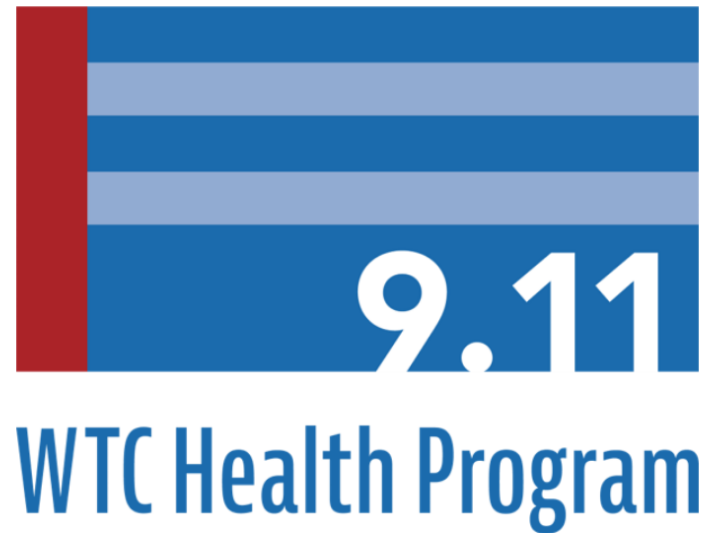


World Trade Center Health Program

External Quarterly Program Summary

Publication Date:
August 1, 2024

Program Data Through:
June 30, 2024



DISCLAIMER: The findings and conclusions in this report do not necessarily represent the official position of the National Institute for Occupational Safety and Health, Centers for Disease Control and Prevention, or 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 Do not cite or rely on this information for official purposes; this data should not be used to evaluate performance.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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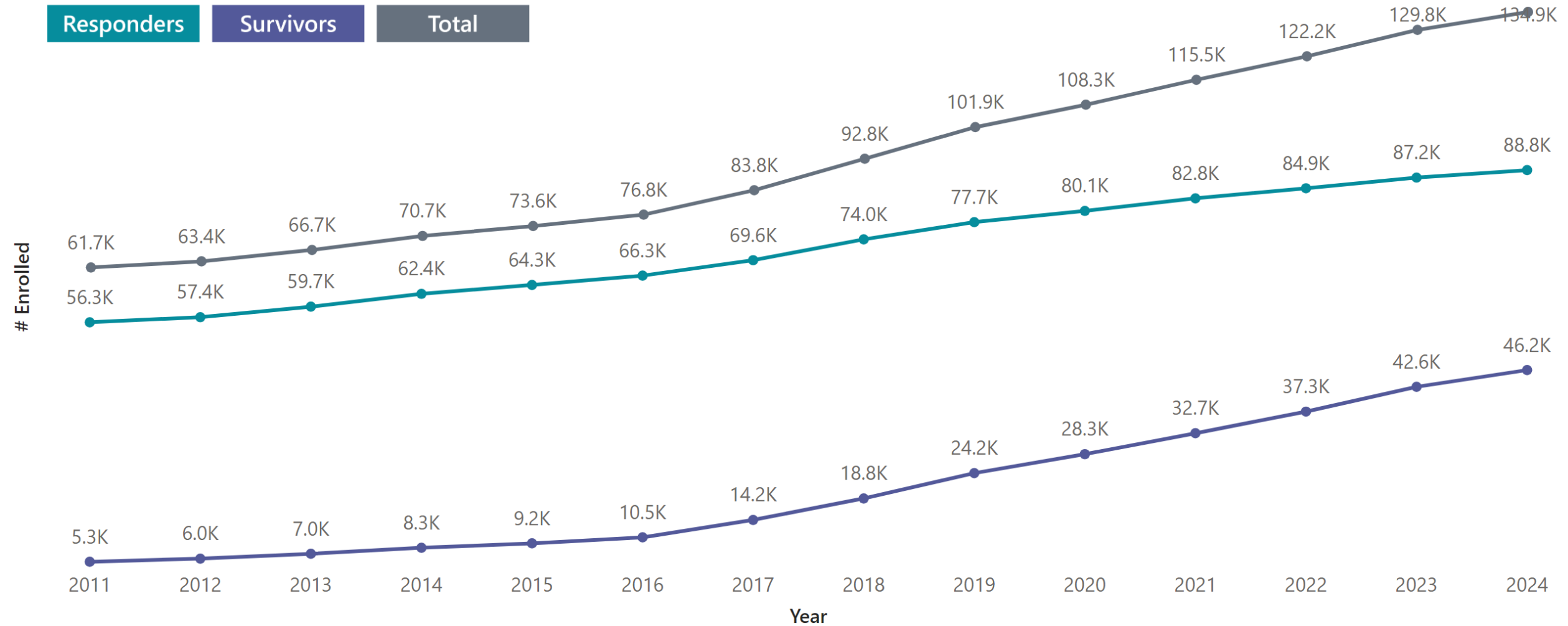
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WTC Health Program Enrollment

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

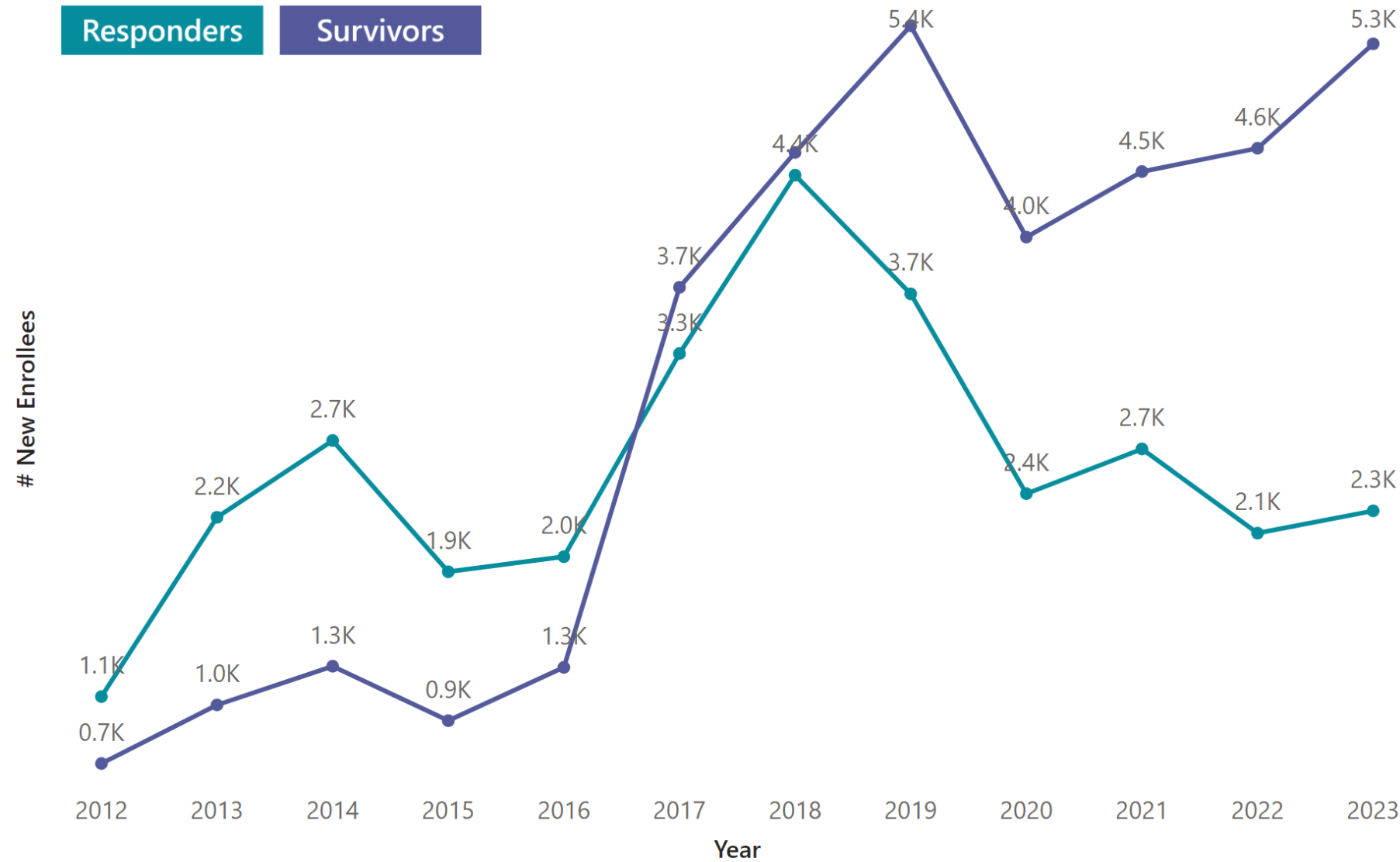


Enrollment over Lifetime of Program consists of all unique individuals ever enrolled in the Program, including those individuals who have been subsequently disenrolled or died. Deceased members include all causes of death and is not limited to deaths related to WTC-related health conditions.

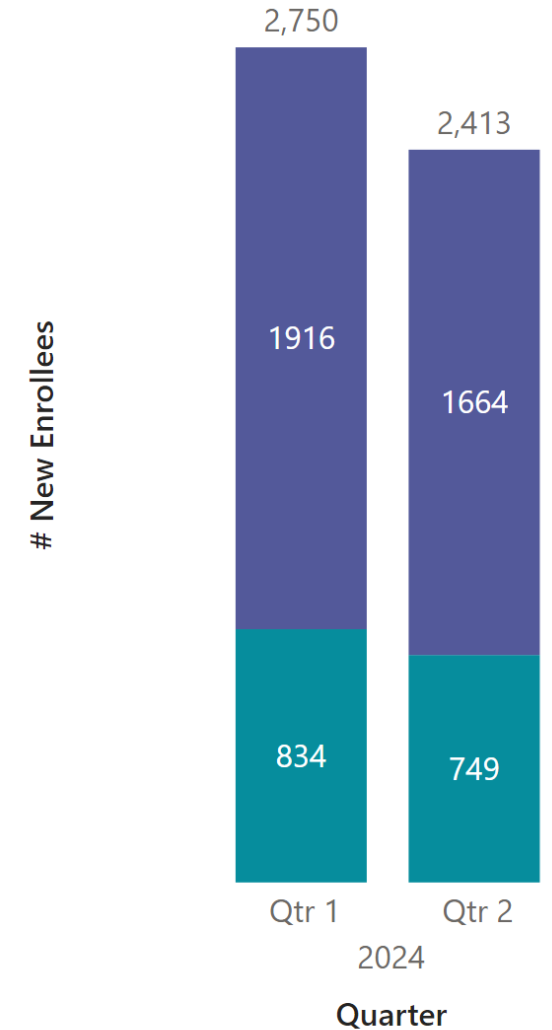
Currently enrolled members (as seen on subsequent pages) do not include deceased or disenrolled members.

WTC Health Program Enrollment

2. Annual New Enrollments over Time



3. Quarterly New Enrollments for Current Calendar Year (CY)



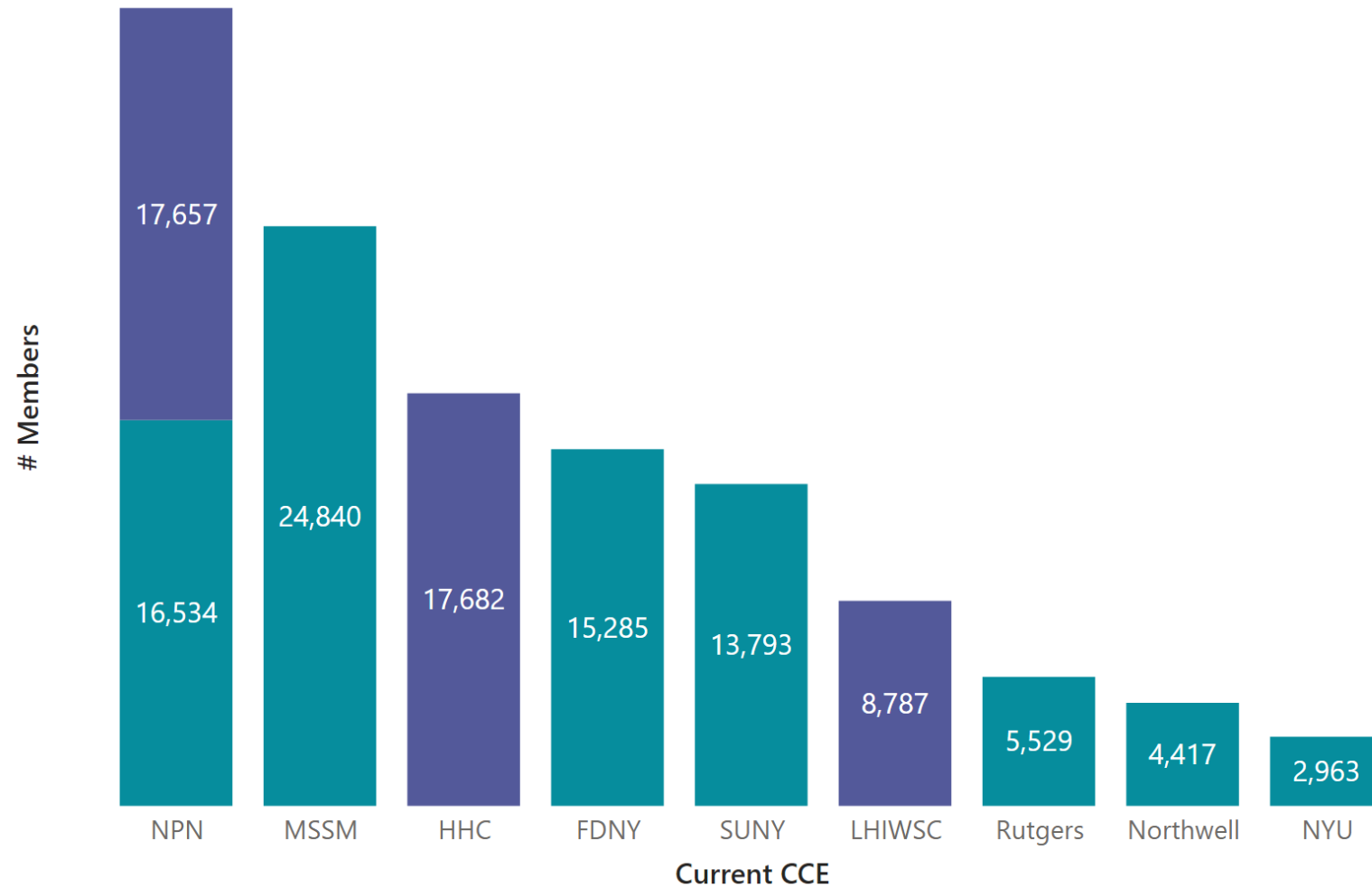
Note on Figure 2: 'New Enrollees' are those new members enrolled in the stated calendar year; numbers are not cumulative.

