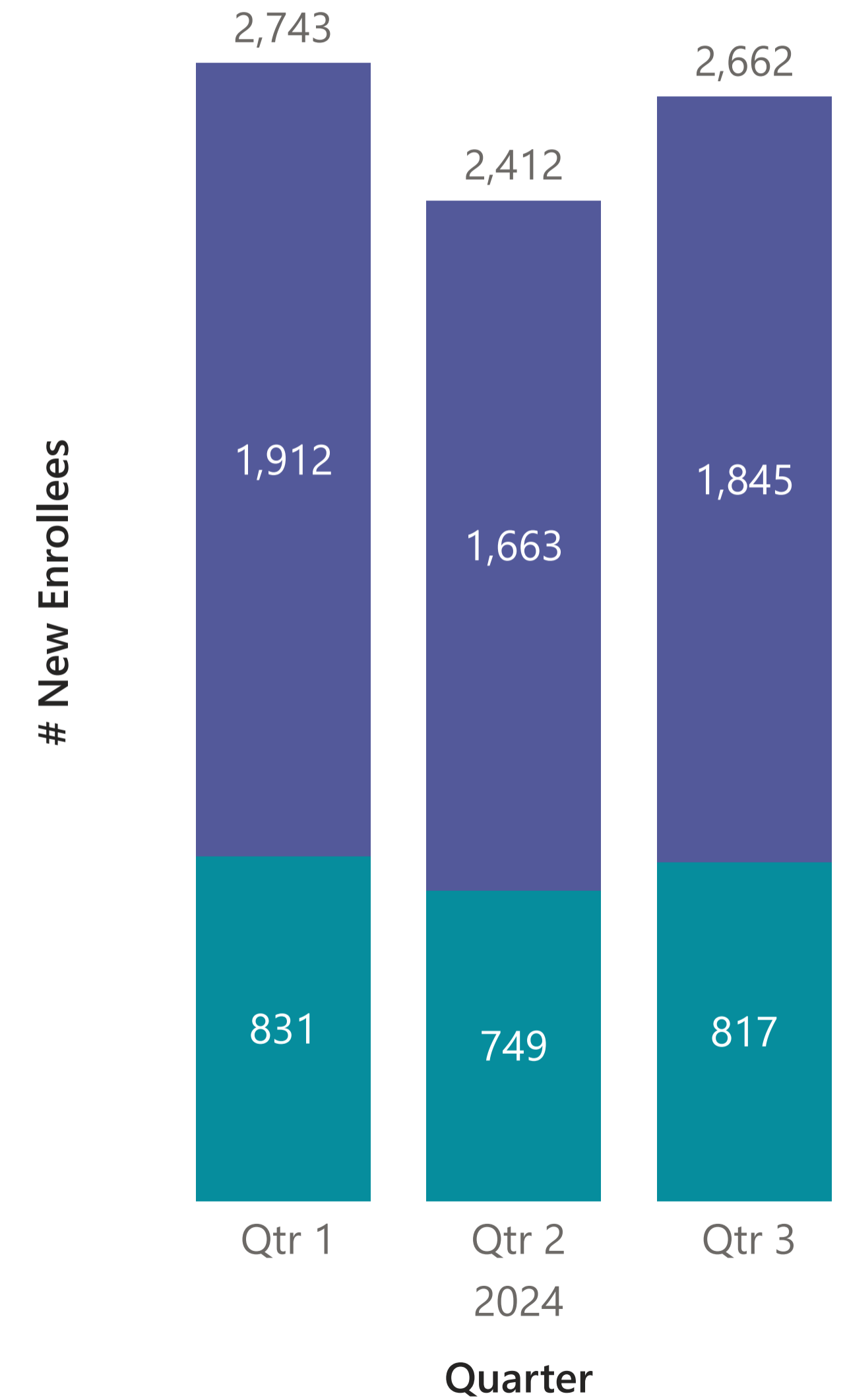
Enrollment Data Thru:
September 30, 2024

WTC Health Program Enrollment

2. New Enrollments Per Year Over Time



3. New Enrollments Per Quarter this Calendar Year (CY)



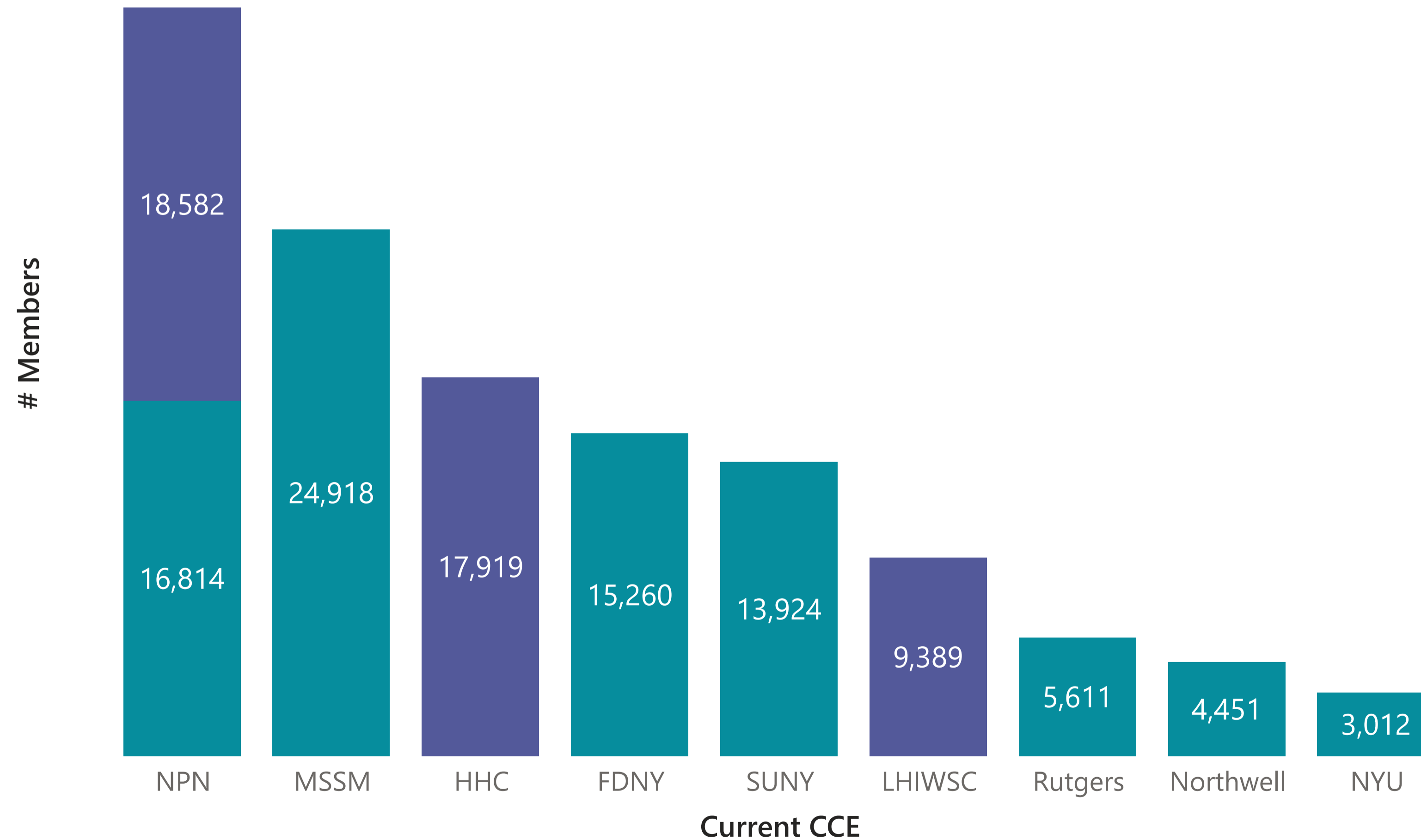
Note on Figure 2: 'New Enrollees' are those new members enrolled in the stated calendar year; numbers are not cumulative.

Enrollment Data Thru:
September 30, 2024

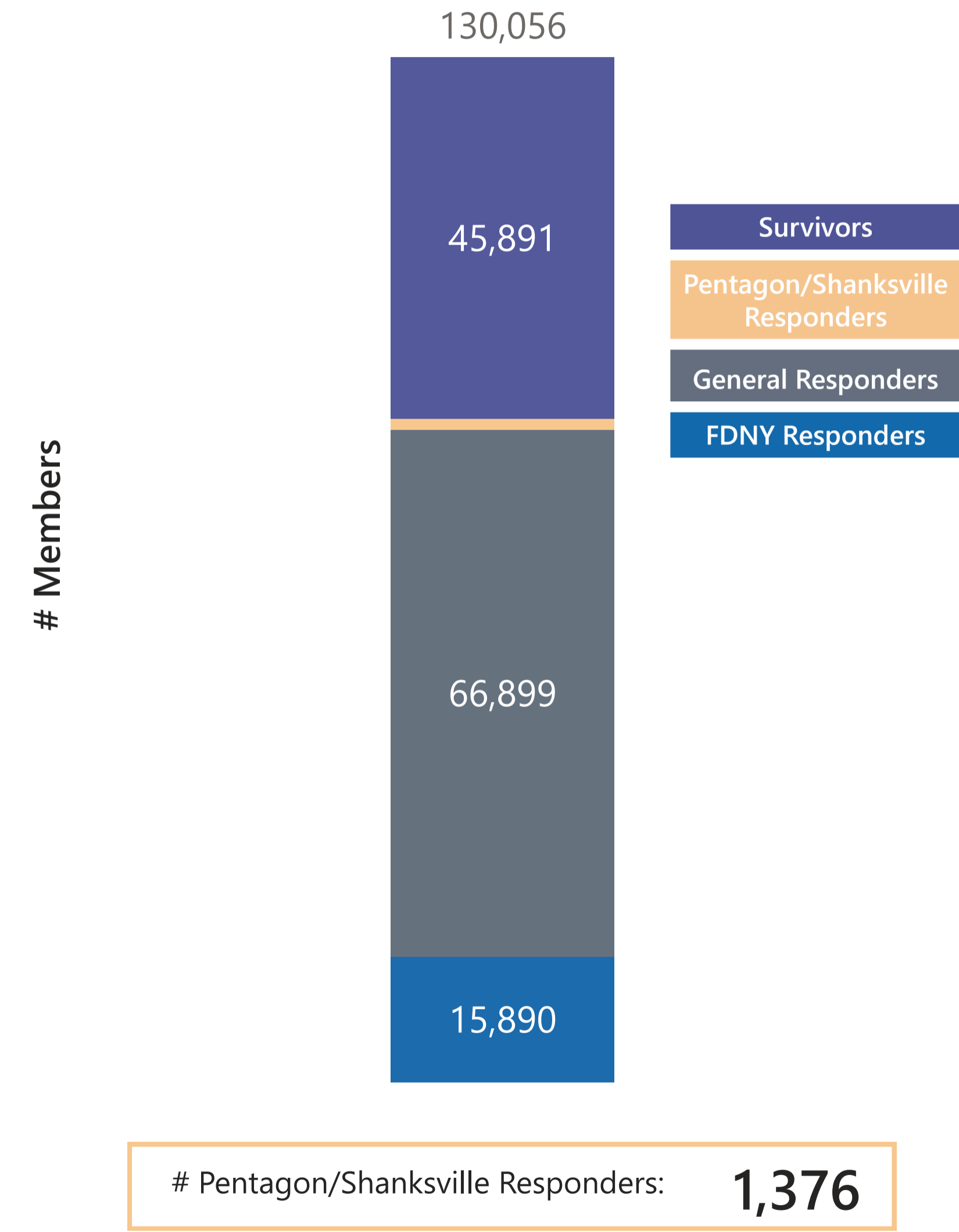
CCE Enrollment and Member Type

4. Currently Enrolled Members by Clinical Center of Excellence (CCE)

Member Type ● Responder ● Survivor



5. Currently Enrolled Members by Type

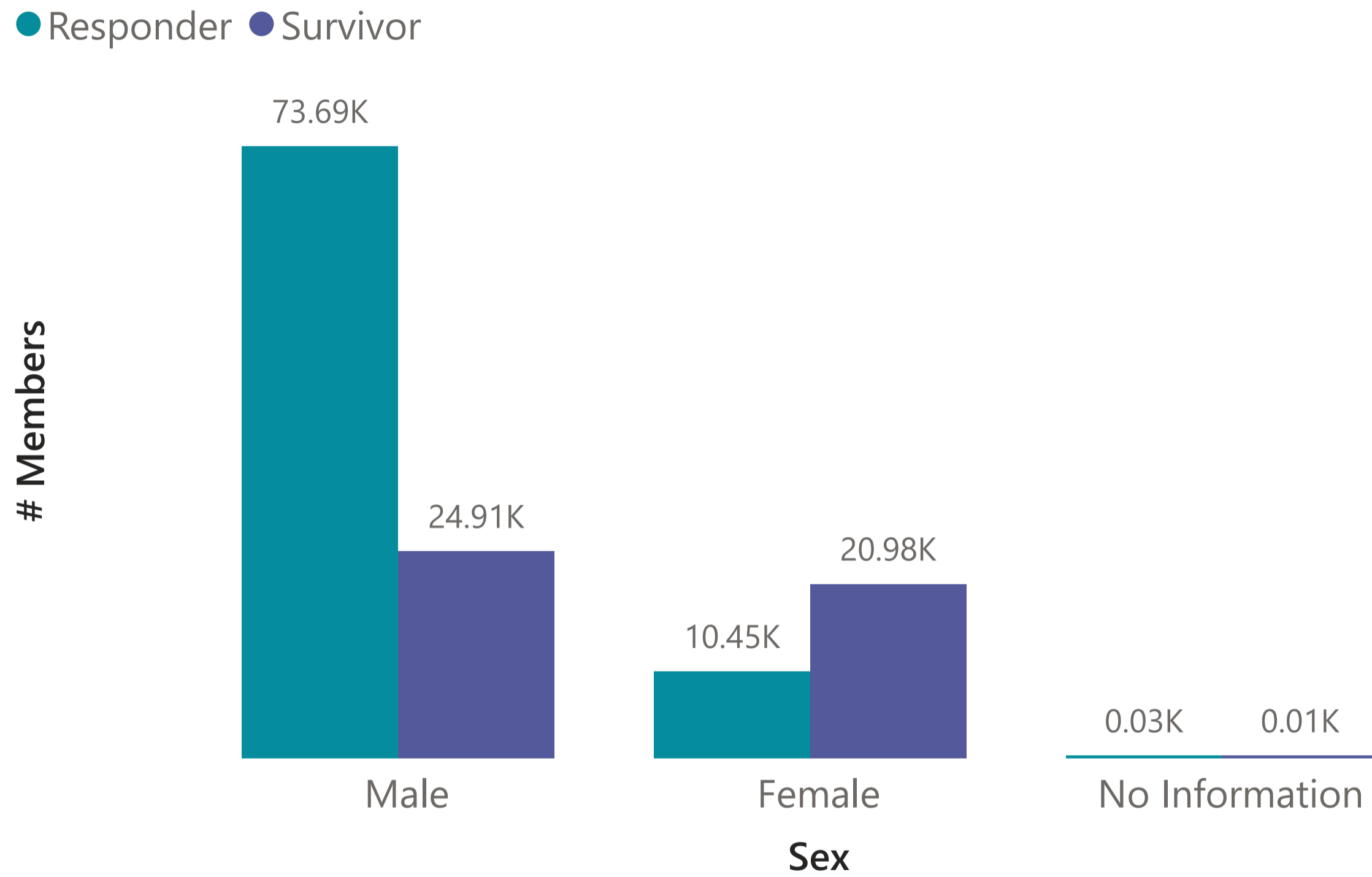


Note on CCEs and NPN: CCEs serve specific survivor or responder populations in the New York metropolitan area; the NPN serves both responder and survivor members residing outside of the New York metropolitan area. Members who are not actively assigned to a CCE are not included in Figure 4.

