

# World Trade Center Health Program

## External Quarterly Program Summary

Publication Date:  
February 7, 2025

Program Data Through:  
December 31, 2024



## WTC Health Program

**DISCLAIMER:** The findings and conclusions in this report do not necessarily represent the official position of the National Institute for Occupational Safety and Health (NIOSH), Centers for Disease Control and Prevention (CDC), or World Trade Center (WTC) Health Program. The WTC Health Program is providing this data for informational purposes only, and it should be viewed as preliminary and not definitive. Data may change or be further refined as more information becomes available. Do not cite or rely on this information for official purposes; this data should not be used to evaluate performance. Neither CDC, NIOSH, or the WTC Health Program assumes any legal liability for the accuracy, completeness, or usefulness of the information. Mention of any company or product does not constitute endorsement by CDC, NIOSH, or the WTC Health Program.

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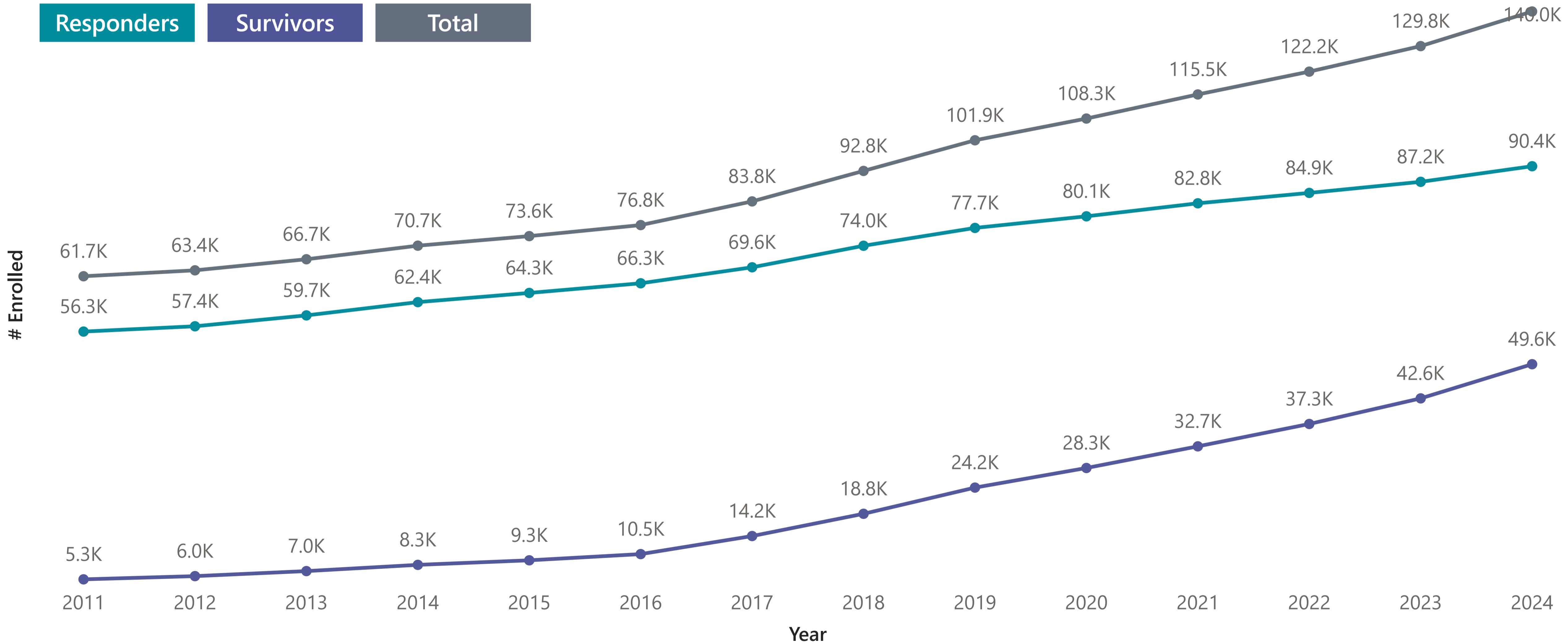
*\*The following note applies to several pages on this dashboard.\**

**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.

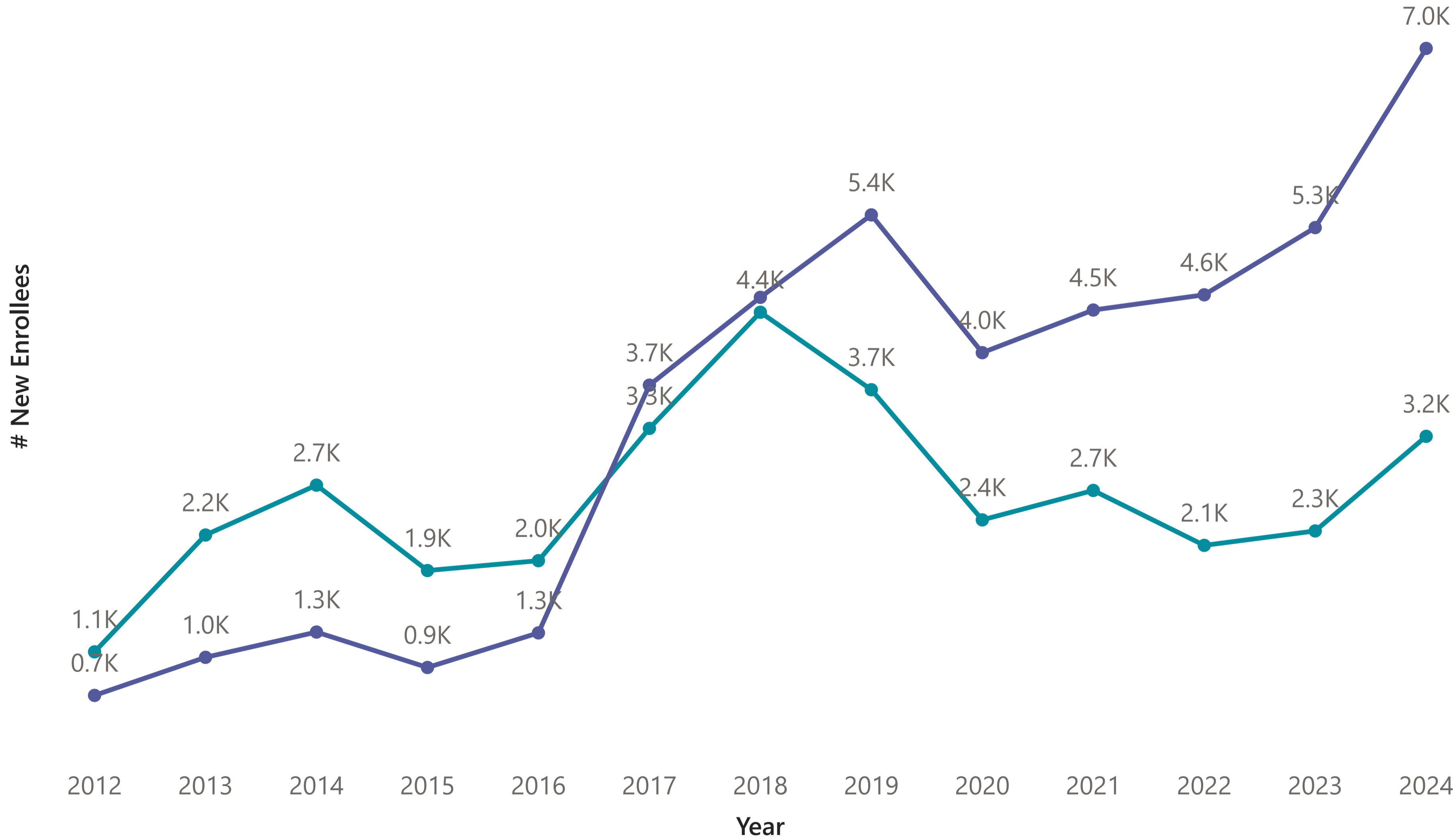
**Currently enrolled members** (as seen on subsequent pages) do not include deceased or disenrolled members.

Enrollment Data Thru:  
December 31, 2024

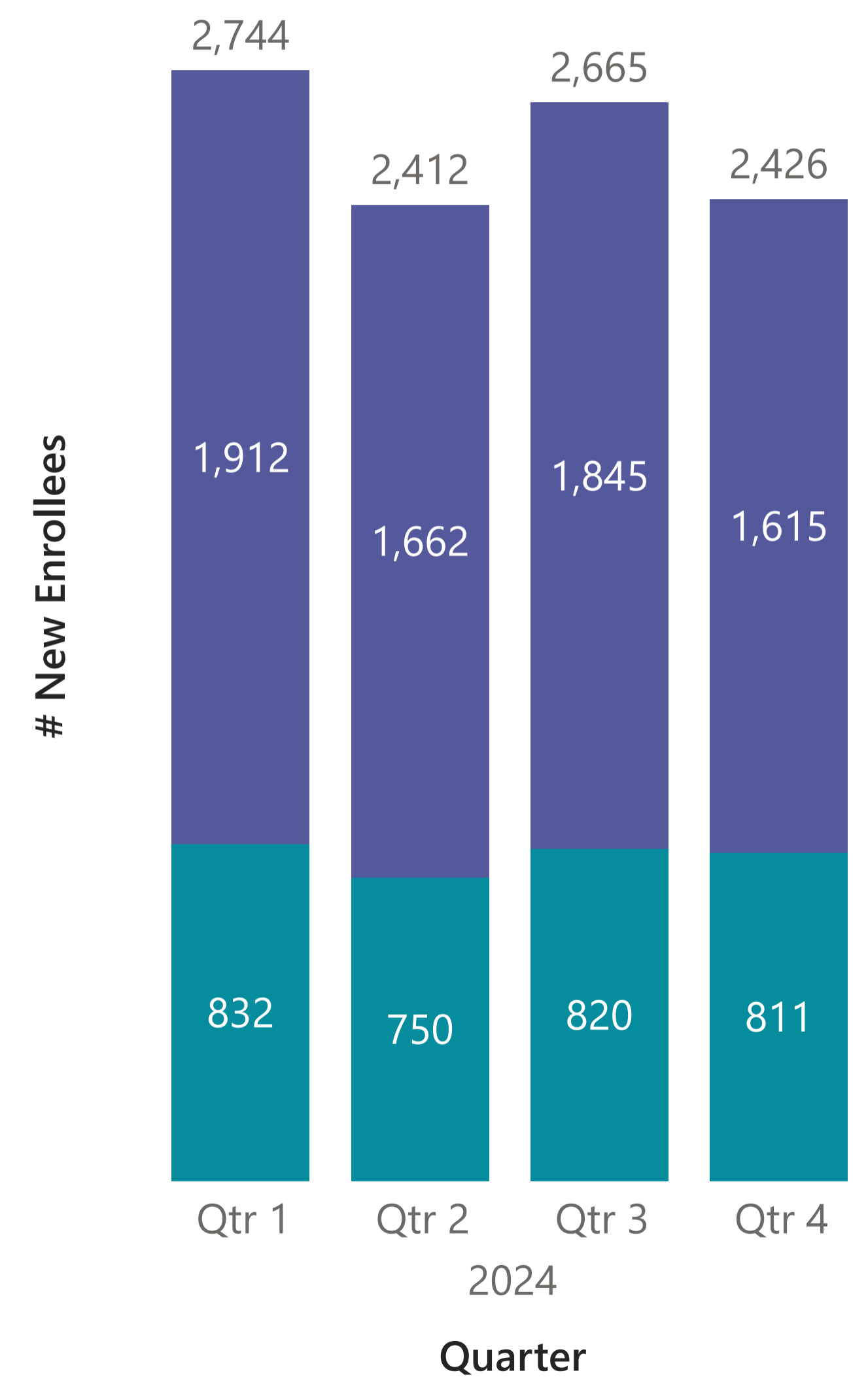
# WTC Health Program Enrollment

## 2. New Enrollments Per Year Over Time

**Responders**   **Survivors**



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



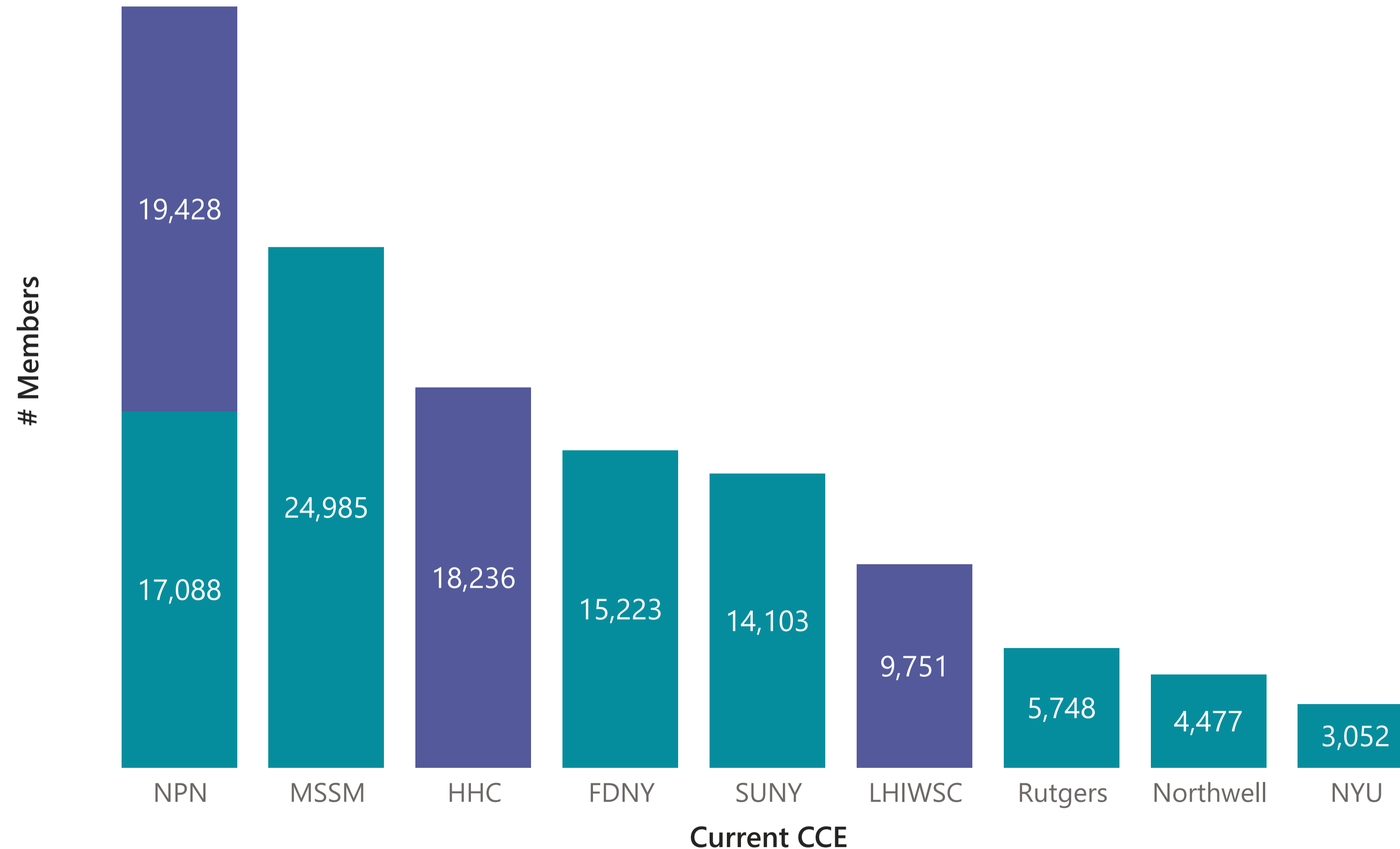
**Note on Figure 2:** 'New Enrollees' are those new members enrolled in the stated calendar year; numbers are not cumulative.

Enrollment Data Thru:  
December 31, 2024

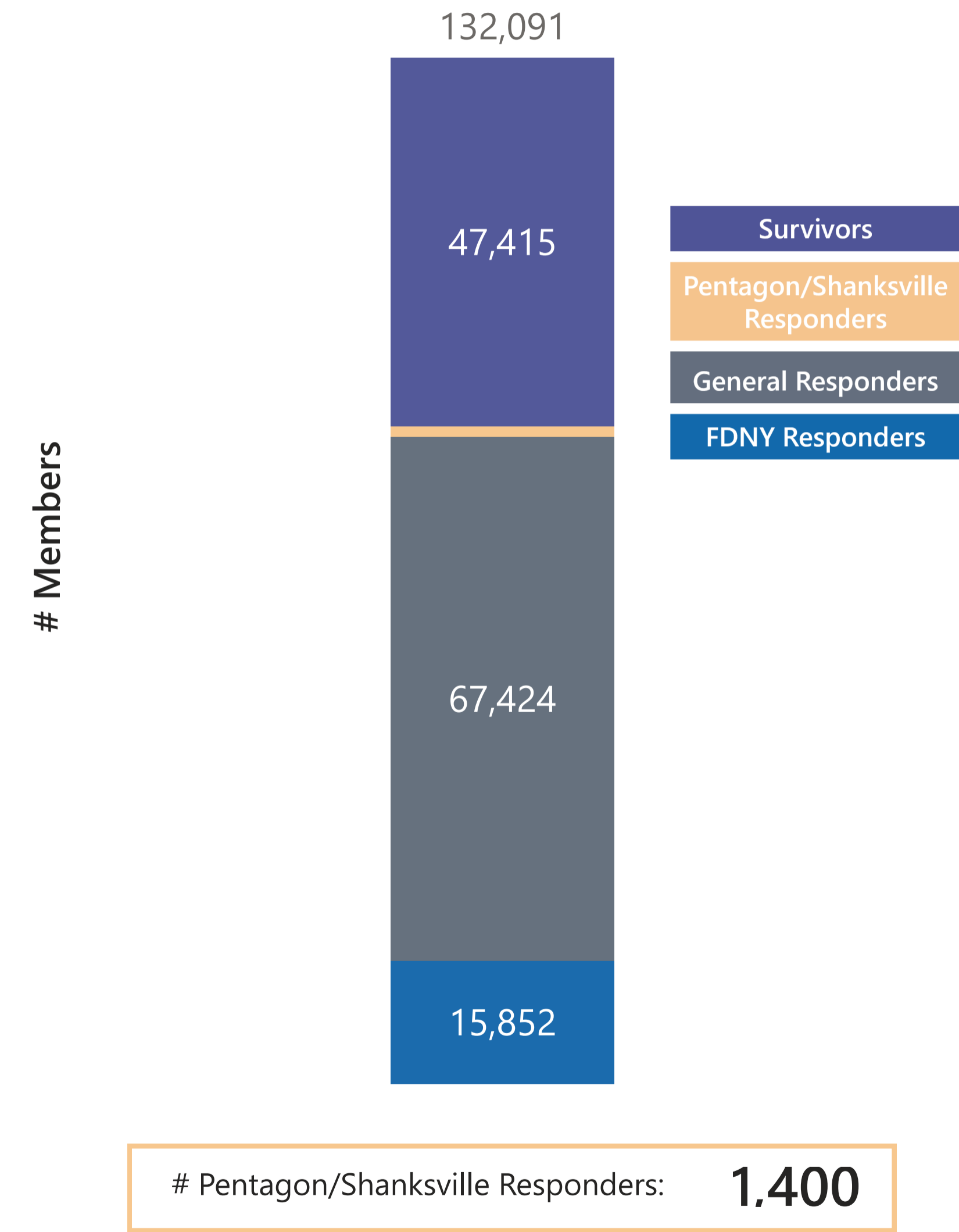
# CCE Enrollment and Member Type

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

Member Type ● Responder ● Survivor



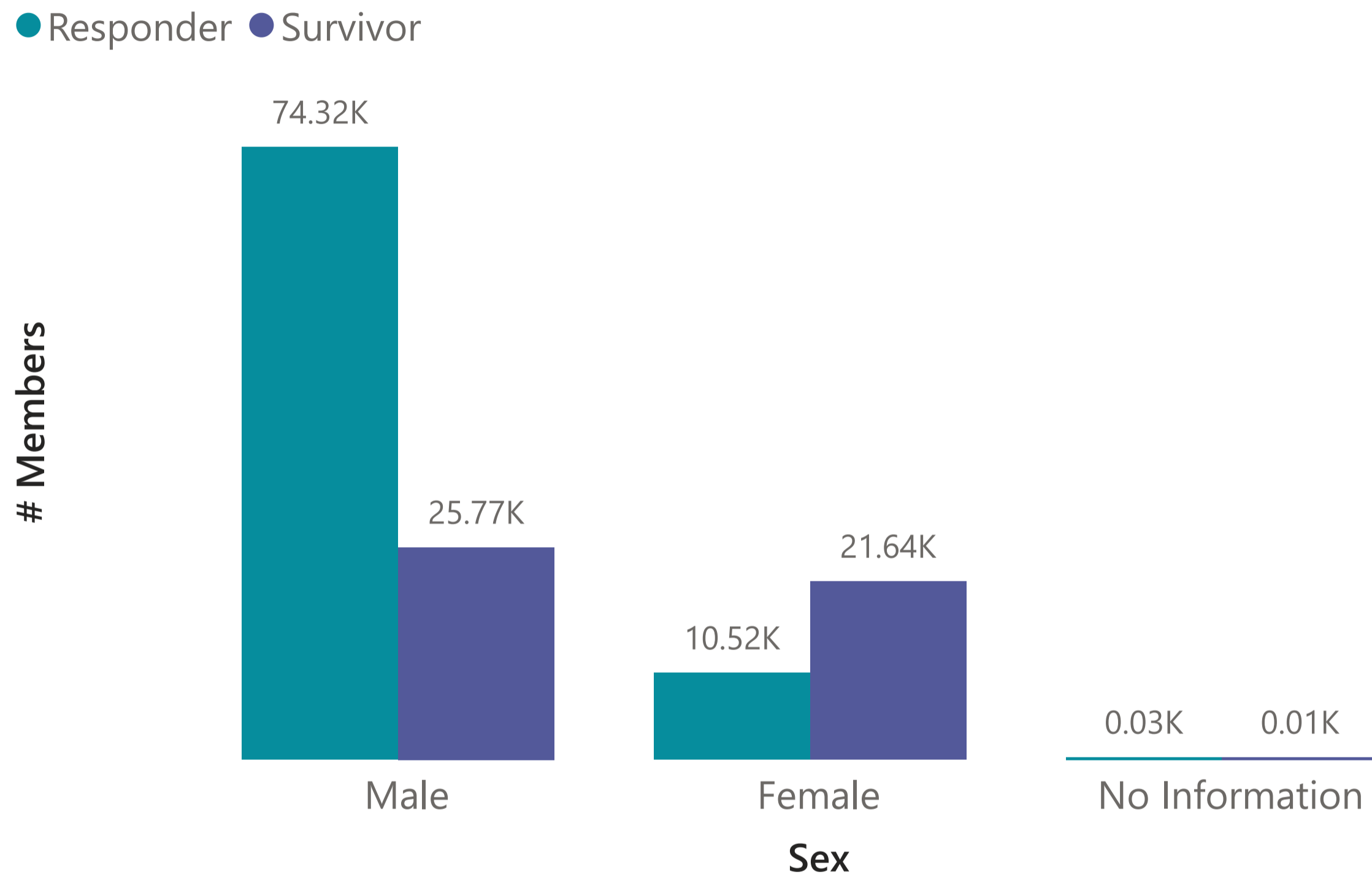
## 5. Currently Enrolled Members by Type