Enrollment Data Thru:
June 29, 2024

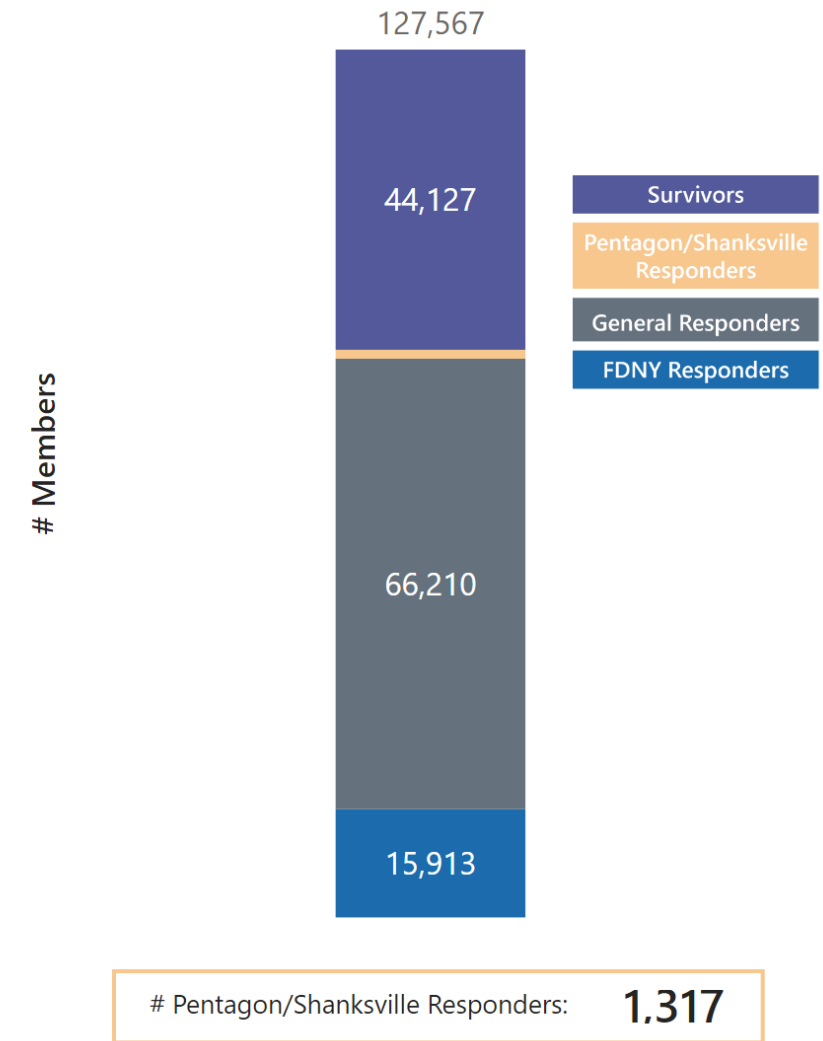
CCE Enrollment and Member Type

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

Member Type ● Responder ● Survivor



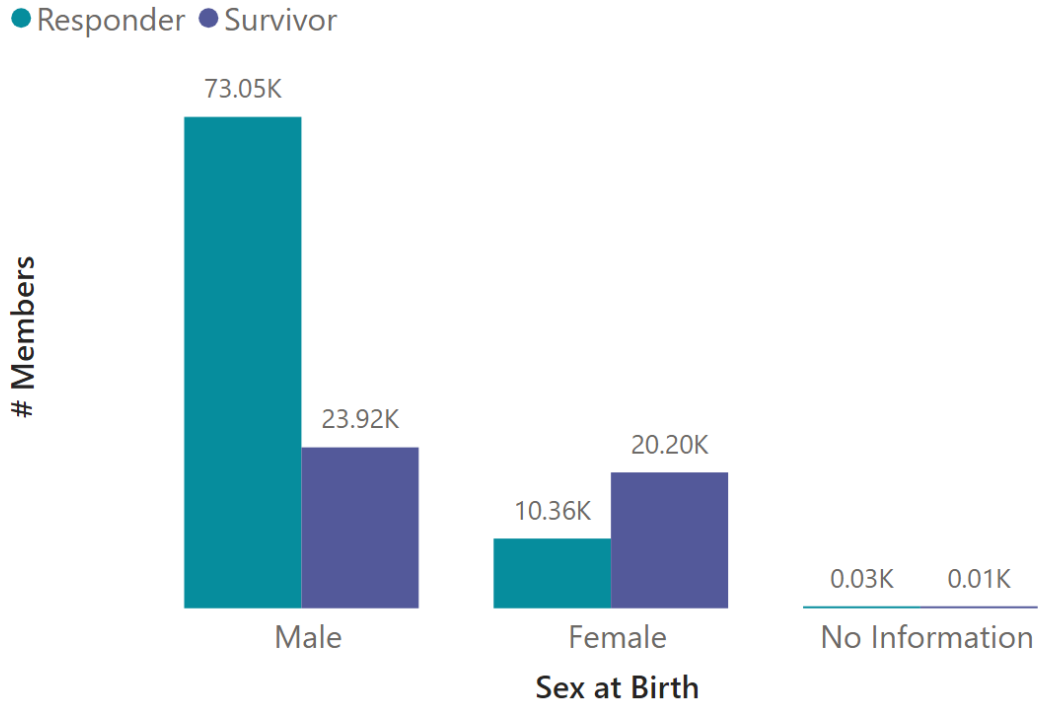
5. Currently Enrolled Members by Type



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.

Demographics of Currently Enrolled Members

6. Total Membership: Sex at Birth

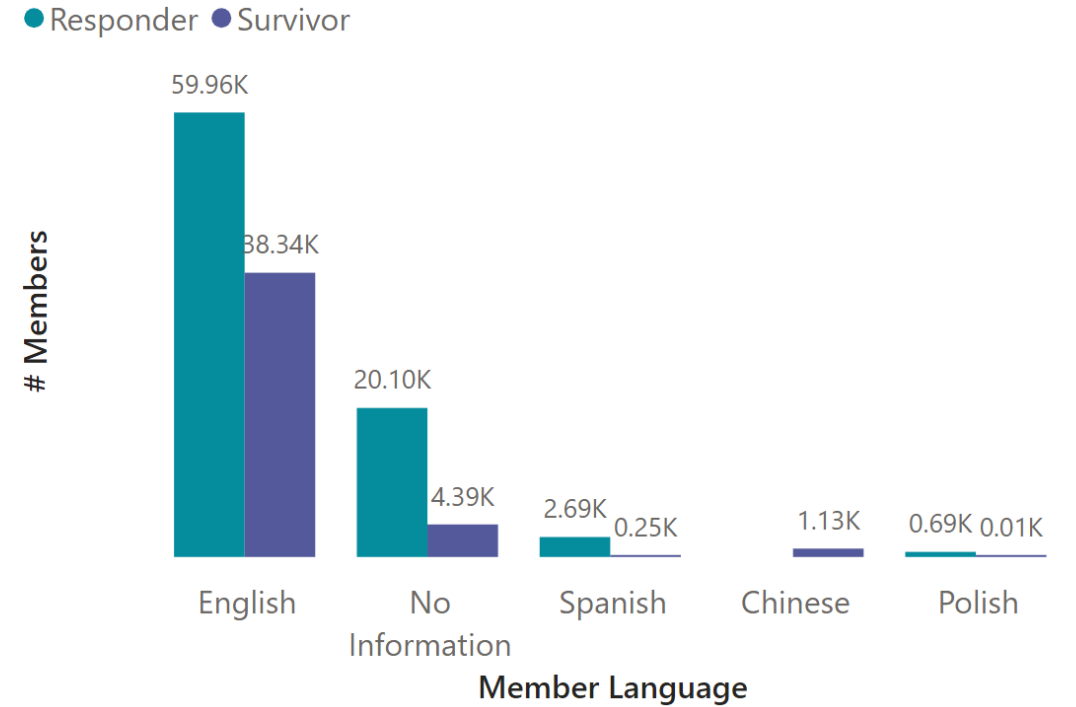


Percent of Total Membership: Sex at Birth



Sex at Birth ● Female ● Male ● No Information

7. Total Membership: Preferred Language



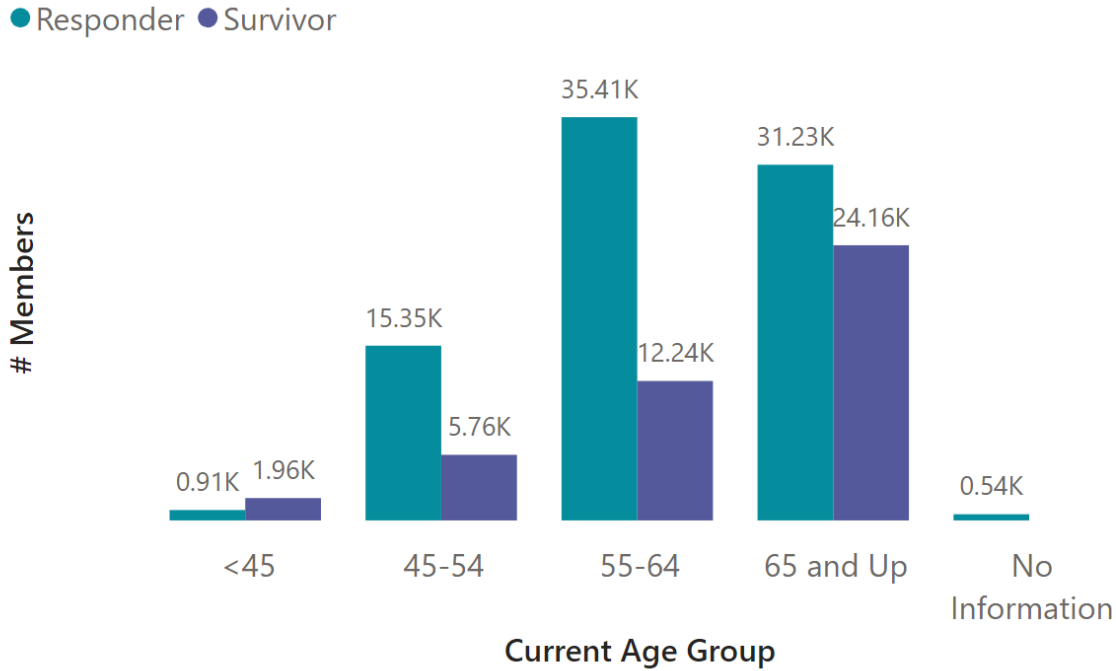
Percent of Total Membership: Preferred Language



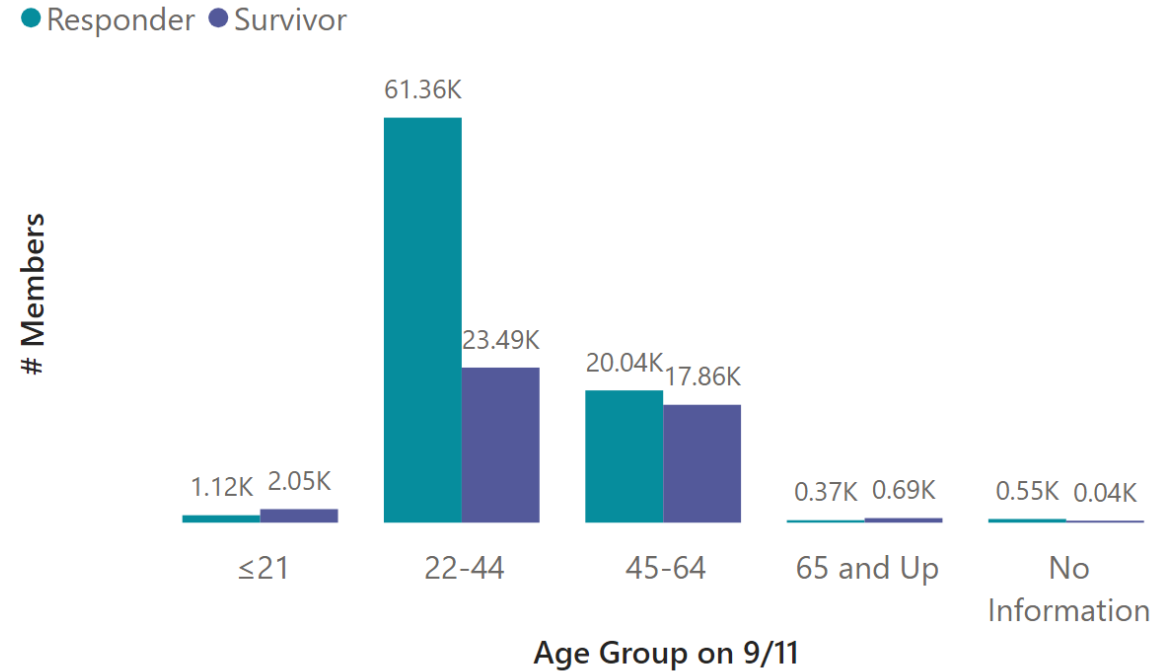
Member Language ● Chinese ● English ● No Information ● Polish ● Spanish