Enrollment Data Thru: September 30, 2024

Demographics of Currently Enrolled Members

6. Total Membership: Sex

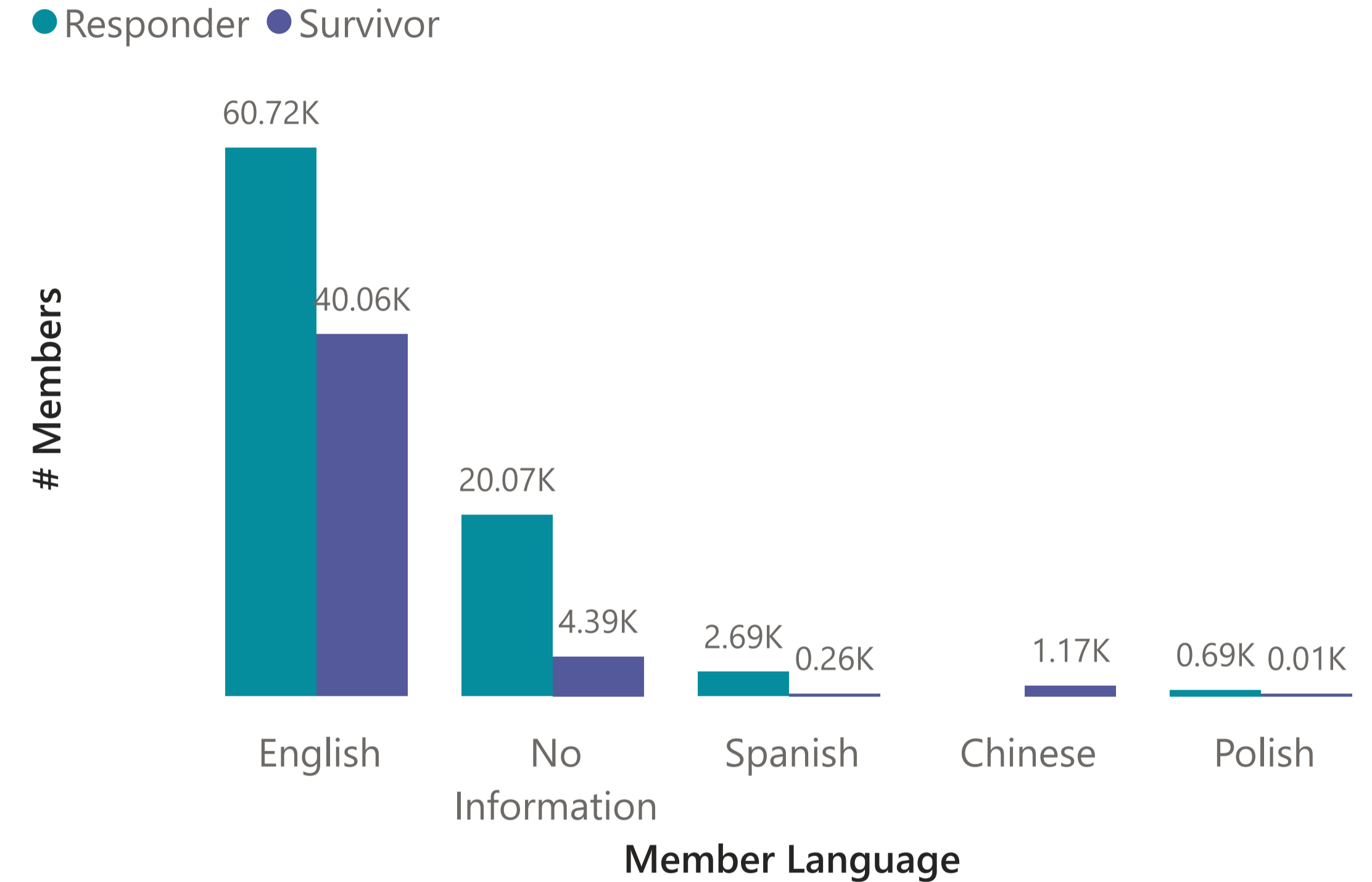


Percent of Total Membership: Sex



Sex ● Female ● Male ● No Information

7. Total Membership: Preferred Language



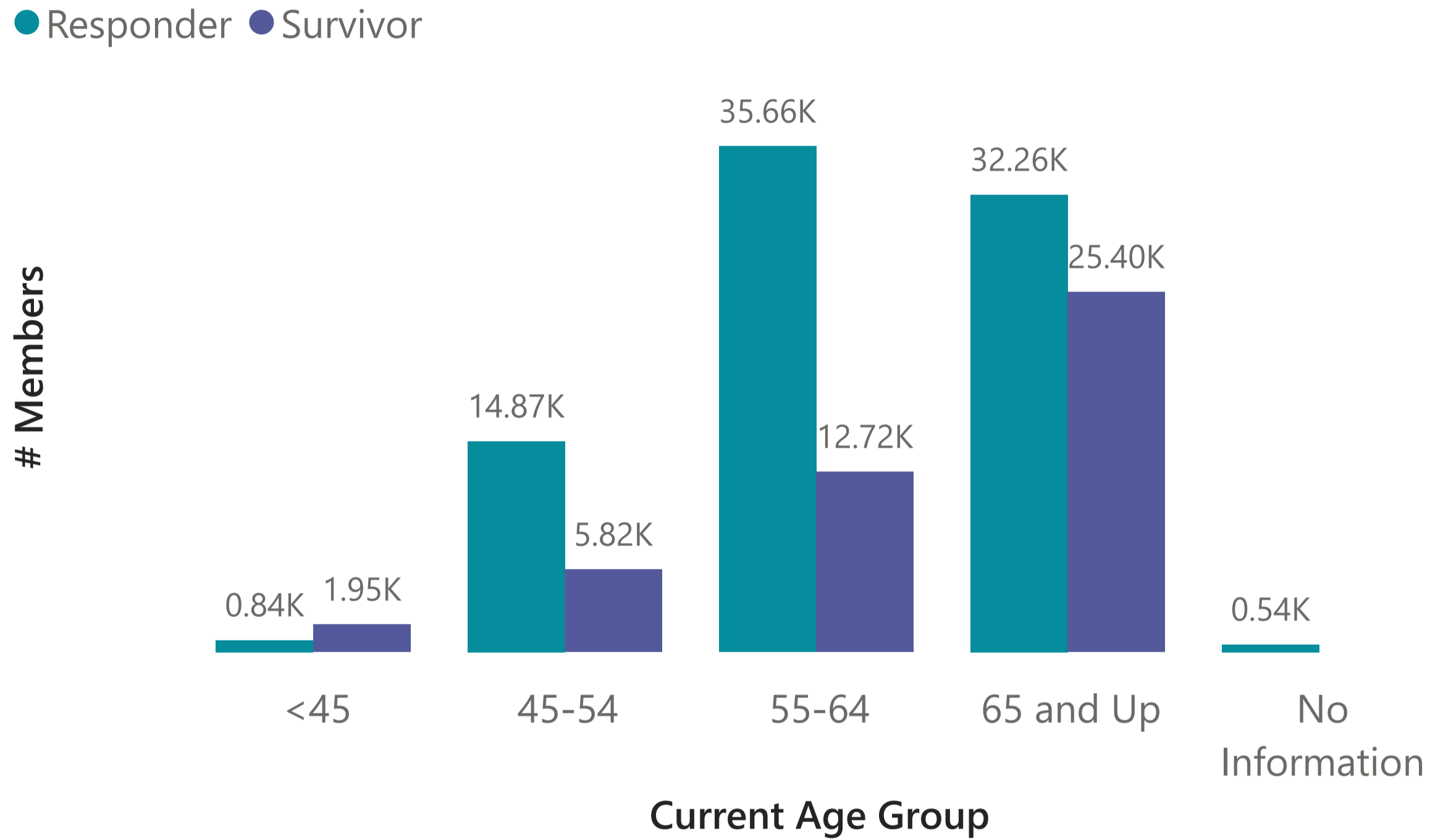
Percent of Total Membership: Preferred Language



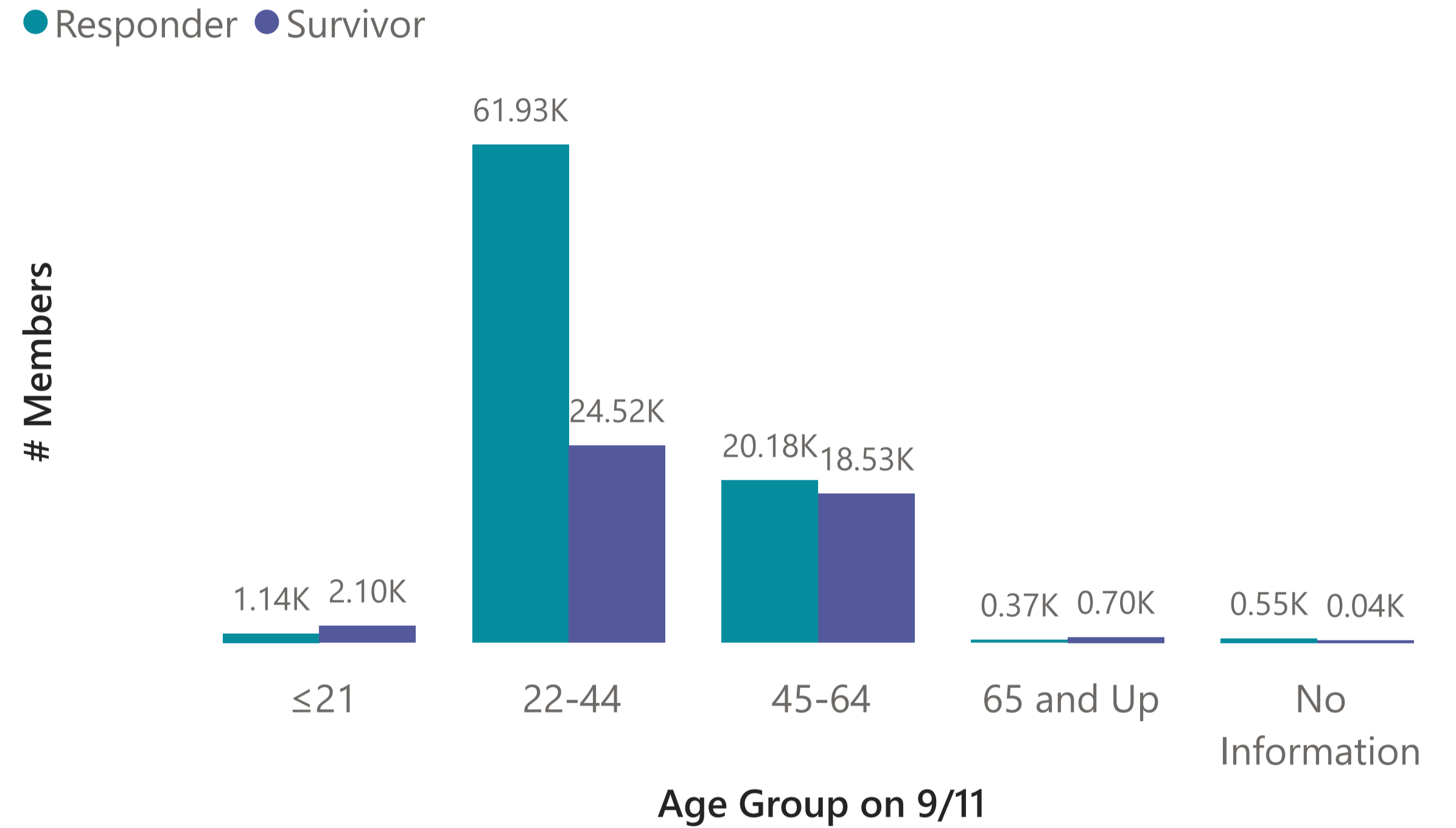
Member Language ● Chinese ● English ● No Information ● Polish ● Spanish

Age Distribution of Currently Enrolled Members

8. Total Membership: Current Age



9. Total Membership: Age on 9/11



Percent of Total Membership: Current Age



Percent of Total Membership: Age on 9/11



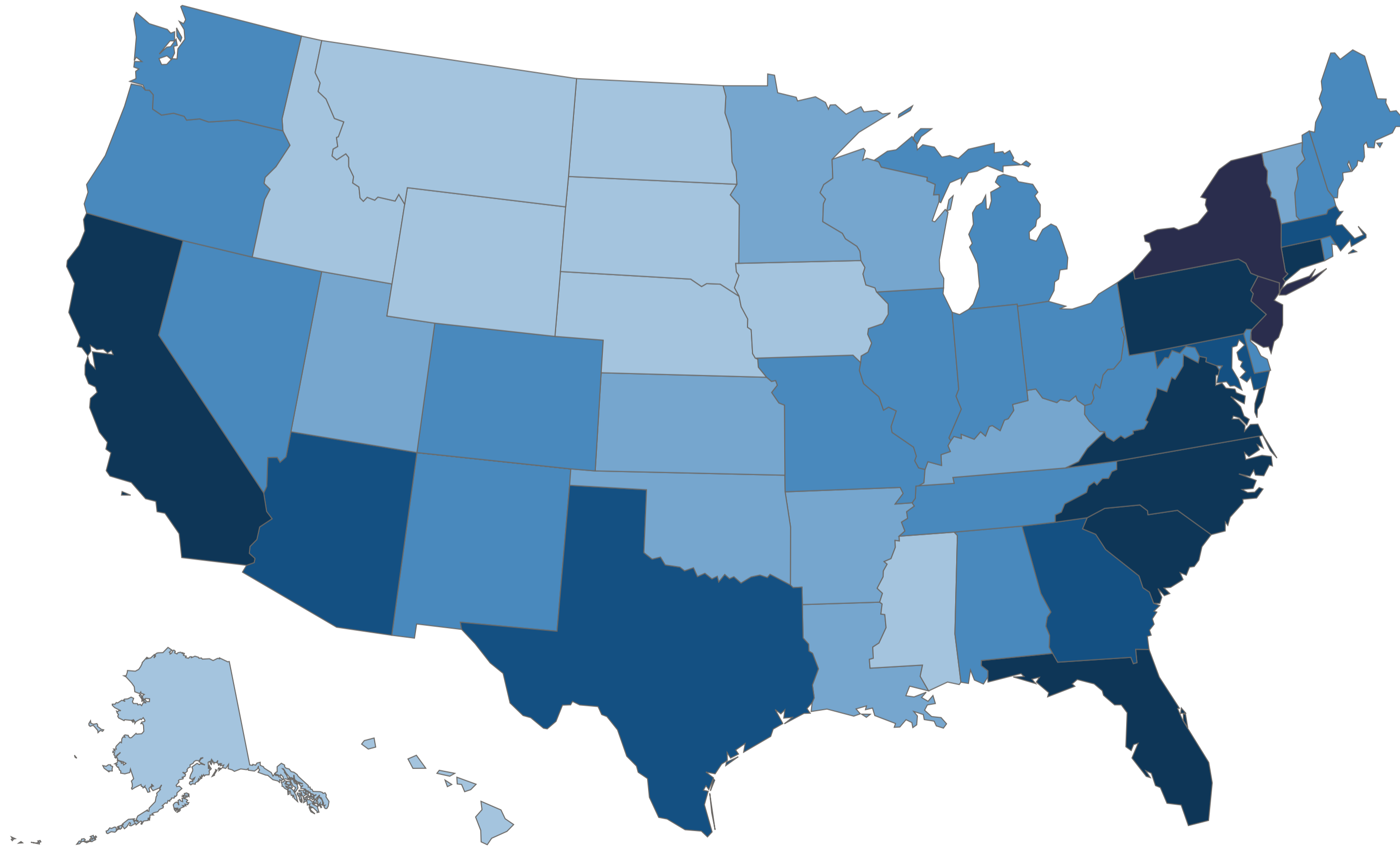
Current Age Group ● <45 ● 45-54 ● 55-64 ● 65 and Up ● No Information

Age Group on 9/11 ● ≤21 ● 22-44 ● 45-64 ● 65 and Up ● No Information

Geographic Distribution of Program Membership

10. Distribution of Currently Enrolled Members in the United States

Member Bands ● 1-49 ● 50-99 ● 100-499 ● 500-999 ● 1,000-9,999 ● 10,000+



11. Top 10 States by Current Enrollment

State	Responder	Survivor	Total
New York	54,873	32,319	87,192
New Jersey	7,829	6,499	14,328
Florida	6,737	2,347	9,084
Pennsylvania	1,867	702	2,569
North Carolina	1,494	507	2,001
South Carolina	1,232	294	1,526
Connecticut	779	681	1,460
Virginia	1,193	232	1,425
California	642	363	1,005
Georgia	628	325	953

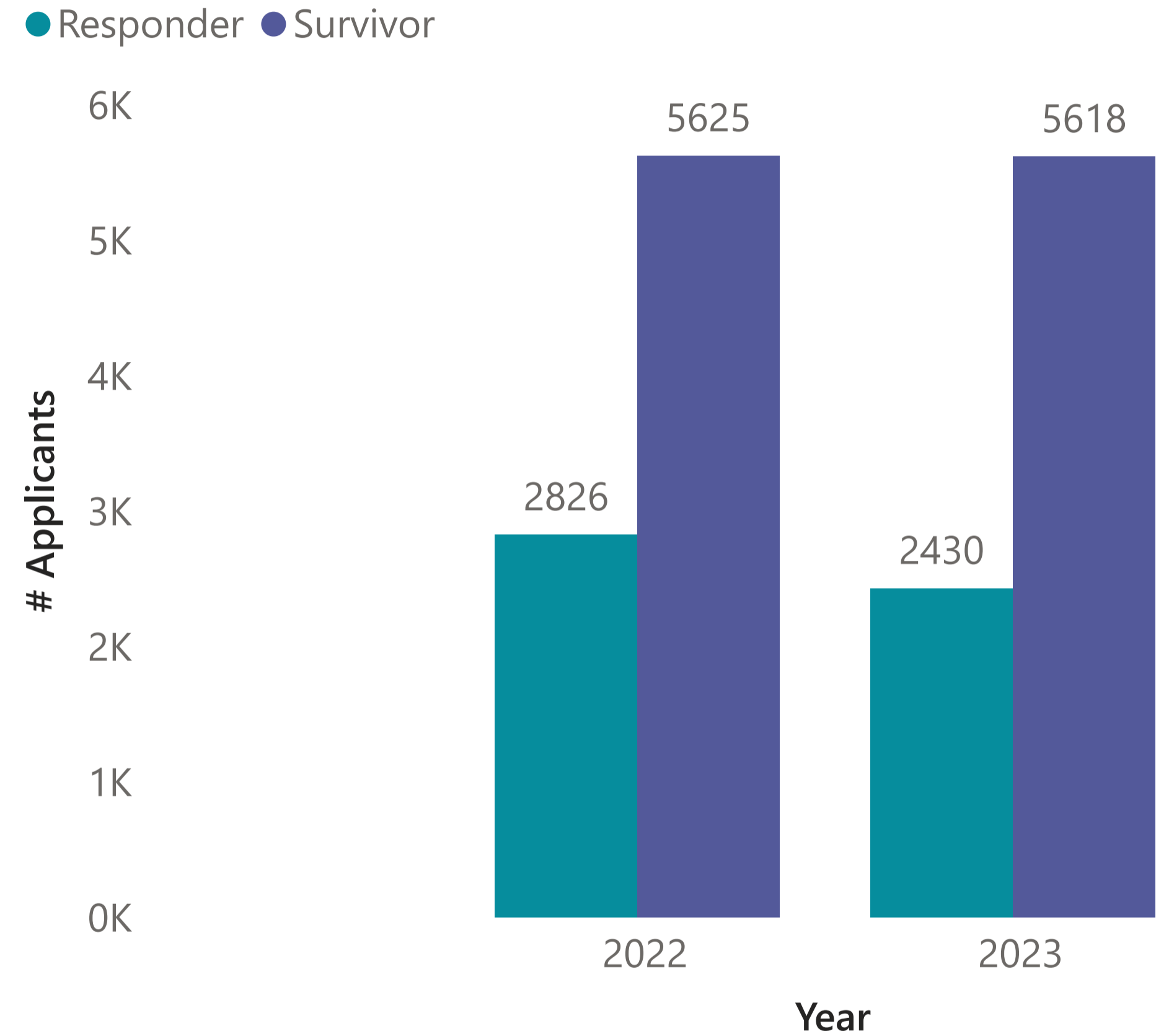
129K
Members in the US (incl. territories)

108
Members in US Territories

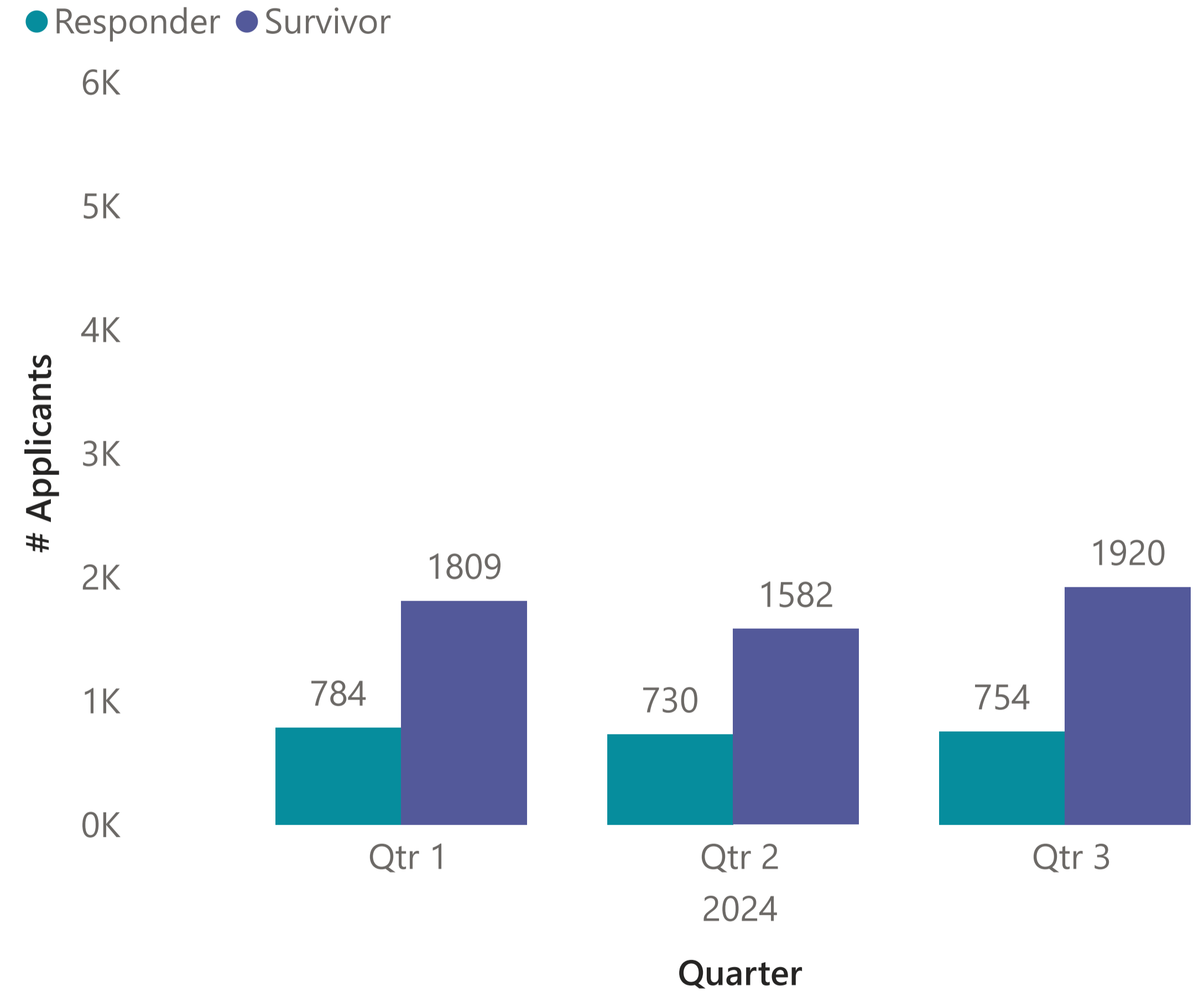
1409
Members Outside of the US

Applications in Process - Received

12. Applications Received in Past Years



13. Applications Received in Current Calendar Year



Note on Date Range for Application Data: In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.