**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.

# Demographics of Currently Enrolled Members

## 6. Total Membership: Sex

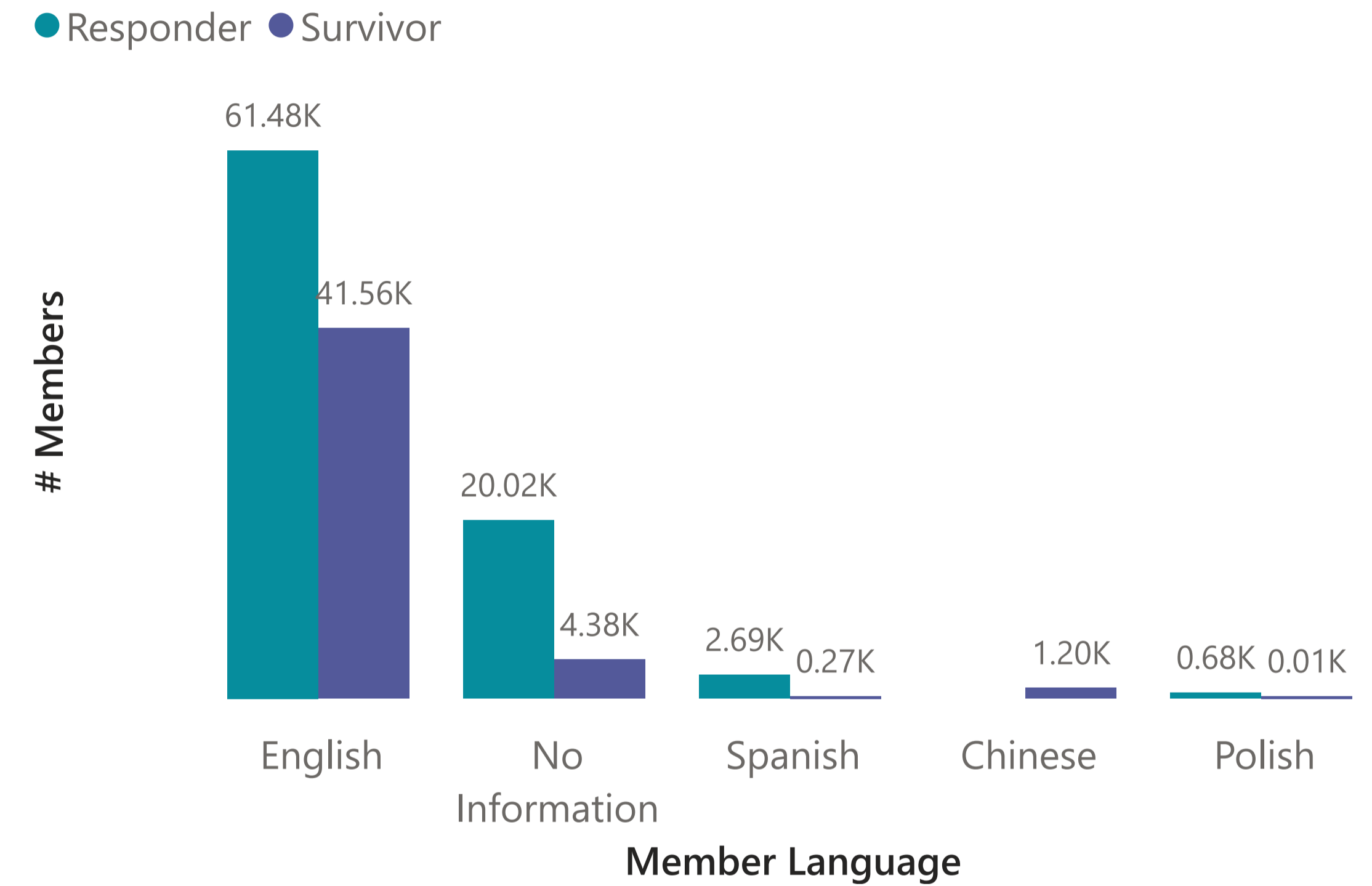


## Percent of Total Membership: Sex



Sex ● Female ● Male ● No Information

## 7. Total Membership: Preferred Language



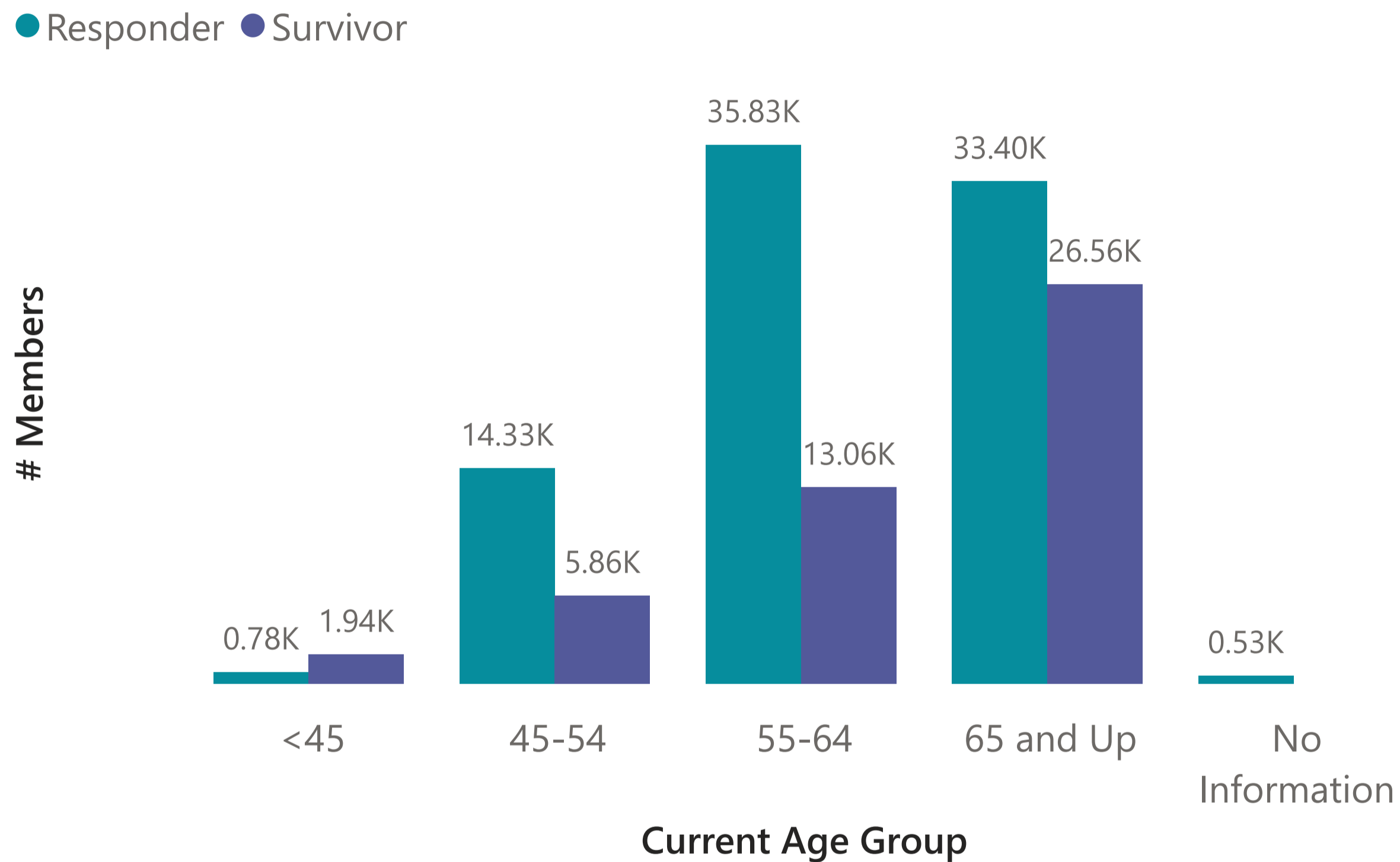
## Percent of Total Membership: Preferred Language



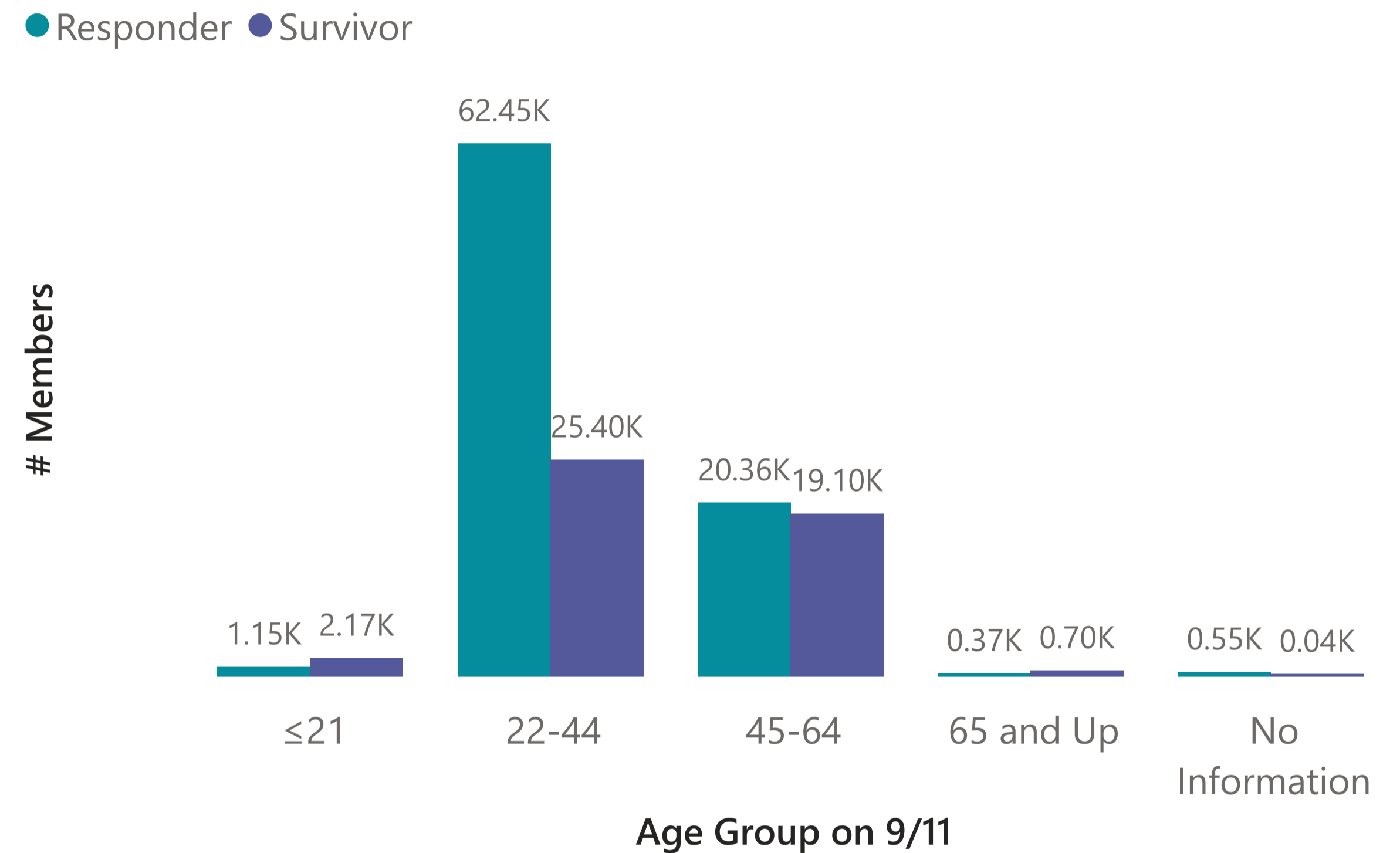
Member Language ● Chinese ● English ● No Information ● Polish ● Spanish

# Age Distribution of Currently Enrolled Members

## 8. Current Member Age



## 9. Member Age on 9/11



## Percent of Total Membership: Current Age



## Percent of Total Membership: Age on 9/11



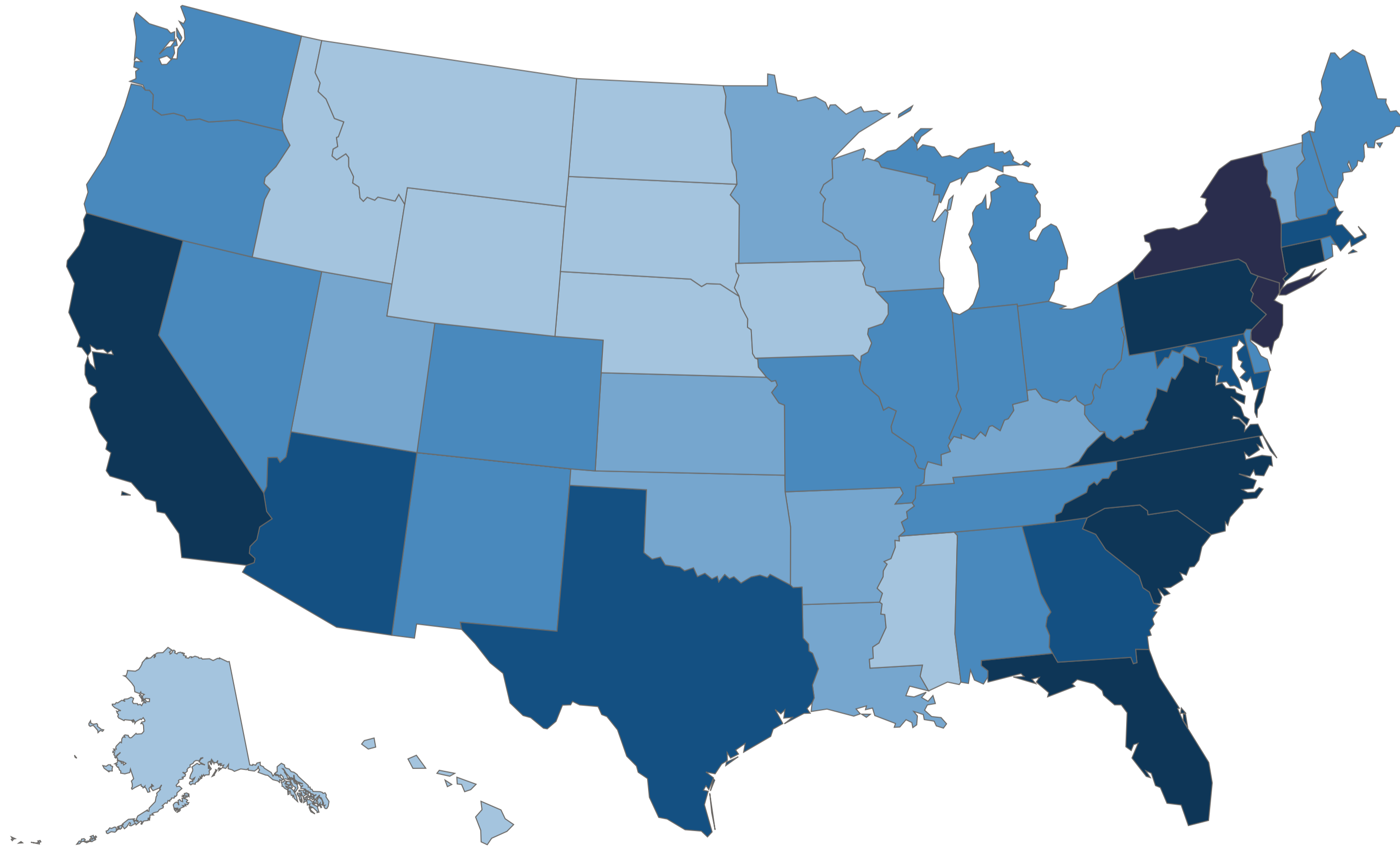
Current Age Group ● <45 ● 45-54 ● 55-64 ● 65 and Up ● No Information

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	55,189	33,263	<b>88,452</b>
New Jersey	7,993	6,778	<b>14,771</b>
Florida	6,825	2,454	<b>9,279</b>
Pennsylvania	1,886	723	<b>2,609</b>
North Carolina	1,509	521	<b>2,030</b>
South Carolina	1,240	316	<b>1,556</b>
Connecticut	789	714	<b>1,503</b>
Virginia	1,204	239	<b>1,443</b>
California	643	369	<b>1,012</b>
Georgia	632	342	<b>974</b>

**131K**

Members in the US (incl. territories)