Age Distribution of Currently Enrolled Members

8. Total Membership: Current Age



9. Total Membership: Age on 9/11



Percent of Total Membership: Current Age



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

Percent of Total Membership: Age on 9/11

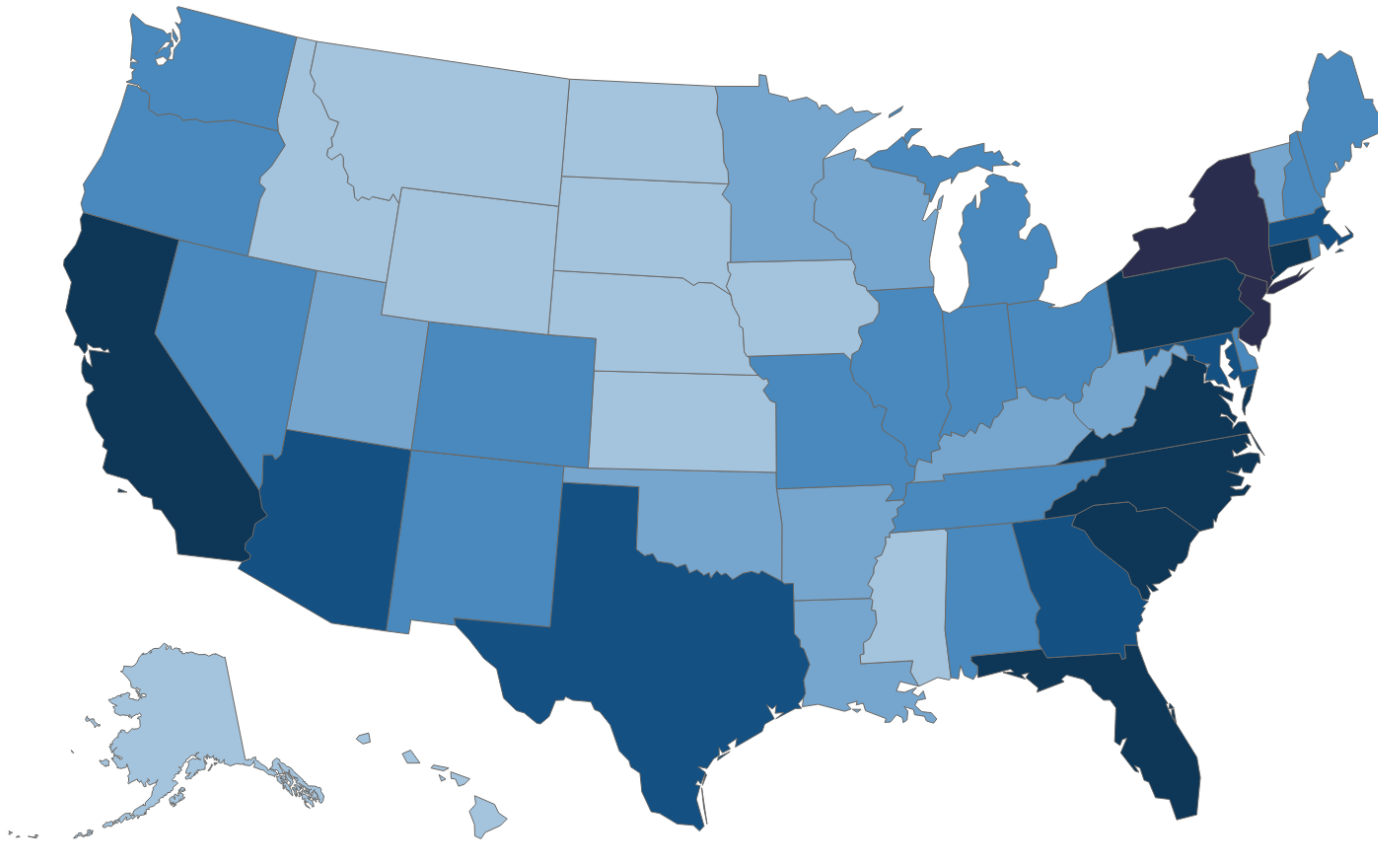


Age Group on 9/11 ● ≤21 ● 22-44 ● 45-64 ● 65 and Up ● No Information

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	54,586	31,175	85,761
New Jersey	7,691	6,202	13,893
Florida	6,632	2,242	8,874
Pennsylvania	1,842	677	2,519
North Carolina	1,467	487	1,954
South Carolina	1,203	275	1,478
Connecticut	770	646	1,416
Virginia	1,171	220	1,391
California	641	352	993
Georgia	611	308	919

126K

Members in the US (incl. territories)

105

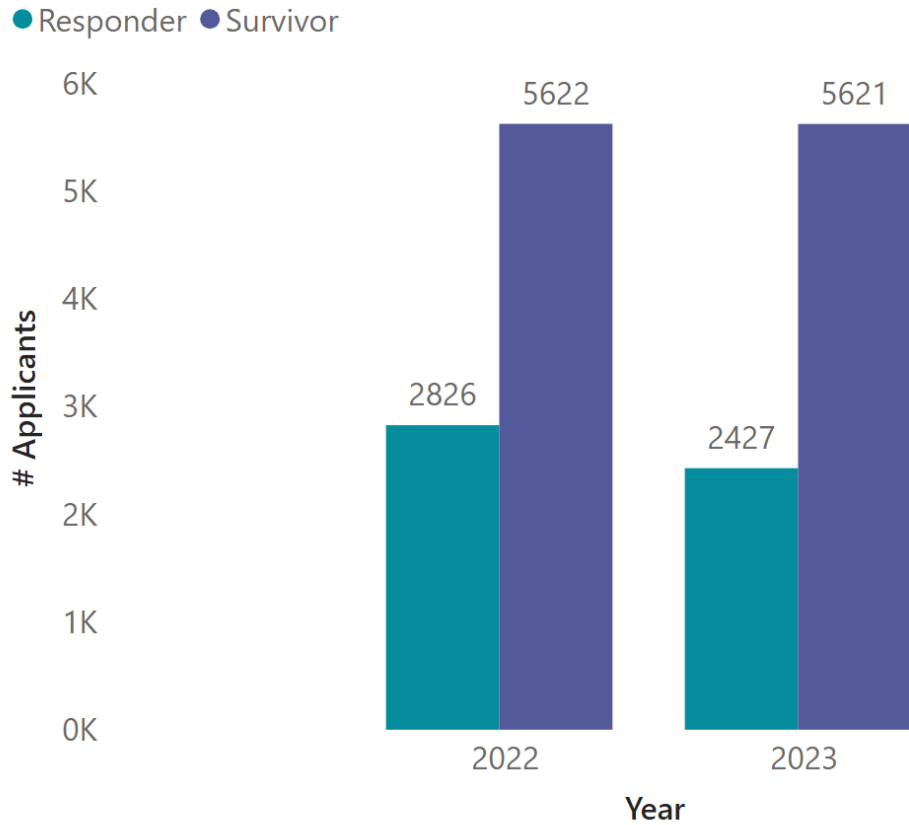
Members in US Territories

1411

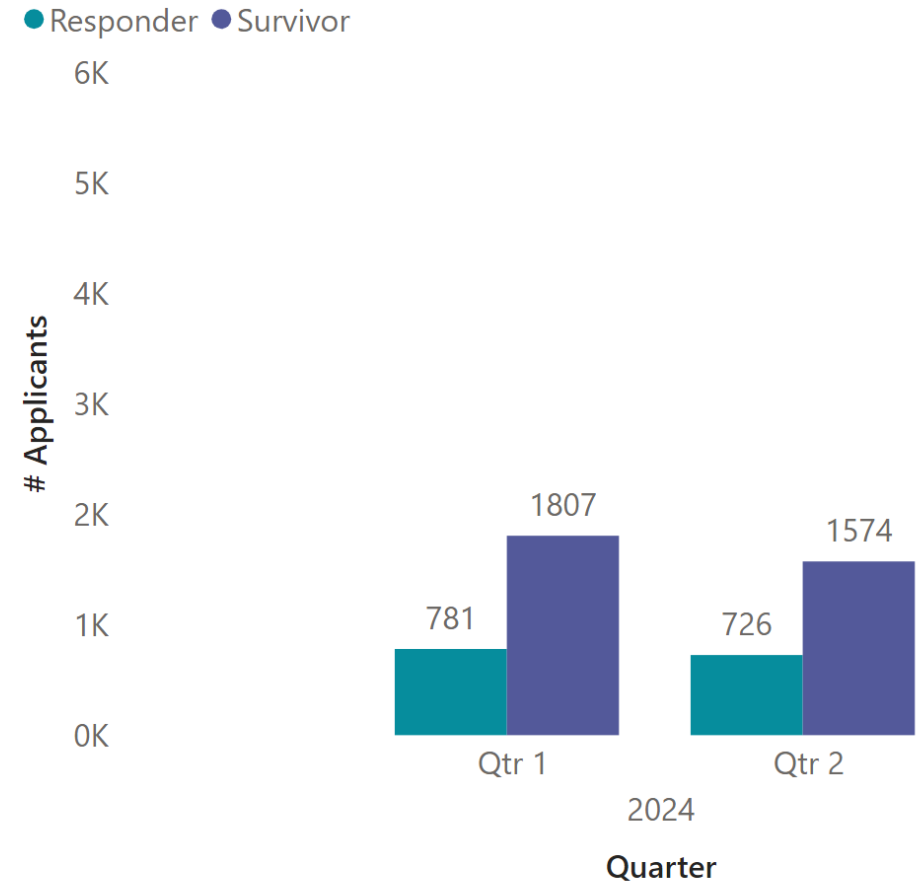
Members Outside of the US

Applications in Process - Received

12. Applications Received in Past Years



13. Applications Received in Current Calendar Year



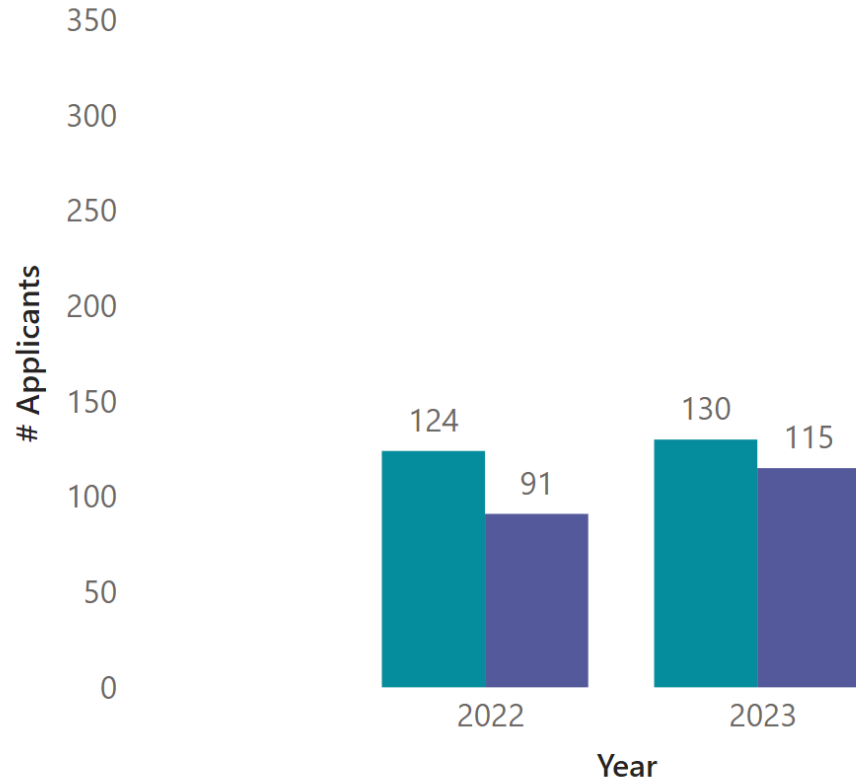
Note on Date Range for Application Data: In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.