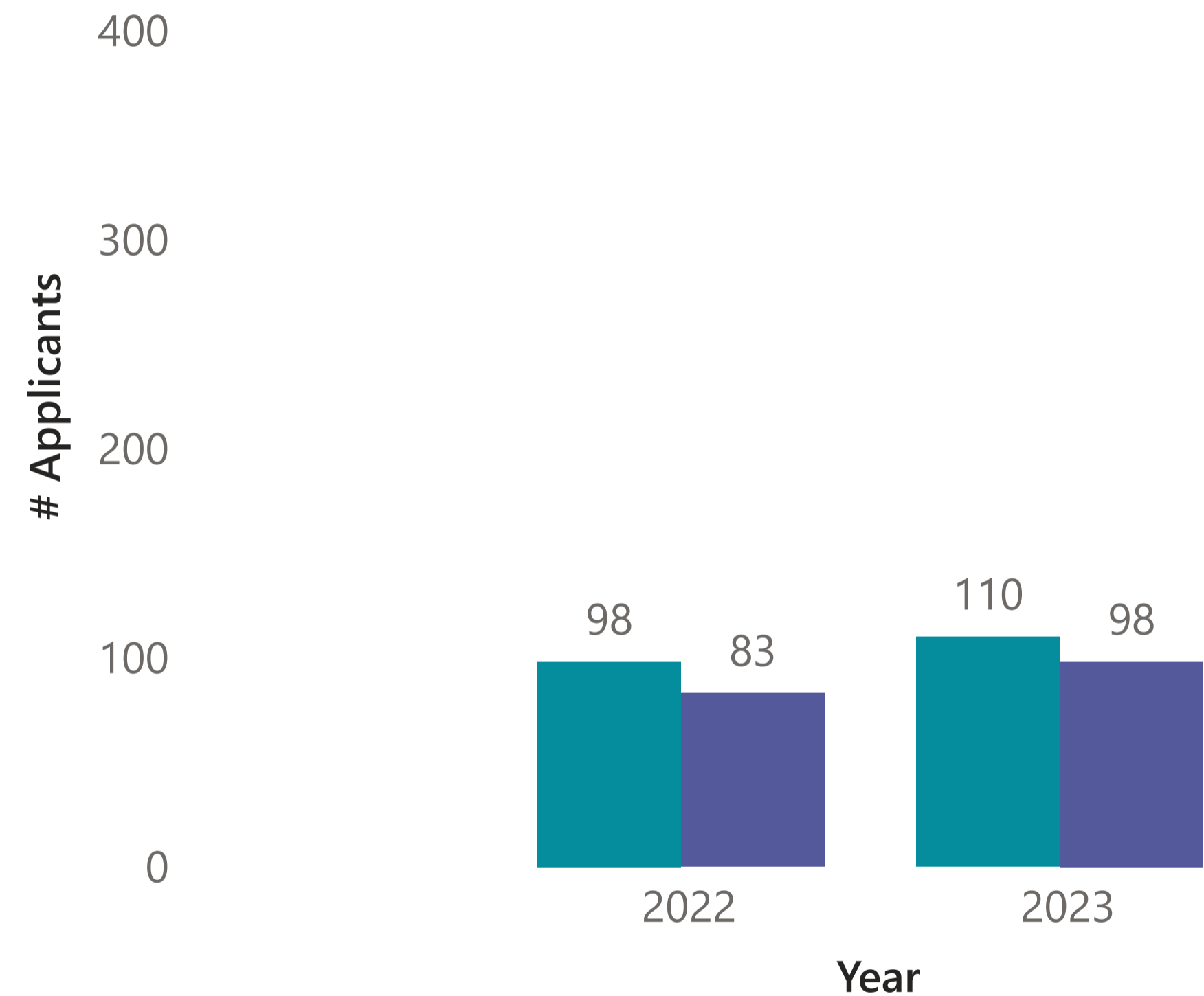
Application Data Thru: September 30, 2024

Applications in Process - Suspended

14. Prior Year Applications Currently in Suspend Status

**Based on date application was received*

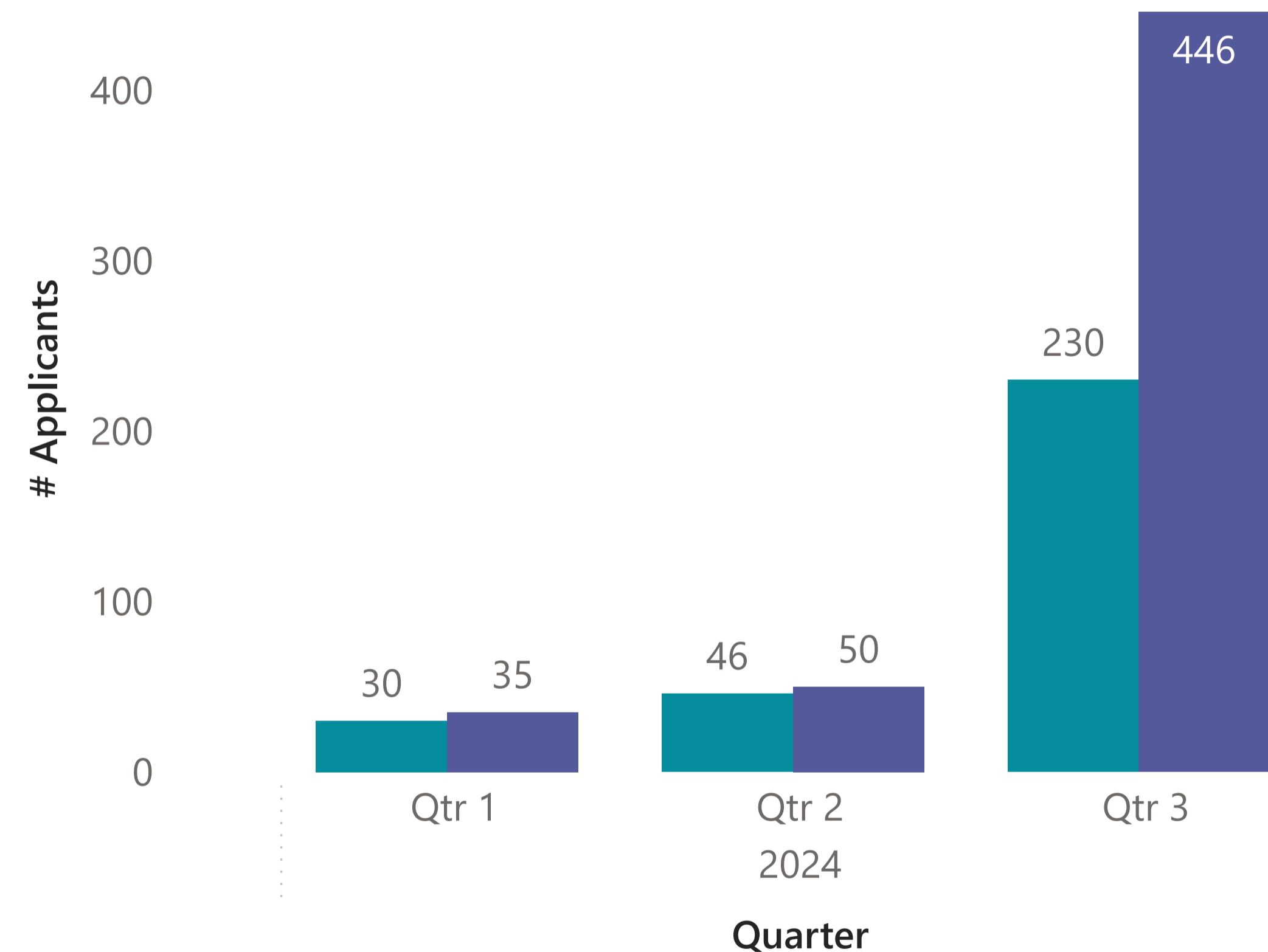
● Responder ● Survivor



15. Current Year Applications in Suspend Status

**Based on date application was received*

● Responder ● Survivor



Note on Date Range for Application Data: In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.

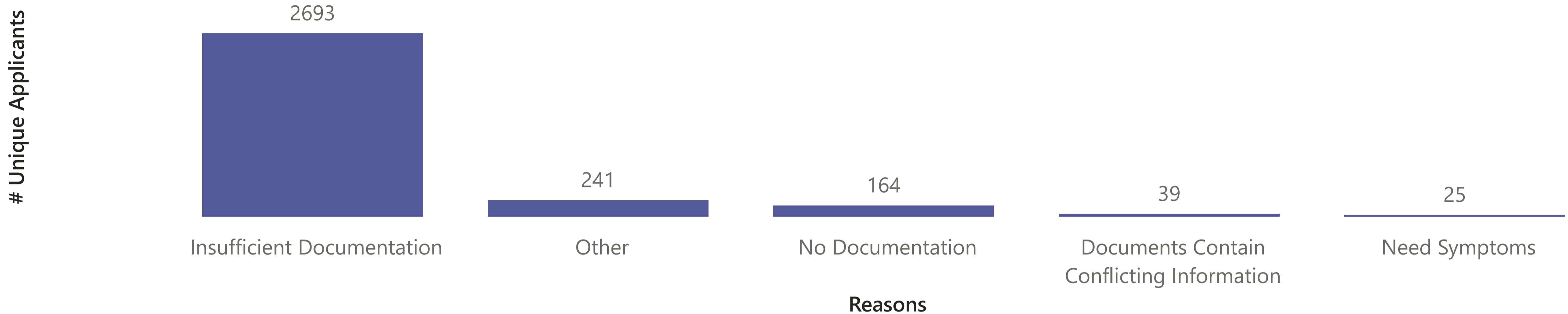
Note on Suspended Applications: Incomplete applications are generally "suspended" but still considered "in process" until sufficient documentation is received to determine enrollment eligibility. An application may move in and out of suspend status throughout the application process. The number of prior year applications currently in suspend status is generally lower than the number of current year applications in suspend status due to sufficient information being received to move the application to active processing status.

Application Data Thru:

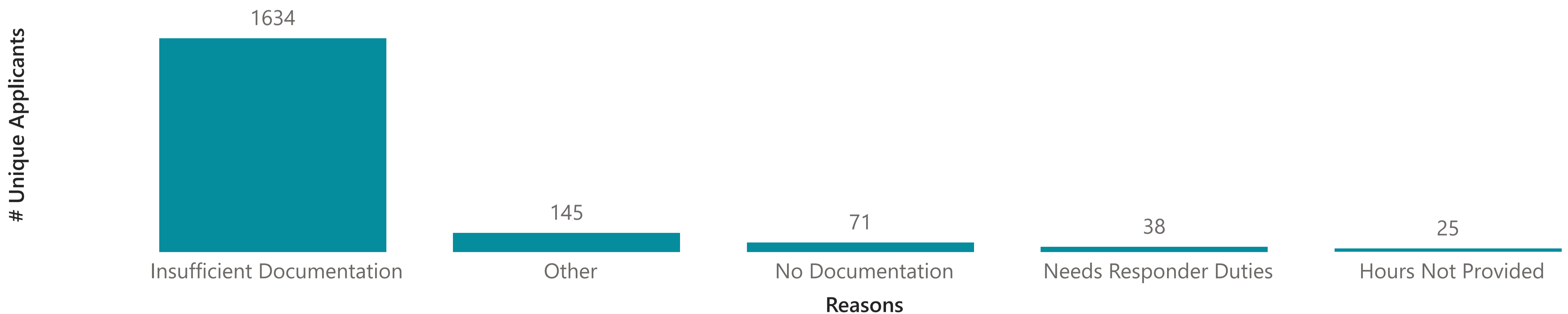
September 30, 2024

Primary Reasons for Applications being Suspended

16. Top 5 Reasons for Suspended Survivor Applications in Past Year



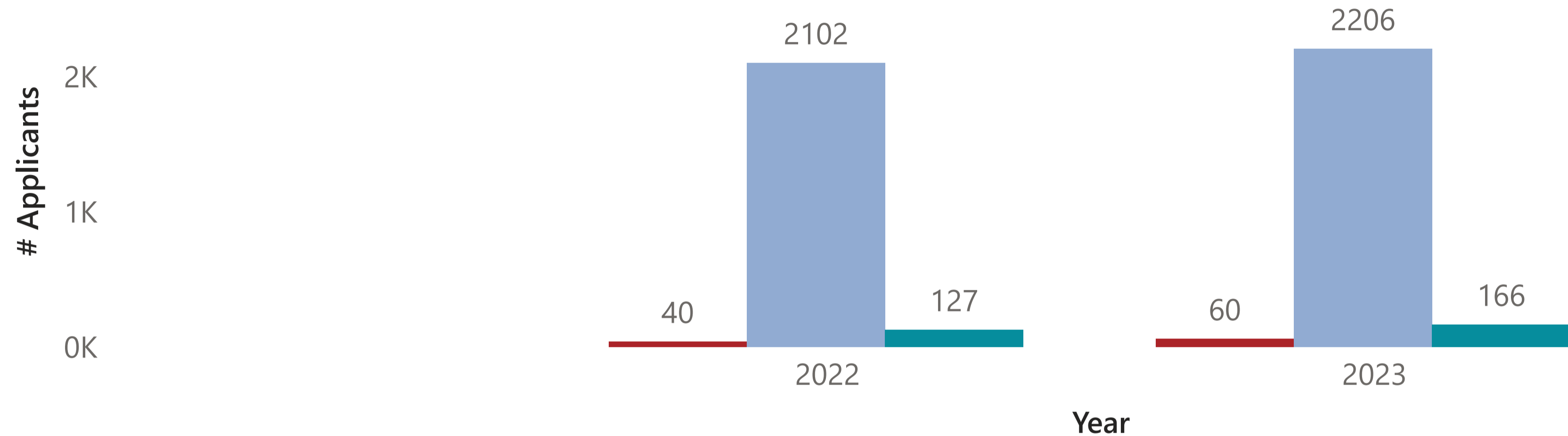
17. Top 5 Reasons for Suspended Responder Applications in Past Year



Note on Suspended Applications: After an application is suspended, the applicant is notified of the reason(s) the application was incomplete and unable to be fully processed and support is offered via the Member Services team and/or call center.

18. Responder Application Decisions in Past Years

● Deny ● Enroll ● Suspend



19. Responder Application Decisions in Current Calendar Year

Decision	Qtr 1	Qtr 2	Qtr 3
Deny	17	16	16
Enroll	797	760	778
Suspend	47	39	64

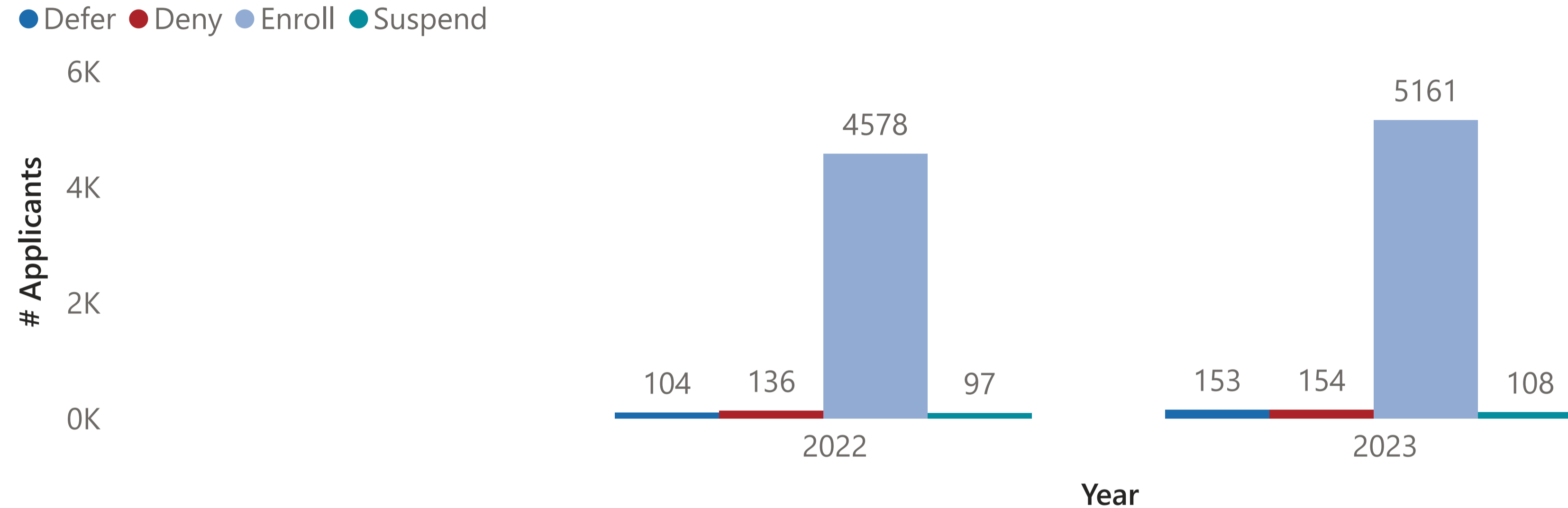
Top Denial Reason for Responder Apps in Past Year

Ineligible Activity

Note on Date Range for Application Data: In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.

Note on Suspended Applications: Typically, incomplete applications are suspended prior to the application being sent to NIOSH for decision-making. This is why the total number of suspended applications is greater than the number of applications with a NIOSH decision of "Suspend".

20. Survivor Application Decisions in Past Years



21. Survivor Application Decisions in Current Calendar Year

Decision	Qtr 1	Qtr 2	Qtr 3
Defer	31	25	26
Deny	21	39	41
Enroll	1883	1690	1852
Suspend	37	46	62

Top Denial Reason for Survivor Apps in Past Year

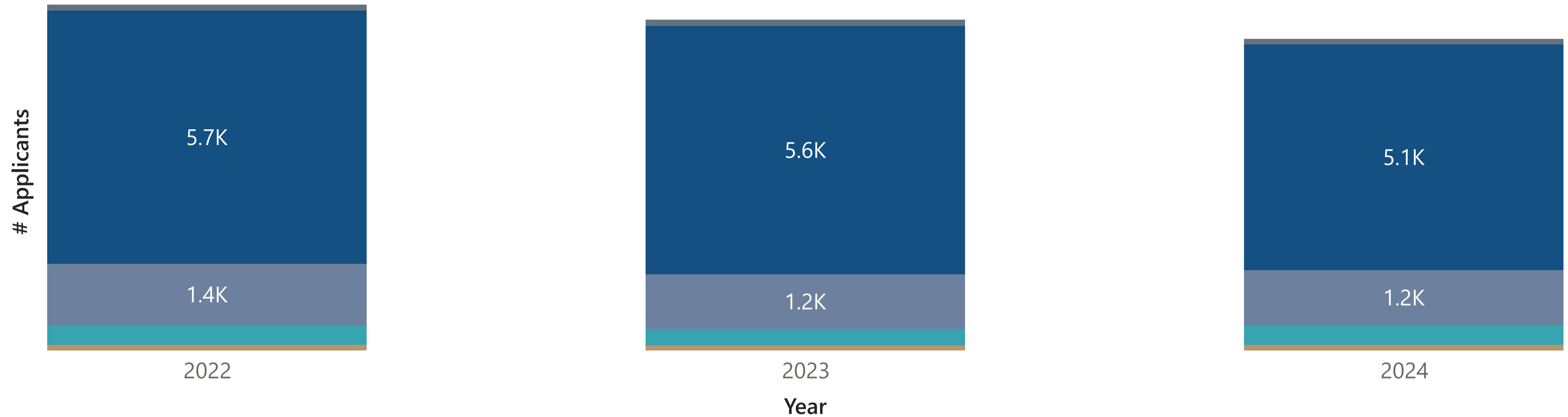
Ineligible Activity

Note on Date Range for Application Data: In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.

Note on Suspended Applications: Typically, incomplete applications are suspended prior to the application being sent to NIOSH for decision-making. This is why the total number of suspended applications is greater than the number of applications with a NIOSH decision of "Suspend".

22. Top 5 States by Applications Received in Past Years

● Connecticut ● Florida ● New Jersey ● New York ● Pennsylvania



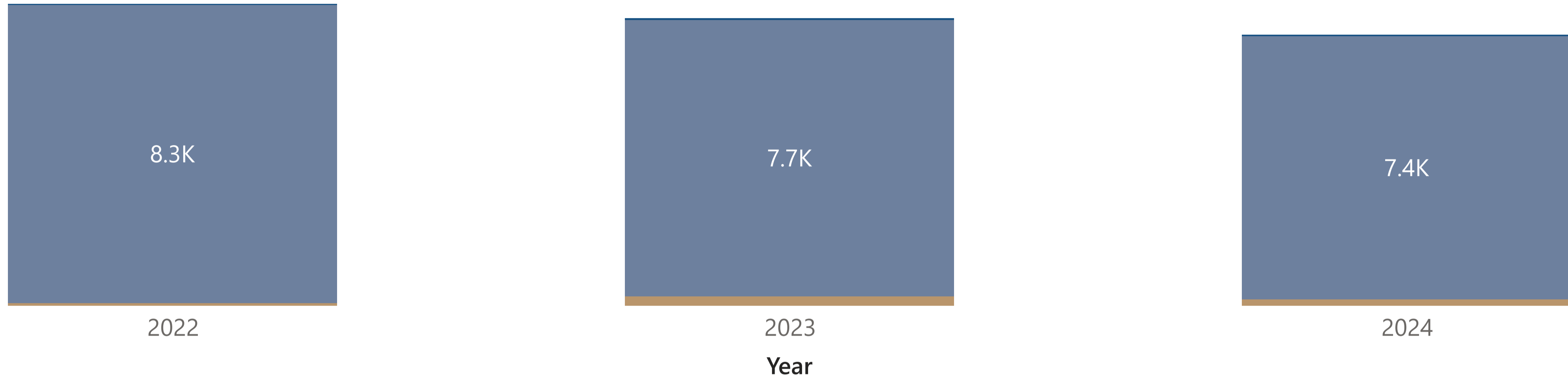
23. Top 5 States by Applications Received in Past Years - Detailed

State	2022	2023	2024
New York	5673	5563	5051
New Jersey	1371	1223	1240
Florida	443	373	435
Pennsylvania	128	137	118
Connecticut	124	109	127

Note on Date Range for Application Data: In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.