**109**

Members in US Territories

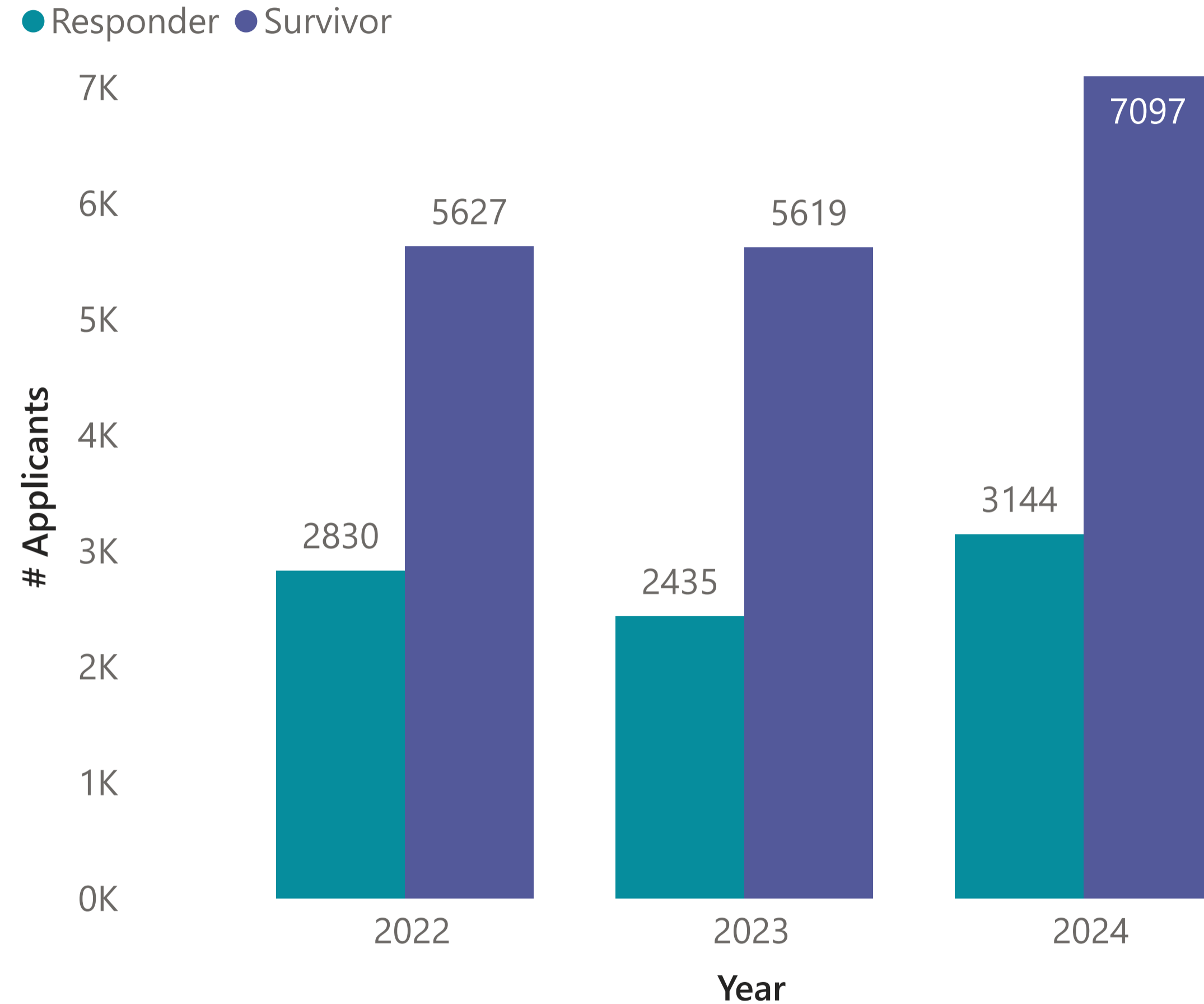
**1408**

Members Outside of the US

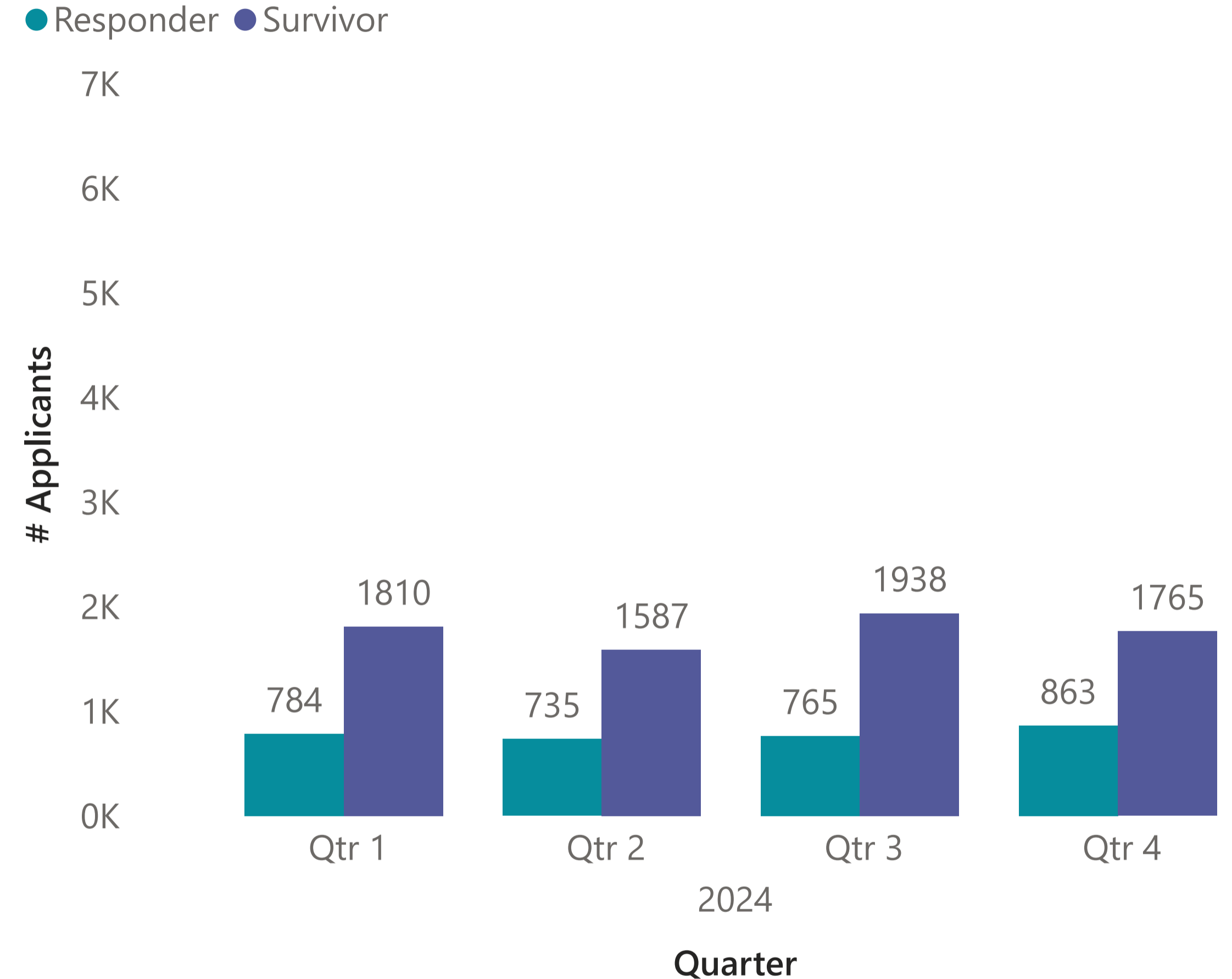


# Applications in Process - Received

## 12. Applications Received in Past Years



## 13. Applications Received in Current Calendar Year



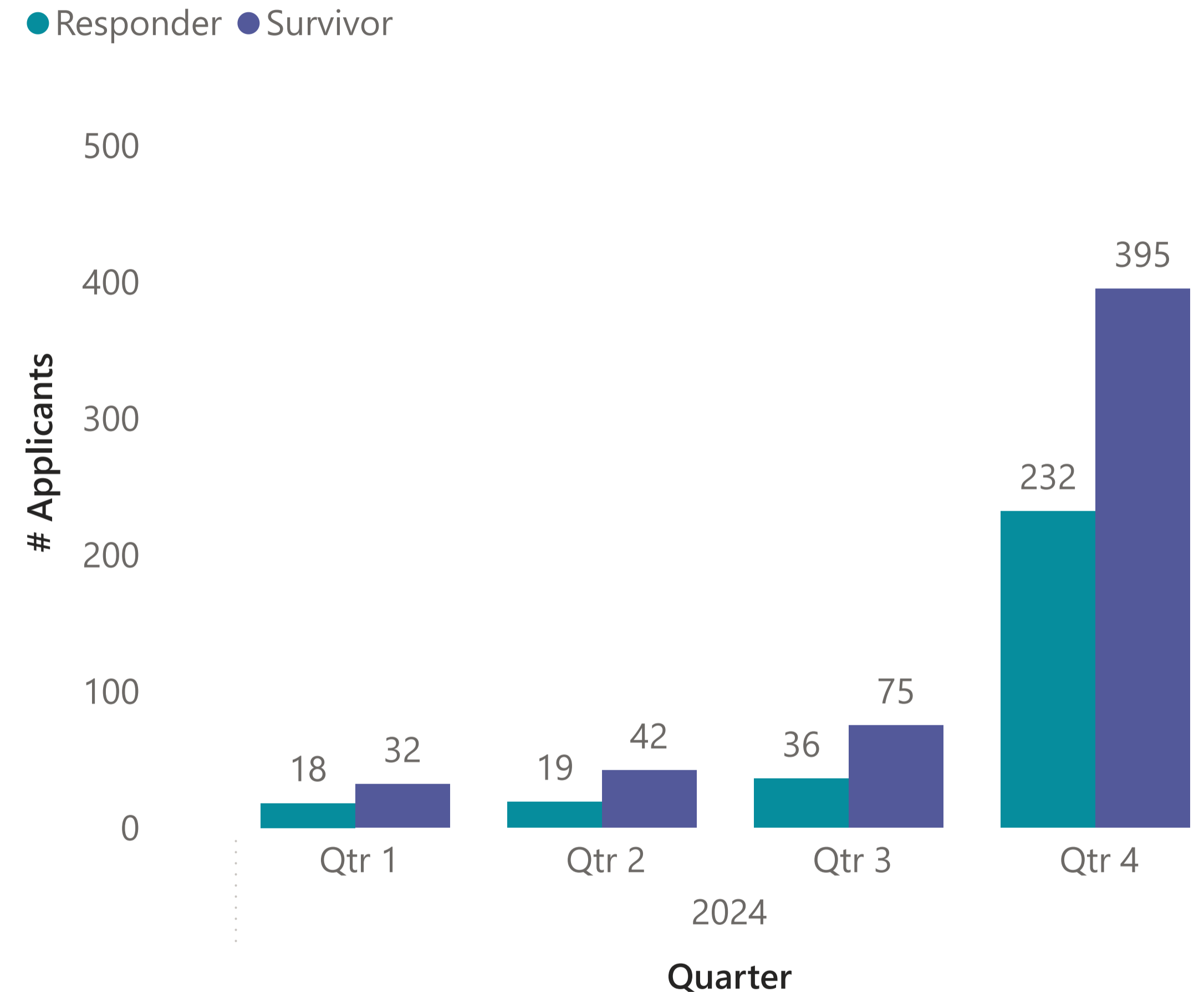
**Note on Date Range for Application Data:** In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system. Application Data Thru: December 31, 2024

# Applications in Process - Suspended

## 14. Prior Year Applications Currently in Suspend Status



## 15. Current Year Applications in Suspend Status

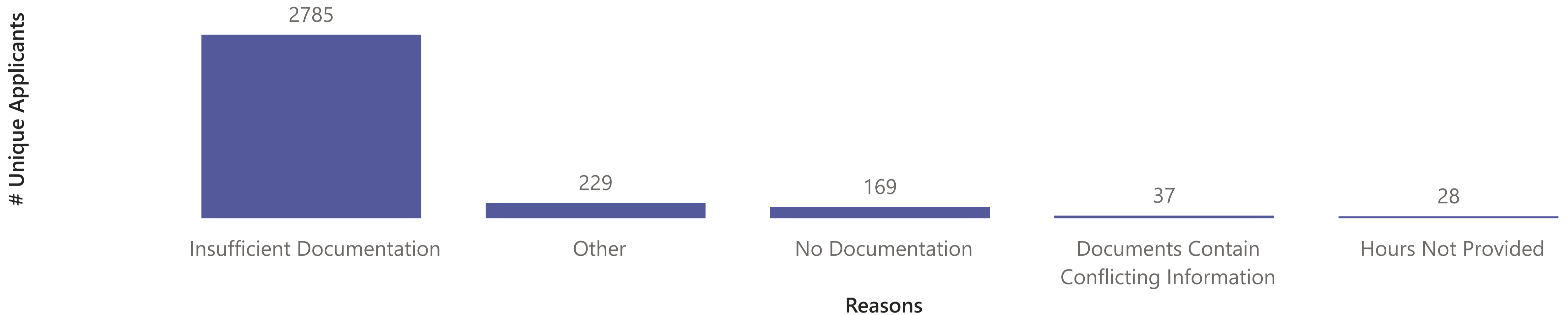


**Note on Date Range for Application Data:** In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.

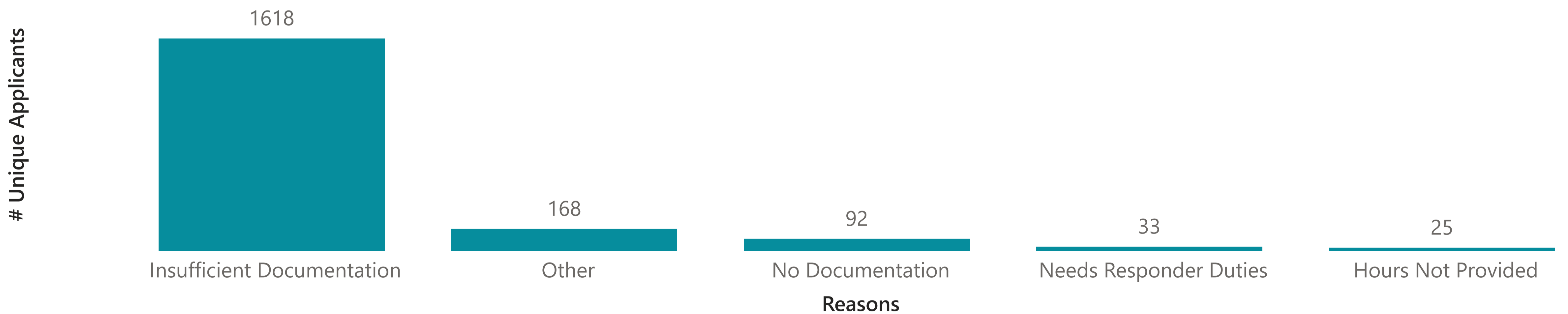
**Note on Suspended Applications:** Incomplete applications are generally "suspended" but still considered "in process" until sufficient documentation is received to determine enrollment eligibility. An application may move in and out of suspend status throughout the application process. The number of 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.

# Primary Reasons for Applications being Suspended

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



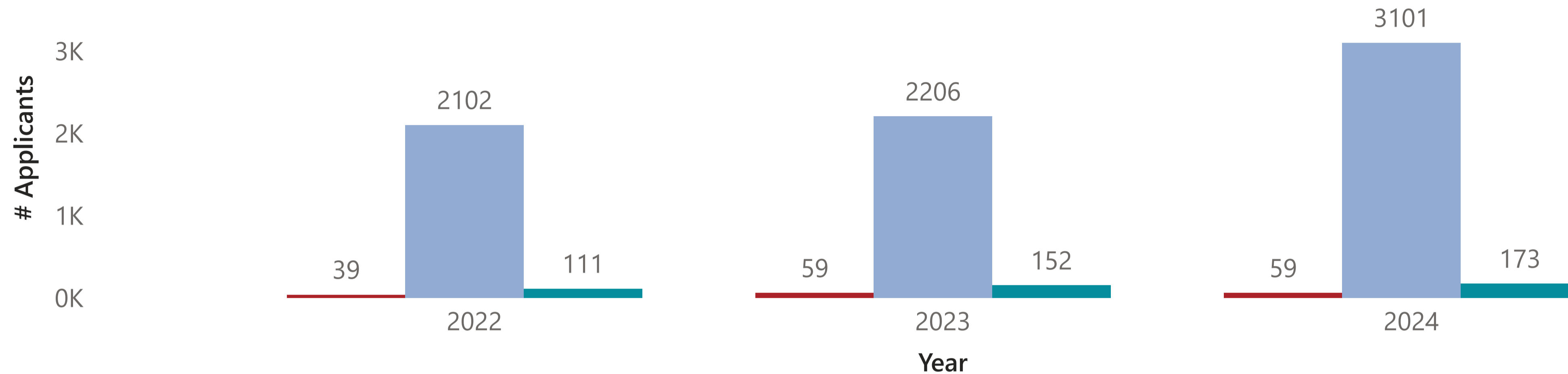
## 17. Top 5 Reasons for Suspended Responder Applications in Past Year



**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	Qtr 4
Deny	16	14	16	13
Enroll	797	760	788	756
Suspend	34	33	32	74

Top Denial Reason for Responder Apps in Past Year

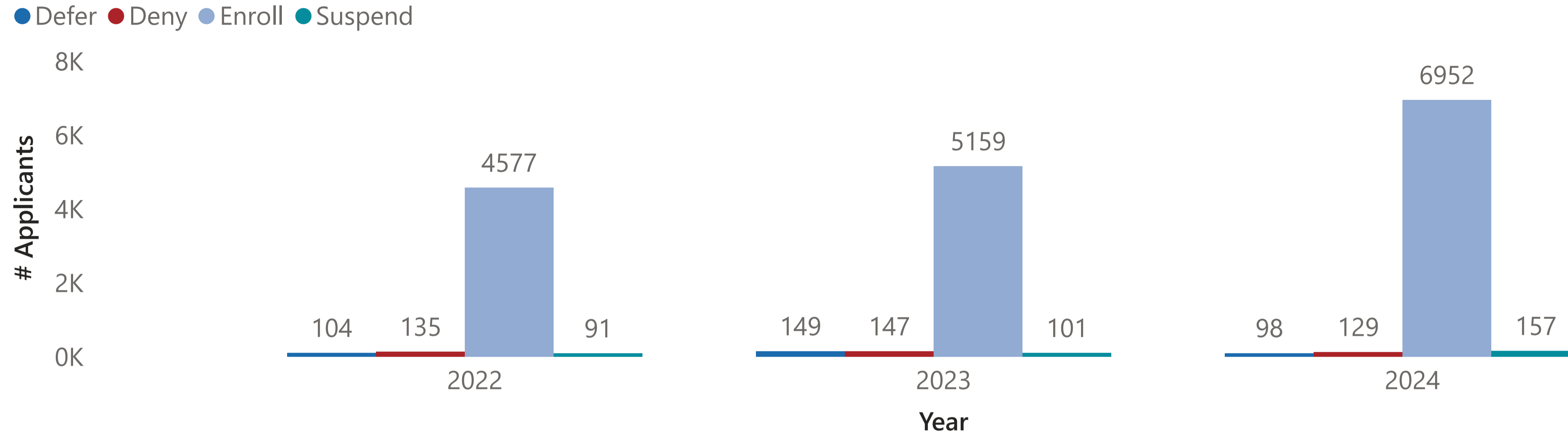
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**Ineligible Activity**

**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	Qtr 4
Defer	31	25	24	18
Deny	20	38	41	30
Enroll	1883	1690	1886	1493
Suspend	30	38	32	57