Applications in Process - Suspended

14. Prior Year Applications Currently in Suspend Status

*Based on date application was received

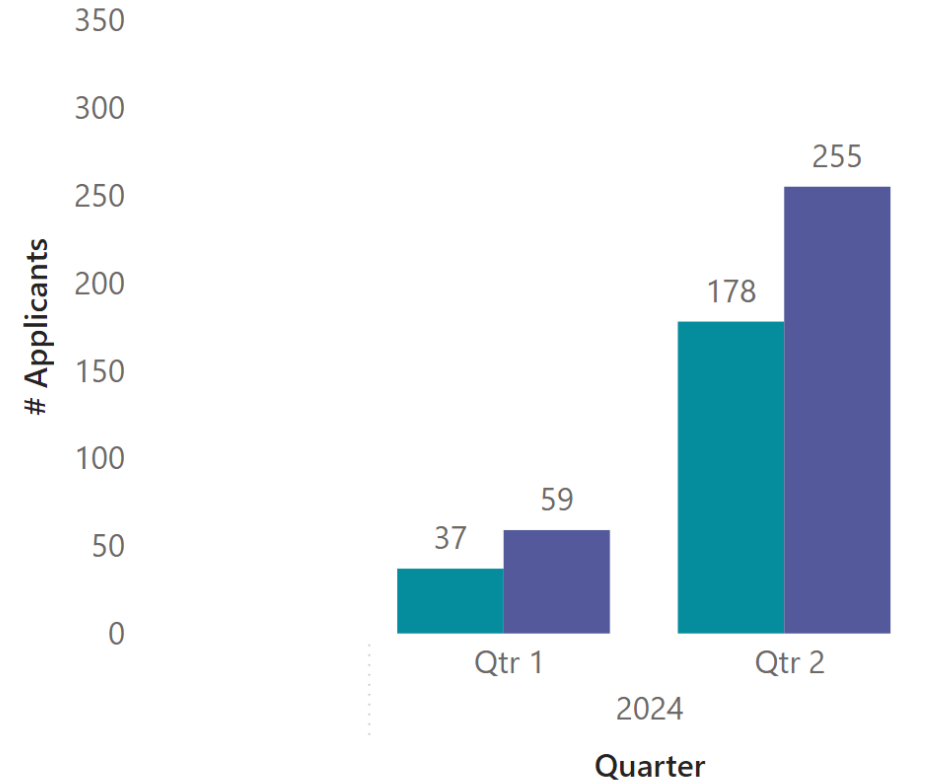
● Responder ● Survivor



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.

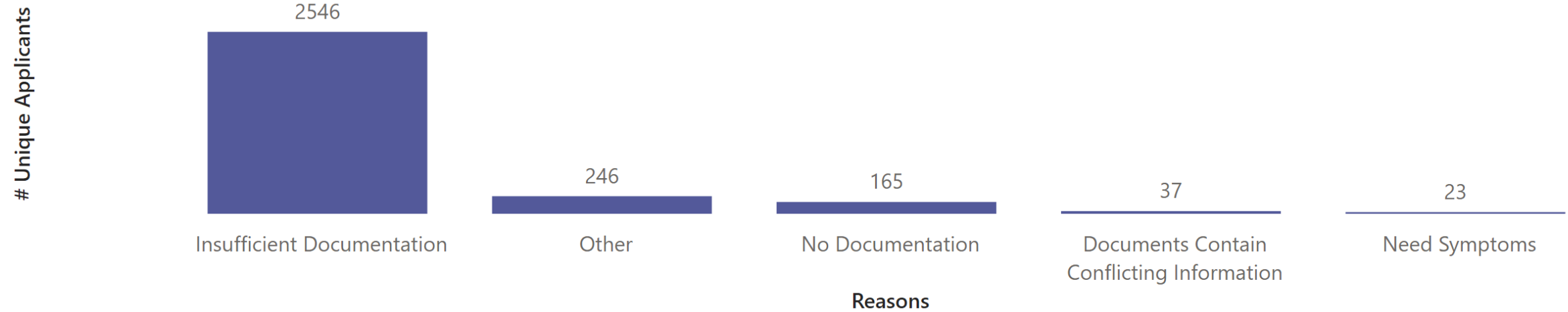
Note on Suspended Applications: Incomplete applications are generally "suspended" but still considered "in process" until sufficient documentation is received to determine enrollment eligibility. An application may move in and out of suspend status throughout the application process. The number of prior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

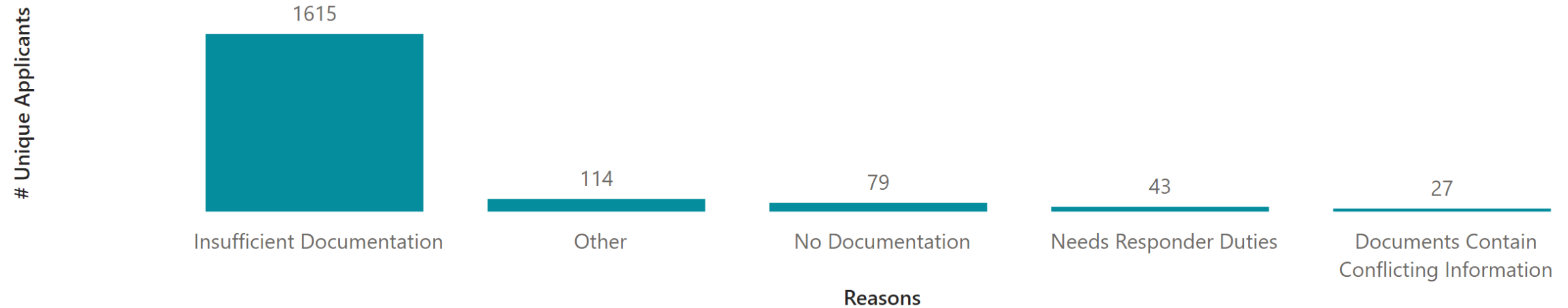
June 29, 2024

Primary Reasons for Applications being Suspended

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



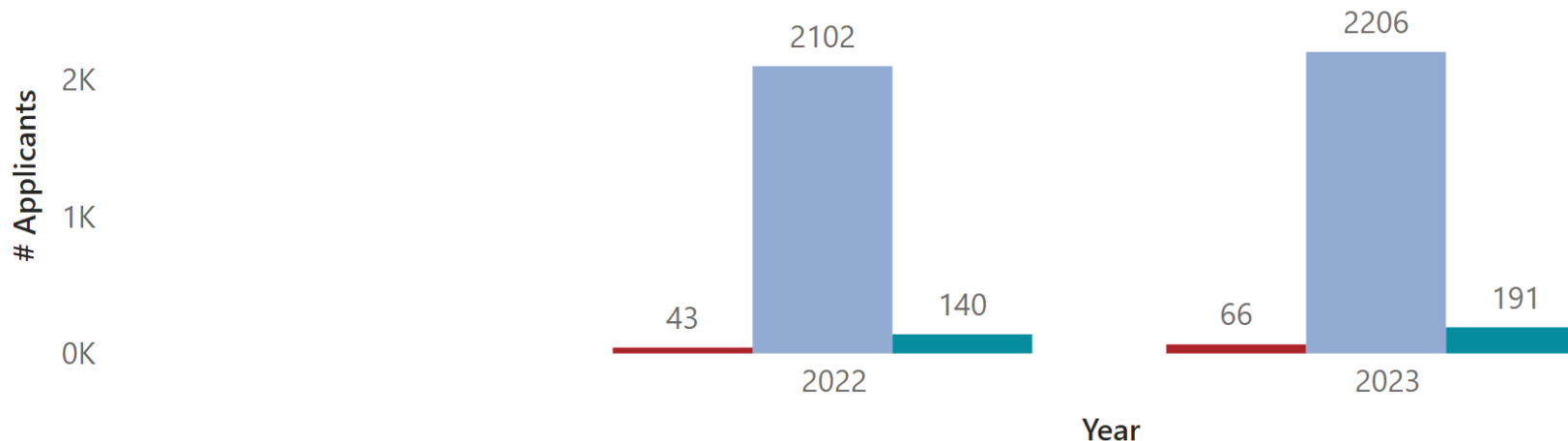
17. Top 5 Reasons for Suspended Responder Applications in Past Year



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
Deny	17	16
Enroll	796	760
Suspend	54	70

Top Denial Reason for Responder Apps in Past Year

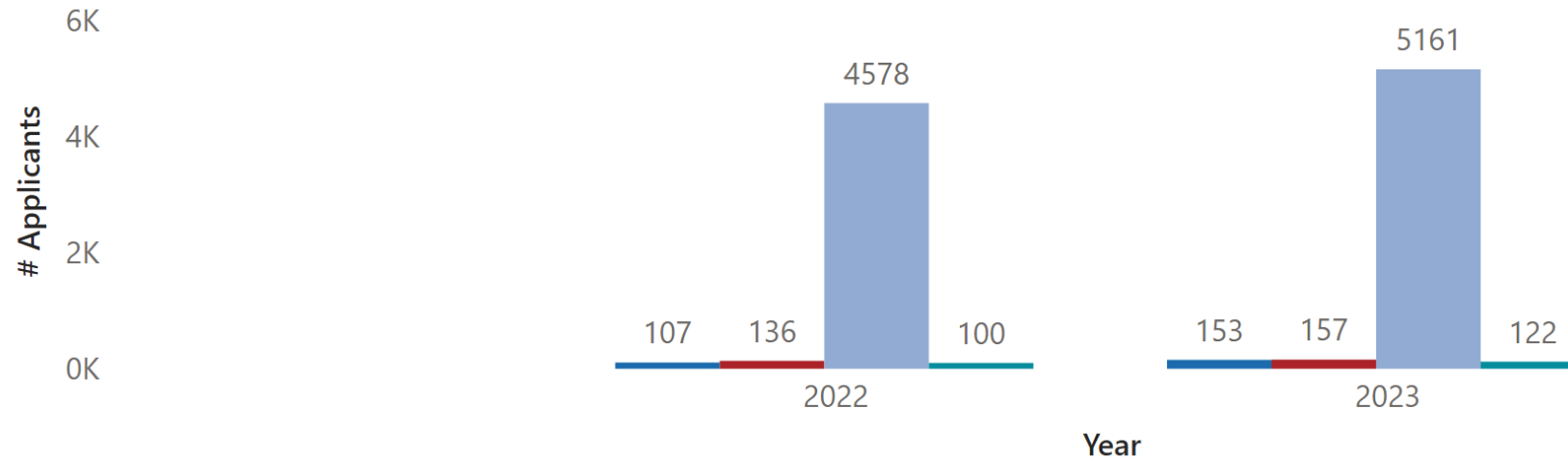
Ineligible Activity

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

● Defer ● Deny ● Enroll ● Suspend



21. Survivor Application Decisions in Current Calendar Year

Decision	Qtr 1	Qtr 2
Defer	32	33
Deny	21	40
Enroll	1883	1690
Suspend	47	84

Top Denial Reason for Survivor Apps in Past Year

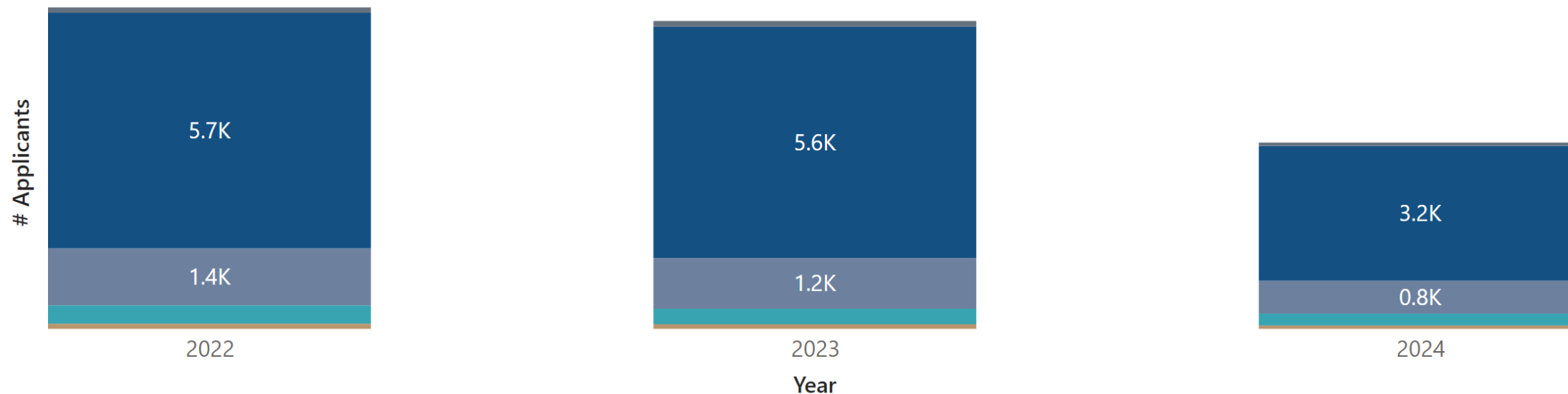
Ineligible Activity

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



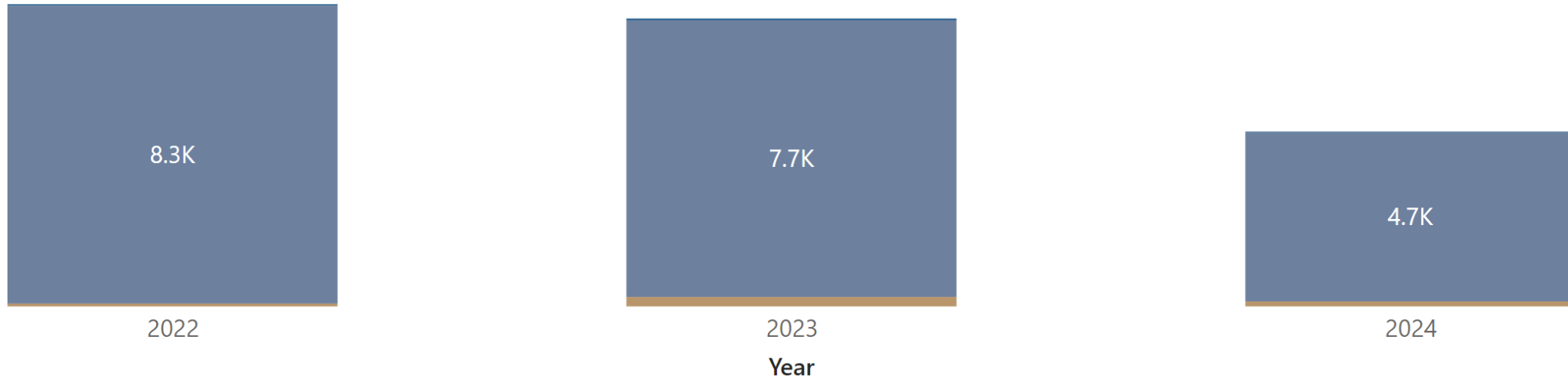
23. Top 5 States by Applications Received in Past Years - Detailed