24. Applications Received in Past Years by Language

● Chinese ● English ● Other ● Polish ● Spanish



25. Applications Received in Past Years by Language - Detailed

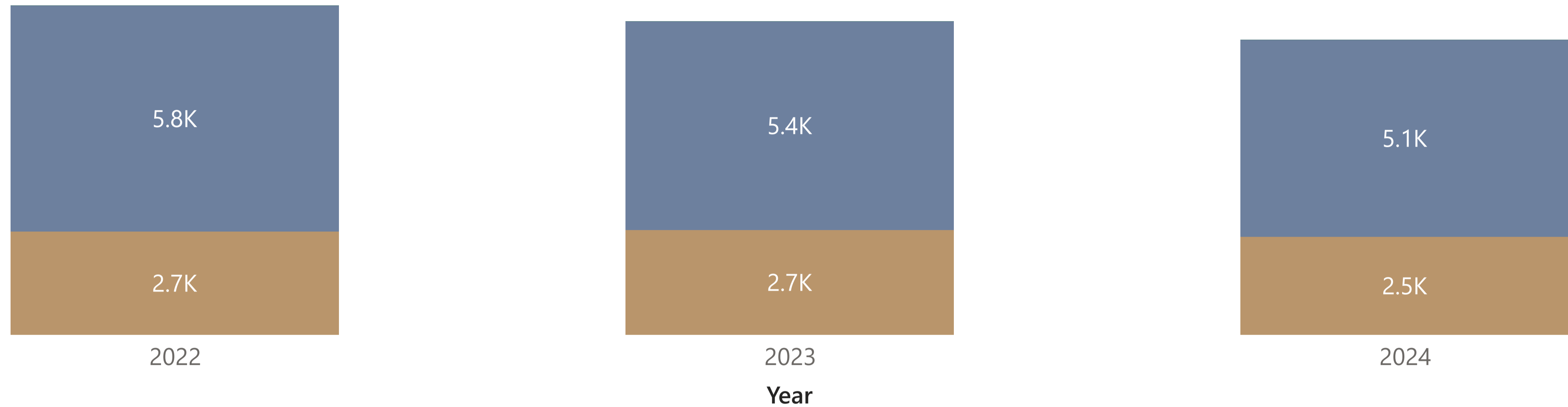
Language	2022	2023	2024
Chinese	81	265	184
English	8332	7735	7355
Other	<10	<10	<10
Polish	<10	<10	<10
Spanish	31	45	34
Unknown	<10	<10	<10

Note on Date Range for Application Data: In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.

Application Data Thru:
September 30, 2024

26. Applications Received in Past Years by Sex

● Female ● Male ● Unknown



27. Applications Received in Past Years by Sex - Detailed

Sex	2022	2023	2024
Male	5795	5354	5051
Female	2650	2691	2516
Unknown	<10	<10	<10

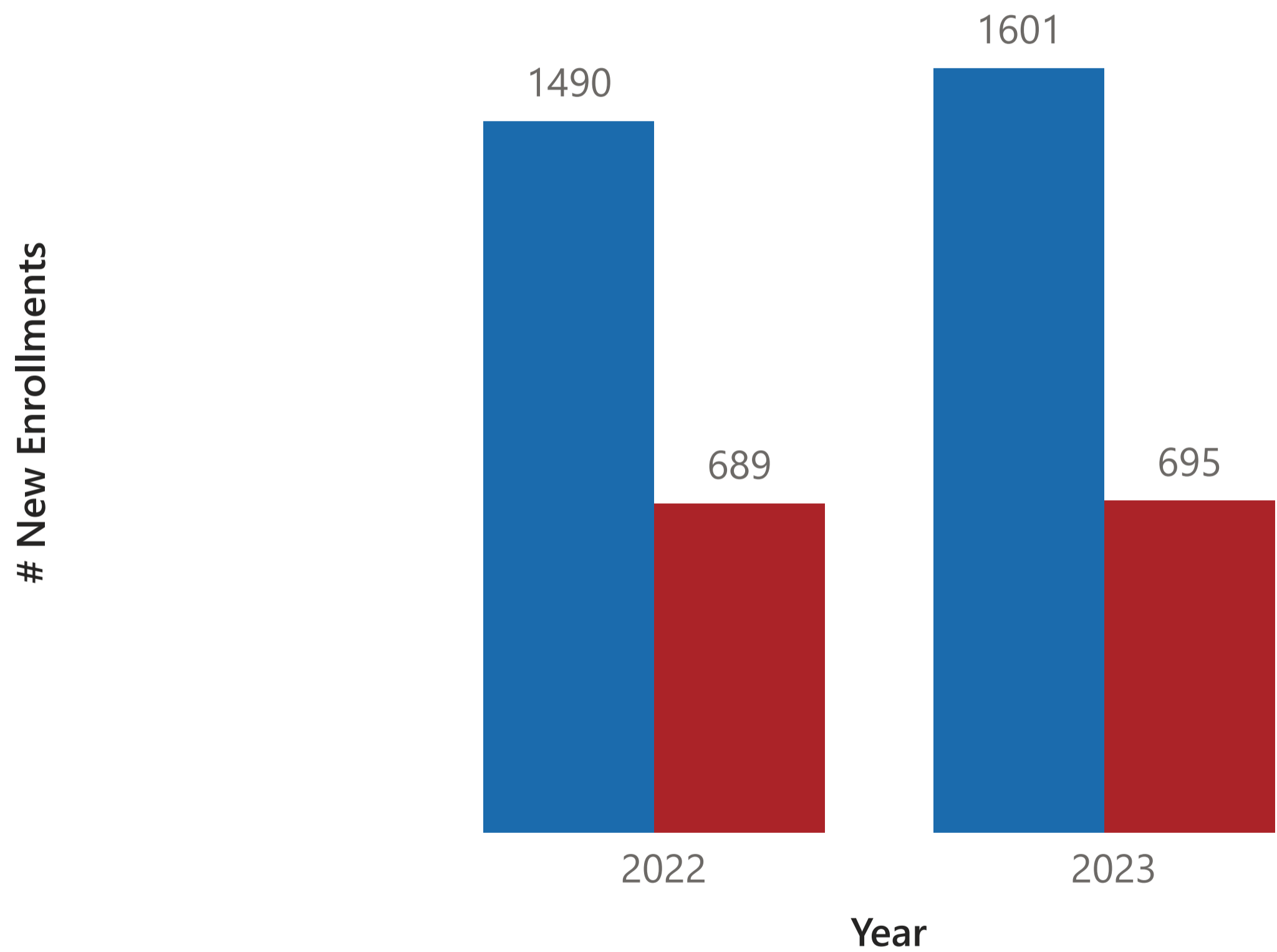
Note on Date Range for Application Data: In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.

Application Data Thru:
September 30, 2024

Responders

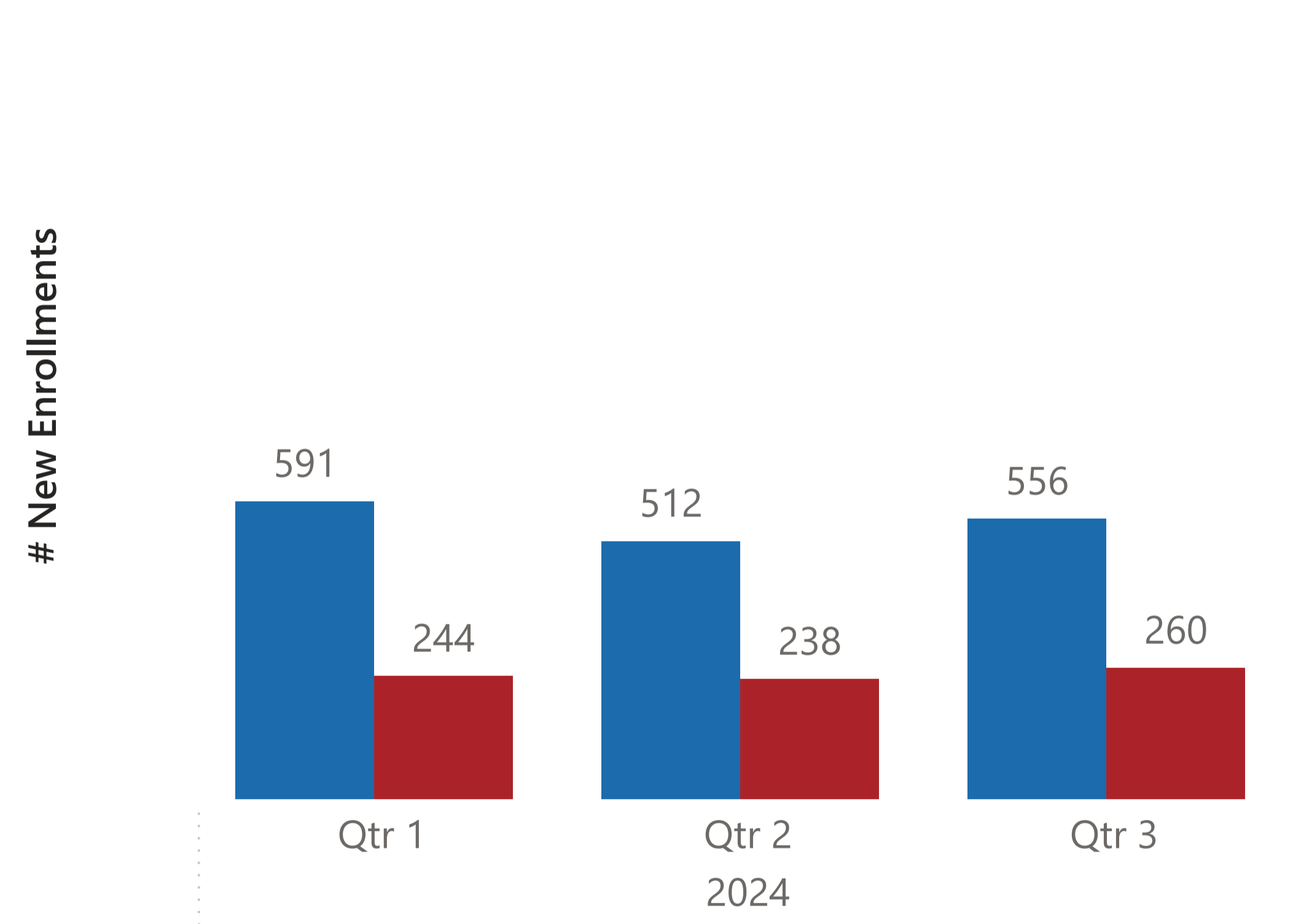
28. New Responder Members by Location at Time of Enrollment

● Inside NYMA ● Outside NYMA



29. New Responder Members by Location in Current CY

● Inside NYMA ● Outside NYMA



NYMA: The combined statistical areas comprising the Bridgeport-Stamford-Norwalk, CT Metropolitan Statistical Area; Kingston, NY Metropolitan Statistical Area; New Haven-Milford, CT Metropolitan Statistical Area; New York-Northern New Jersey-Long Island, NY-NJ-PA Metropolitan Statistical Area; Poughkeepsie-Newburgh-Middletown, NY Metropolitan Statistical Area; Torrington, CT Micropolitan Statistical Area; Trenton-Ewing, NJ Metropolitan Statistical Area, as defined in OMB Bulletin 10-02, December 1, 2009.

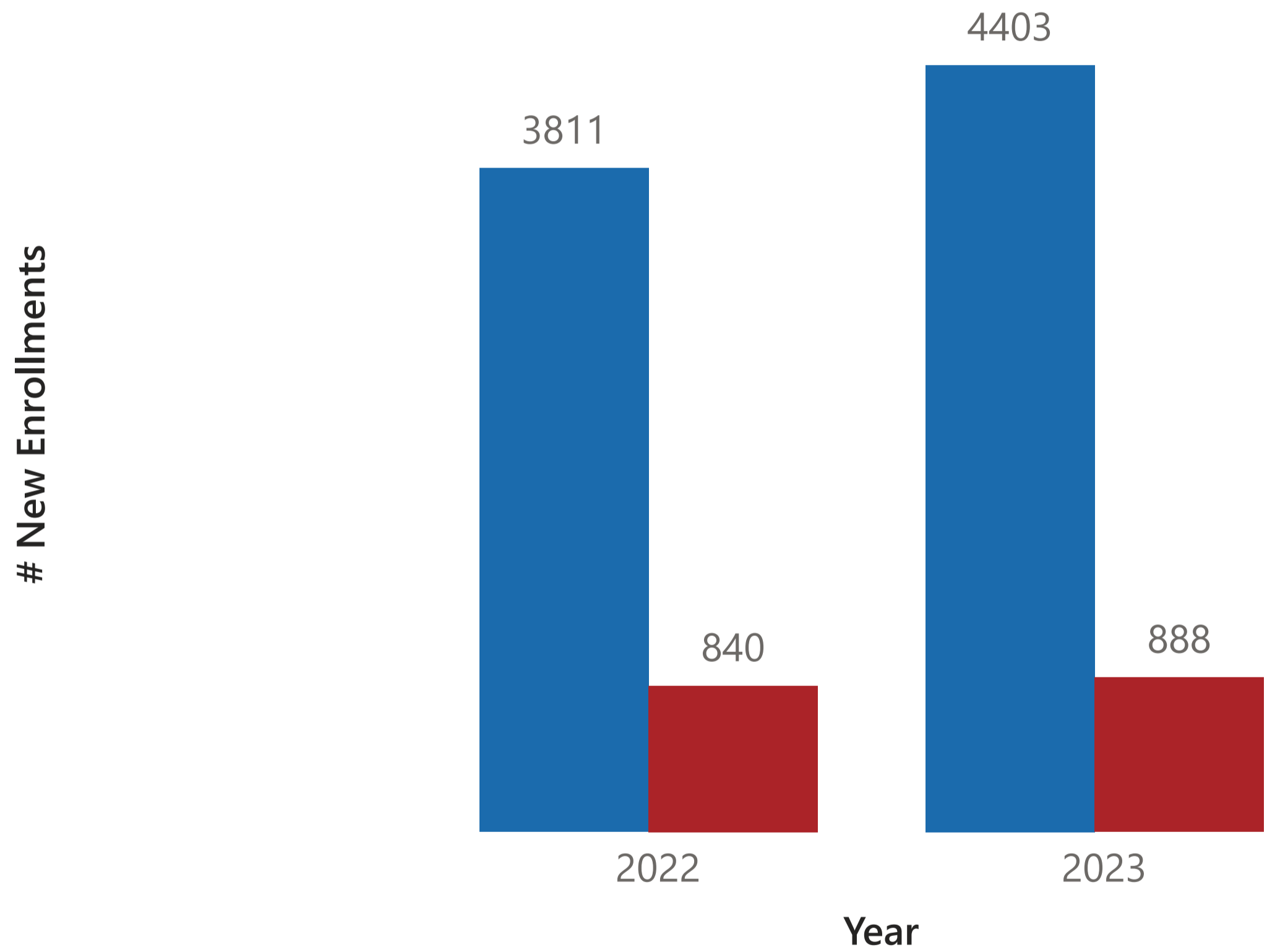
Note on Date Range for Application Data: In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.

New Enrollment Trends by Location

Survivors

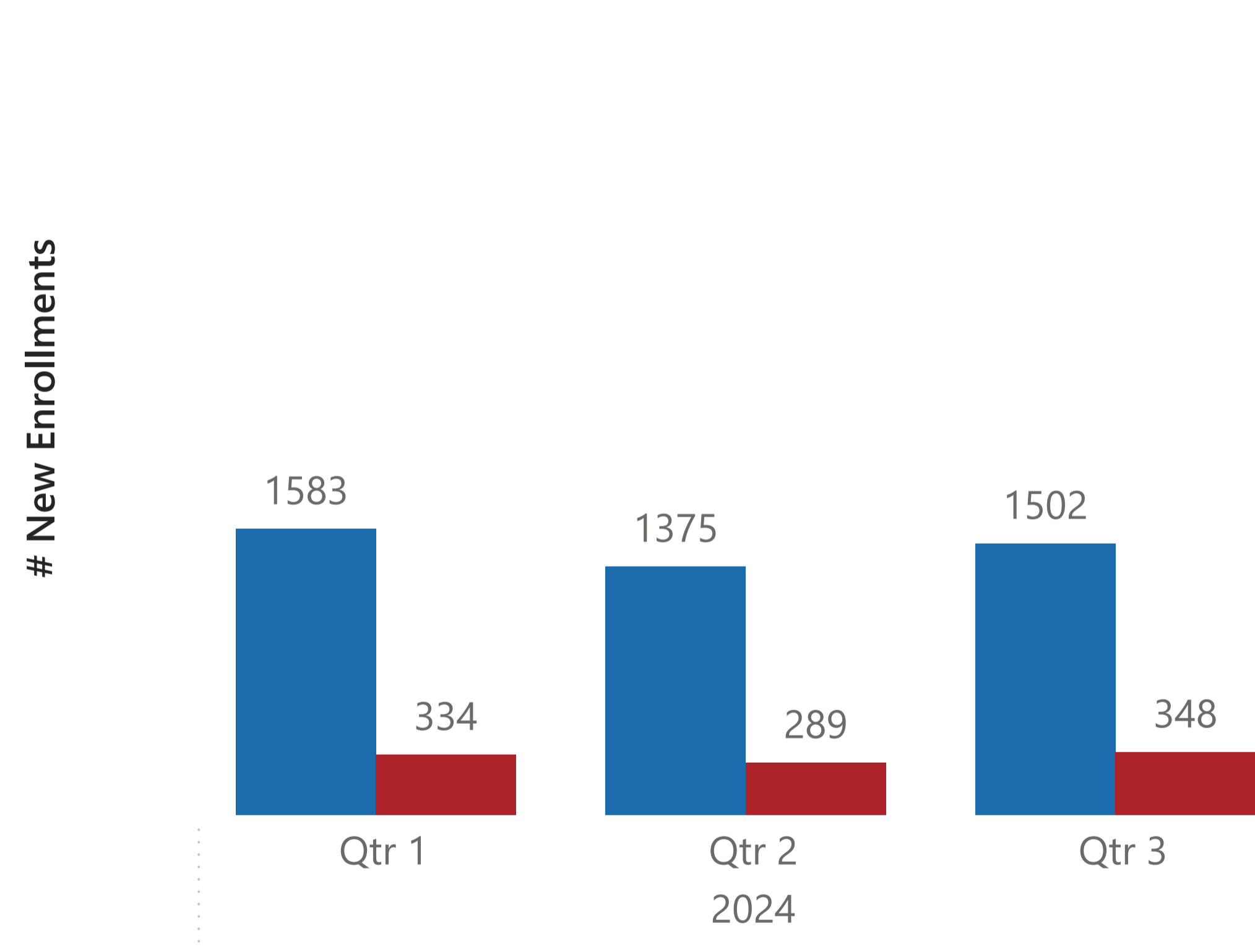
28. New Survivor Members by Location at Time of Enrollment

● Inside NYMA ● Outside NYMA



29. New Survivor Members by Location in Current CY

● Inside NYMA ● Outside NYMA

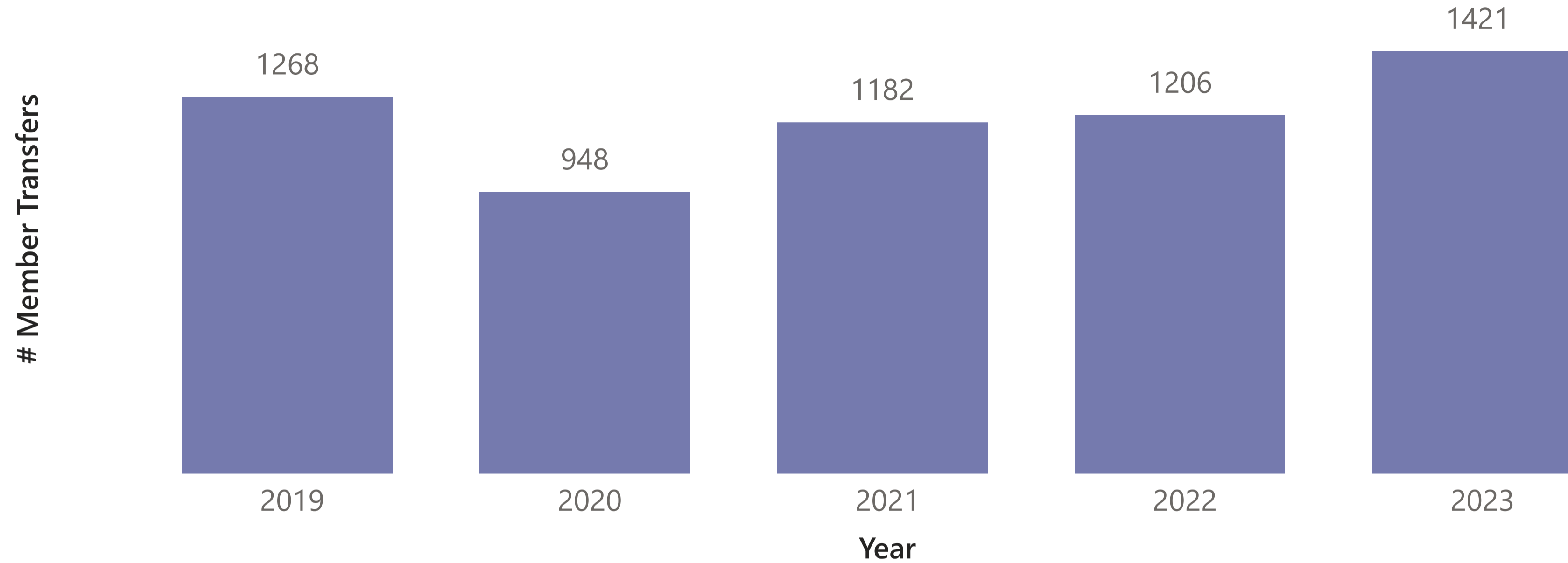


NYMA: The combined statistical areas comprising the Bridgeport-Stamford-Norwalk, CT Metropolitan Statistical Area; Kingston, NY Metropolitan Statistical Area; New Haven-Milford, CT Metropolitan Statistical Area; New York-Northern New Jersey-Long Island, NY-NJ-PA Metropolitan Statistical Area; Poughkeepsie-Newburgh-Middletown, NY Metropolitan Statistical Area; Torrington, CT Micropolitan Statistical Area; Trenton-Ewing, NJ Metropolitan Statistical Area, as defined in OMB Bulletin 10-02, December 1, 2009.