Top Denial Reason for Survivor Apps in Past Year

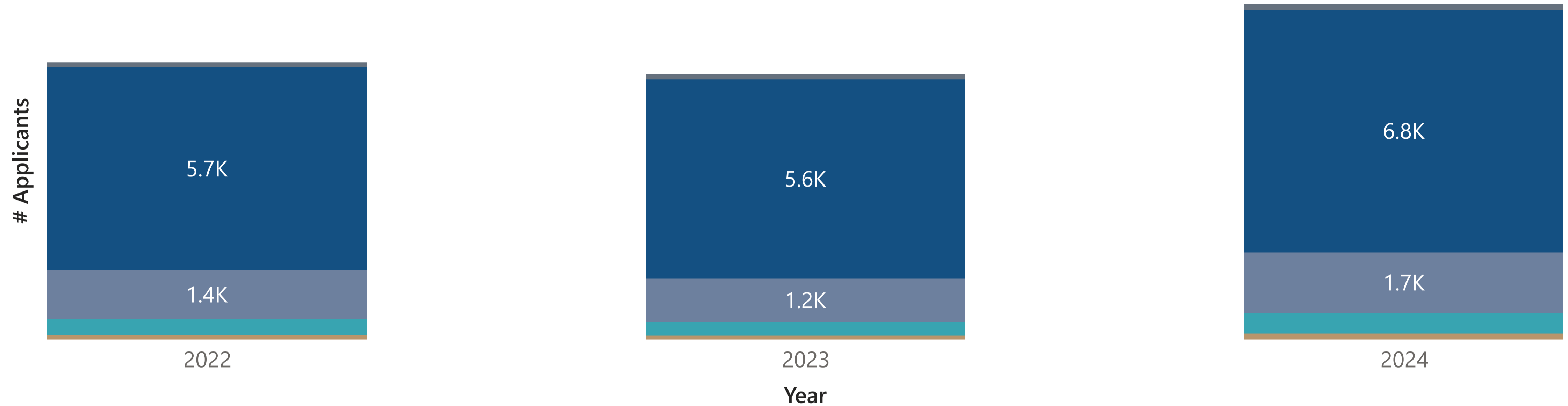
Ineligible Activity

**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



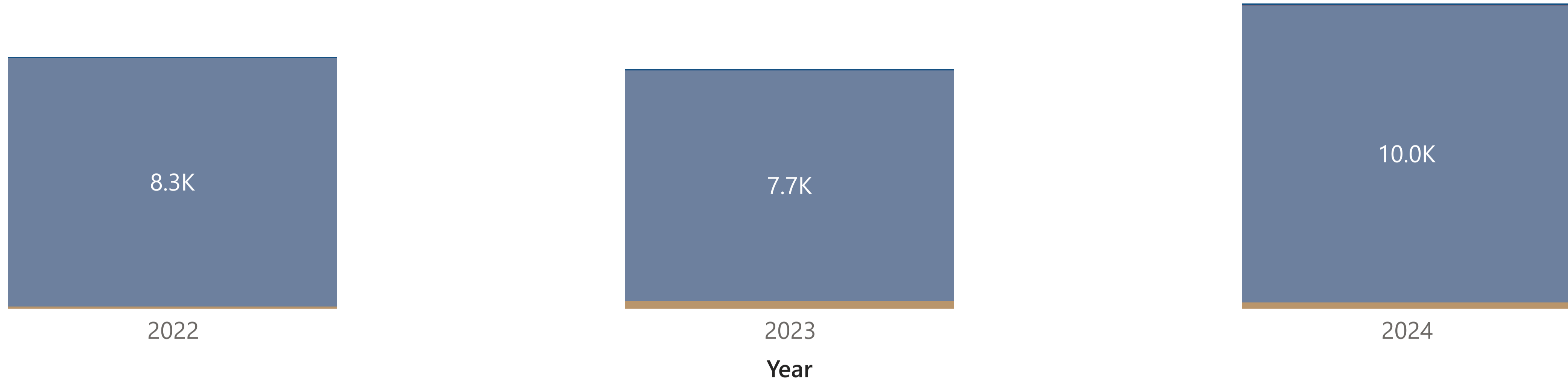
## 23. Top 5 States by Applications Received in Past Years - Detailed

State	2022	2023	2024
New York	5678	5566	6786
New Jersey	1372	1223	1698
Florida	443	375	577
Pennsylvania	128	137	160
Connecticut	124	109	162

**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

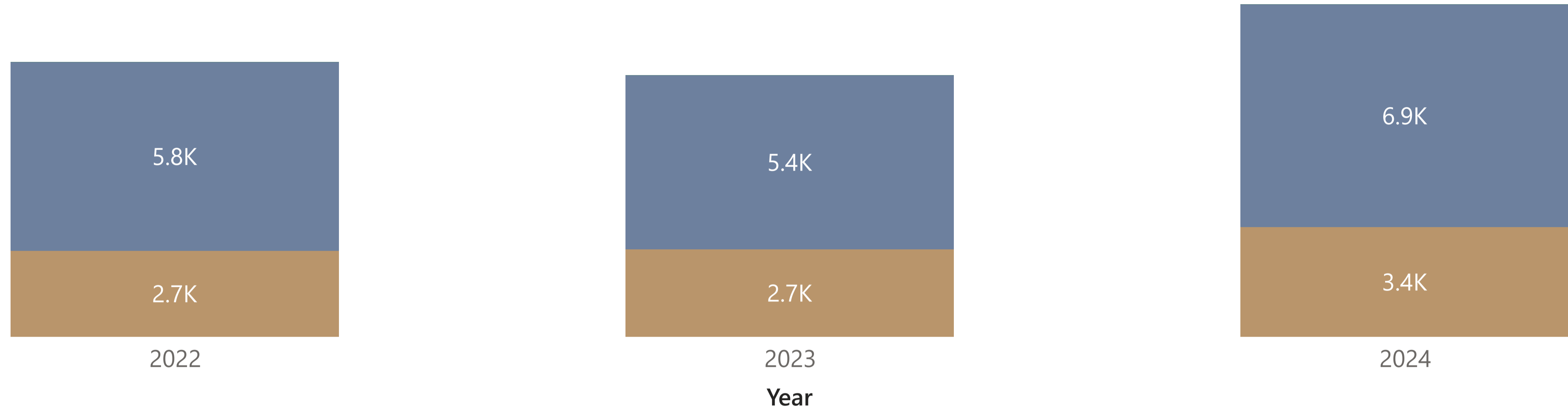
Language	2022	2023	2024
Chinese	81	265	209
English	8338	7741	9984
Other	<10	<10	<10
Polish	<10	<10	<10
Spanish	31	45	45
Unknown	<10	<10	<10

**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:  
December 31, 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	5801	5359	6858
Female	2650	2692	3373
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:  
December 31, 2024

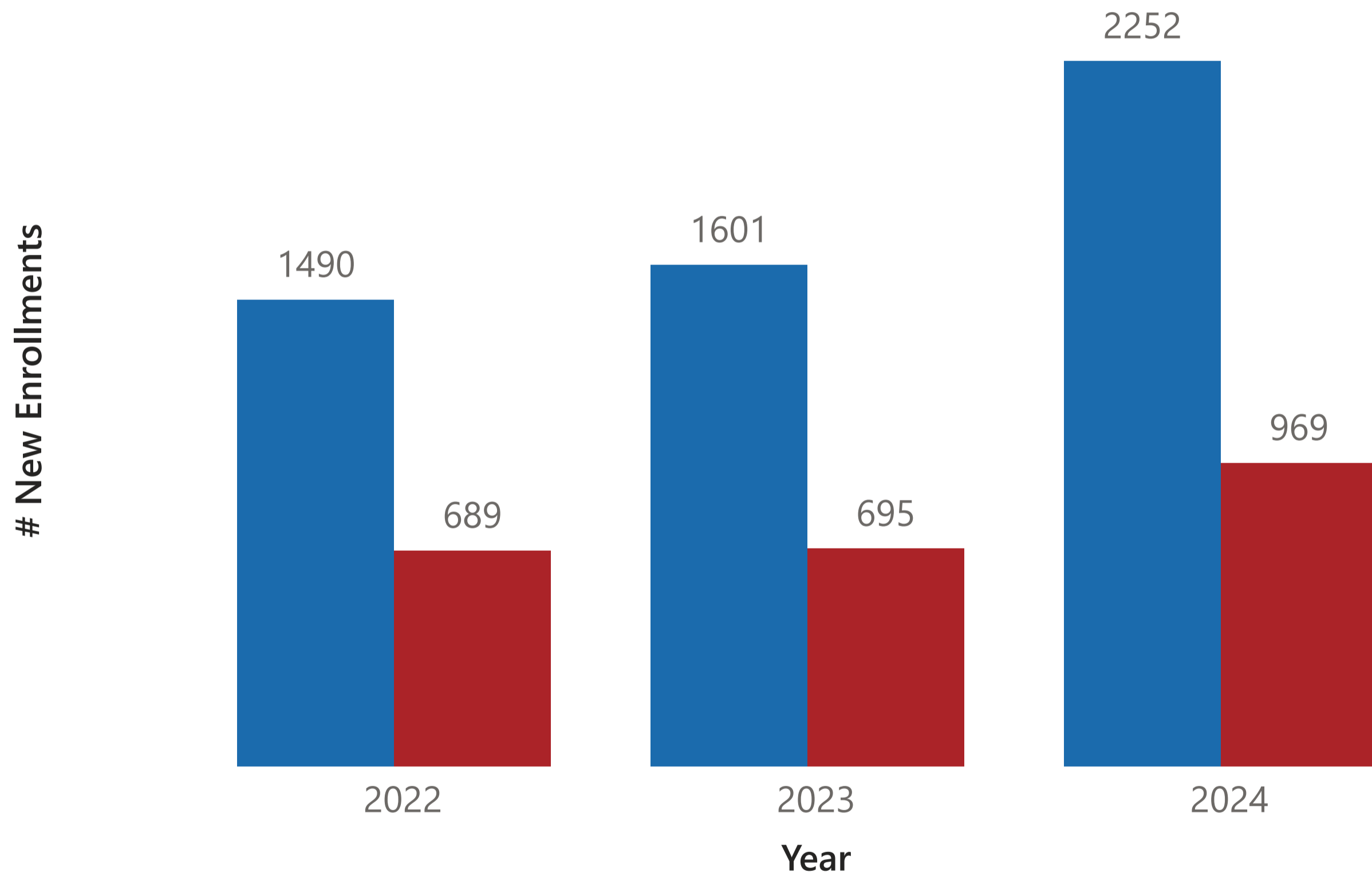


# New Enrollment Trends by Location

## Responders

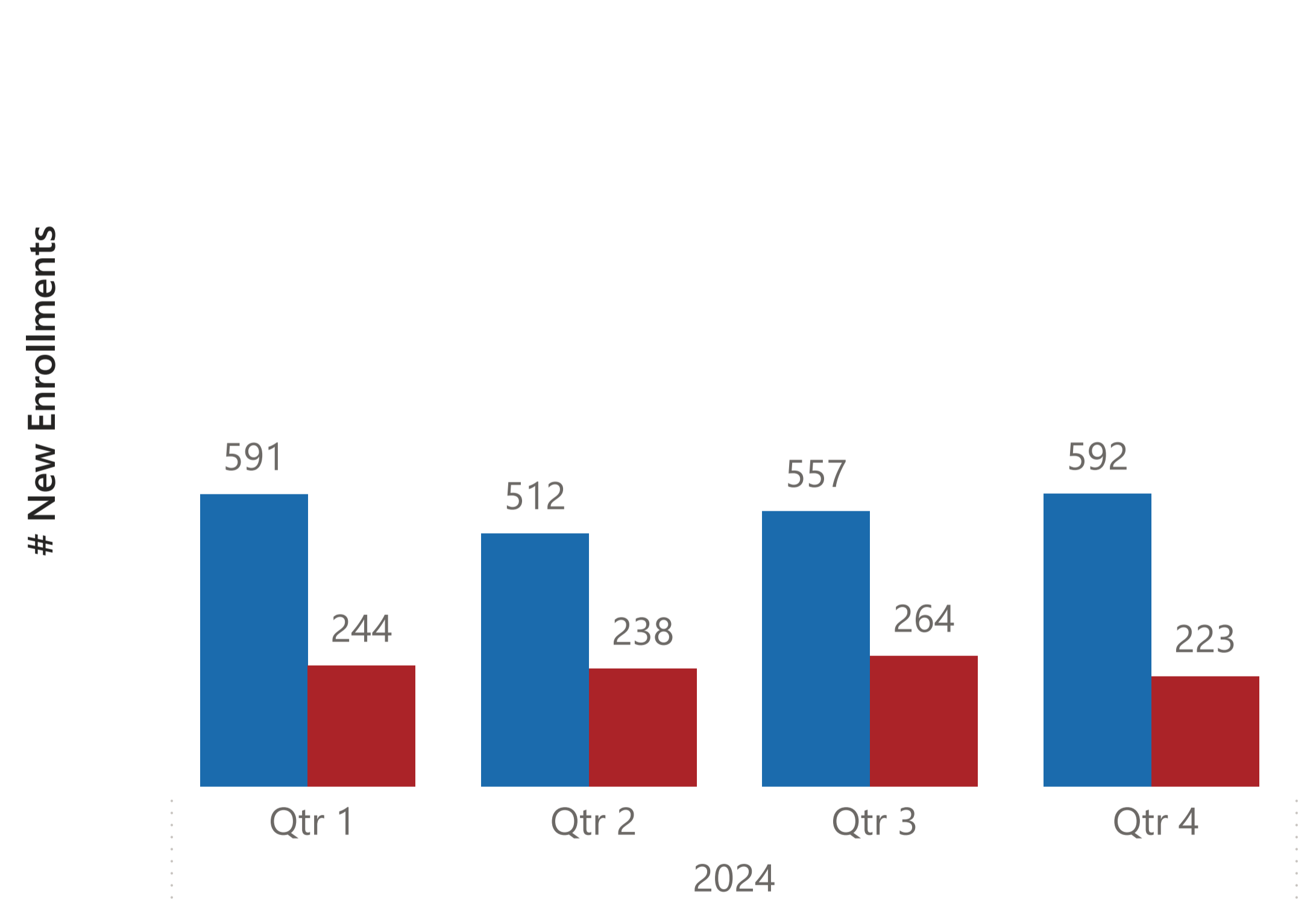
28. New Responder Members by Location at Time of Enrollment

● 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.

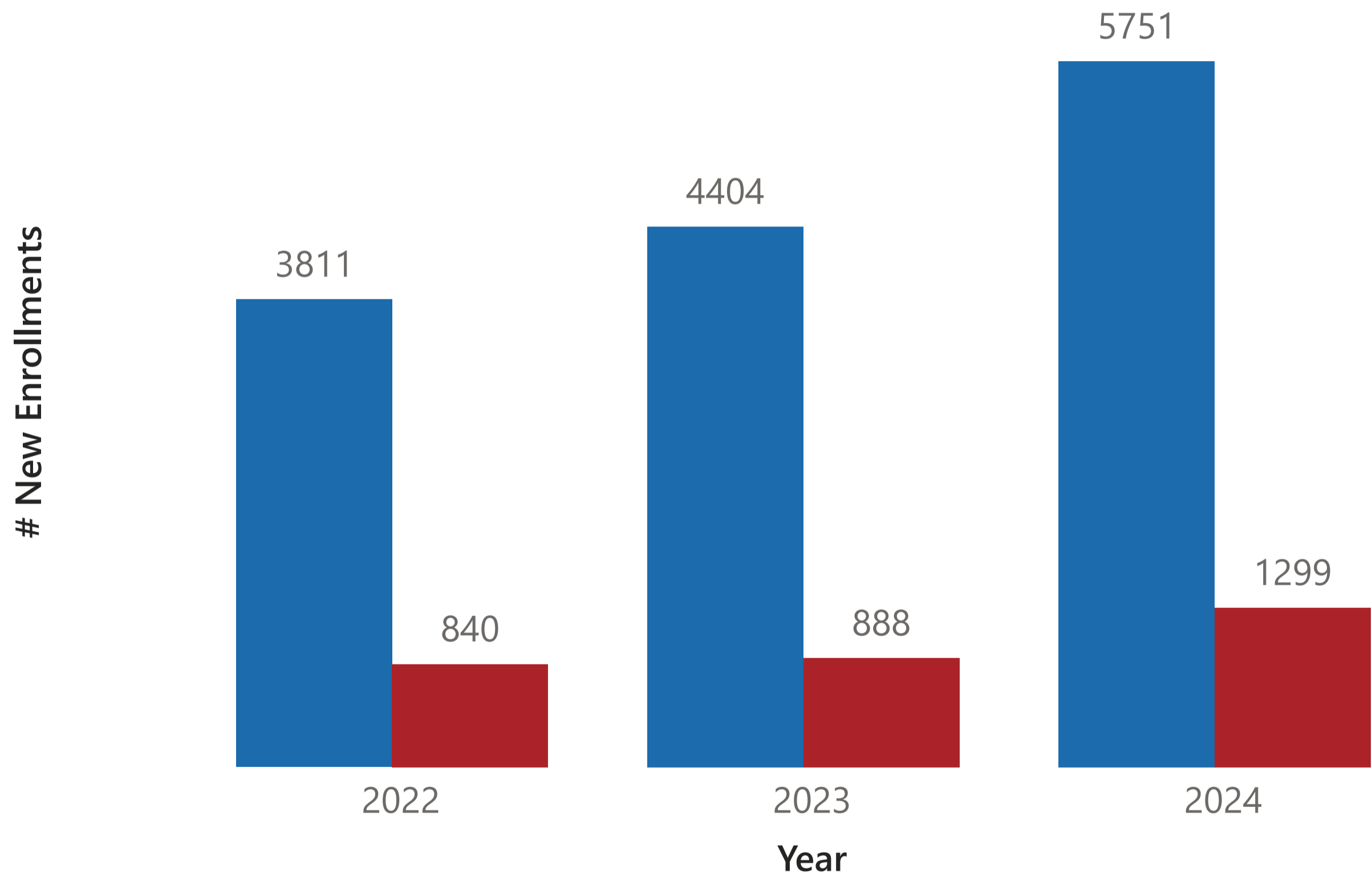
**Note on Date Range for Application Data:** In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.

# New Enrollment Trends by Location

## Survivors

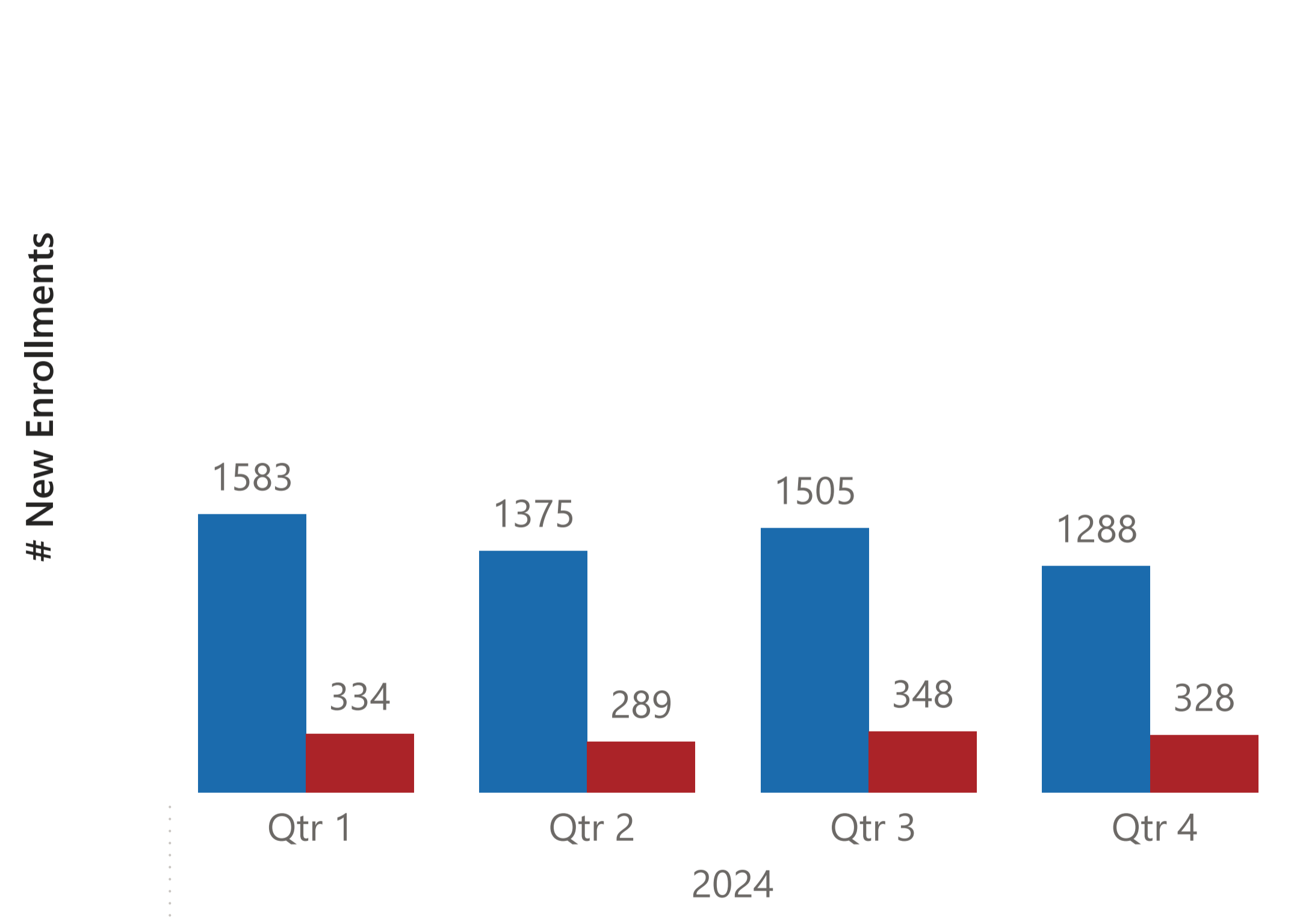
28. New Survivor Members by Location at Time of Enrollment