State	2022	2023	2024
New York	5671	5566	3244
New Jersey	1372	1222	790
Florida	441	374	287
Pennsylvania	128	136	81
Connecticut	124	111	80

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



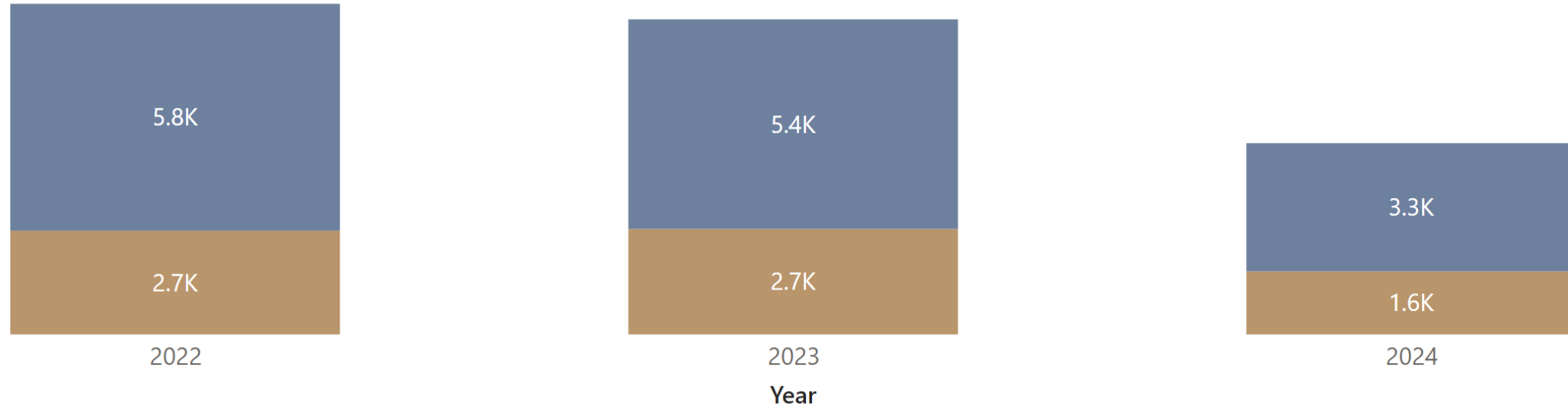
25. Applications Received in Past Years by Language - Detailed

Language	2022	2023	2024
Chinese	81	265	140
English	8329	7735	4723
Other	<10	<10	<10
Polish	<10	<10	<10
Spanish	31	45	21
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.

26. Applications Received in Past Years by Sex at Birth

● Female ● Male ● Unknown



27. Applications Received in Past Years by Sex at Birth - Detailed

Sex at Birth	2022	2023	2024
Male	5792	5351	3268
Female	2650	2694	1611
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.

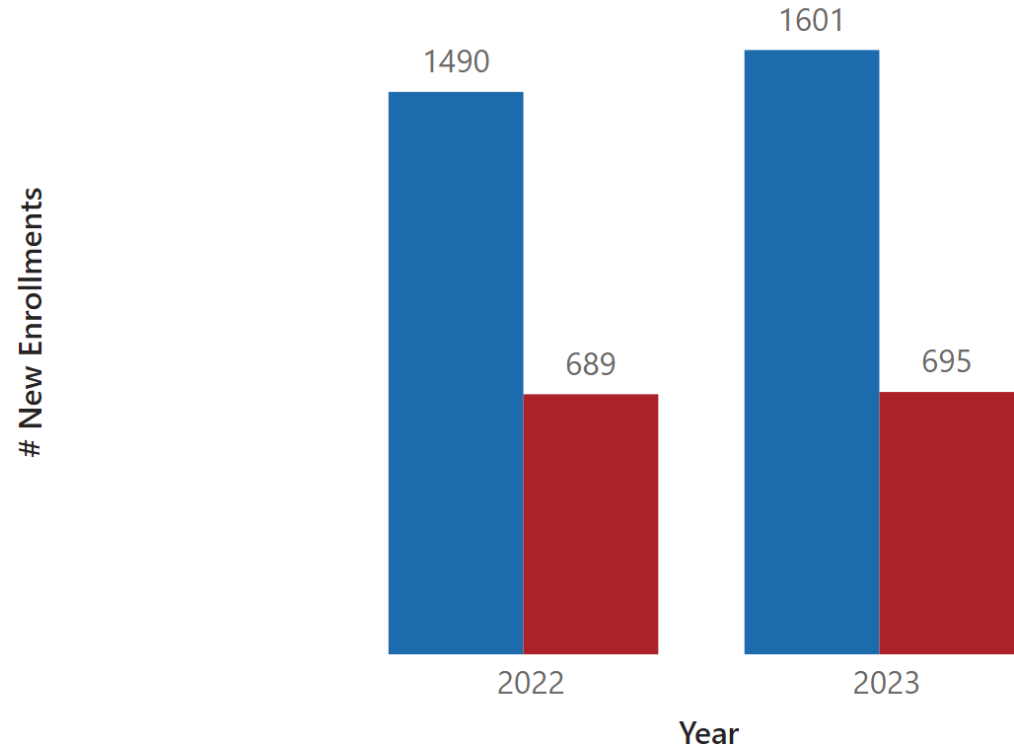
Application Data Thru:
June 29, 2024

New Enrollment Trends by Location

Responders

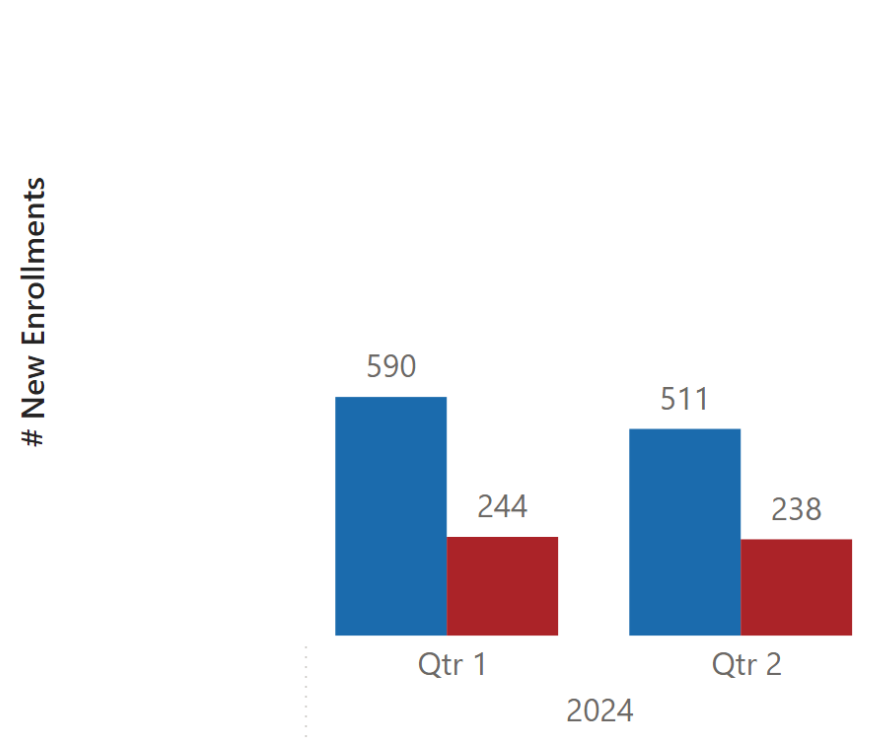
28. New Responder Members by Location at Time of Enrollment

● 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.

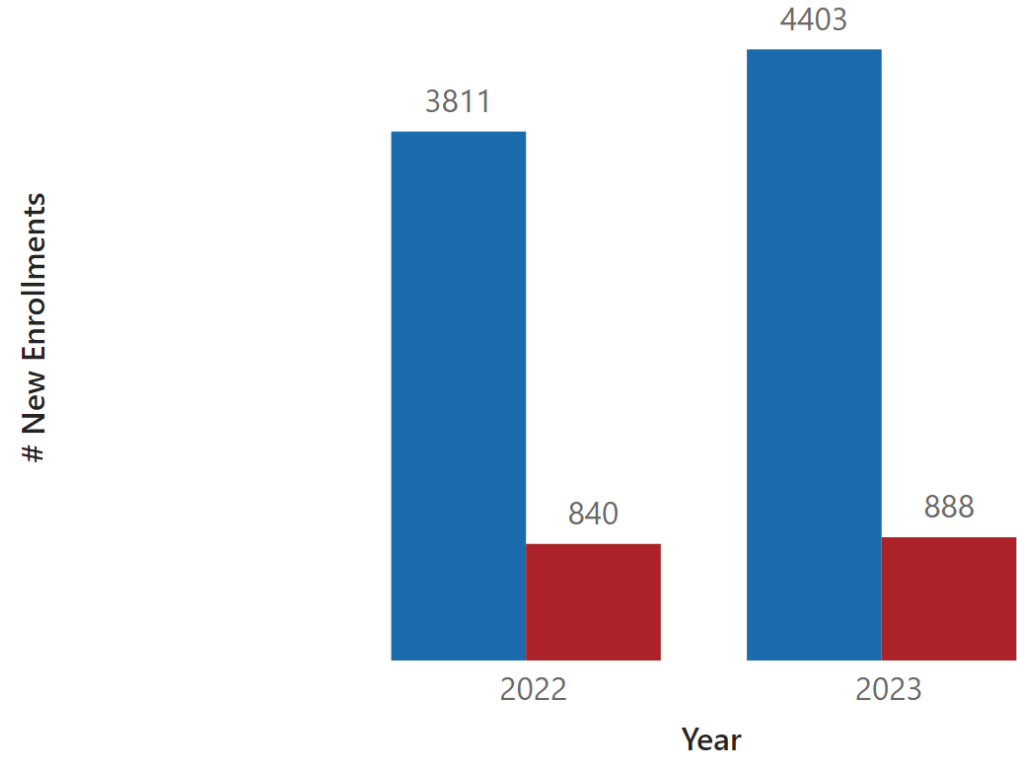
Note on Date Range for Application Data: In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.

New Enrollment Trends by Location

Survivors

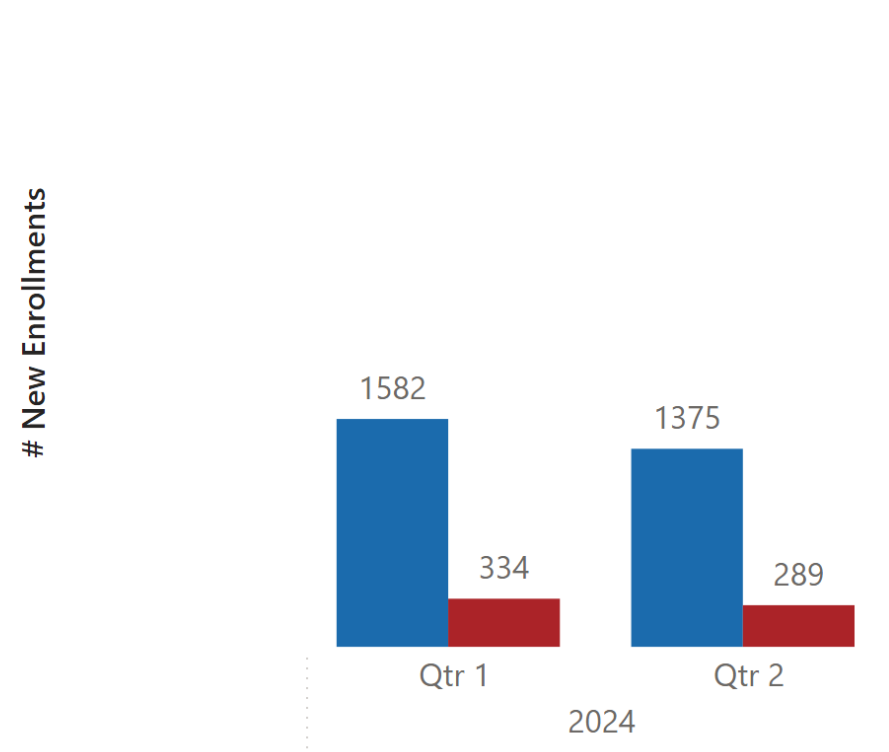
28. New Survivor Members by Location at Time of Enrollment