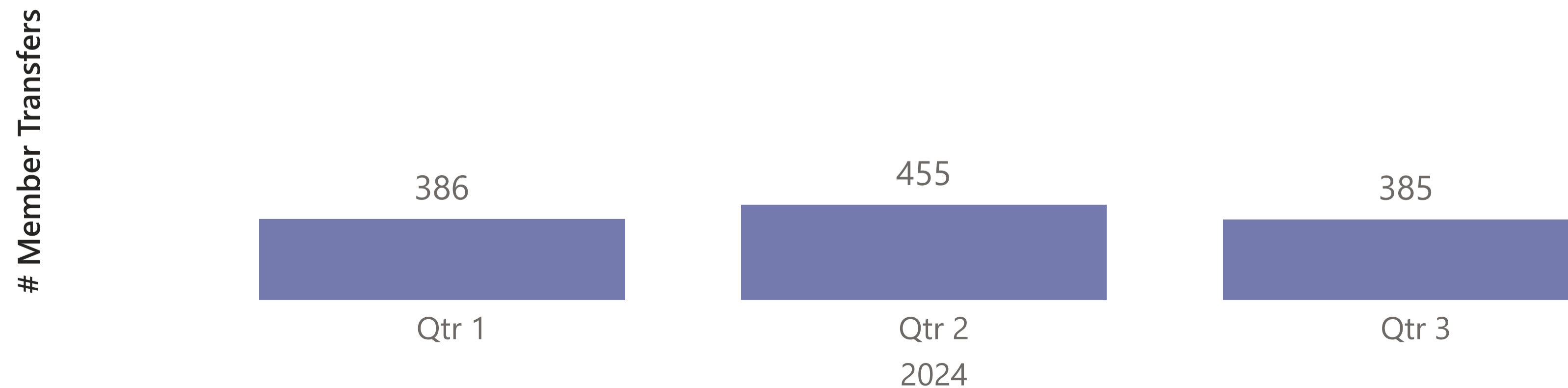
Note on Date Range for Application Data: In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.

Trends in CCE Transfers

32. Member Transfers in Past Years



33. Member Transfers in Current CY



Note on transfers: Members may transfer from a CCE to the NPN, from the NPN to a CCE, or from one CCE to another CCE.

Transfer Data Thru:
September 30, 2024

Member Population Certification Status

64%

Of Currently Enrolled Members are Certified for at Least 1 WTC-Related Health Condition

34. Certification Status of Currently Enrolled Members by Member Type

● Responder ● Survivor



Certifications by Zadroga Categories

35. Overall Categories for All Certified Conditions of Currently Enrolled Members

● Aerodigestive Disorders ● Cancer ● Mental Health ● Musculoskeletal & Acute Traumatic Injury



Certified Members

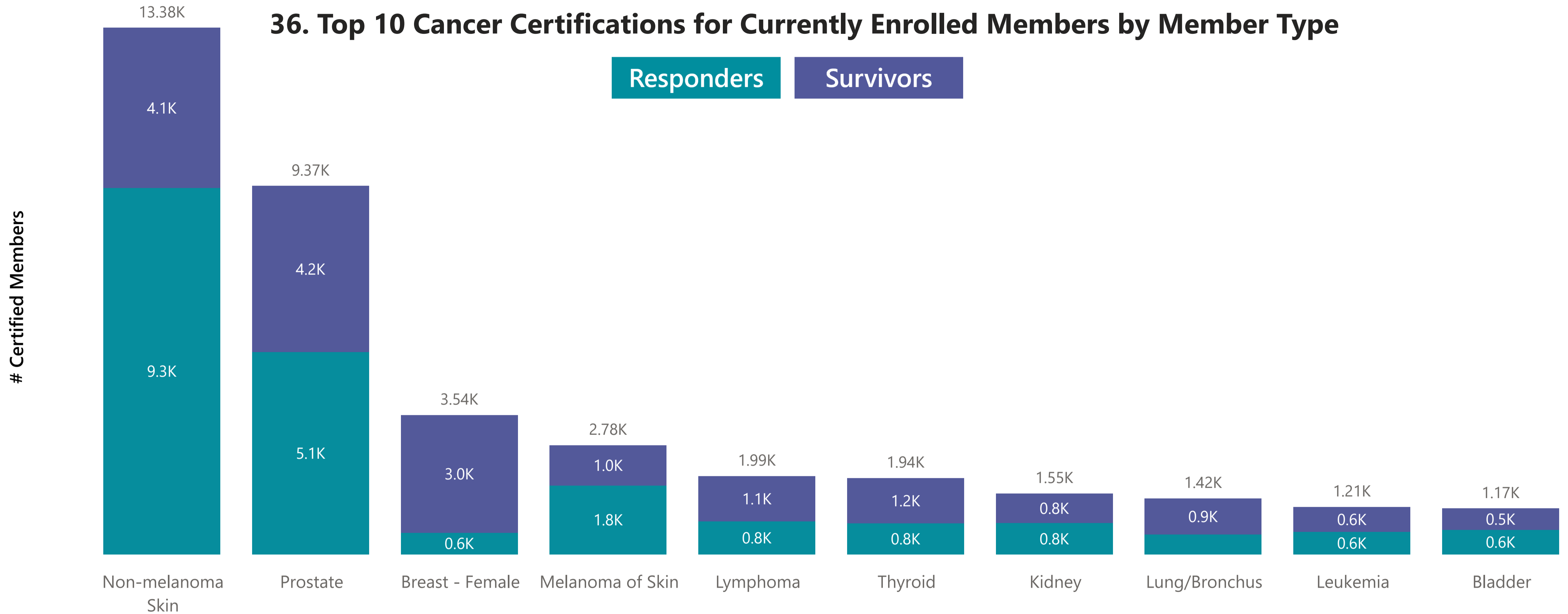
Responder Musculoskeletal/ATI* Certifications: 565
Survivor ATI Certifications: 53

***ATI:** Acute Traumatic Injury

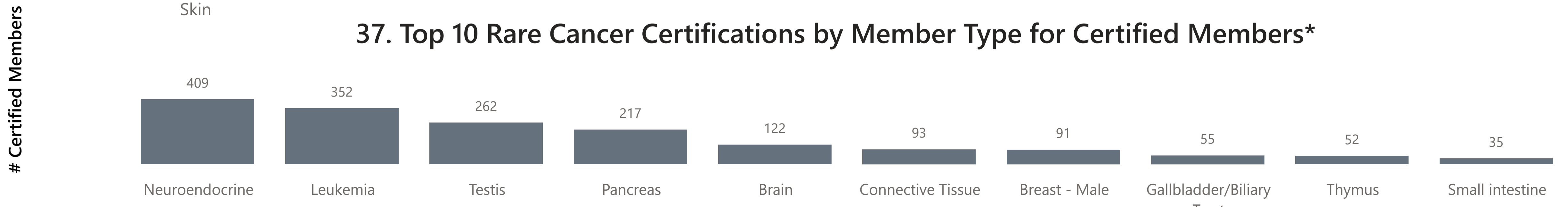
Note on Certification Counts: The number of certified members per condition type may not match the total number of certified members because members may be certified for multiple conditions. Members may also be certified for multiple health conditions within a given category. The number of certifications in a given category do not correlate to prevalence of a specific health condition.

Top Cancer Certifications

36. Top 10 Cancer Certifications for Currently Enrolled Members by Member Type



37. Top 10 Rare Cancer Certifications by Member Type for Certified Members*



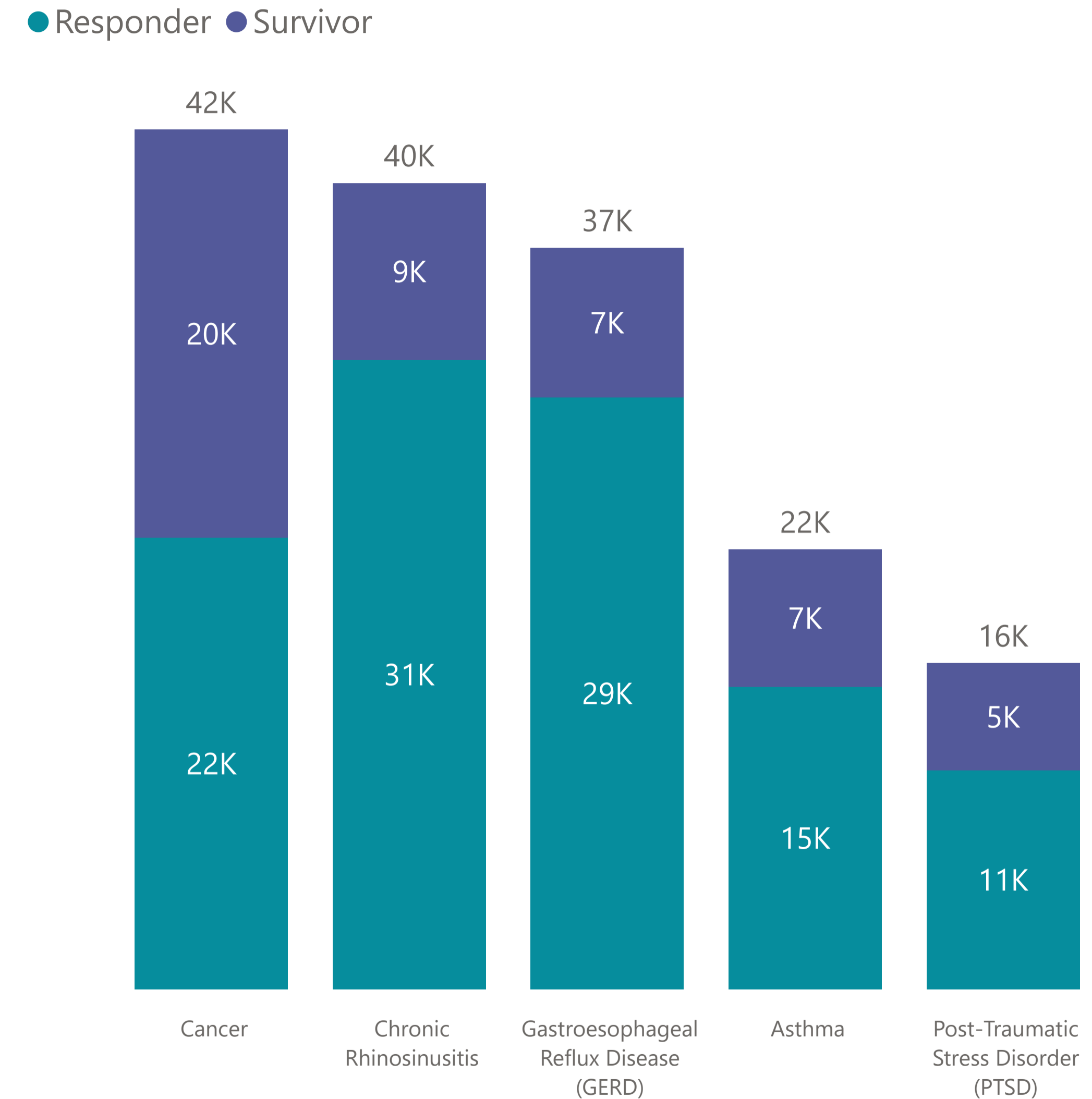
*Note on Rare Cancer Counts: Members with rare cancer certifications are reported as a total number and not identified by member type.

Certifications for WTC-Related Health Conditions

38. Overall Counts of Certifications by Member Type

Condition	Responder	Survivor	Total
Cancer	22,261	20,117	42,378
Chronic Rhinosinusitis	31,035	8,715	39,750
Gastroesophageal Reflux Disease (GERD)	29,179	7,374	36,553
Asthma	14,920	6,768	21,688
Post-Traumatic Stress Disorder (PTSD)	10,796	5,282	16,078
Chronic Respiratory Disorder - Fumes / Vapors	8,259	1,401	9,660
Chronic Obstructive Pulmonary Disease (COPD)	3,769	1,589	5,358
Anxiety Disorder (not otherwise specified)	2,798	1,365	4,163
Major Depressive Disorder	2,840	1,255	4,095
Depression (not otherwise specified)	2,369	563	2,932
Adjustment Disorder	1,495	995	2,490
Interstitial Lung Diseases	1,519	812	2,331
Generalized Anxiety Disorder	1,306	495	1,801
Chronic Laryngitis	1,672	71	1,743
Substance Abuse	1,365	317	1,682
Chronic Nasopharyngitis	775	105	880
Panic Disorder	544	166	710
Dysthymic Disorder	303	351	654
Other Musculoskeletal Disorder	566	54	620
Upper Airway Hyperreactivity	421	101	522
Sleep Apnea	60	84	144

39. Top 5 Certified Conditions by # Members



Note on Certification Counts Presented: Health condition certifications by member type with a count of < 10 are excluded.

Note on Sleep Apnea: The count of sleep apnea certifications is an underestimate due to a system change that recorded sleep apnea as only a medically associated condition prior to 2023.

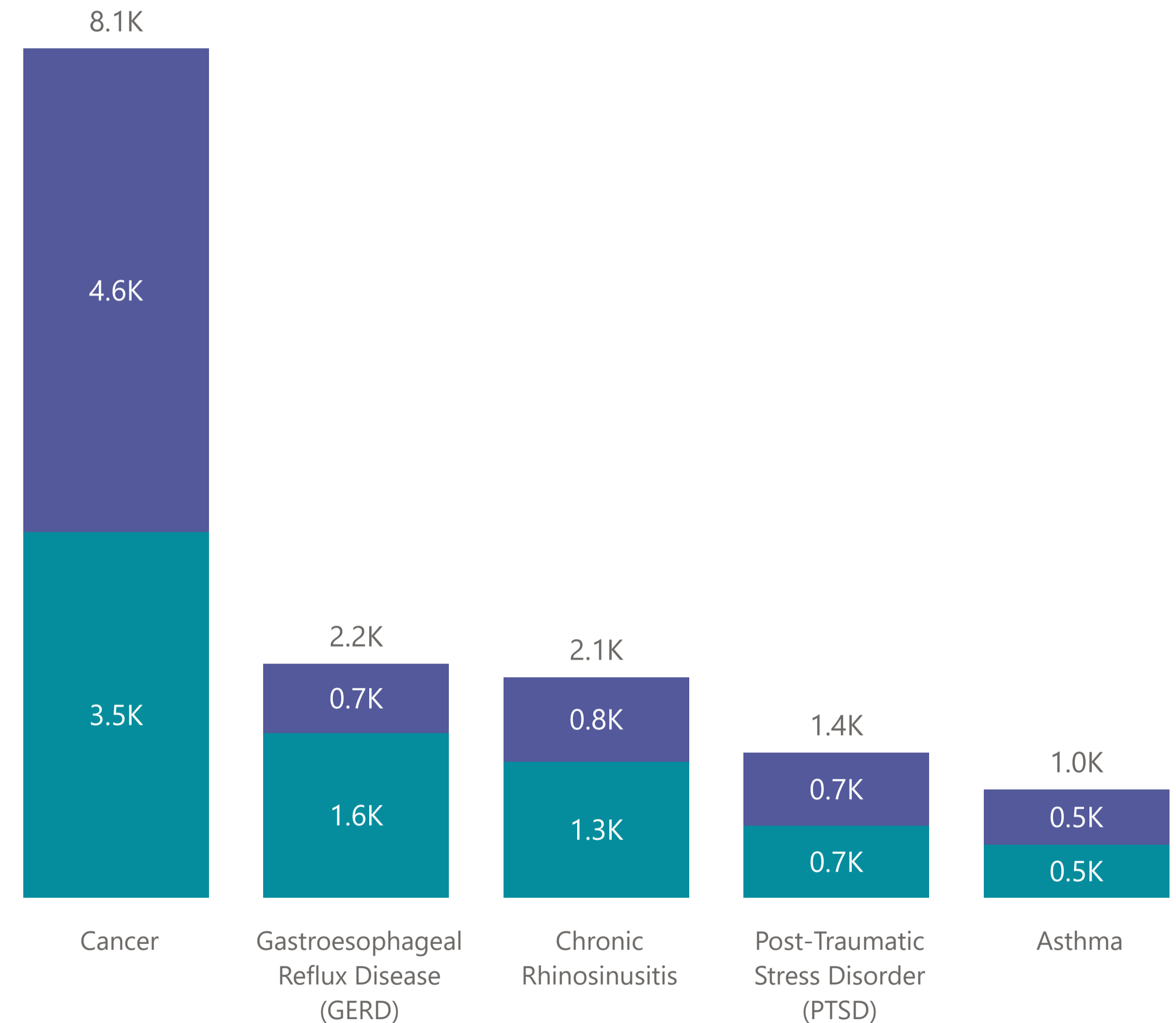
Health Conditions Certified in Past 12 Months

40. Certified Health Conditions in Past 12 Months by Member Type

Condition	Responder	Survivor	Total
Cancer	3,475	4,594	8,069
Gastroesophageal Reflux Disease (GERD)	1,568	656	2,224
Chronic Rhinosinusitis	1,295	801	2,096
Post-Traumatic Stress Disorder (PTSD)	684	695	1,379
Asthma	507	521	1,028
Chronic Obstructive Pulmonary Disease (COPD)	185	312	497
Major Depressive Disorder	121	216	337
Chronic Respiratory Disorder - Fumes / Vapors	175	49	224
Generalized Anxiety Disorder	113	108	221
Interstitial Lung Diseases	114	106	220
Anxiety Disorder (not otherwise specified)	53	155	208
Sleep Apnea	60	84	144
Panic Disorder	23	14	37
Total	6,574	6,449	13,023

41. Top 5 Health Conditions Certified in Past 12 Months by Member Type

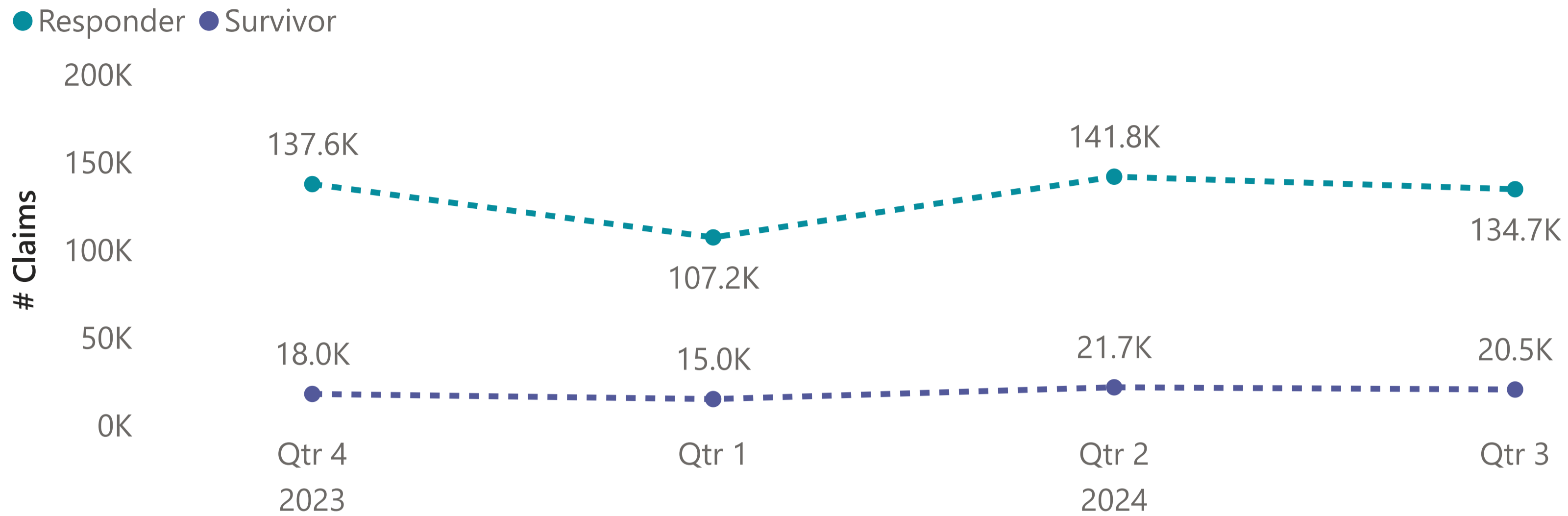
● Responder ● Survivor



Note on Certification Counts Presented: Health condition certifications by member type with a count of < 10 are excluded.