● Inside NYMA ● Outside NYMA



29. New Survivor Members by Location in Current CY

● Inside NYMA ● Outside NYMA

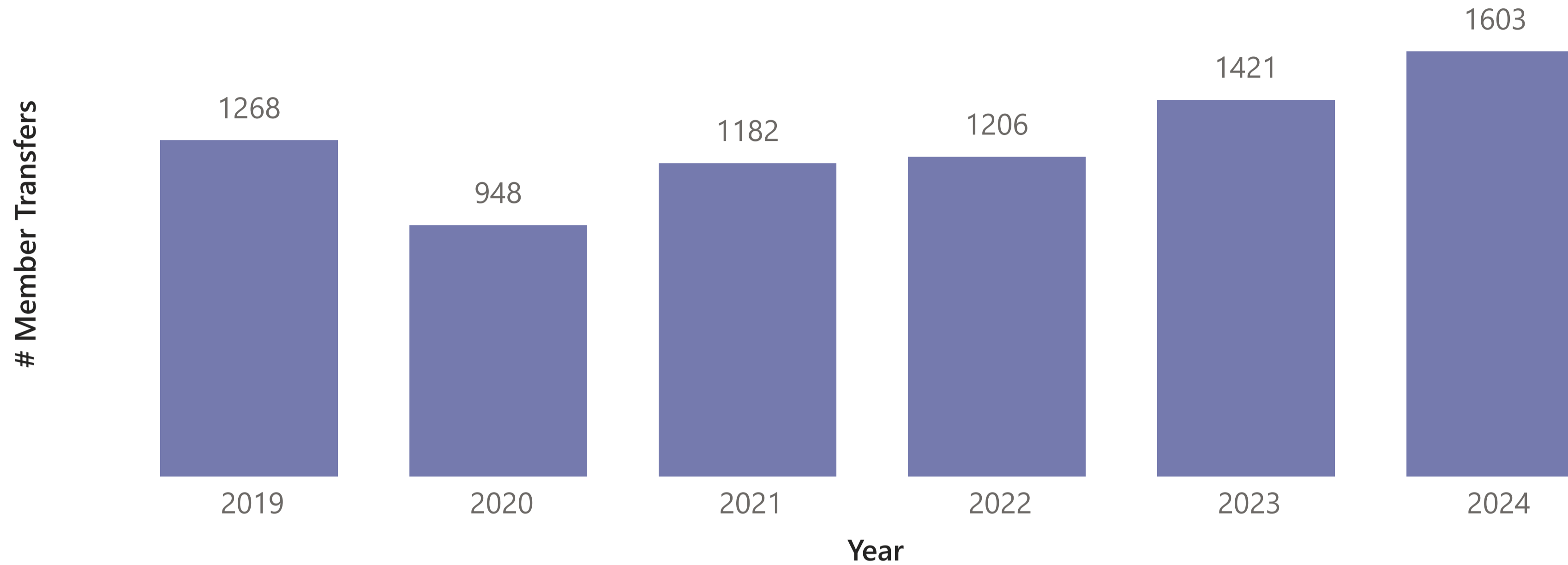


**NYMA:** The combined statistical areas comprising the Bridgeport-Stamford-Norwalk, CT Metropolitan Statistical Area; Kingston, NY Metropolitan Statistical Area; New Haven-Milford, CT Metropolitan Statistical Area; New York-Northern New Jersey-Long Island, NY-NJ-PA Metropolitan Statistical Area; Poughkeepsie-Newburgh-Middletown, 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.

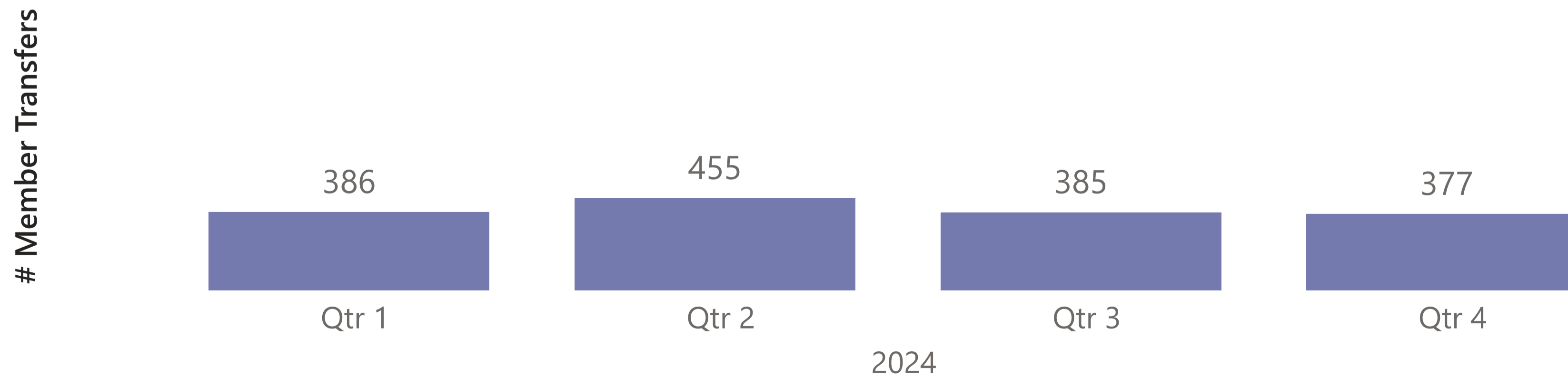
**Note on Date Range for Application Data:** In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.

# 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:  
December 31, 2024

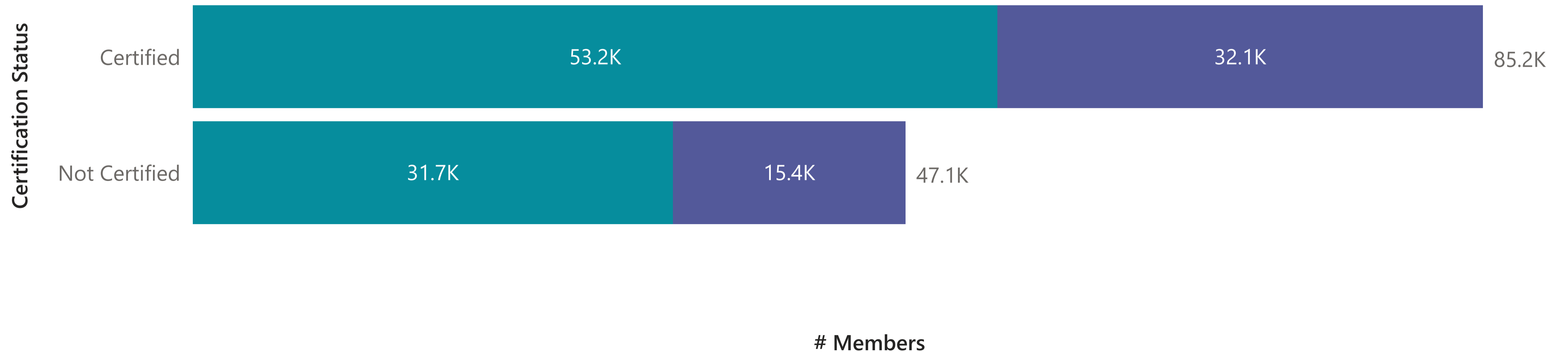
# Member Population Certification Status

**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

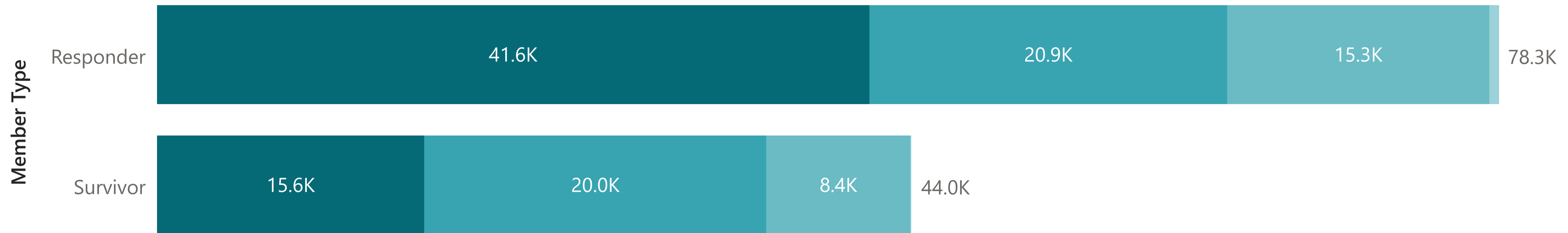
● Responder ● Survivor



# 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

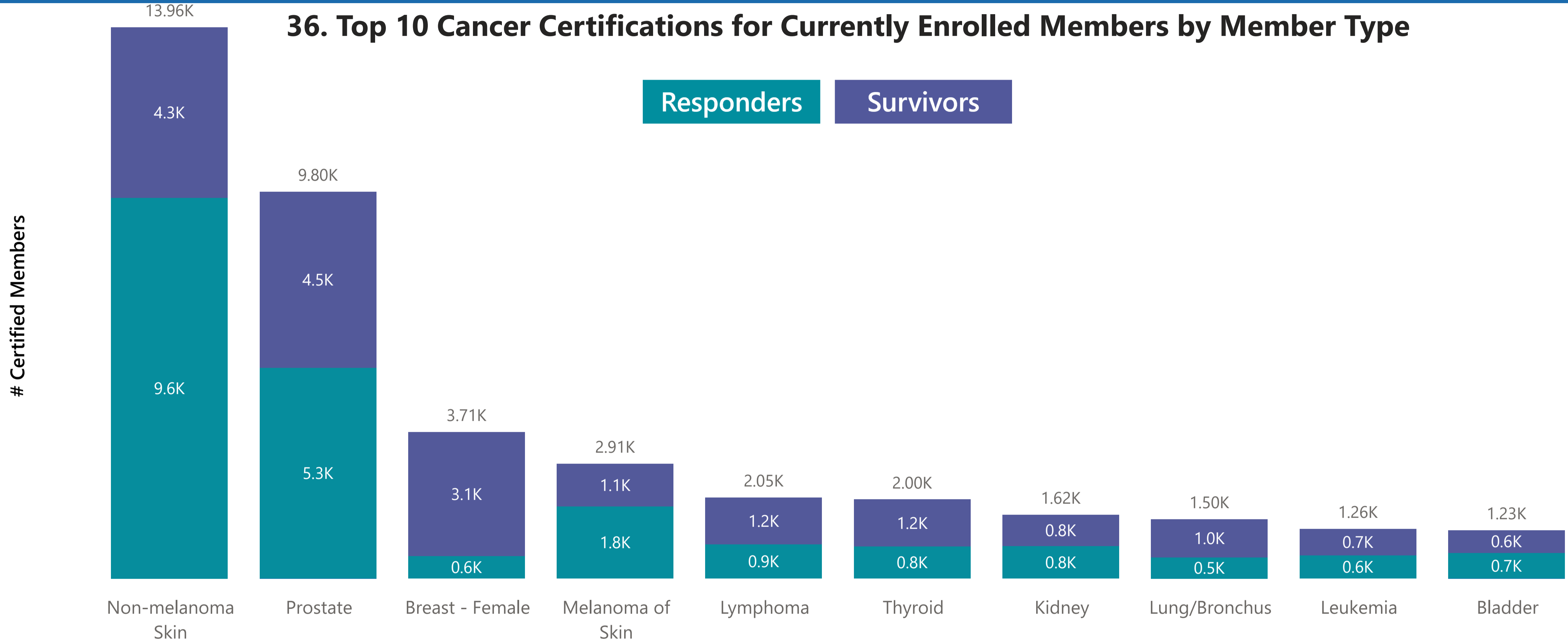
# Responder Musculoskeletal/ATI\* Certifications: 569  
# Survivor ATI Certifications: 54

*\*ATI: Acute Traumatic Injury*

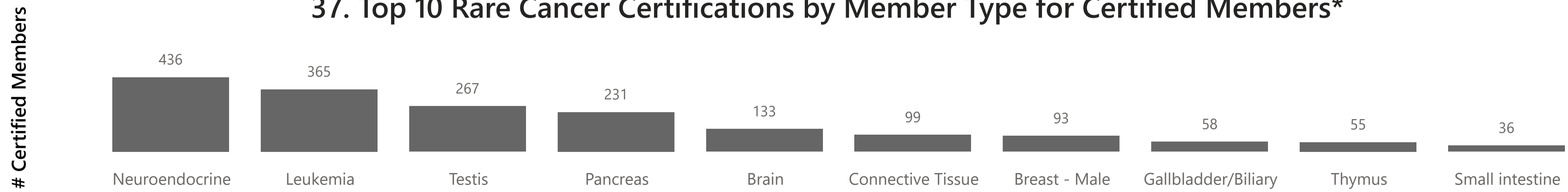
**Note on Certification Counts:** The number of certified members per condition type may not match the total number of certified members because members may be certified for multiple conditions. Members may also be certified for multiple health conditions within a given category. The number of certifications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

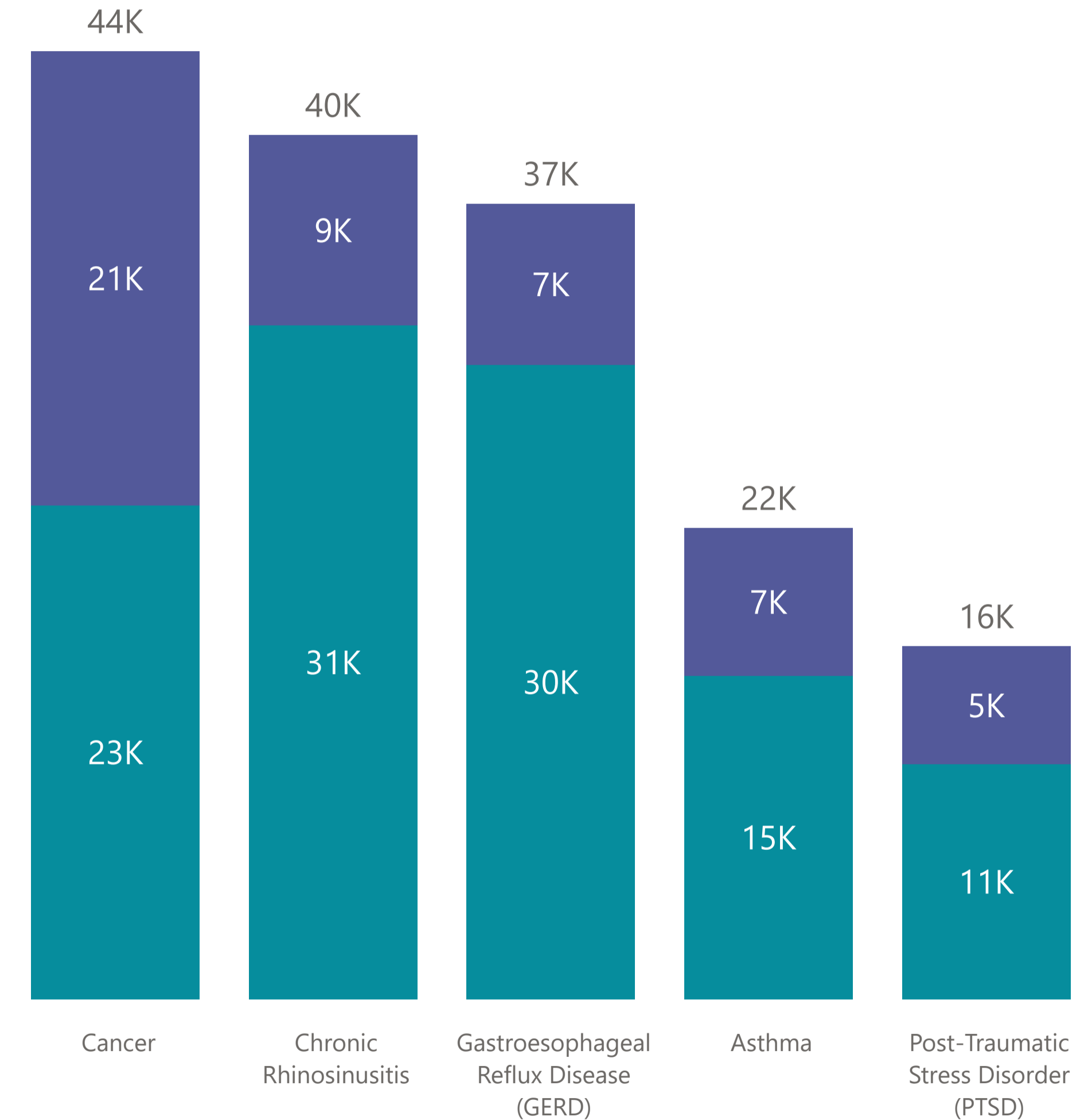
# Certifications for WTC-Related Health Conditions

## 38. Overall Counts of Certifications by Member Type

Condition	Responder	Survivor	Total
Cancer	23,015	21,145	<b>44,160</b>
Chronic Rhinosinusitis	31,398	8,861	<b>40,259</b>
Gastroesophageal Reflux Disease (GERD)	29,563	7,497	<b>37,060</b>
Asthma	15,077	6,871	<b>21,948</b>
Post-Traumatic Stress Disorder (PTSD)	10,955	5,482	<b>16,437</b>
Chronic Respiratory Disorder - Fumes / Vapors	8,335	1,409	<b>9,744</b>
Chronic Obstructive Pulmonary Disease (COPD)	3,835	1,656	<b>5,491</b>
Anxiety Disorder (not otherwise specified)	2,812	1,412	<b>4,224</b>
Major Depressive Disorder	2,883	1,320	<b>4,203</b>
Depression (not otherwise specified)	2,618	575	<b>3,193</b>
Interstitial Lung Diseases	1,567	838	<b>2,405</b>
Adjustment Disorder	1,390	1,008	<b>2,398</b>
Generalized Anxiety Disorder	1,330	539	<b>1,869</b>
Chronic Laryngitis	1,675	71	<b>1,746</b>
Substance Abuse	1,370	317	<b>1,687</b>
Chronic Nasopharyngitis	777	106	<b>883</b>
Panic Disorder	547	173	<b>720</b>
Dysthymic Disorder	303	357	<b>660</b>
Other Musculoskeletal Disorder	570	55	<b>625</b>
Upper Airway Hyperreactivity	421	101	<b>522</b>
Sleep Apnea	73	113	<b>186</b>

## 39. Top 5 Certified Conditions by # Members

● Responder ● Survivor



**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.

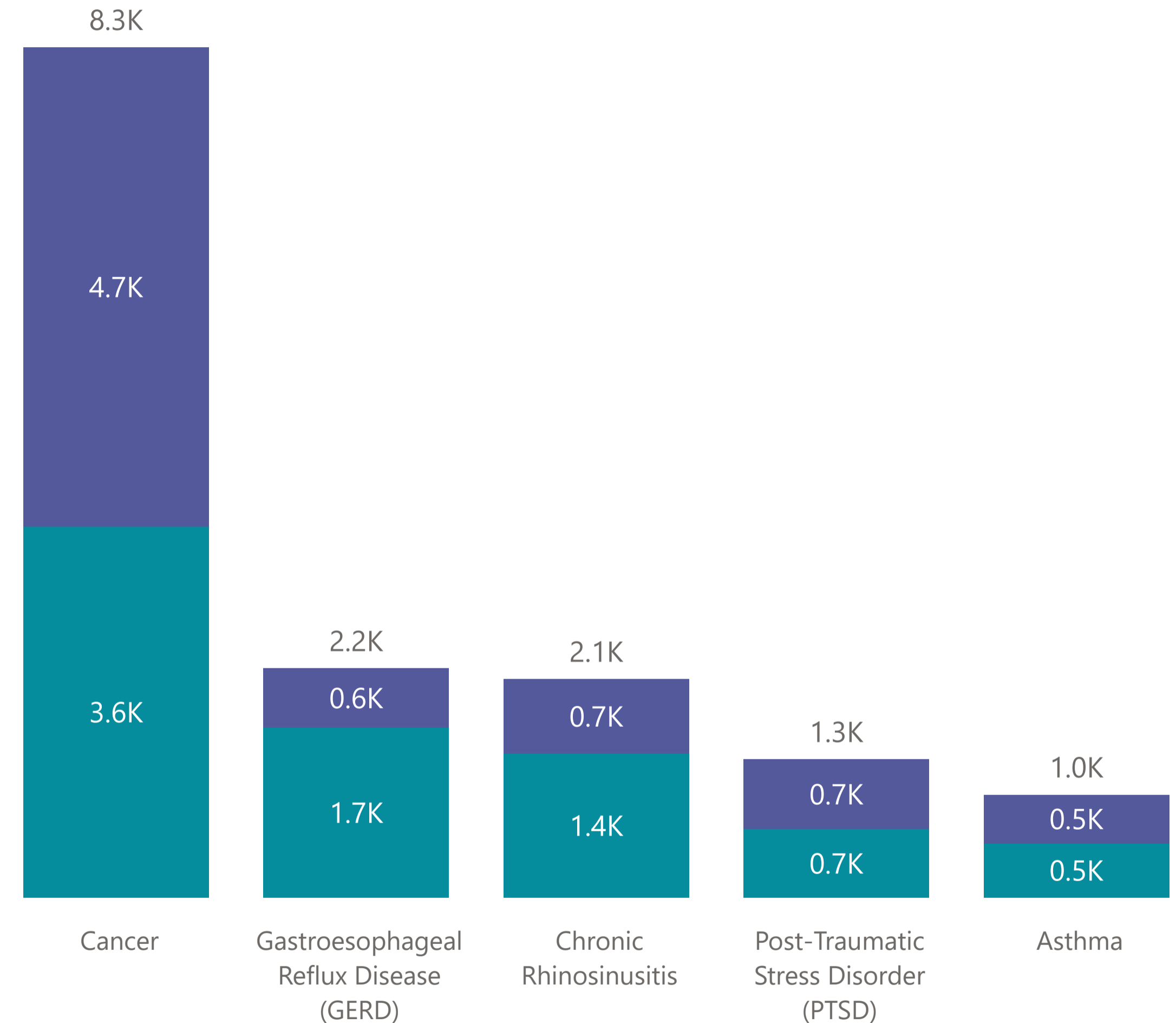
# Health Conditions Certified in Past 12 Months