● Inside NYMA ● Outside NYMA



29. New Survivor Members by Location in Current CY

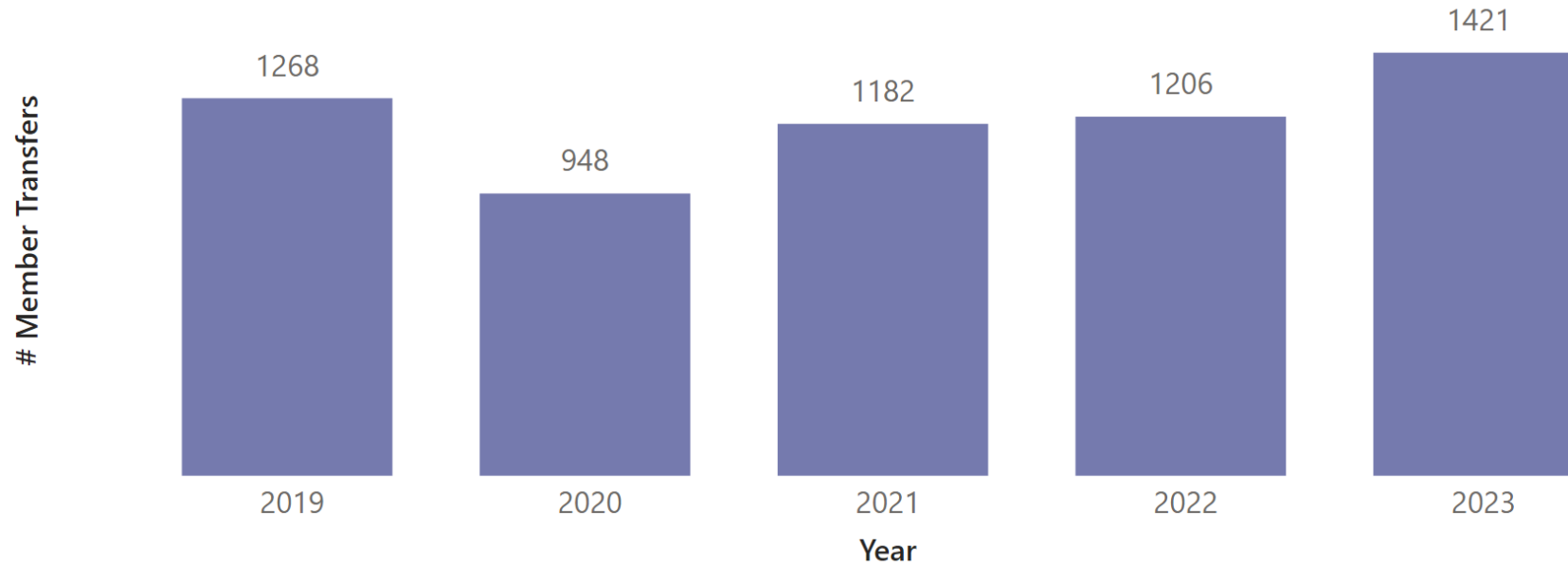
● Inside NYMA ● Outside NYMA



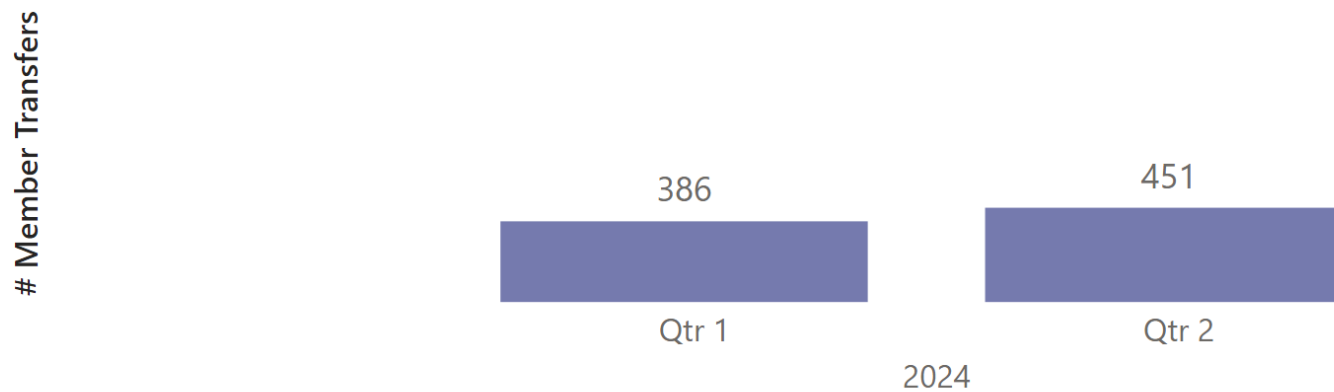
NYMA: The combined statistical areas comprising the Bridgeport-Stamford-Norwalk, CT Metropolitan Statistical Area; Kingston, NY Metropolitan Statistical Area; New Haven-Milford, CT Metropolitan Statistical Area; New York-Northern New Jersey-Long Island, NY-NJ-PA Metropolitan Statistical Area; Poughkeepsie-Newburgh-Middletown,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

32. Member Transfers in Past Years



33. Member Transfers in Current CY



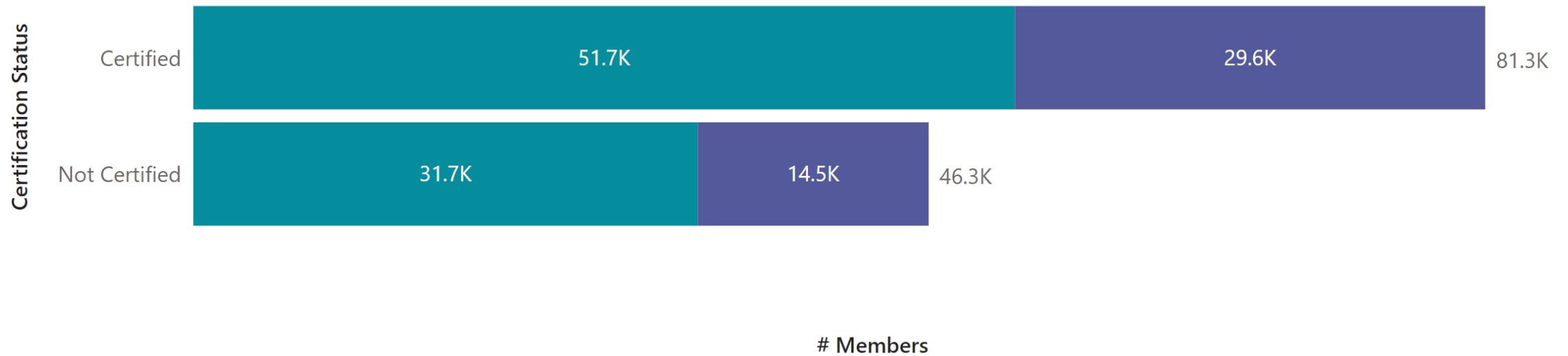
Note on transfers: Members may transfer from a CCE to the NPN, from the NPN to a CCE, or from one CCE to another CCE.

64%

Of Currently Enrolled Members are Certified for at Least 1 Condition

34. Certification Status of Currently Enrolled Members by Member Type

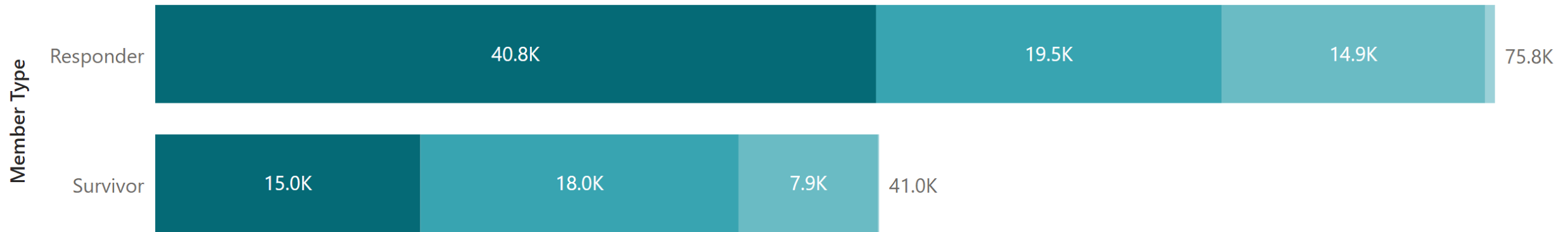
● Responder ● Survivor



Certifications by Zadroga Categories

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

● Aerodigestive Disorders ● Cancers ● Mental Health Conditions ● Musculoskeletal Disorders & Acute Traumatic Injuries



Certified Members

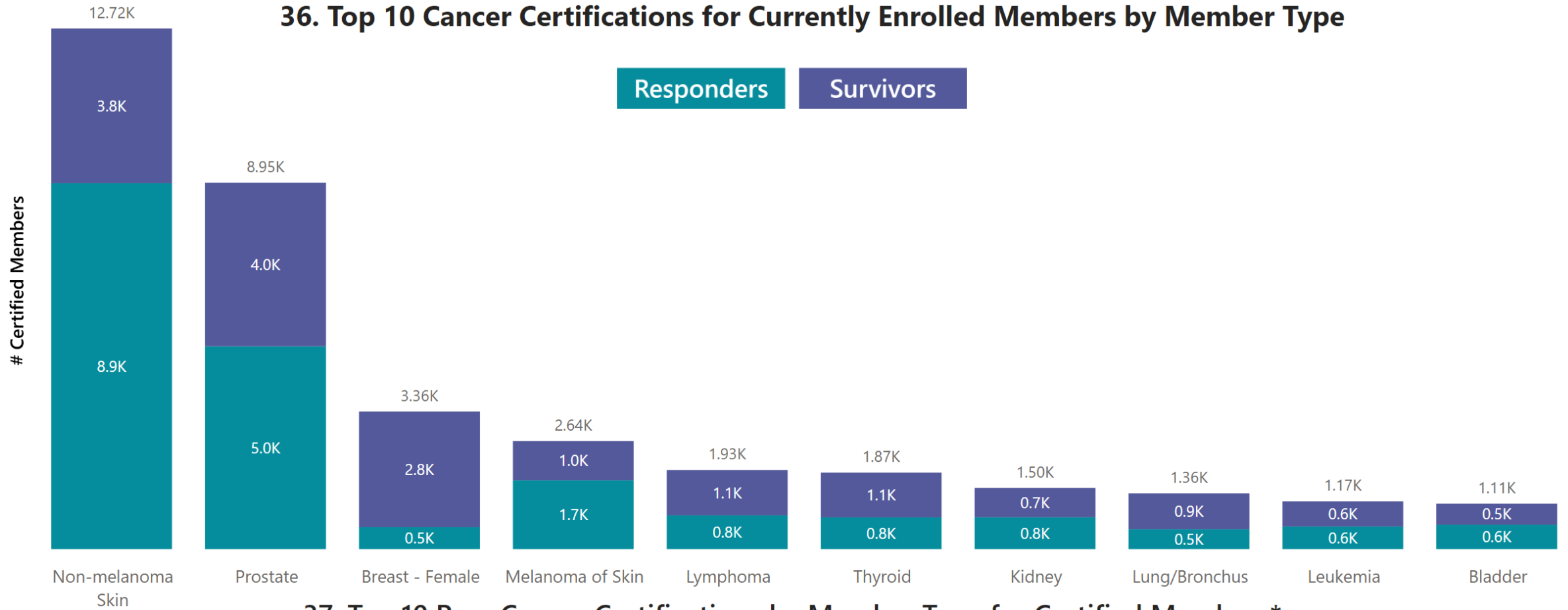
Responder Musculoskeletal/ATI* Certifications: 562
Survivor ATI Certifications: 52

*ATI: Acute Traumatic Injury

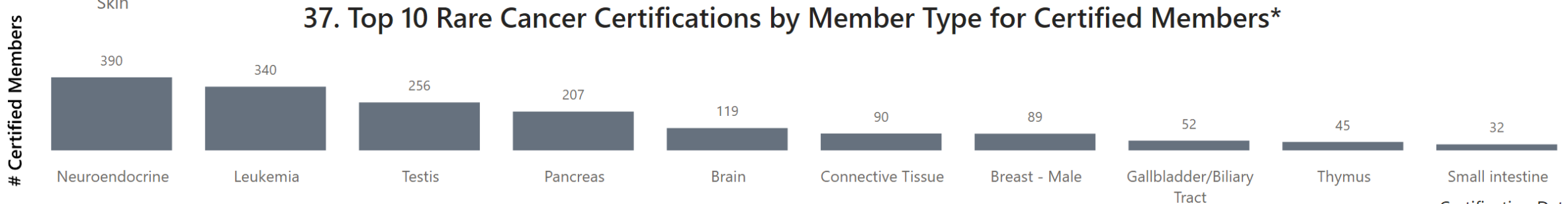
Note on Certification Counts: The number of certified members per condition type may not match the total number of certified members because members may be certified for multiple conditions. Members may also be certified for multiple health conditions within a given category. The number of certifications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