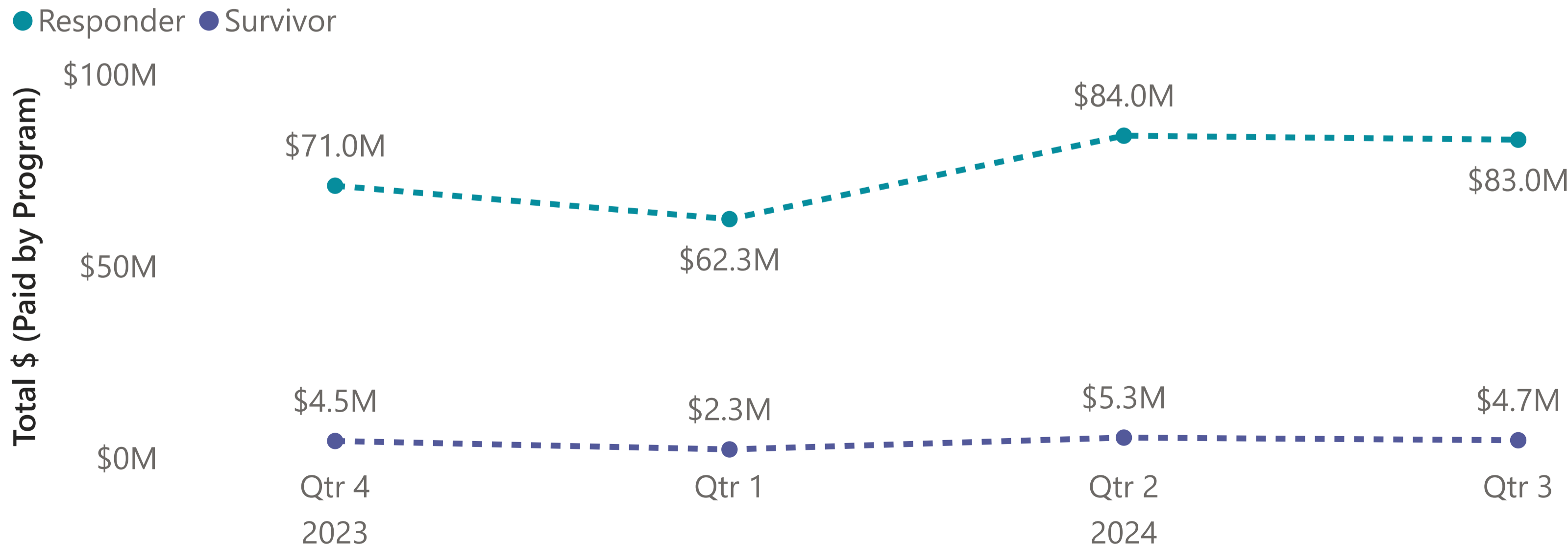
Total Number & Cost of Medical Claims

42. Count of Approved Medical Claims for Past Year



58.33K
Certified Members with Approved Medical Treatment Paid in Past Year

43. Cost of Approved Medical Claims for Past Year



594.64K
Approved Medical Claims in Past Year

\$317.13M
Total Cost of Approved Medical Claims in Past Year

Claims Data Timeline: Medical claims and cost data are presented based on the paid date of the claim.

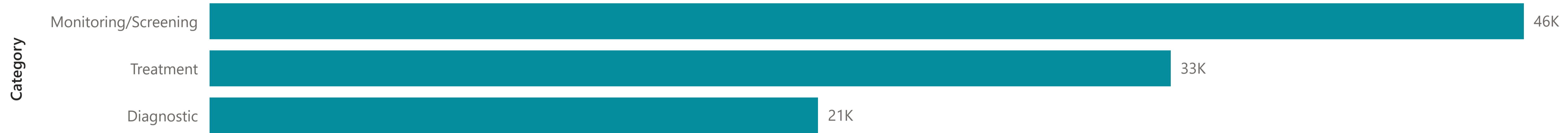
52,088

Responders with Approved Claims

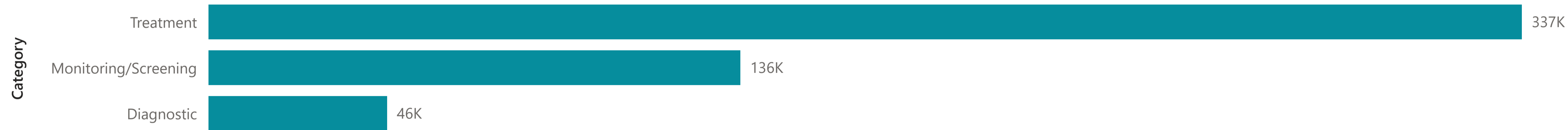
519,959

Overall Claims for Responders

44. Responders with Approved Claims by Category (Member Count)



45. Approved Responder Claims by Category (Claim Count)



46. Responder Claims by Adjudication Status (Claim Count)



Claims Data Timeline: Medical claims and cost data are presented based on the paid date of the claim.

Notes on Claims Counts: Approved Claim Lines tables do not contain inpatient professional, emergency, or claims for FDNY family members. Counts of members with claims by category may exceed total counts of members with claims because categories are not mutually exclusive/members may have claims approved under multiple categories. Because data are shown by date paid, there are no pended claims. Adjudication status refers to the process related to rendering a final decision about a claim.

Survivor Medical Utilization Patterns in Past 12 Months

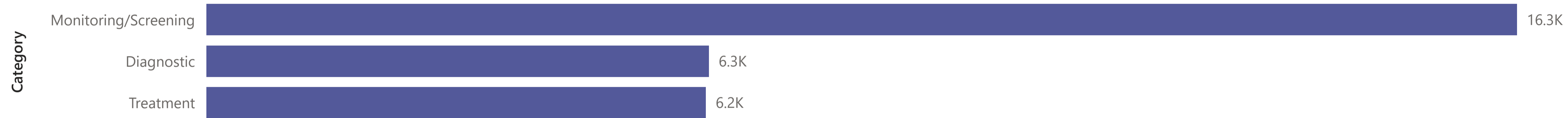
19,644

Survivors with Approved Claims

74,677

Overall Claims for Survivors

47. Survivors with Approved Claims by Category (Member Count)



48. Approved Survivor Claims by Category (Claim Count)



49. Survivor Claims by Adjudication Status (Claim Count)



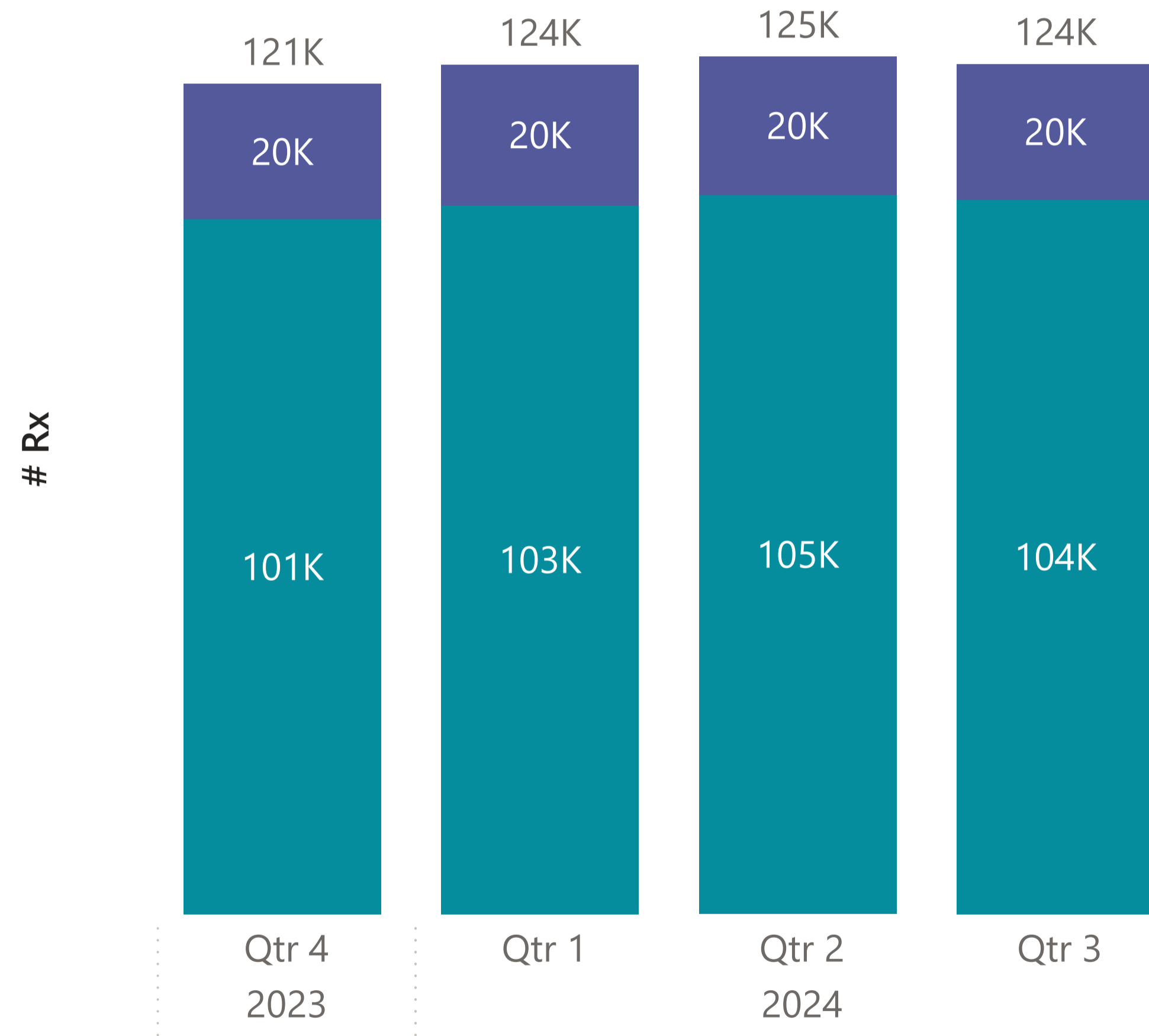
Claims Data Timeline: Medical claims and cost data are presented based on the paid date of the claim.

Notes on Claims Counts: Approved Claim Lines tables do not contain inpatient professional, emergency, or FDNY families. Counts of members with claims by category may exceed total counts of members with claims because categories are not mutually exclusive/members may have claims approved under multiple categories. Because data are shown by date paid, there are no pended claims. Adjudication status refers to the process related to rendering a final decision about a claim.

Pharmacy Claims Summary for Past 12 Months

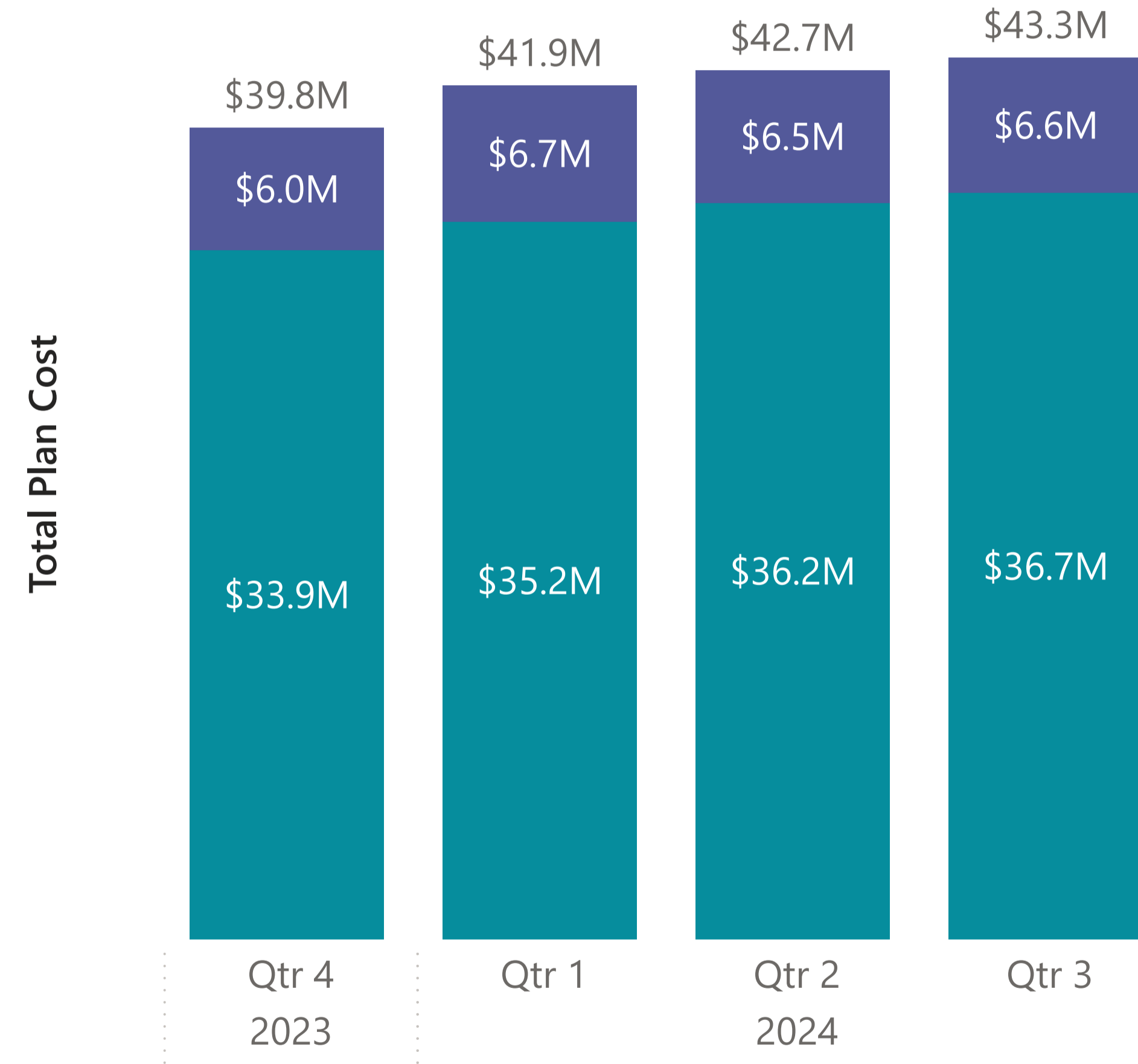
50. Approved Pharmacy Claims Over Past 12 Months