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

Condition	Responder	Survivor	Total
Cancer	3,607	4,660	<b>8,267</b>
Gastroesophageal Reflux Disease (GERD)	1,653	576	<b>2,229</b>
Chronic Rhinosinusitis	1,400	725	<b>2,125</b>
Post-Traumatic Stress Disorder (PTSD)	667	678	<b>1,345</b>
Asthma	530	471	<b>1,001</b>
Chronic Obstructive Pulmonary Disease (COPD)	210	294	<b>504</b>
Major Depressive Disorder	127	215	<b>342</b>
Chronic Respiratory Disorder - Fumes / Vapors	205	46	<b>251</b>
Interstitial Lung Diseases	126	107	<b>233</b>
Generalized Anxiety Disorder	101	131	<b>232</b>
Anxiety Disorder (not otherwise specified)	44	151	<b>195</b>
Sleep Apnea	63	99	<b>162</b>
Panic Disorder	18	17	<b>35</b>
<b>Total</b>	<b>6,749</b>	<b>6,398</b>	<b>13,147</b>

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

● Responder ● Survivor

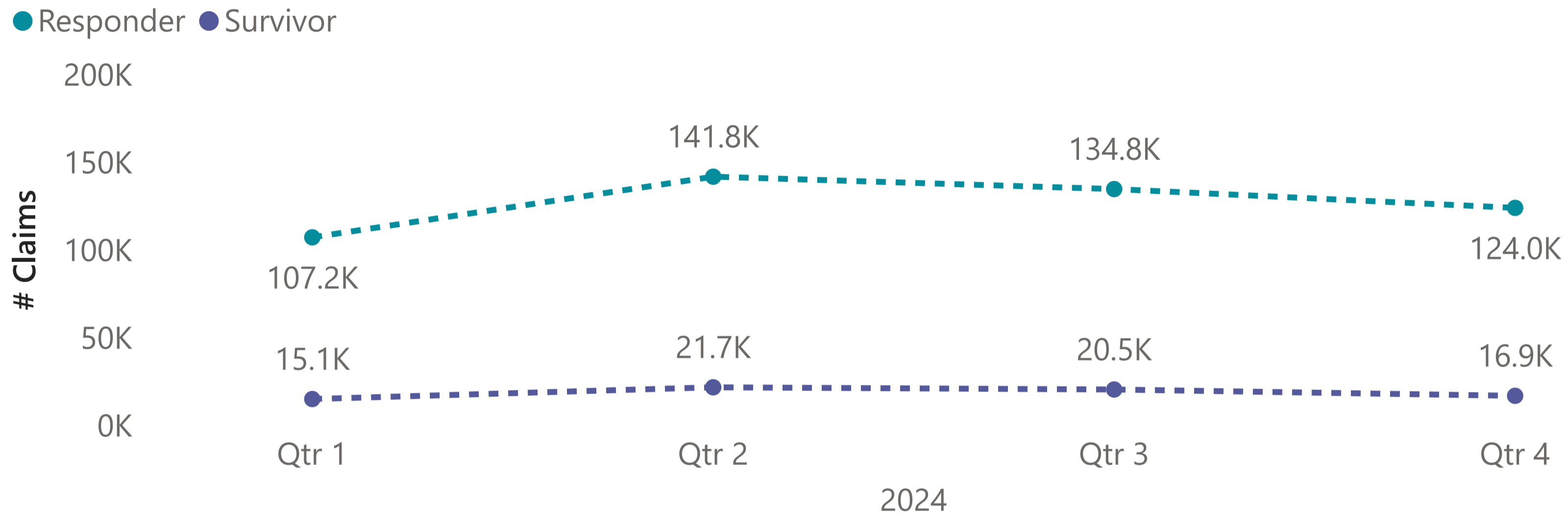


**Note on Certification Counts Presented:** Health condition certifications by member type with a count of < 10 are excluded.



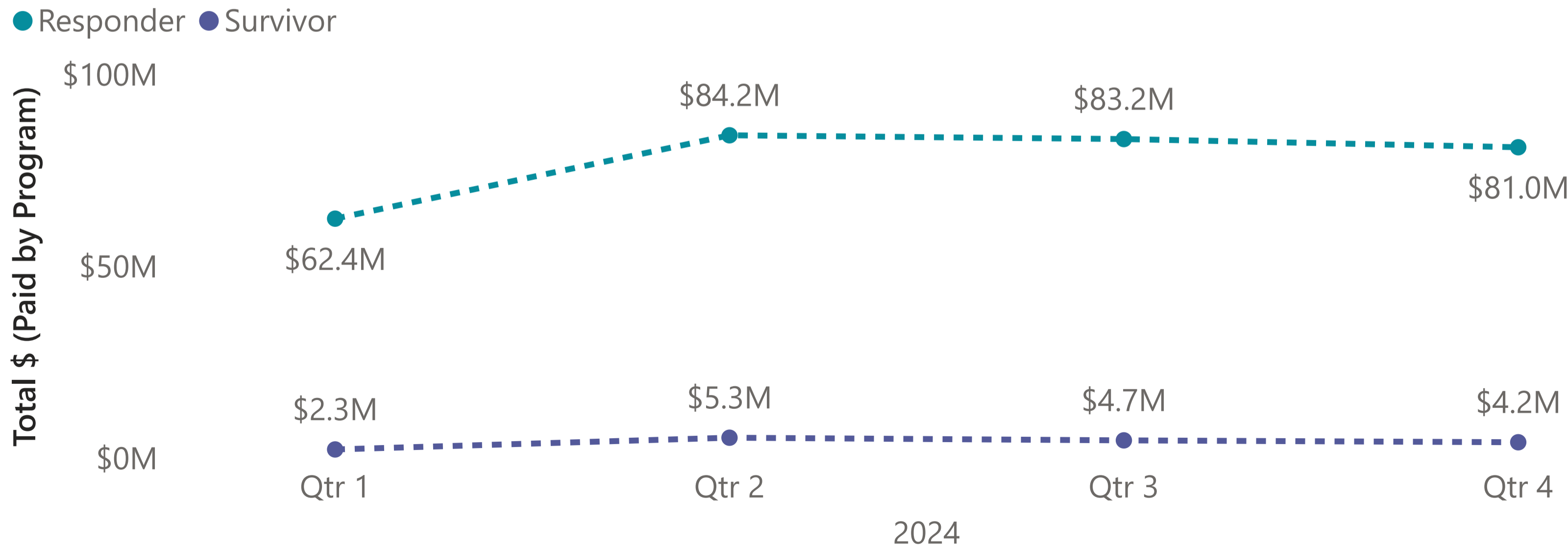
# Total Number & Cost of Medical Claims

## 42. Count of Approved Medical Claims for Past Year



**58.36K**  
Certified Members with Approved Medical Treatment Paid in Past Year

## 43. Cost of Approved Medical Claims for Past Year



**577.12K**  
Approved Medical Claims in Past Year

**\$327.32M**  
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.

51,962

Responders with Approved Claims

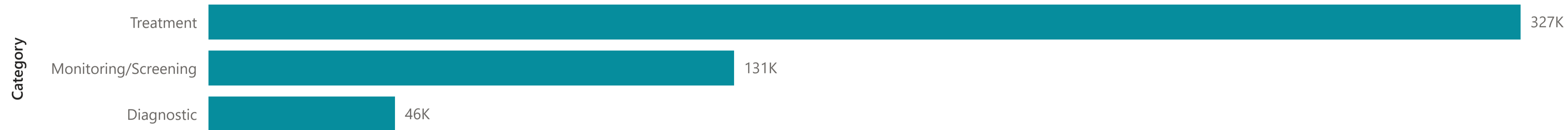
503,483

Approved 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

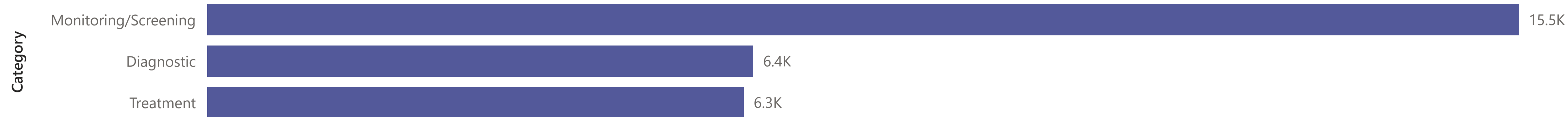
19,351

Survivors with Approved Claims

73,639

Approved 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)



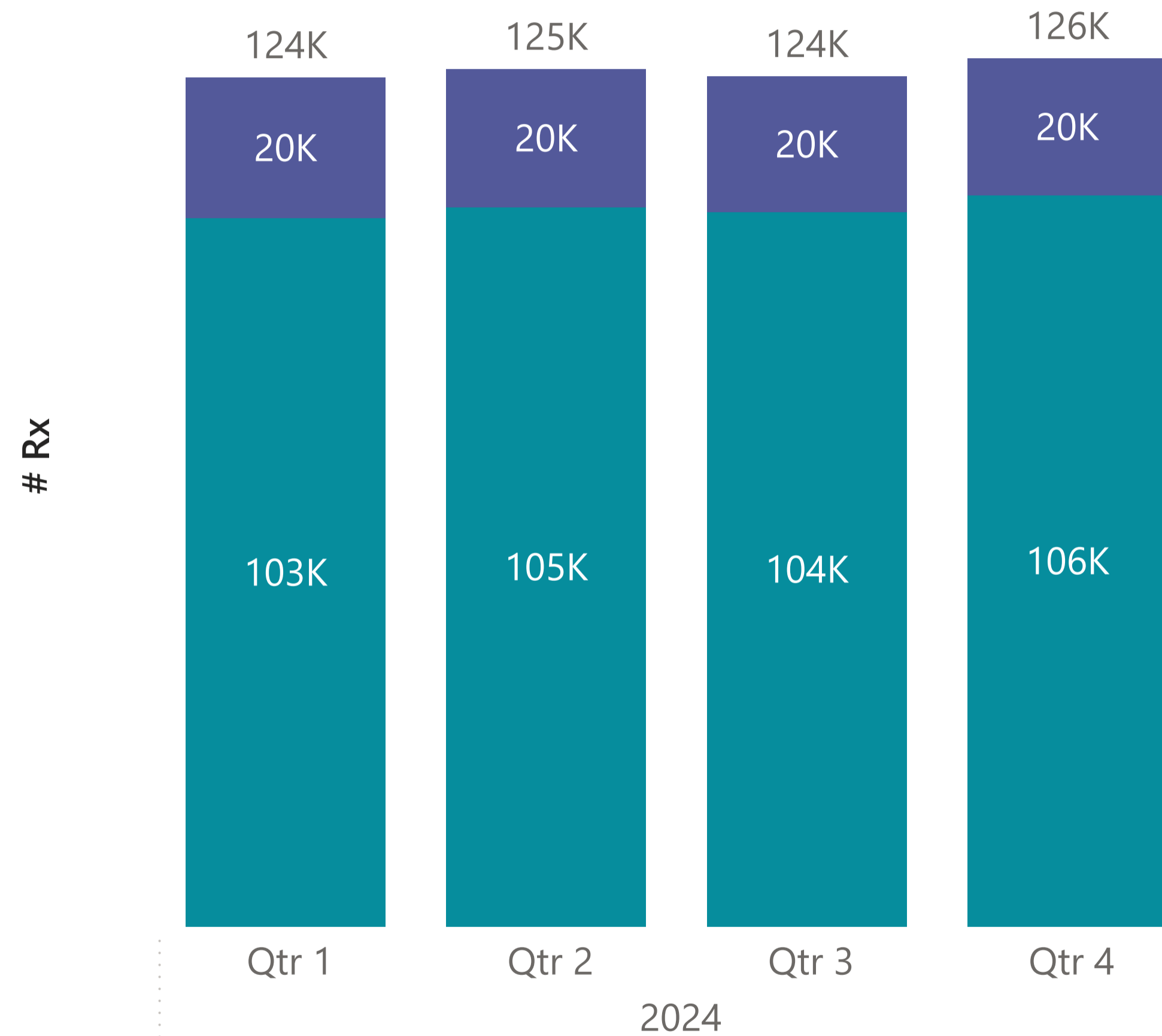
**Claims Data Timeline:** Medical claims and cost data are presented based on the paid date of the claim.

**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 pending claims. Adjudication status refers to the process related to rendering a final decision about a claim.

# Pharmacy Claims Summary for Past 12 Months

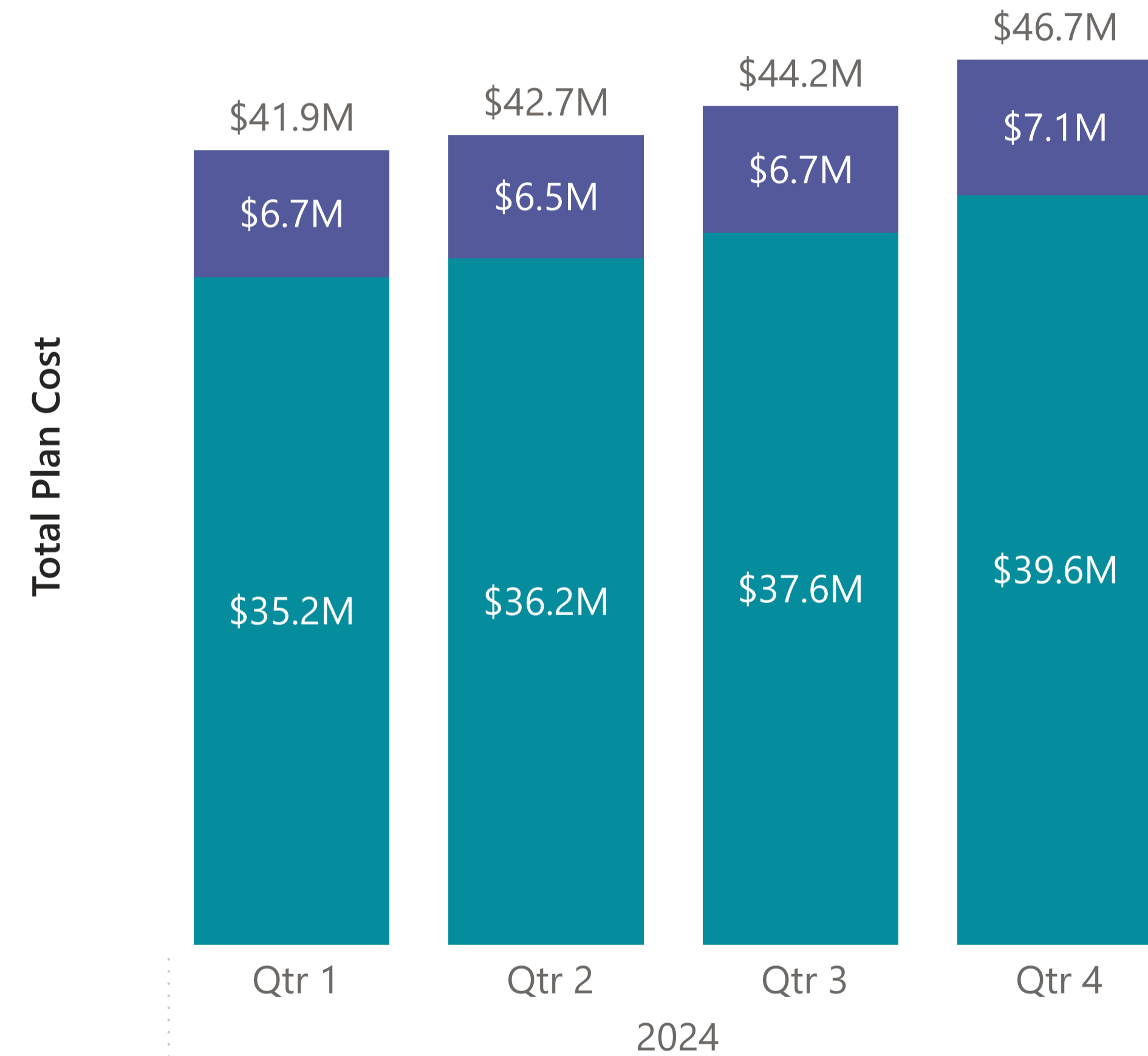
## 50. Approved Pharmacy Claims Over Past 12 Months