Certification Data Thru: June 27, 2024

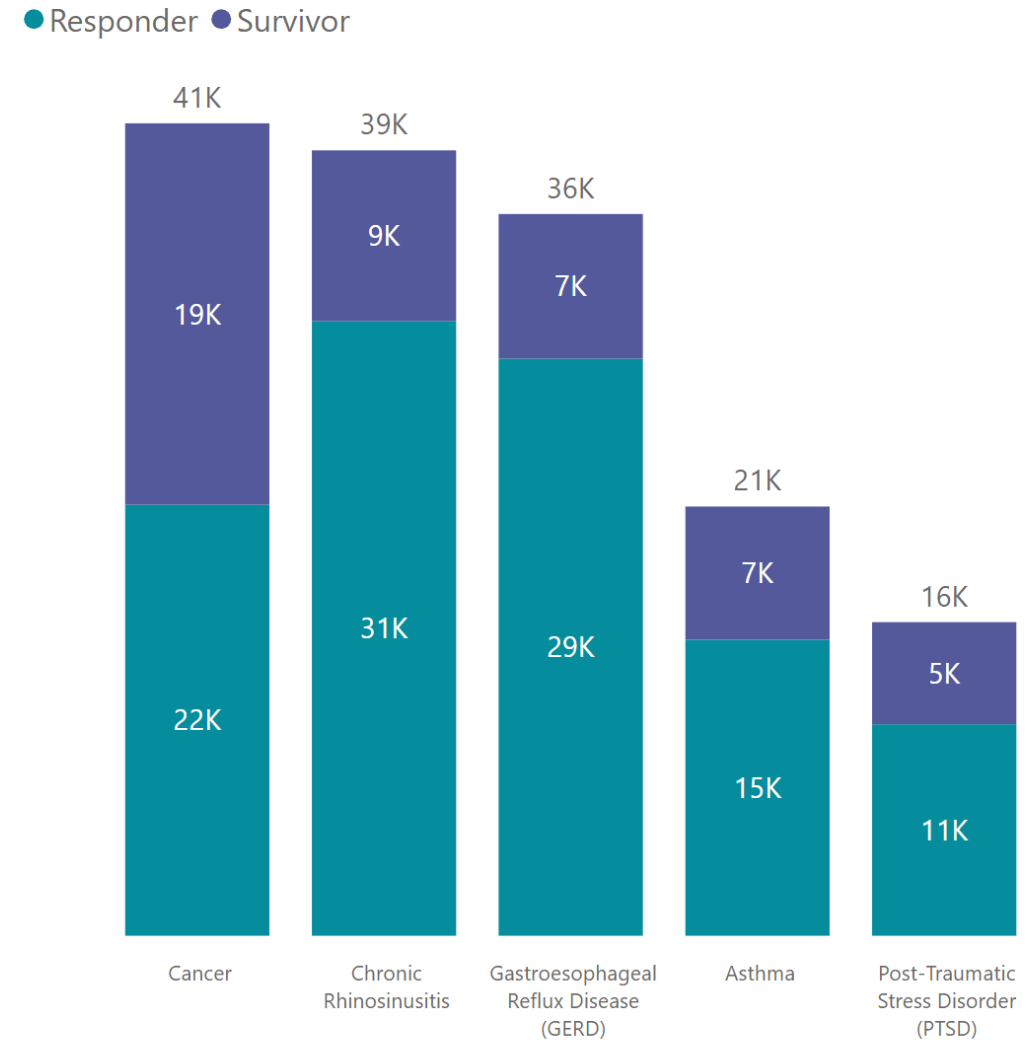
*Note on Rare Cancer Counts: Members with rare cancer certifications are reported as a total number and not identified by member type.

Certifications for WTC-Related Health Conditions

38. Overall Counts of Certifications by Member Type

Condition	Responder	Survivor	Total
Cancer	21,580	19,100	40,680
Chronic Rhinosinusitis	30,774	8,553	39,327
Gastroesophageal Reflux Disease (GERD)	28,899	7,240	36,139
Asthma	14,824	6,667	21,491
Post-Traumatic Stress Disorder (PTSD)	10,589	5,113	15,702
Chronic Respiratory Disorder - Fumes / Vapors	8,204	1,389	9,593
Chronic Obstructive Pulmonary Disease (COPD)	3,722	1,528	5,250
Anxiety Disorder (not otherwise specified)	2,788	1,335	4,123
Major Depressive Disorder	2,805	1,199	4,004
Depression (not otherwise specified)	2,364	555	2,919
Adjustment Disorder	1,491	991	2,482
Interstitial Lung Diseases	1,491	792	2,283
Chronic Laryngitis	1,670	71	1,741
Generalized Anxiety Disorder	1,277	464	1,741
Substance Abuse	1,357	313	1,670
Chronic Nasopharyngitis	772	104	876
Panic Disorder	539	163	702
Dysthymic Disorder	300	349	649
Other Musculoskeletal Disorder	563	53	616
Upper Airway Hyperreactivity	420	101	521
Sleep Apnea	48	59	107

39. Top 5 Certified Conditions by # of 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.

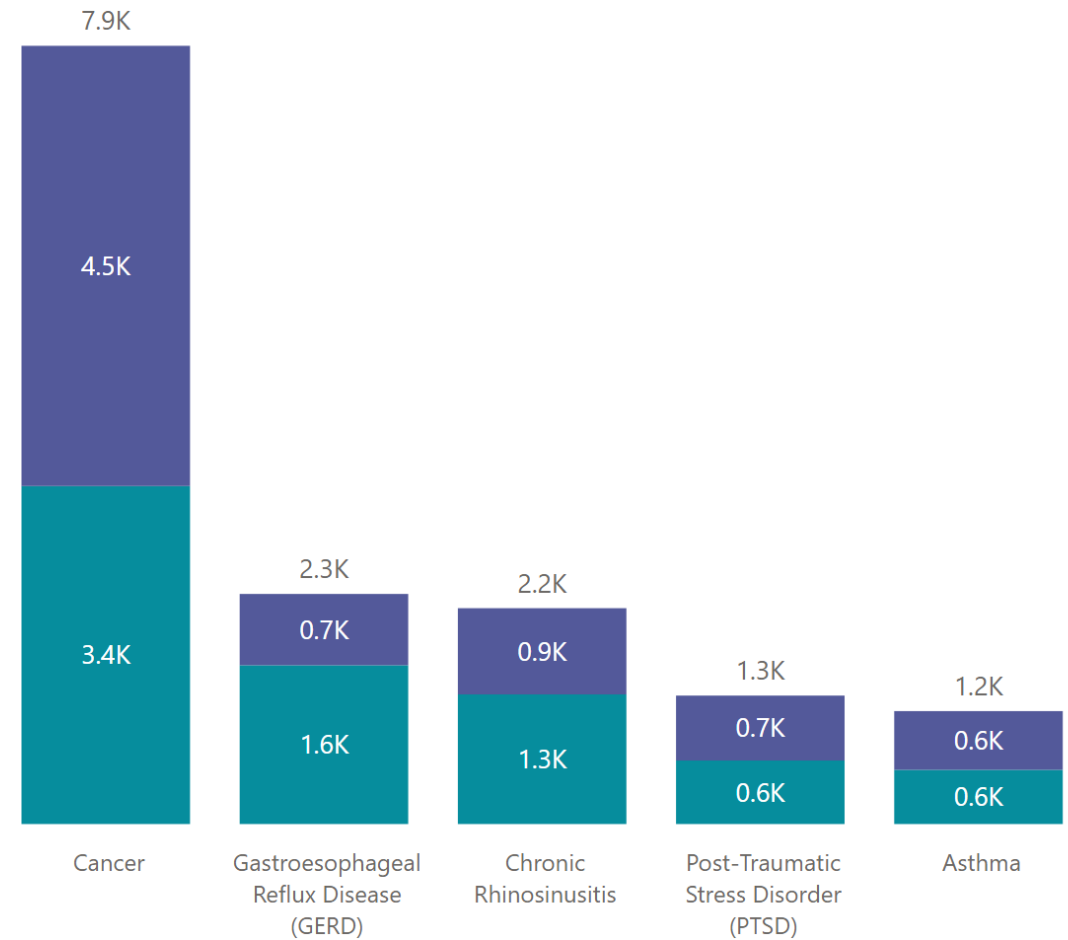
Health Conditions Certified in Past 12 Months

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

Condition	Responder	Survivor	Total
Cancer	3,442	4,483	7,925
Gastroesophageal Reflux Disease (GERD)	1,617	726	2,343
Chronic Rhinosinusitis	1,320	878	2,198
Post-Traumatic Stress Disorder (PTSD)	647	661	1,308
Asthma	552	598	1,150
Chronic Obstructive Pulmonary Disease (COPD)	169	325	494
Major Depressive Disorder	117	185	302
Interstitial Lung Diseases	126	118	244
Generalized Anxiety Disorder	113	95	208
Chronic Respiratory Disorder - Fumes / Vapors	148	52	200
Anxiety Disorder (not otherwise specified)	59	139	198
Sleep Apnea	48	59	107
Panic Disorder	25	13	38
Total	6,592	6,386	12,978

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

● Responder ● Survivor

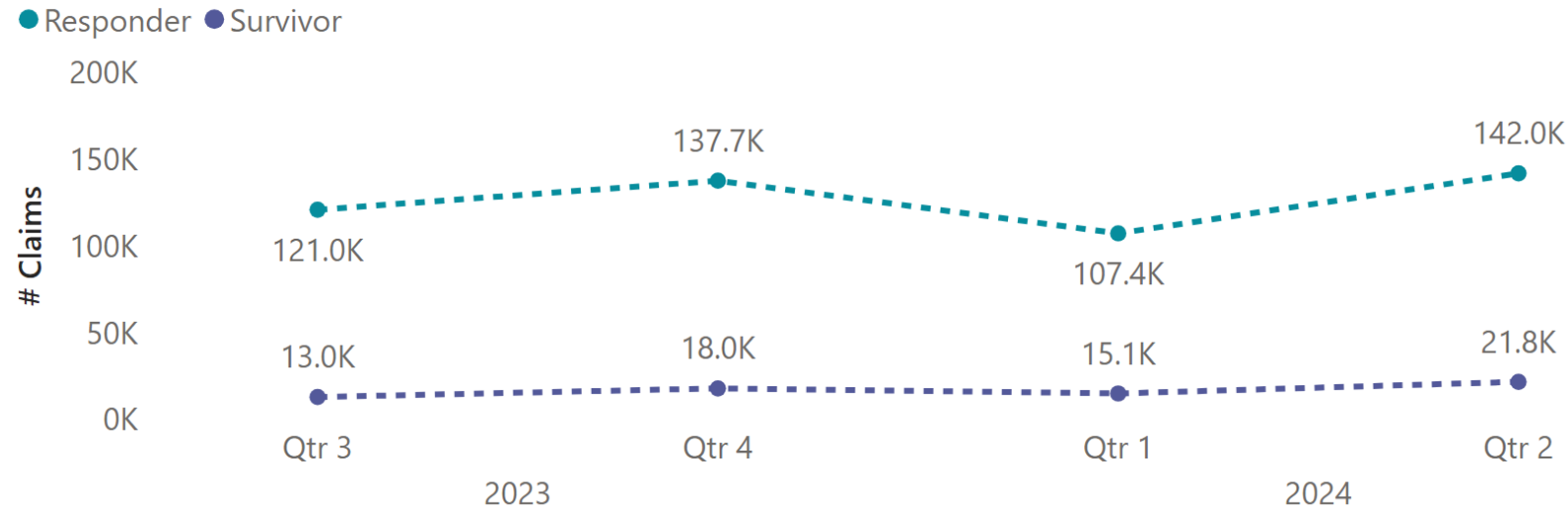


Note on Certification Counts Presented: Health condition certifications by member type with a count of < 10 are excluded.

Certification Data Thru:
June 27, 2024

Total Number & Cost of Medical Claims

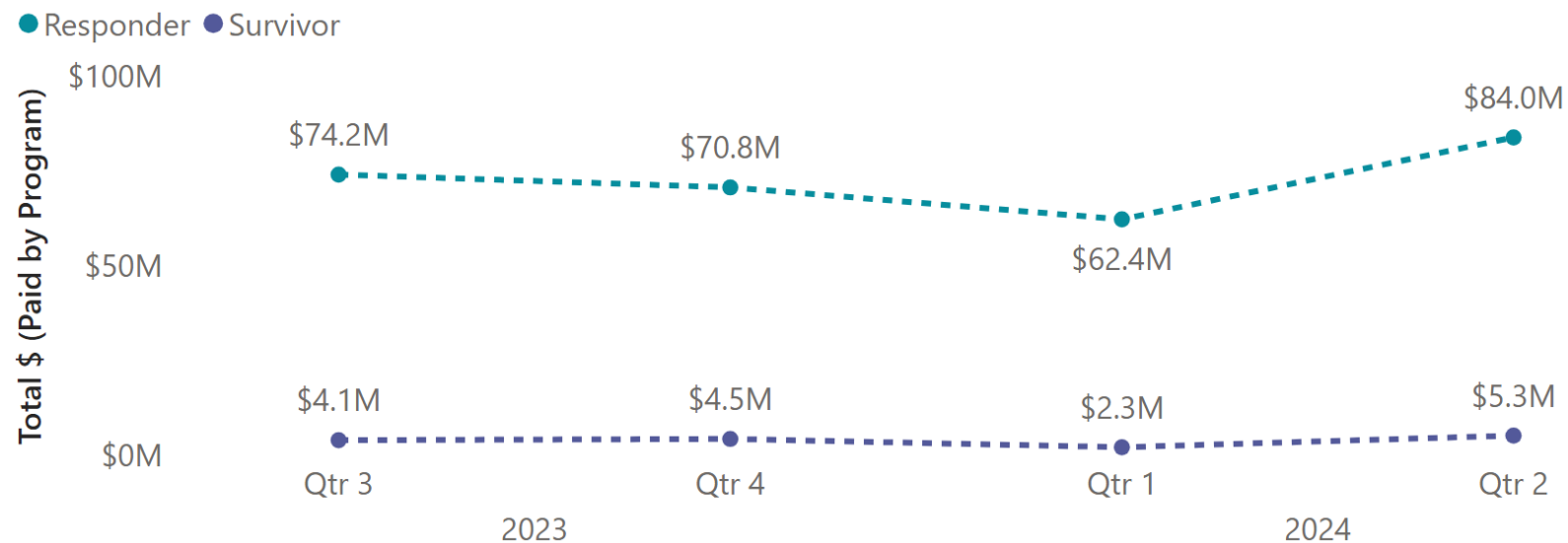
42. Count of Approved Medical Claims for Past Year