● Responders ● Survivors



51. Pharmacy Plan Cost Over Past 12 Months

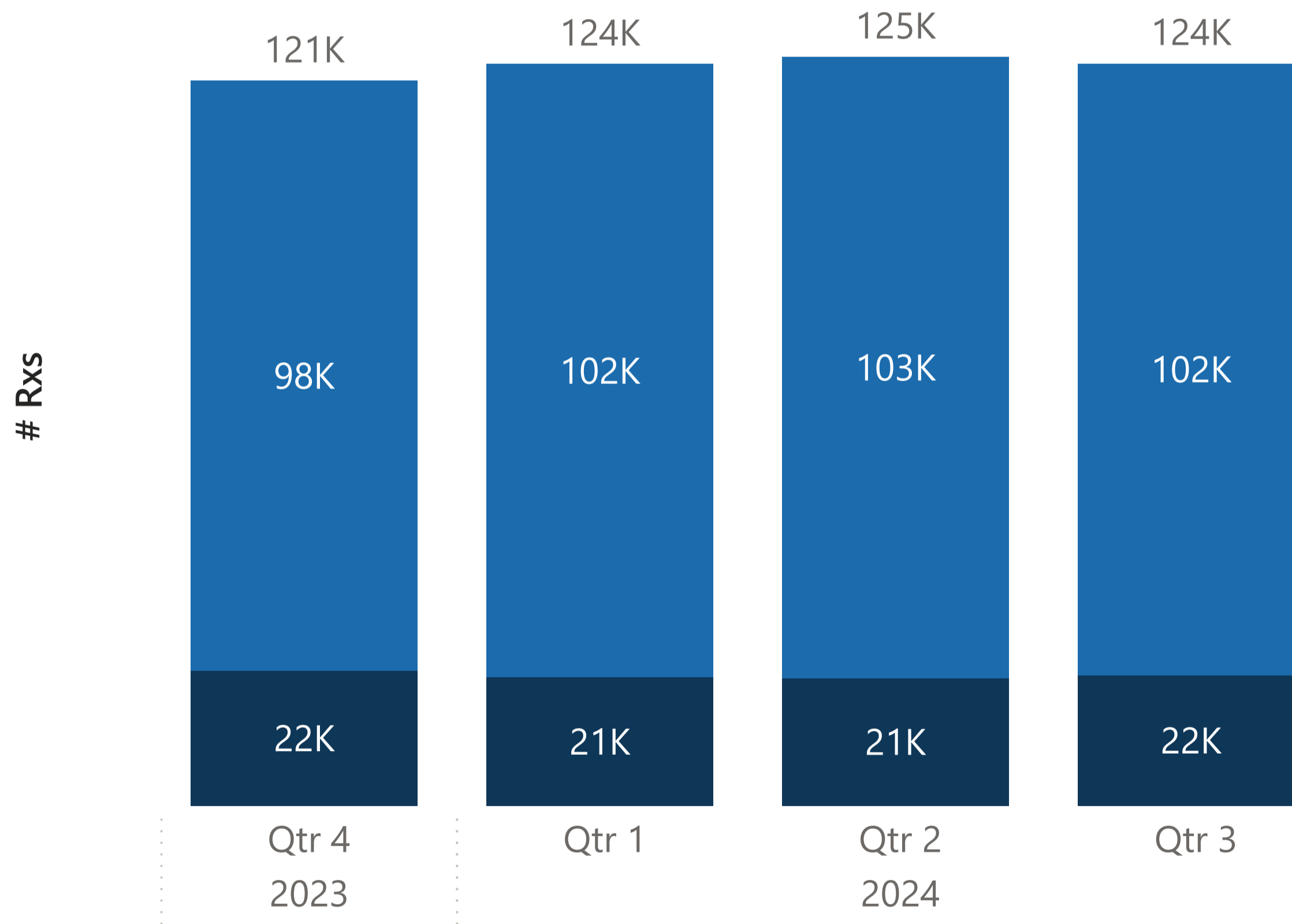
● Responders ● Survivors



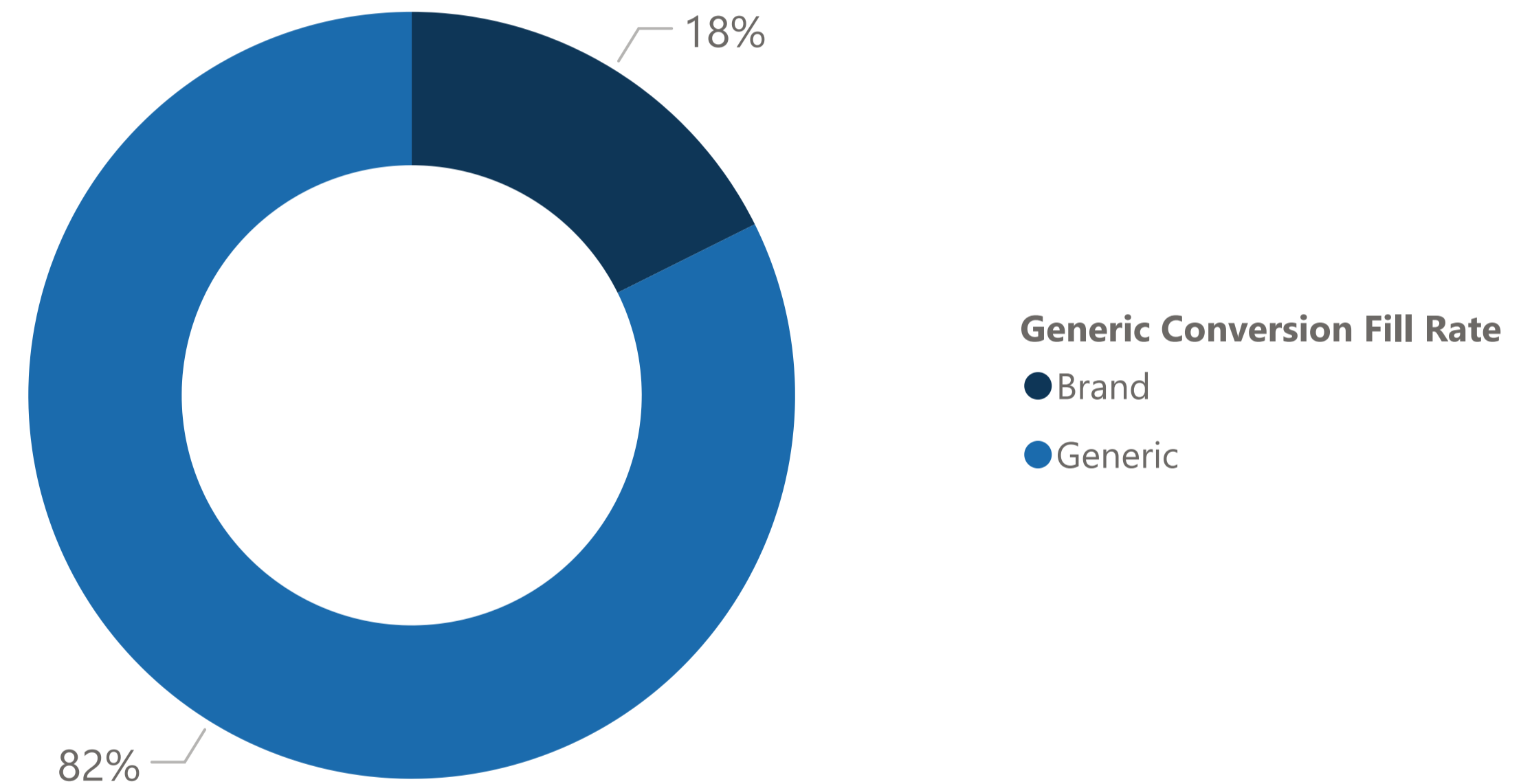
Brand vs Generic Trends for Past 12 Months

52. Frequency of Brand vs Generic Pharmacy Claims in Past 12 Months

● Brand ● Generic



53. Overall % of Brand vs Generic Pharmacy Claims in Past 12 Months

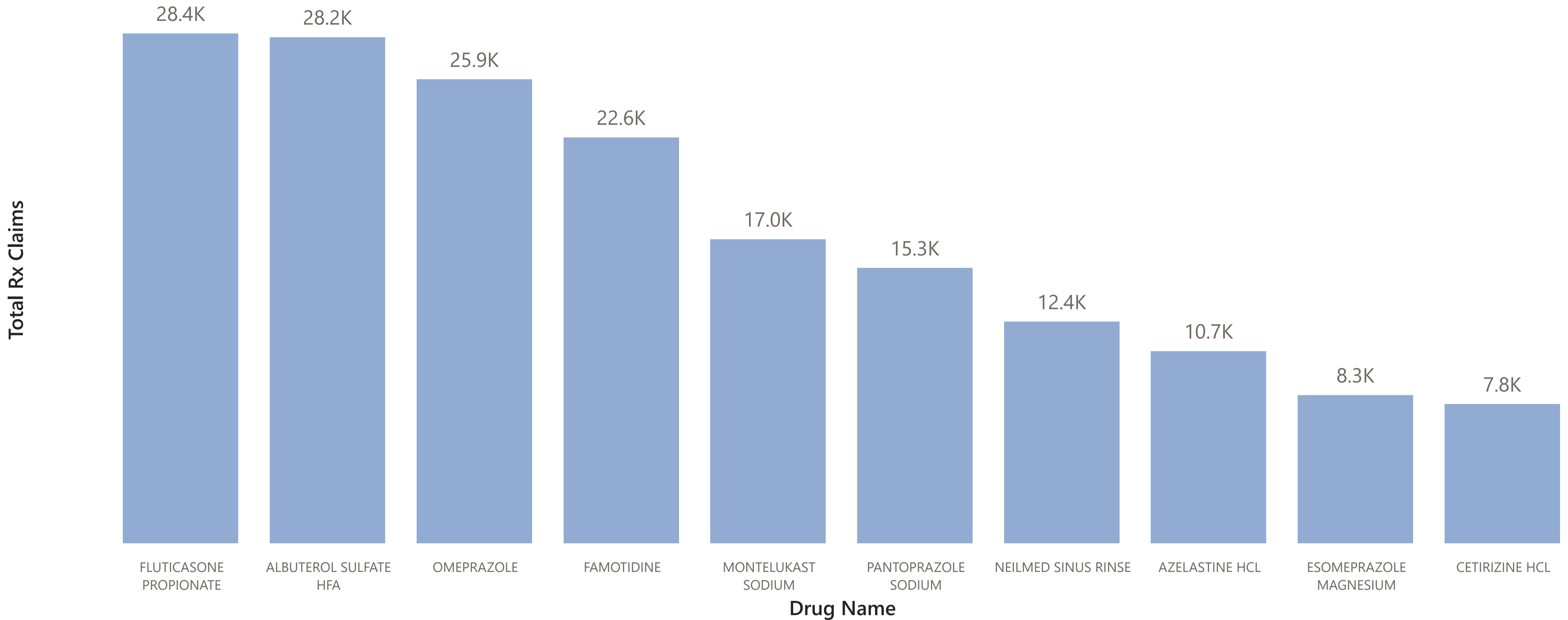


Pharmacy Data Timeline: Pharmacy claims and cost data are presented based on the date of service/date filled.

Rx Claims Data Thru:
September 30, 2024

Pharmacy Utilization in Last 12 Months

54. Top 10 Drugs by Claim Count in Past 12 Months

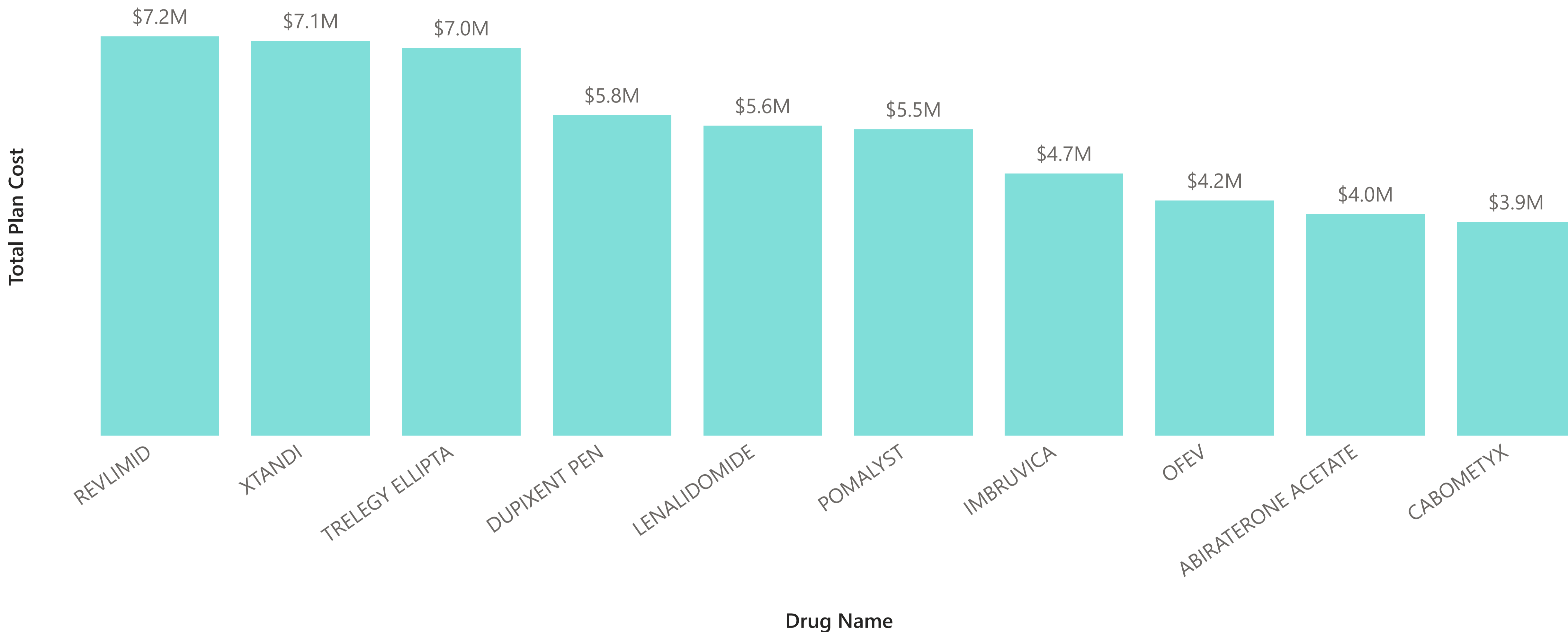


Pharmacy Data Timeline: Pharmacy claims and cost data are presented based on the date of service/date filled.

Disclaimer of Endorsement: Mention of any company or product does not constitute endorsement by CDC, NIOSH, or the WTC Health Program.

Pharmacy Utilization in Last 12 Months

55. Top 10 Drugs by Cost in Past 12 Months

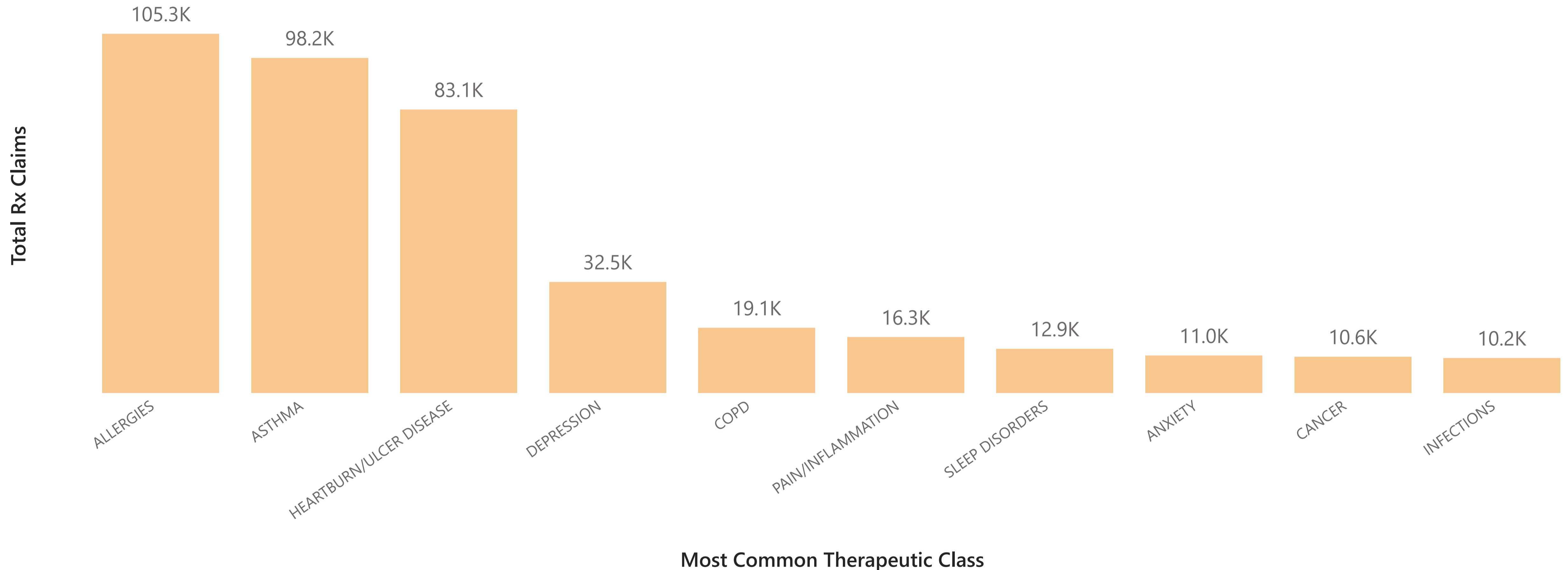


Pharmacy Data Timeline: Pharmacy claims and cost data are presented based on the date of service/date filled.

Disclaimer of Endorsement: Mention of any company or product does not constitute endorsement by CDC, NIOSH, or the WTC Health Program.

Pharmacy Utilization in Last 12 Months

56. Top 10 Therapeutic Classes of Drug by Claim Count in Past 12 Months



Pharmacy Data Timeline: Pharmacy claims and cost data are presented based on the date of service/date filled.

Note on therapeutic classes: Certain medications approved for covered conditions are listed under therapeutic classes that are not necessarily a covered condition for the Program. For example, although allergies are not a covered condition, medications under this therapeutic class may be used to treat covered conditions.

Disclaimer of Endorsement: Mention of any company or product does not constitute endorsement by CDC, NIOSH, or the WTC Health Program.

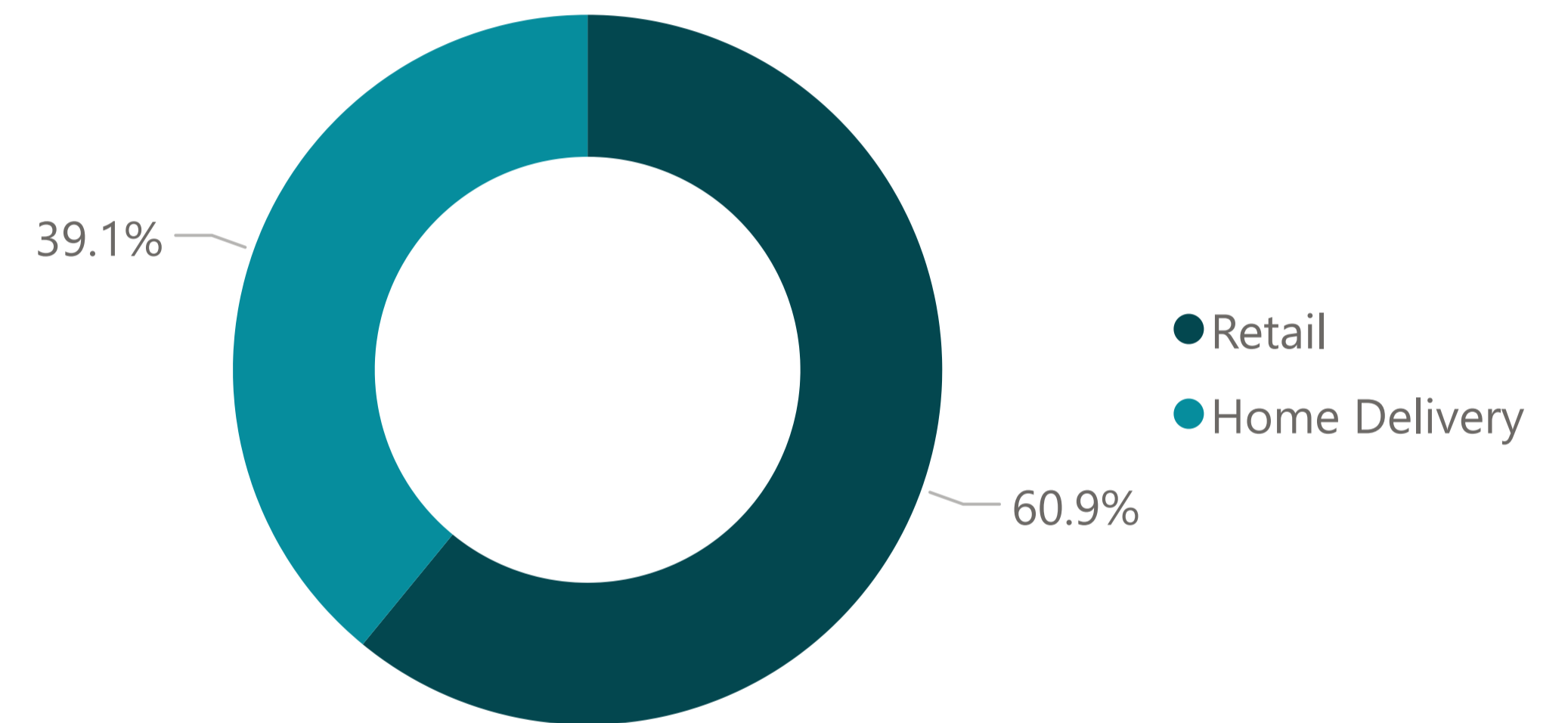
Responder Pharmacy Claims for Past 12 Months

57. Frequency of Retail & Home Delivery Prescription Fill Utilization in Past 12 Months

● Home Delivery ● Retail



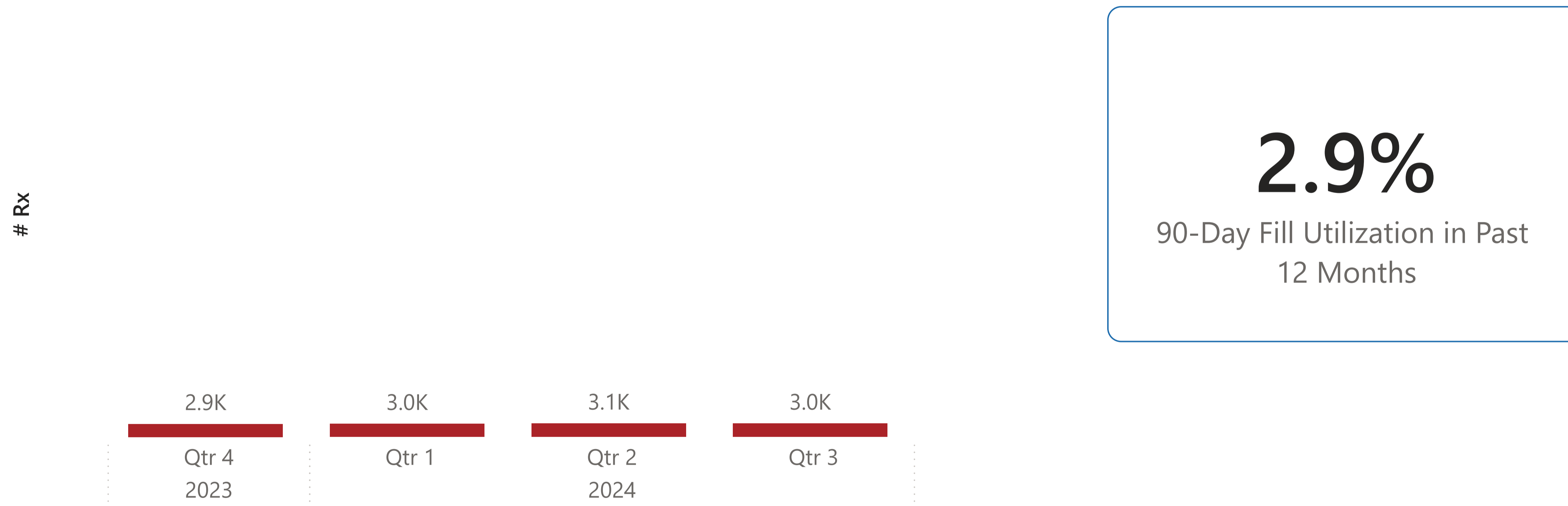
58. Percentage of Pharmacy Retail/Home Delivery Utilization



Pharmacy Data Timeline: Pharmacy claims and cost data are presented based on the date of service/date filled.