● Responders ● Survivors



## 51. Pharmacy Plan Cost Over Past 12 Months

● Responders ● Survivors

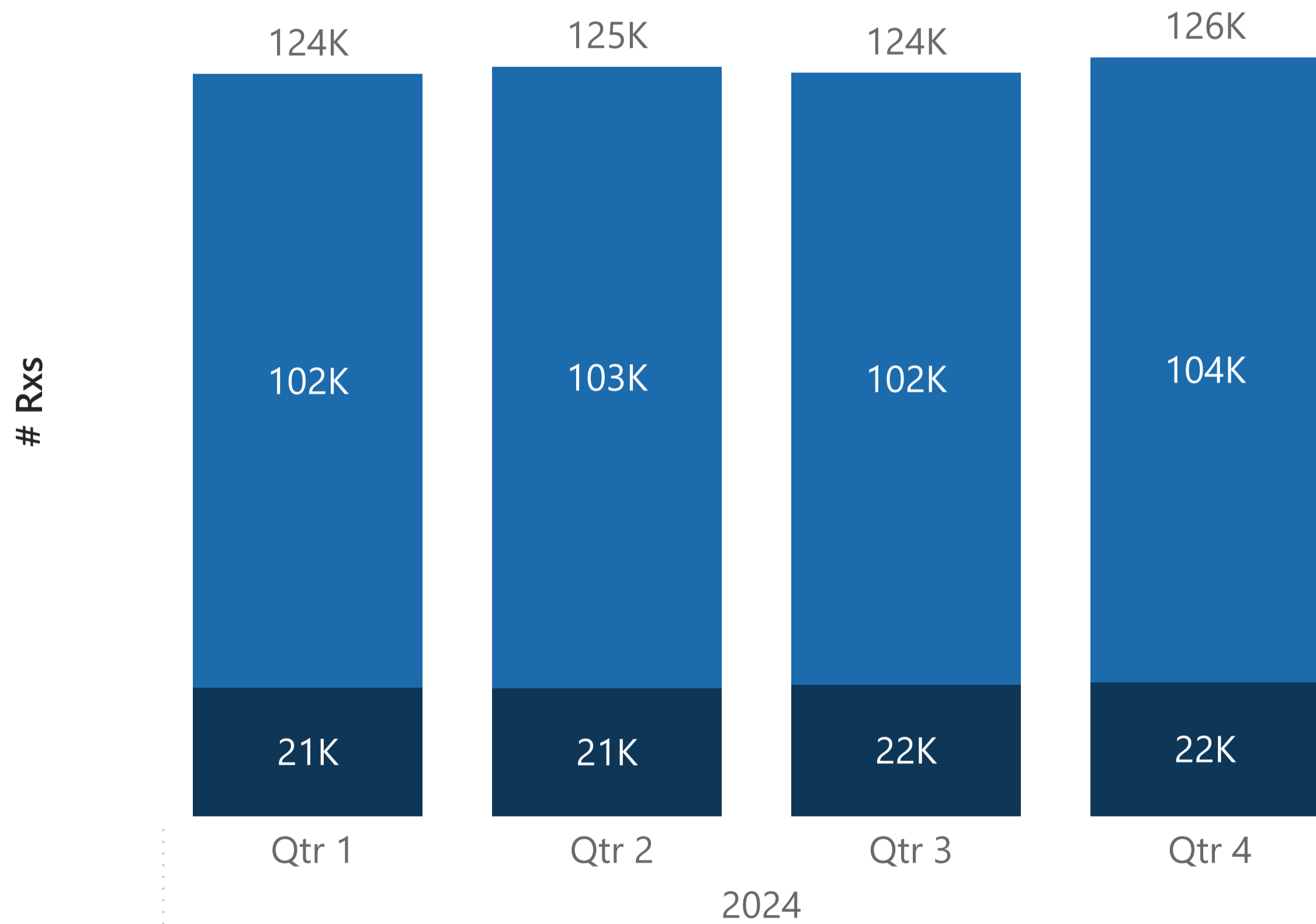


**Pharmacy Data Timeline:** Pharmacy claims and cost data are presented based on the date of service/date filled.

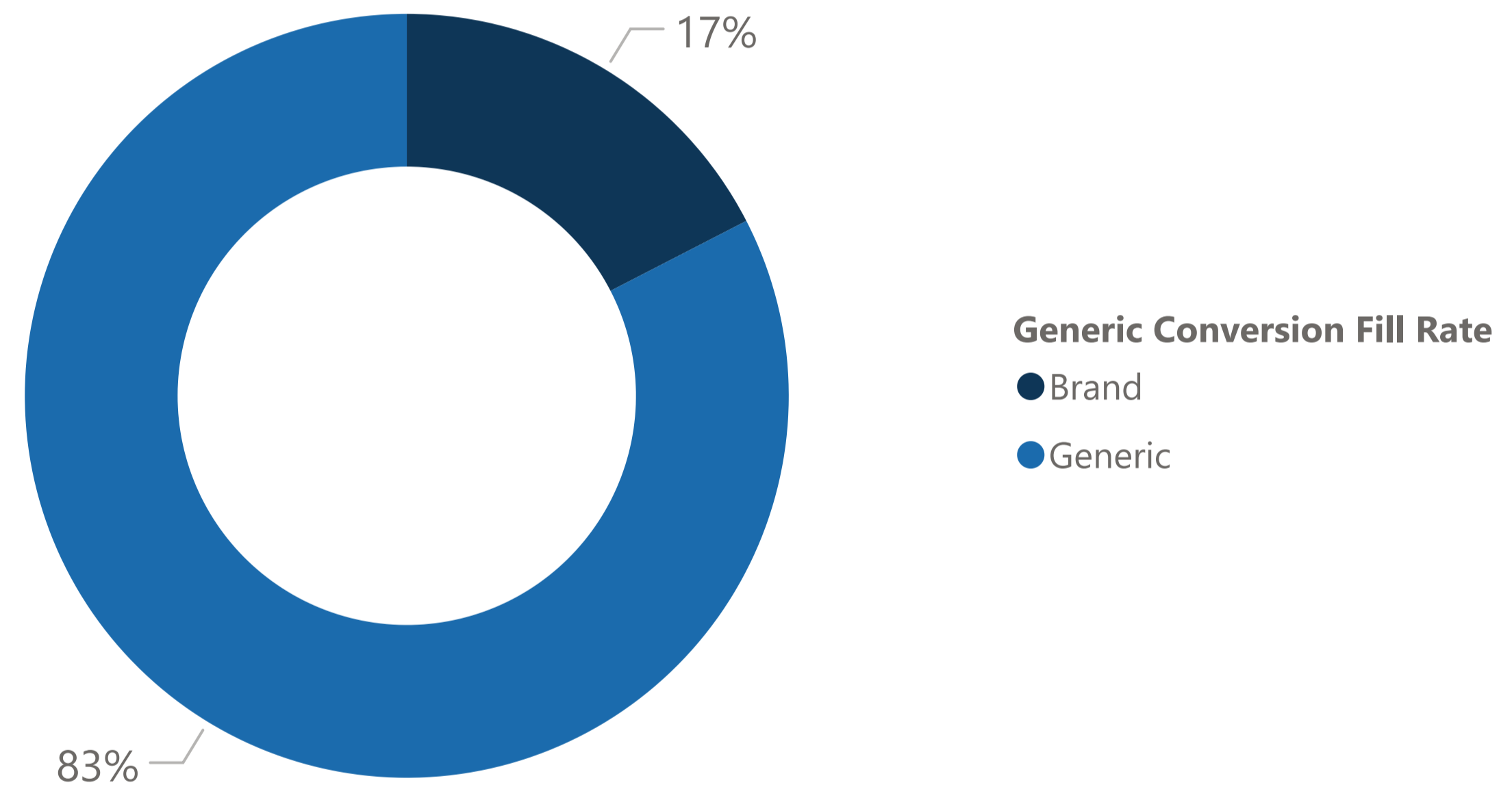
# Brand vs Generic Trends for Past 12 Months

## 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

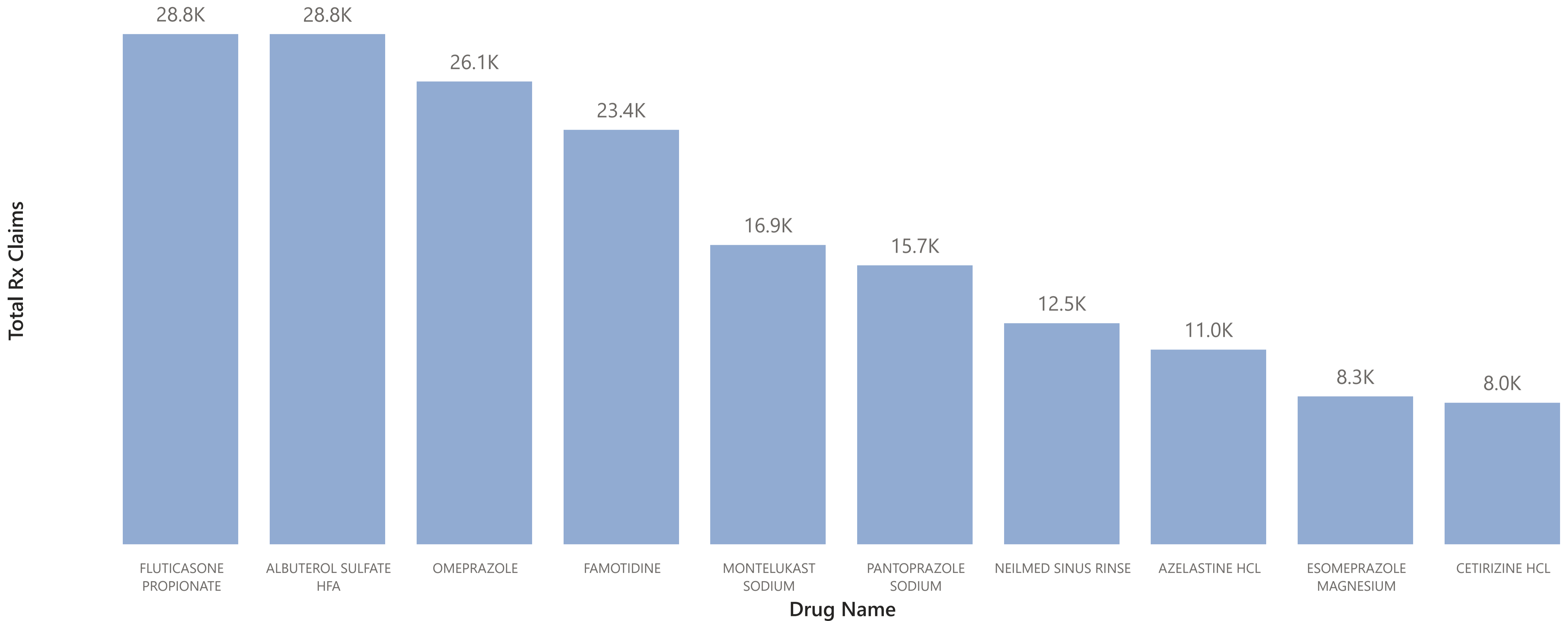


**Pharmacy Data Timeline:** Pharmacy claims and cost data are presented based on the date of service/date filled.

Rx Claims Data Thru:  
December 31, 2024

# Pharmacy Utilization in Last 12 Months

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



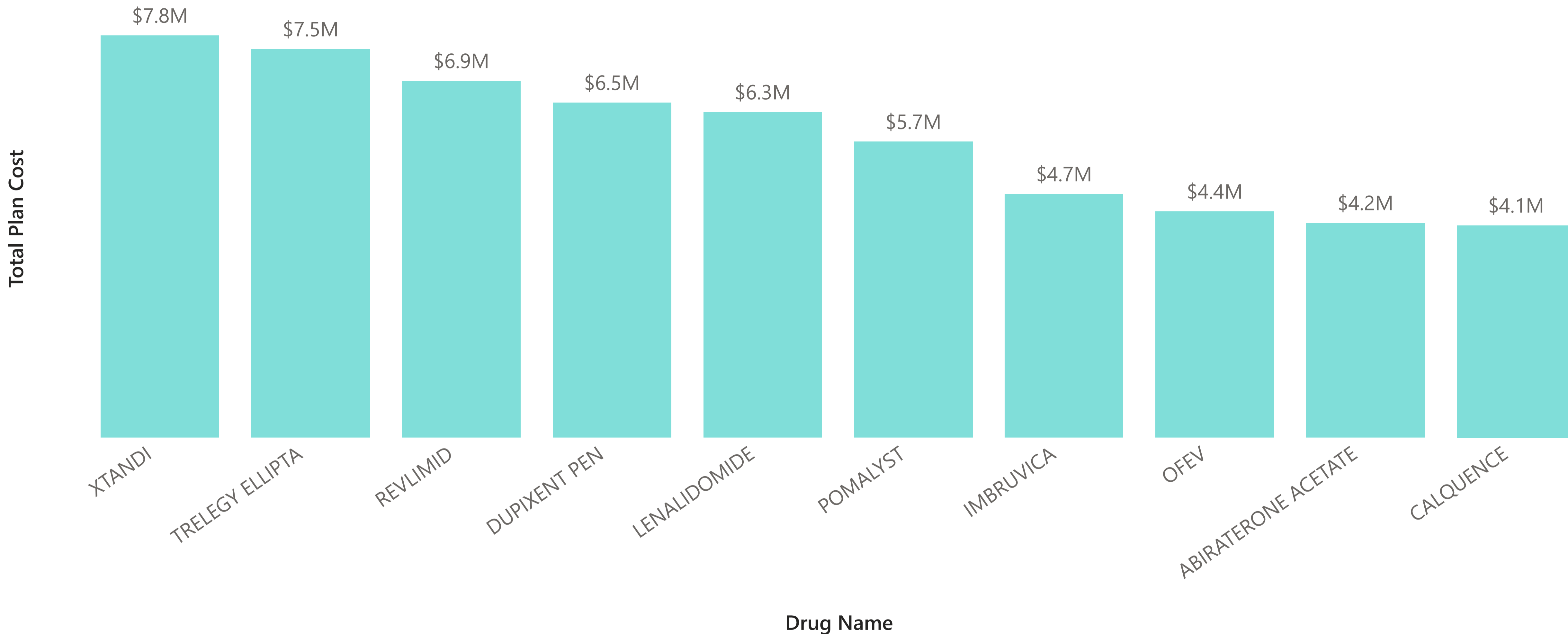
**Pharmacy Data Timeline:** Pharmacy claims and cost data are presented based on the date of service/date filled.

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

Rx Claims Data Thru:  
December 31, 2024

# Pharmacy Utilization in Last 12 Months

## 55. Top 10 Drugs by Cost in Past 12 Months



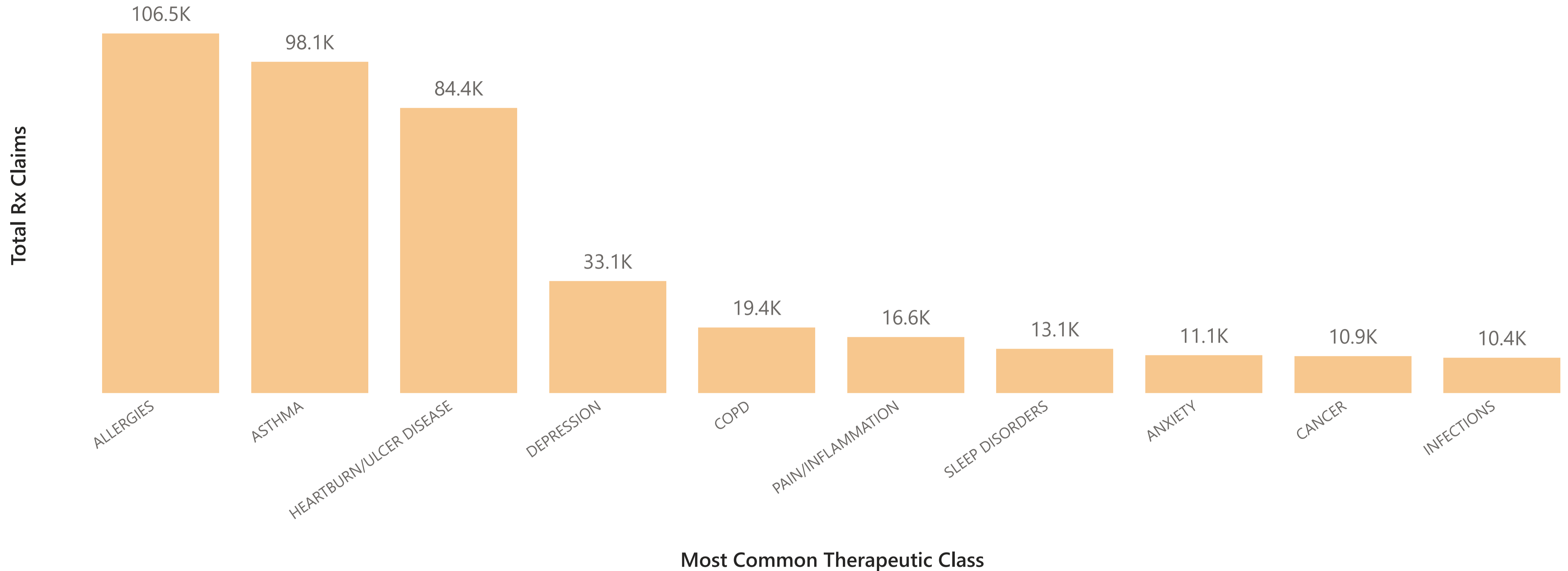
**Pharmacy Data Timeline:** Pharmacy claims and cost data are presented based on the date of service/date filled.

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

Rx Claims Data Thru:  
December 31, 2024

# 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.

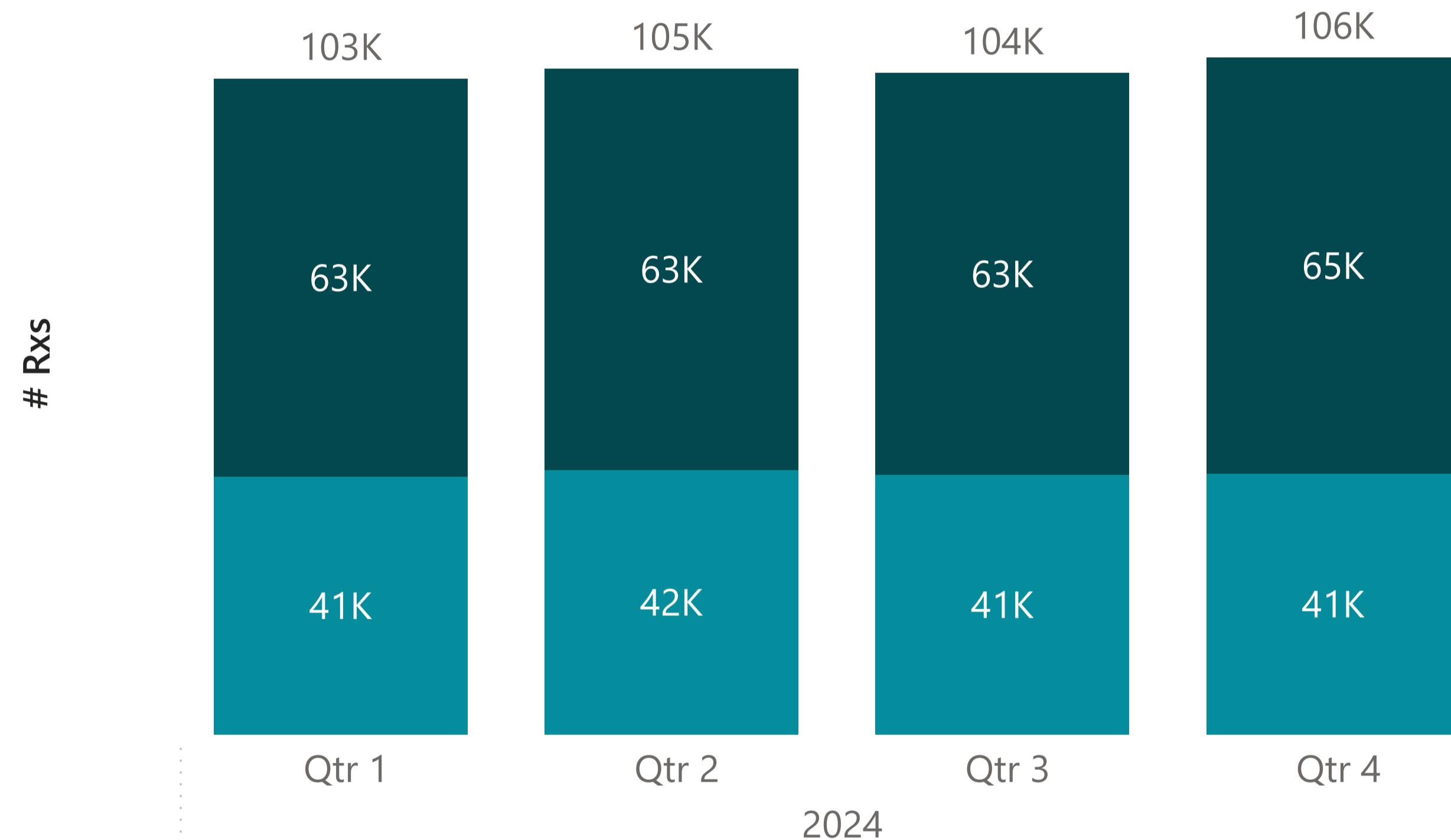
Rx Claims Data Thru:  
December 31, 2024



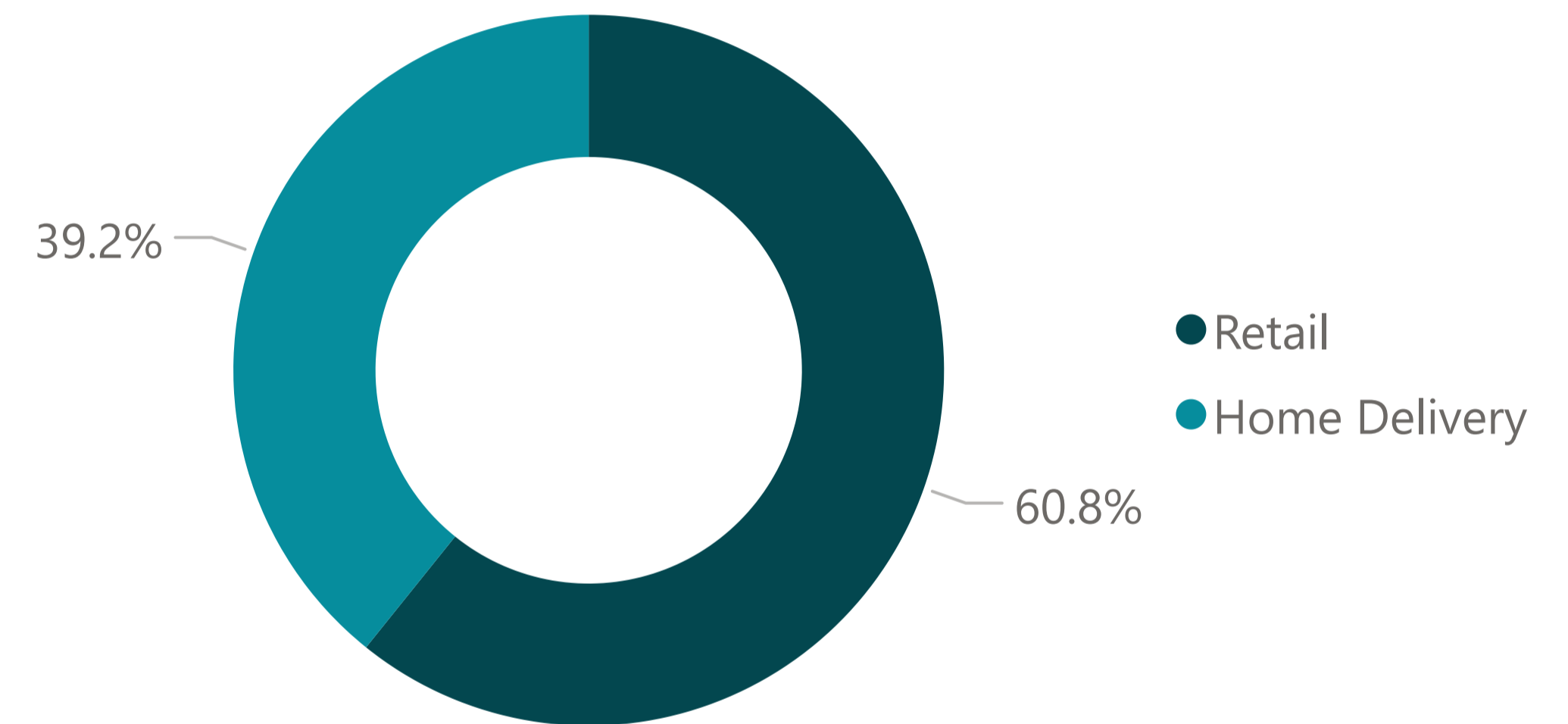
# Responder Pharmacy Claims for Past 12 Months

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

● Home Delivery ● Retail



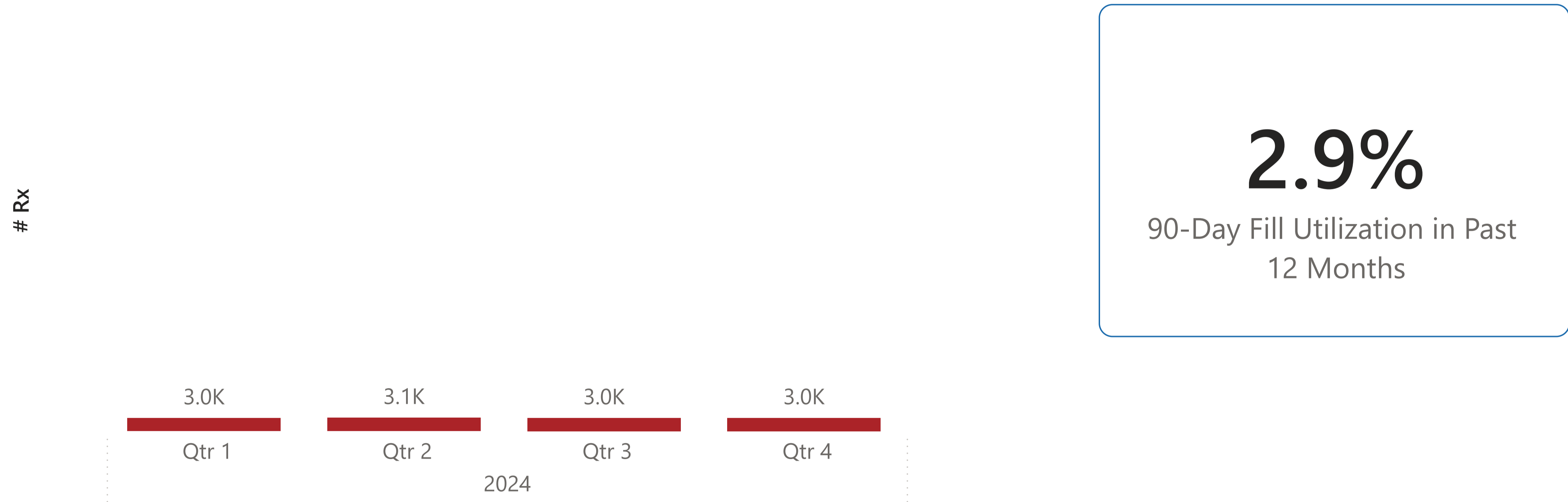
## 58. Percentage of Pharmacy Retail/Home Delivery Utilization



**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



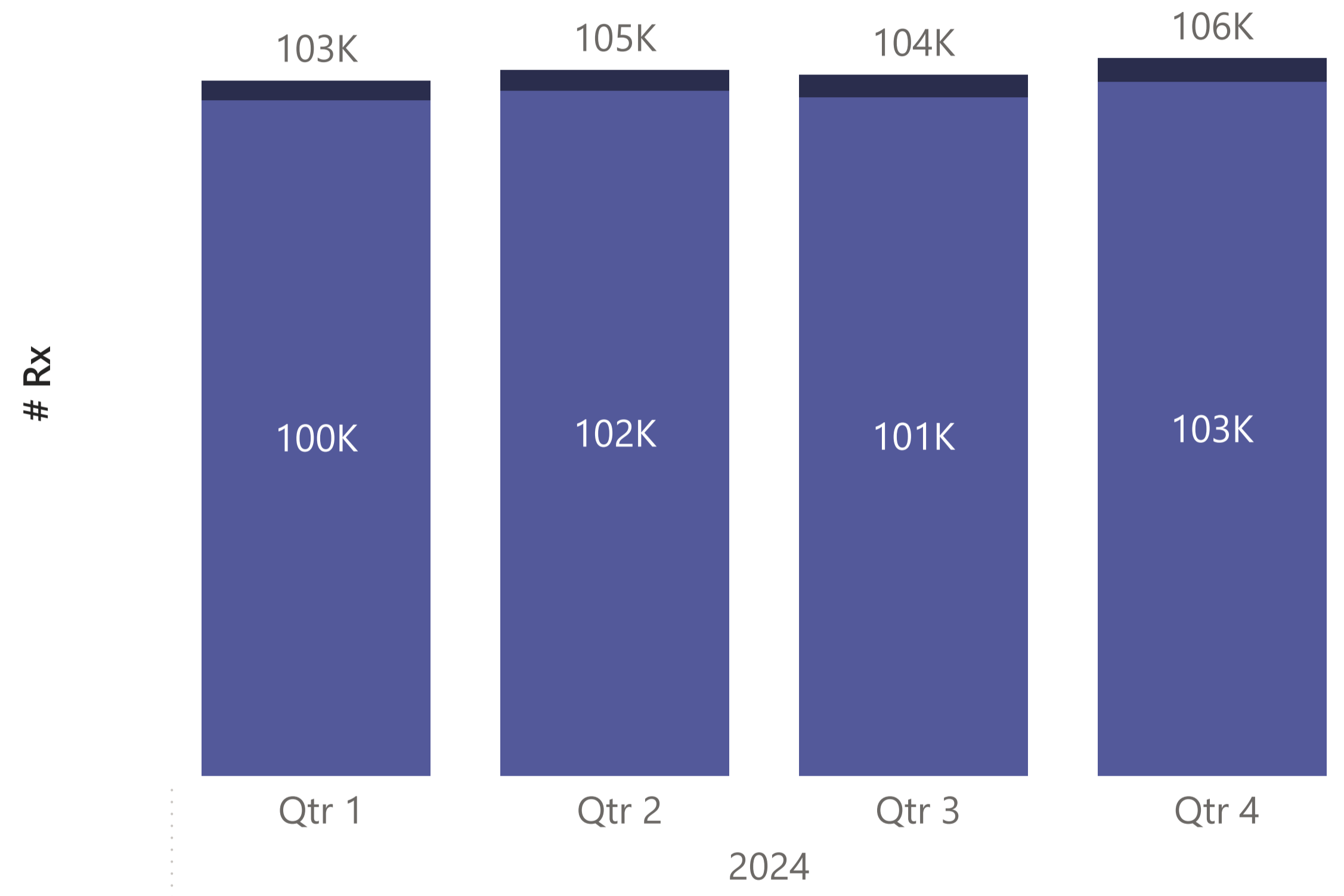
**Pharmacy Data Timeline:** Pharmacy claims and cost data are presented based on the date of service/date filled.

**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.

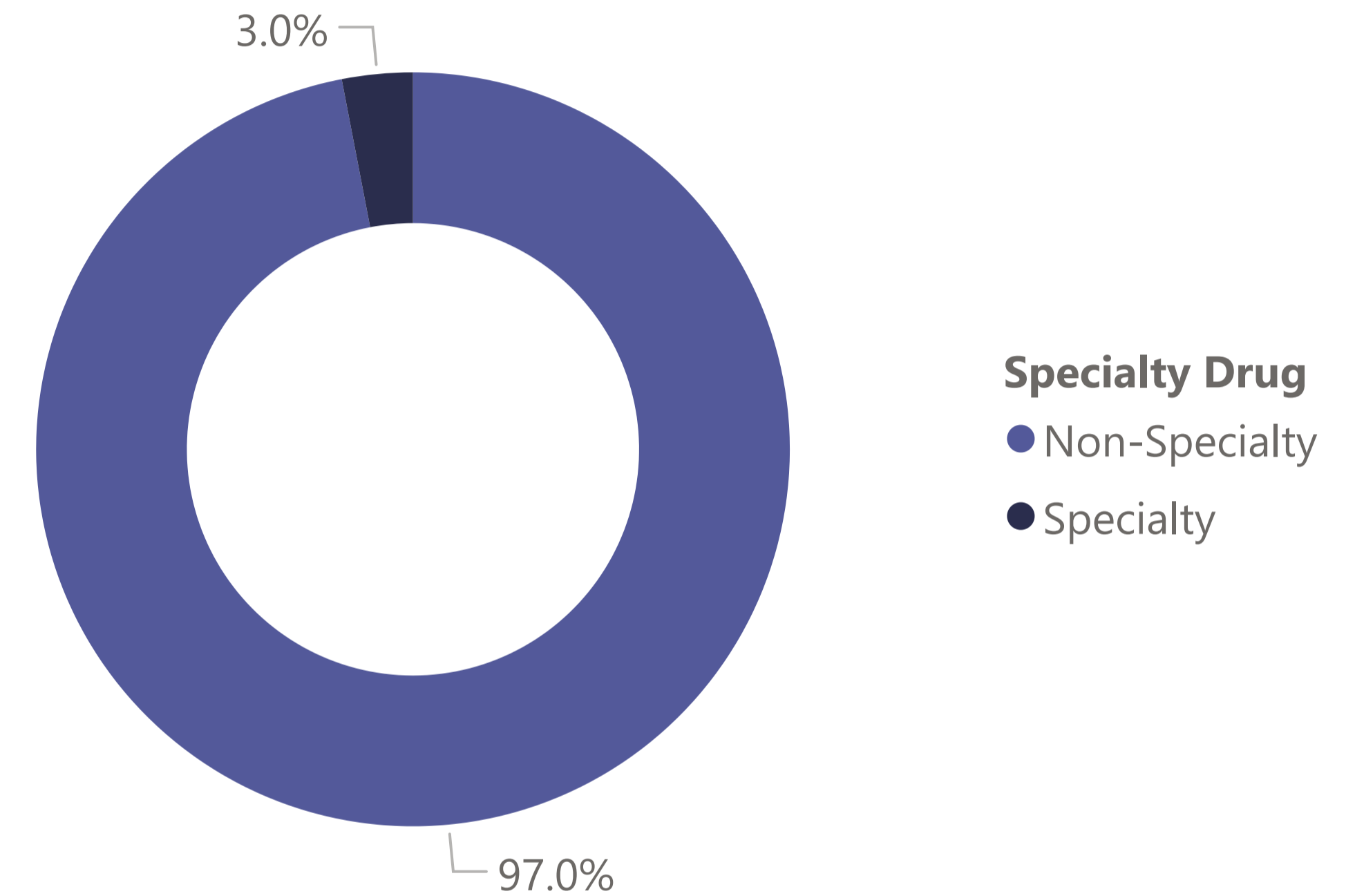
**Disclaimer of Endorsement:** Mention of any company or product does not constitute endorsement by CDC, NIOSH, or the WTC Health Program.

## 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.

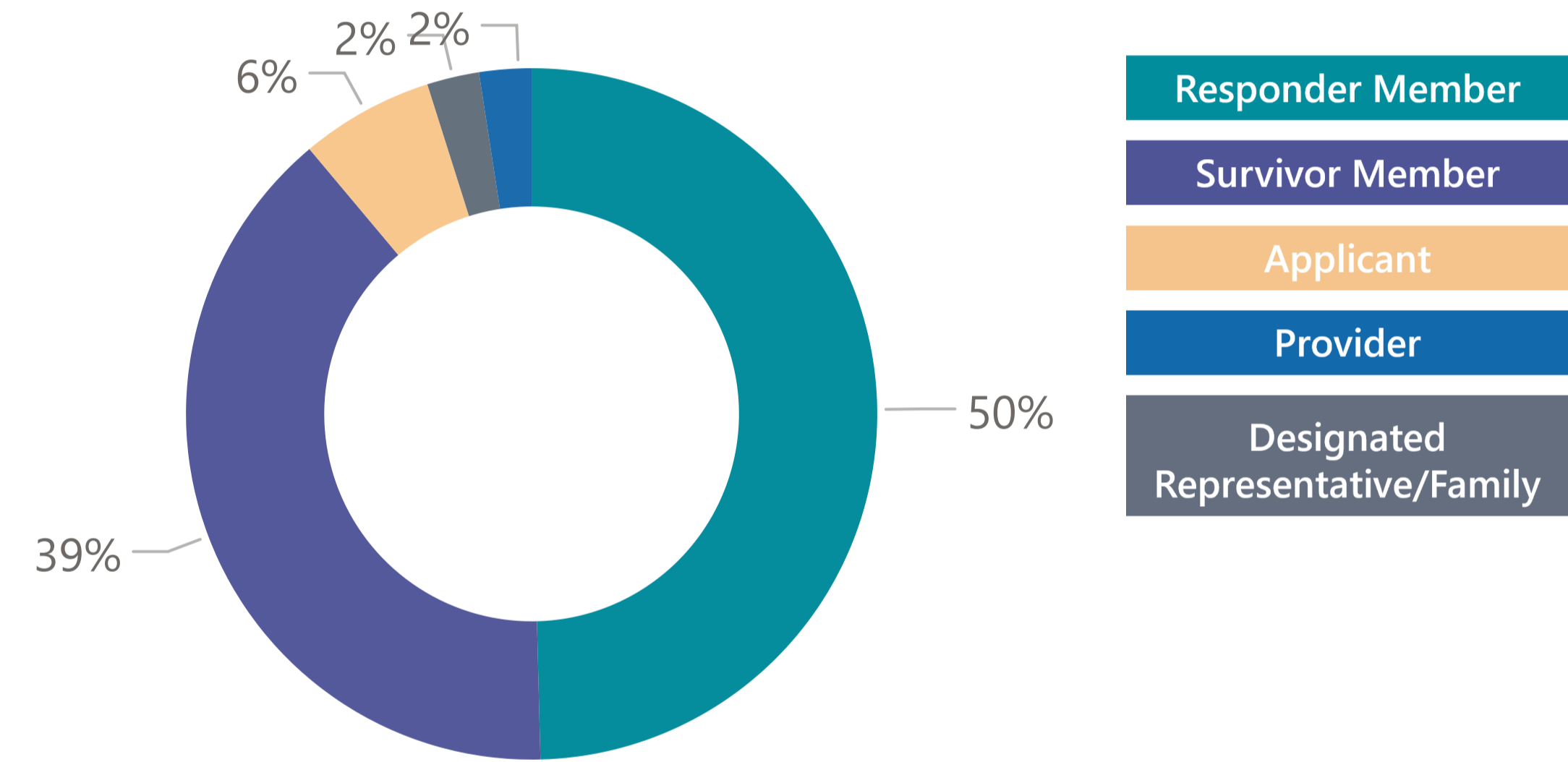
## 62. Top 10 Topics of Feedback by Calendar Year

Data since feedback form opened in July 2023

Main Topic	2023	2024	Total
Treatment	31.30%	26.55%	<b>28.29%</b>
Billing	13.74%	13.27%	<b>13.45%</b>
CCE/NPN	15.27%	11.50%	<b>12.89%</b>
Certification/WTC3	6.11%	16.81%	<b>12.89%</b>
Policy/Process	12.21%	9.29%	<b>10.36%</b>
Enrollment	13.74%	5.75%	<b>8.68%</b>
Other	3.05%	5.75%	<b>4.76%</b>
Pharmacy/Medication	0.76%	5.31%	<b>3.64%</b>
Records Request	3.05%	2.65%	<b>2.80%</b>
Case Management	0.76%	3.10%	<b>2.24%</b>

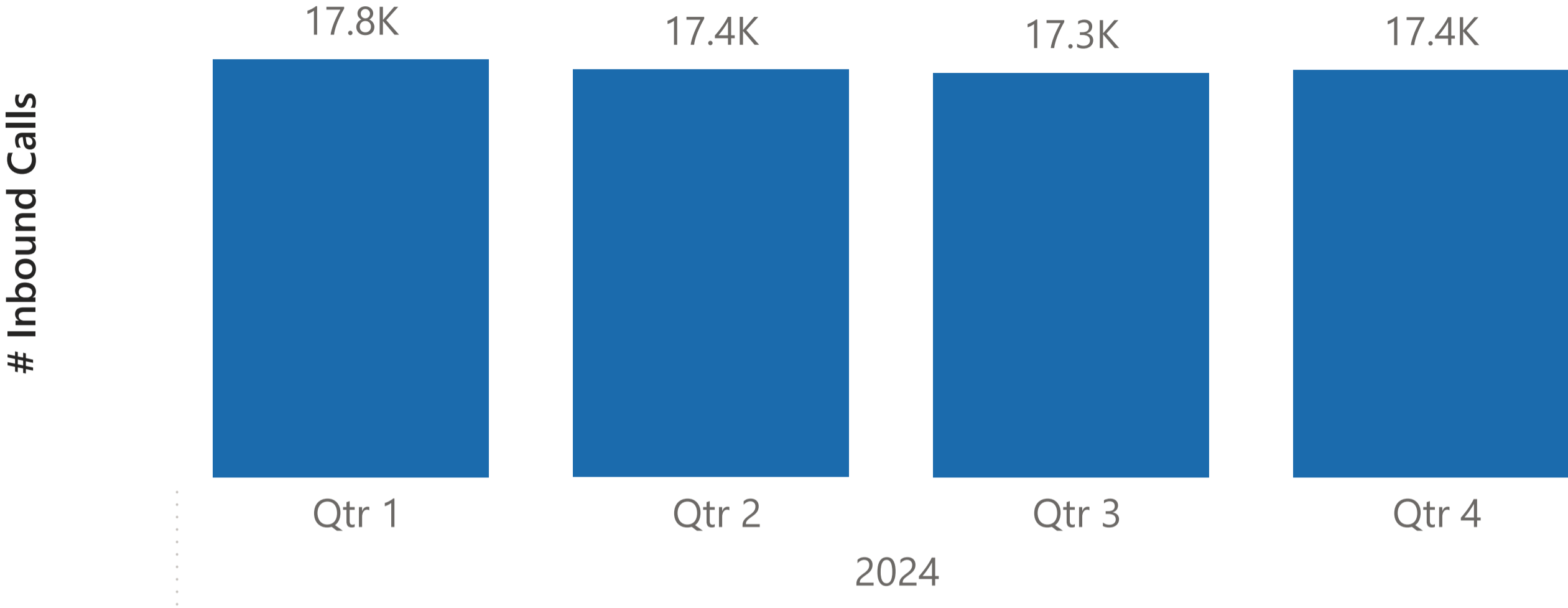
## 63. Type of Submitter for Feedback on Top 5 Categories, Cumulative

Data since feedback form opened in July 2023



**Feedback Data Source:** The data shown are submissions to the online feedback form at <https://oasis.cdc.gov/feedback>.

## 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
<b>2024</b>				
Qtr 1	39	29	<10	153
Qtr 2	38	38	<10	159
Qtr 3	38	32	<10	168
Qtr 4	27	31	<10	181

## 66. % Language Line Usage by Language in Last Year

Translation services provided through language line