Note on Pharmacy Network for Survivors: Pharmacy claims for survivors must be coordinated with their primary insurance. Due to this requirement, the Program allows Survivors to use a larger pharmacy network than Responders to allow easier processing with Survivor members' primary insurance. The Program does not track pharmacy network utilization for Survivors.

61. Frequency of Walgreens/Duane Reade 90-Day Utilization by Responders in Past 12 Months



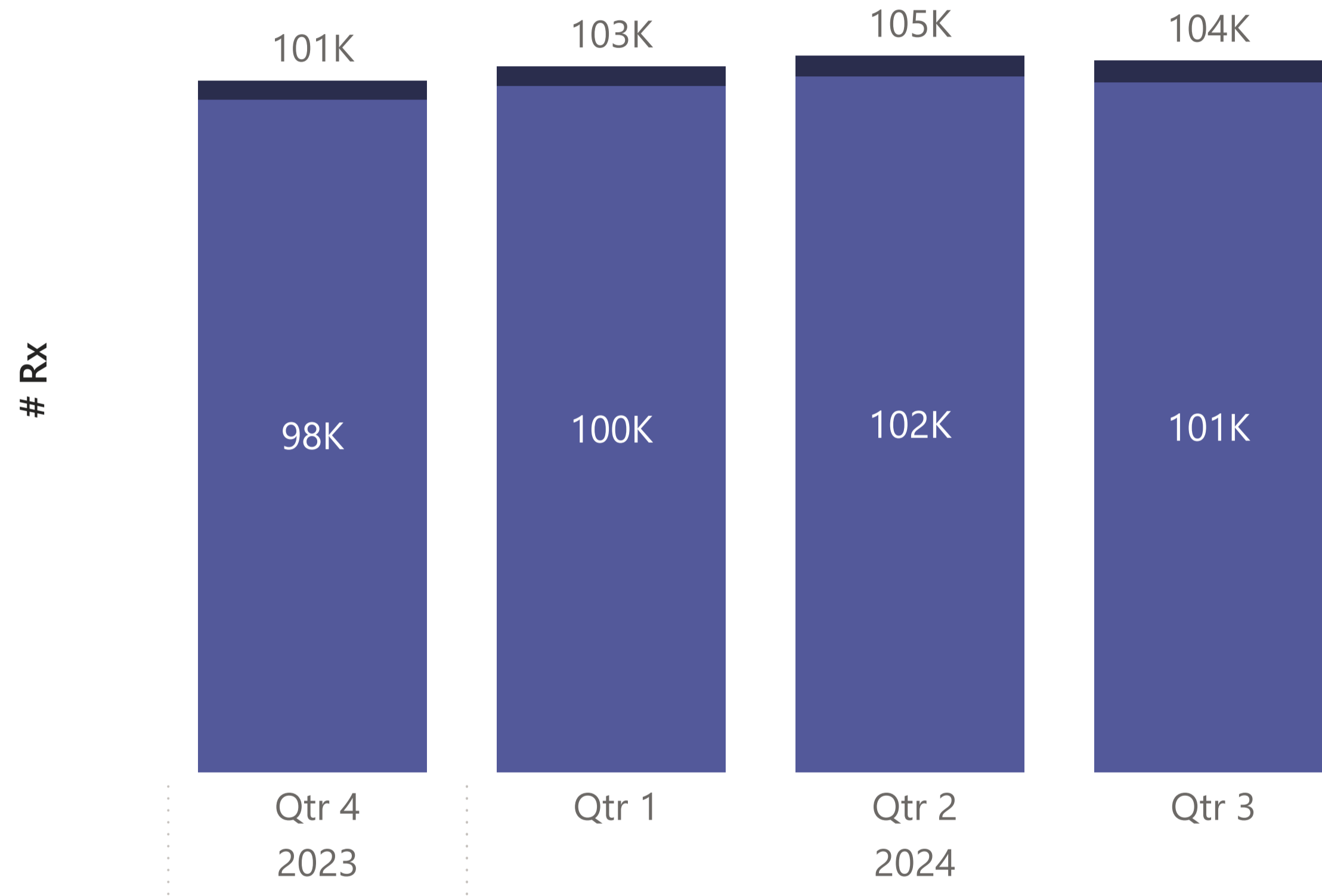
Pharmacy Data Timeline: Pharmacy claims and cost data are presented based on the date of service/date filled.

Note on Pharmacy Network for Survivors: Pharmacy claims for survivors must be coordinated with their primary insurance. Due to this requirement, the Program allows Survivors to use a larger pharmacy network than Responders to allow easier processing with Survivor members' primary insurance. The Program does not track pharmacy network utilization for Survivors.

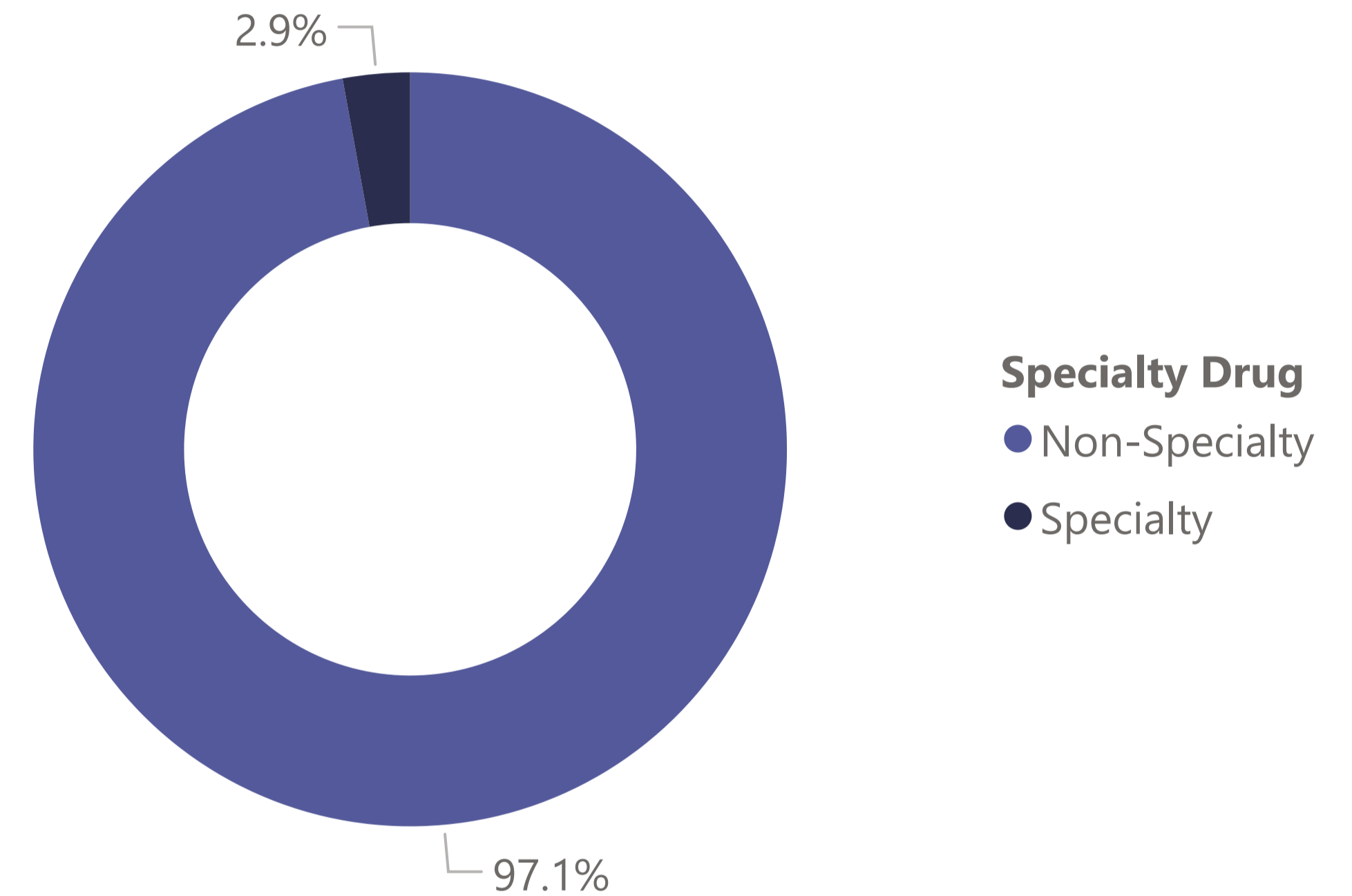
Disclaimer of Endorsement: Mention of any company or product does not constitute endorsement by CDC, NIOSH, or the WTC Health Program.

59. Specialty Fill Frequency in Past 12 Months

Specialty Drug ● Non-Specialty ● Specialty



60. Overall Specialty Drug Status for Rx Claims



Pharmacy Data Timeline: Pharmacy claims and cost data are presented based on the date of service/date filled.

Note on Pharmacy Network for Survivors: Pharmacy claims for survivors must be coordinated with their primary insurance. Due to this requirement, the Program allows Survivors to use a larger pharmacy network than Responders to allow easier processing with Survivor members' primary insurance. The Program does not track pharmacy network utilization for Survivors.

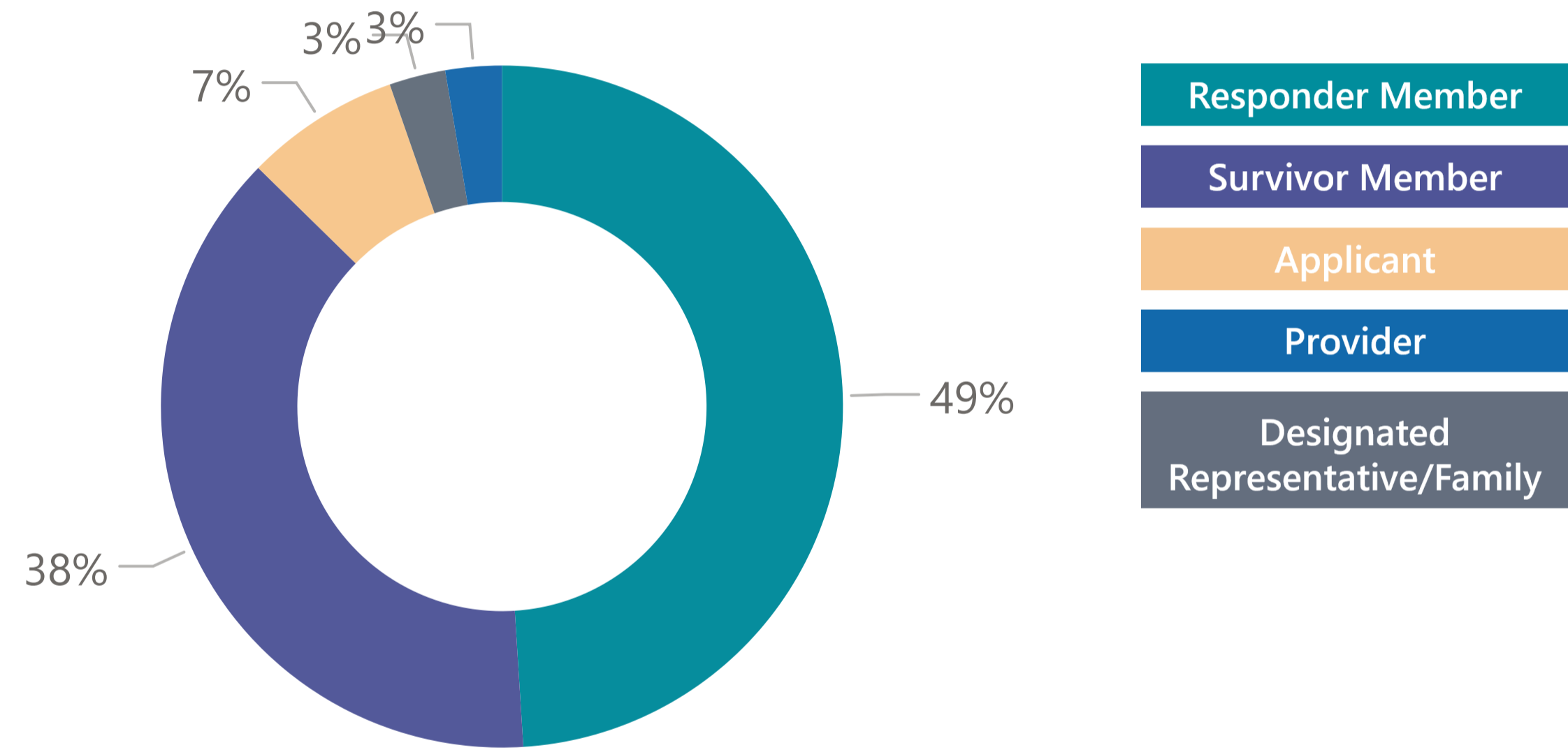
62. Top 10 Topics of Feedback by Calendar Year

Data since feedback form opened in July 2023

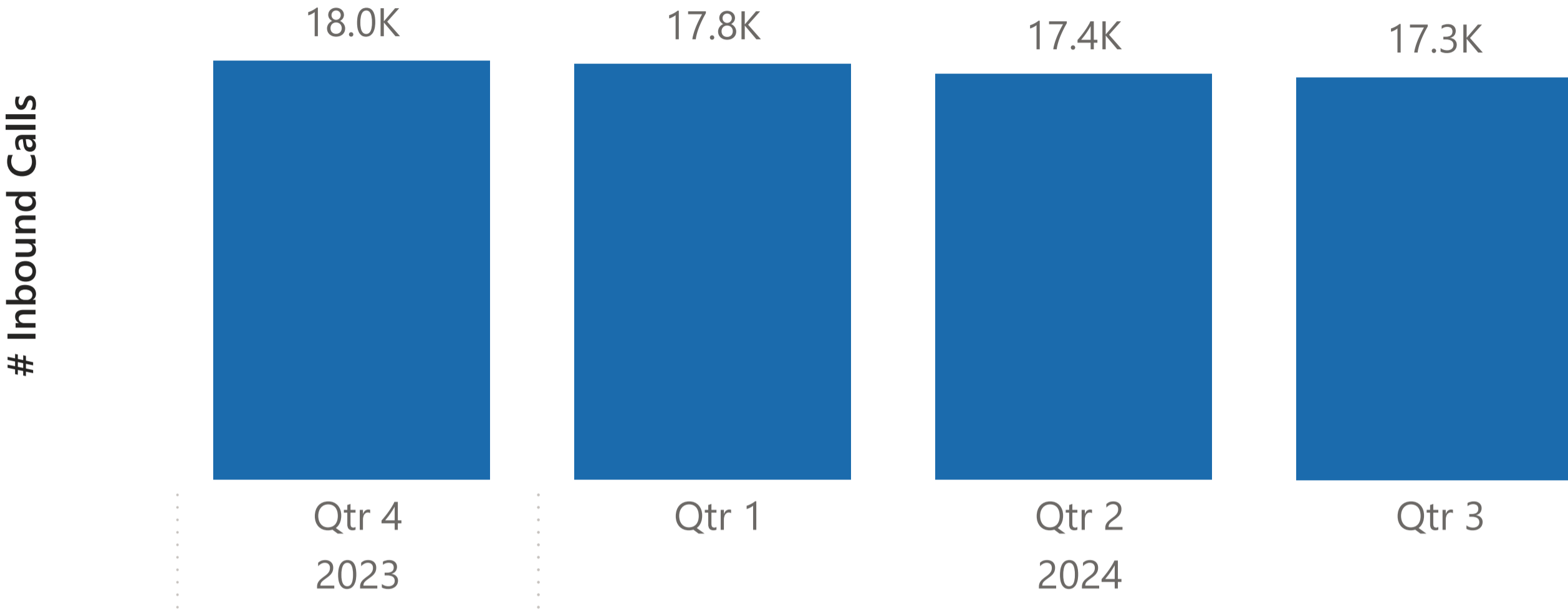
Main Topic	2023	2024	Total
Treatment	30.37%	22.64%	26.19%
Billing	13.33%	15.72%	14.63%
CCE/NPN	14.81%	10.06%	12.24%
Certification/WTC3	5.93%	16.35%	11.56%
Enrollment	13.33%	8.18%	10.54%
Policy/Process	11.85%	9.43%	10.54%
Other	2.96%	5.66%	4.42%
Records Request	2.96%	3.14%	3.06%
Pharmacy/Medication	0.74%	4.40%	2.72%
Case Management	0.74%	3.14%	2.04%
Website	2.96%	1.26%	2.04%

63. Type of Submitter for Feedback on Top 5 Categories, Cumulative

Data since feedback form opened in July 2023



64. Inbound Calls To Call Center in Last Year



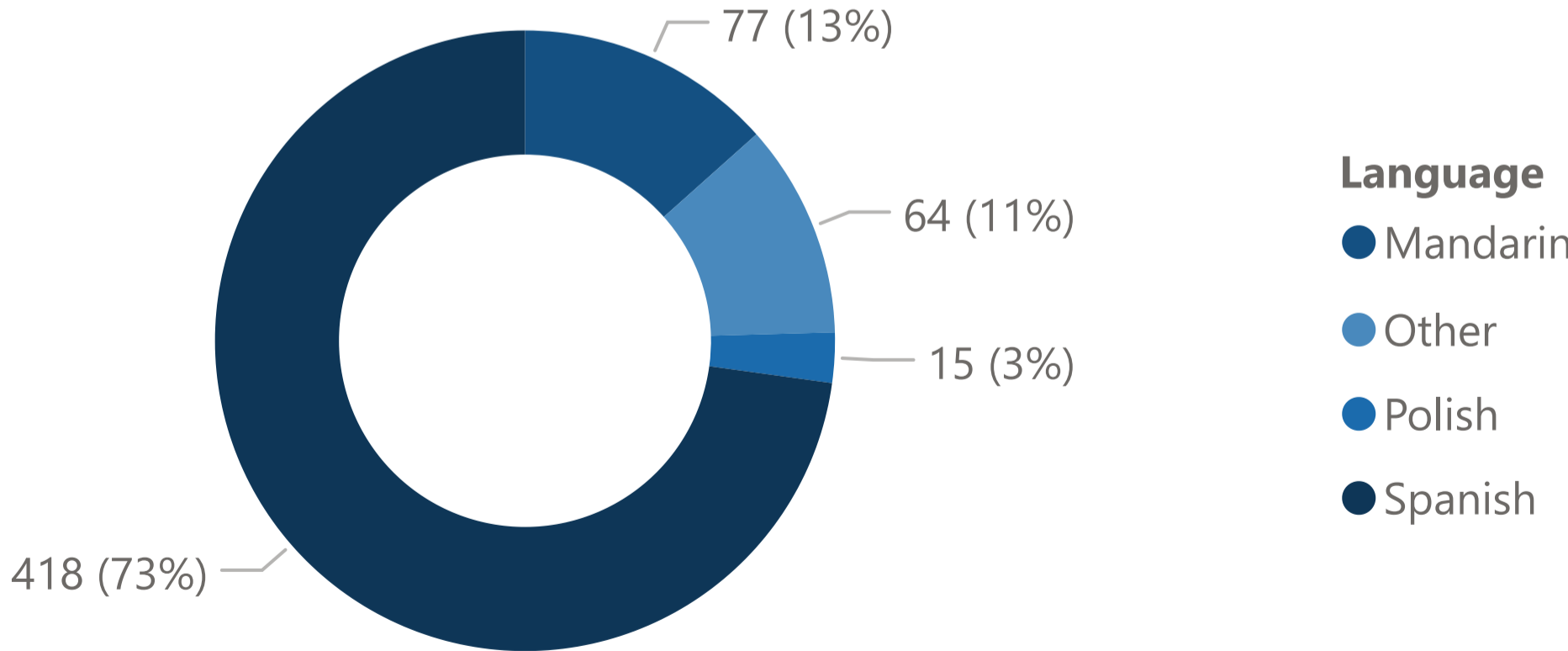
65. Call Center Language Line Usage in Last Year

Translation services provided through language line

Year	Mandarin	Other	Polish	Spanish
2023				
Qtr 4	49	30	<10	156
2024				
Qtr 1	39	29	<10	153
Qtr 2	38	38	<10	159
Qtr 3	<10	<10	<10	<10

66. % Language Line Usage by Language in Last Year

Translation services provided through language line



Note on Call Center: The data shown are calls to the WTC Health Program call center at 1-888-982-4748.