56.69K

Certified Members with Approved Medical Treatment Paid in Past Year

43. Cost of Approved Medical Claims for Past Year



571.16K

Approved Medical Claims in Past Year

\$307.52M

Total Cost of Approved Medical Claims in Past Year

Responder Medical Utilization Patterns in Past 12 Months

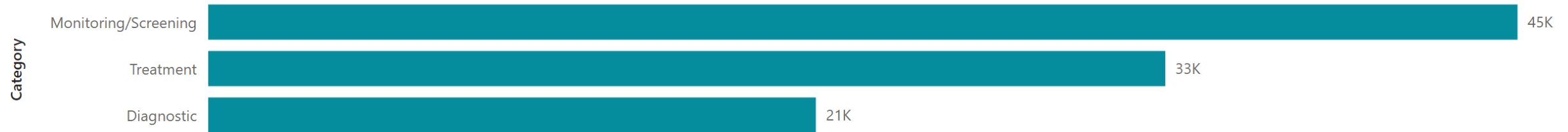
51,798

Responders with Approved Claims

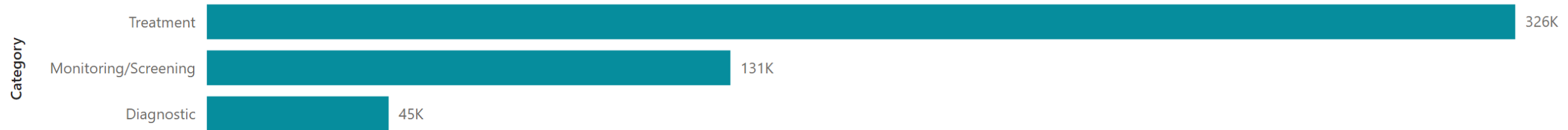
504,350

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

Survivor Medical Utilization Patterns in Past 12 Months

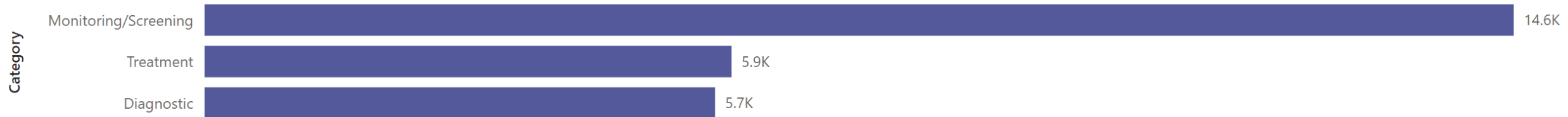
18,029

Survivors with Approved Claims

66,812

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)



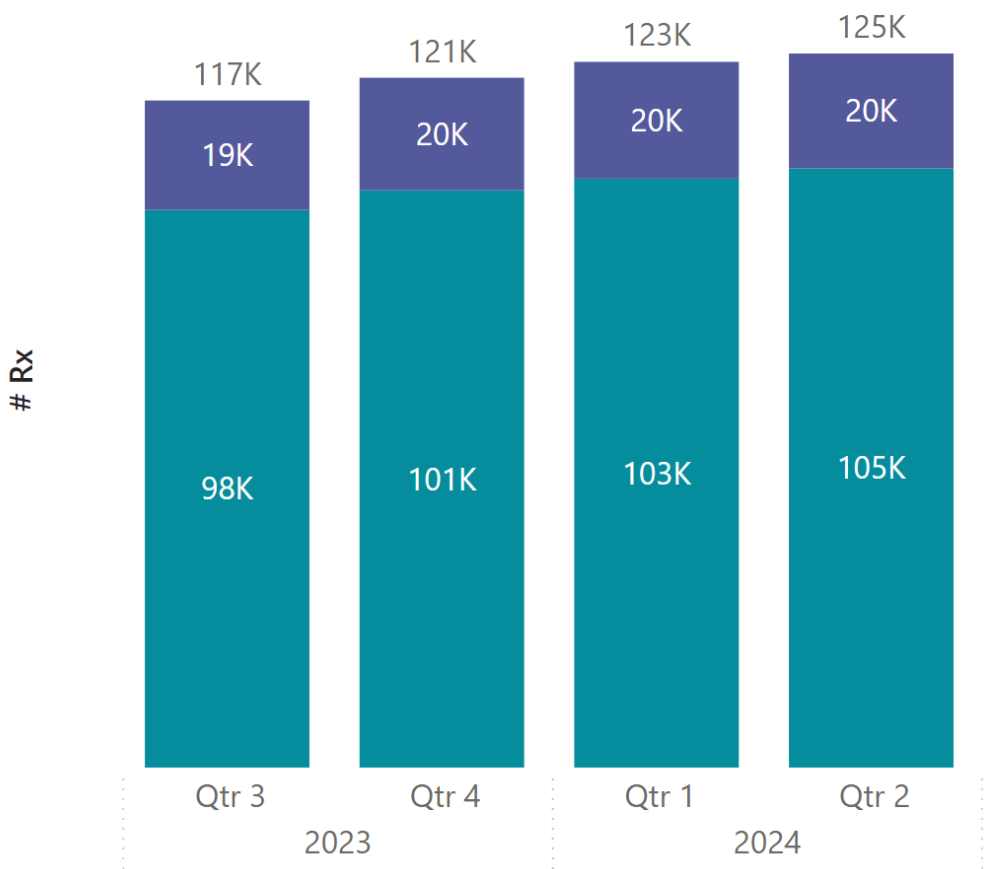
Claims Data Timeline: Medical claims and cost data are presented based on the paid date of the claim.

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

Pharmacy Claims Summary for Past 12 Months

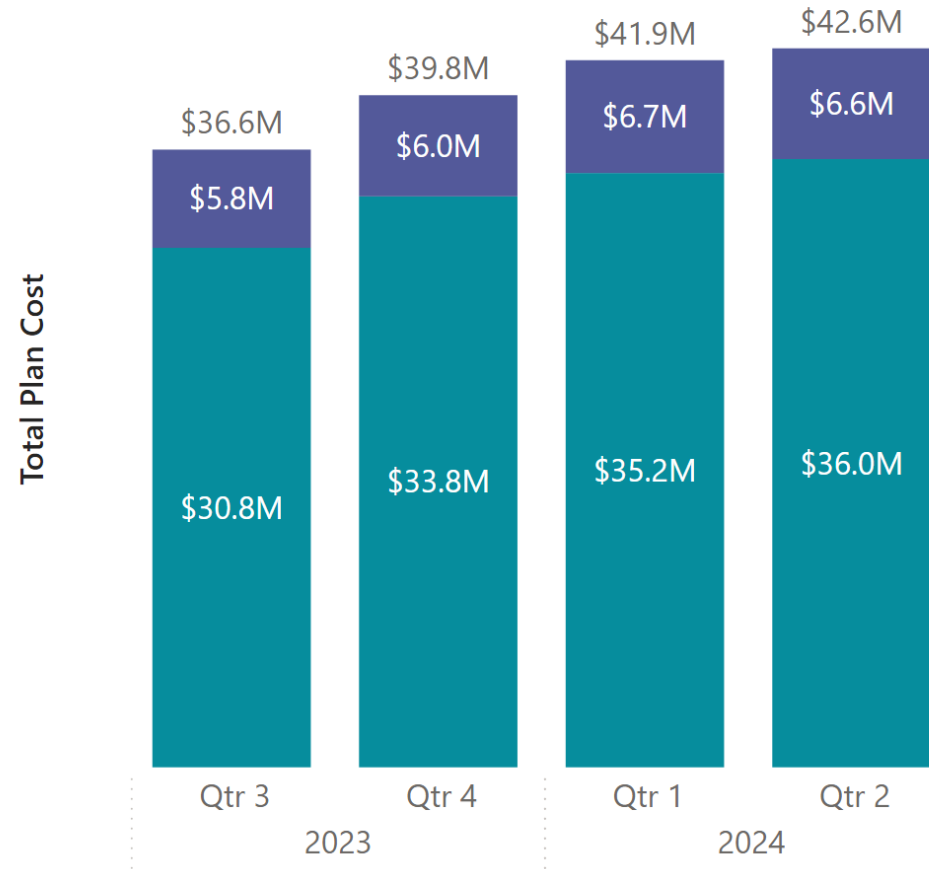
50. Approved Pharmacy Claims Over Past 12 Months

● Responders ● Survivors



51. Pharmacy Plan Cost Over Past 12 Months

● Responders ● Survivors

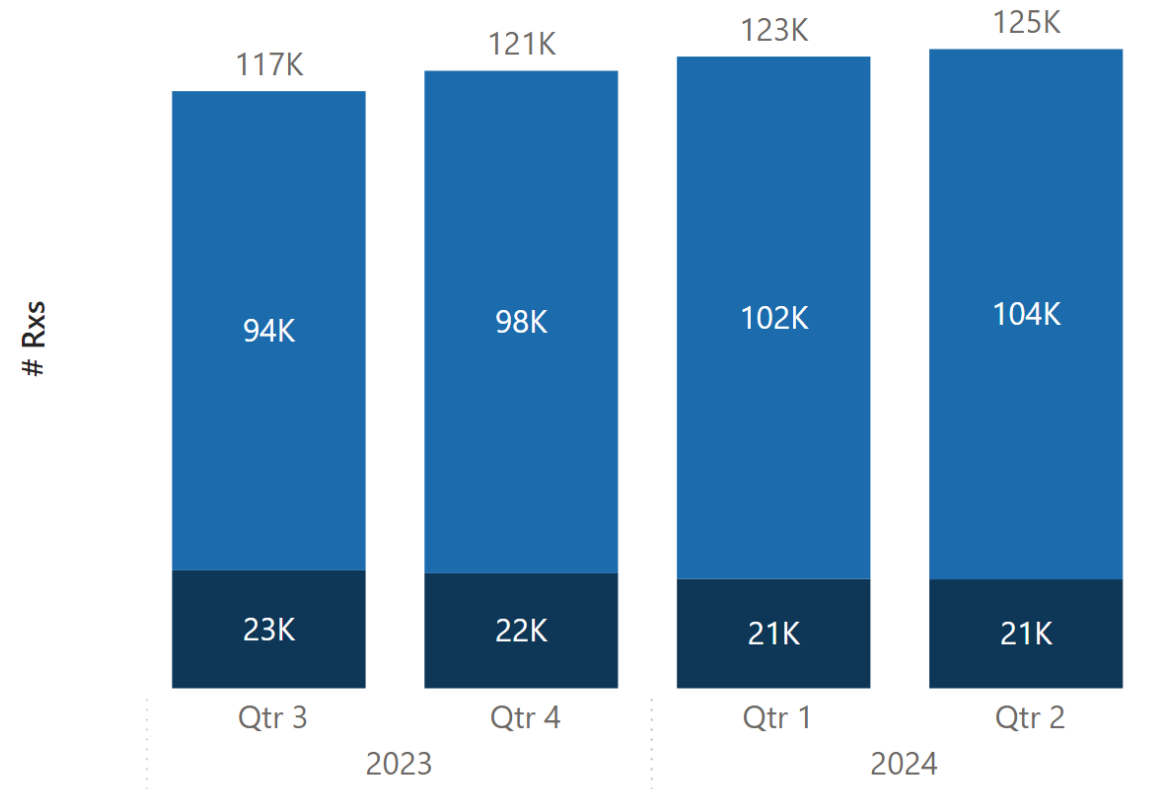


Pharmacy Data Timeline: Pharmacy claims and cost data are presented based on the date of service/date filled.

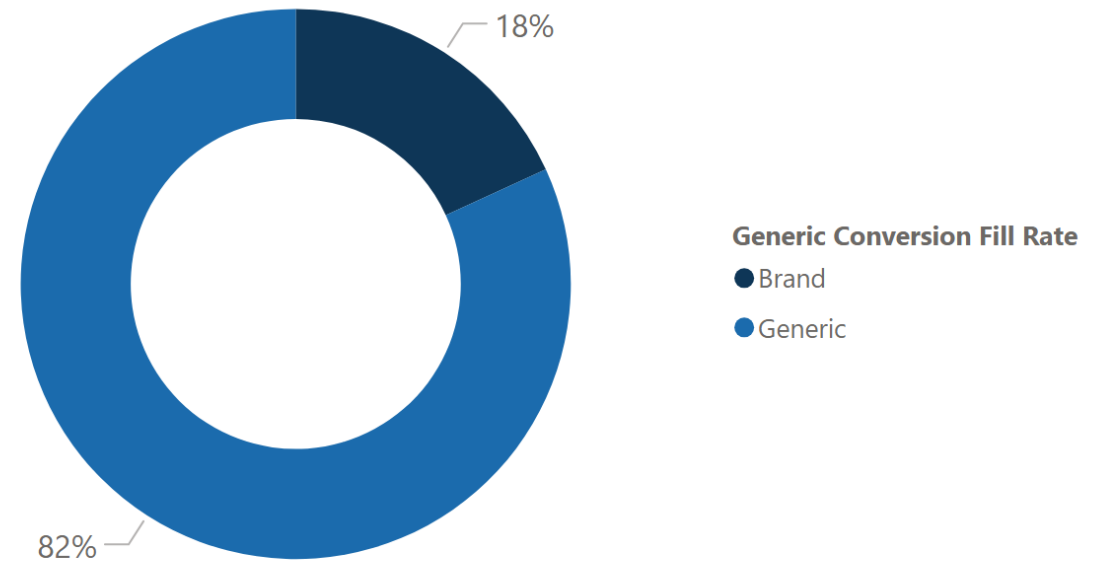
Brand vs Generic Trends for Past 12 Months

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

● Brand ● Generic

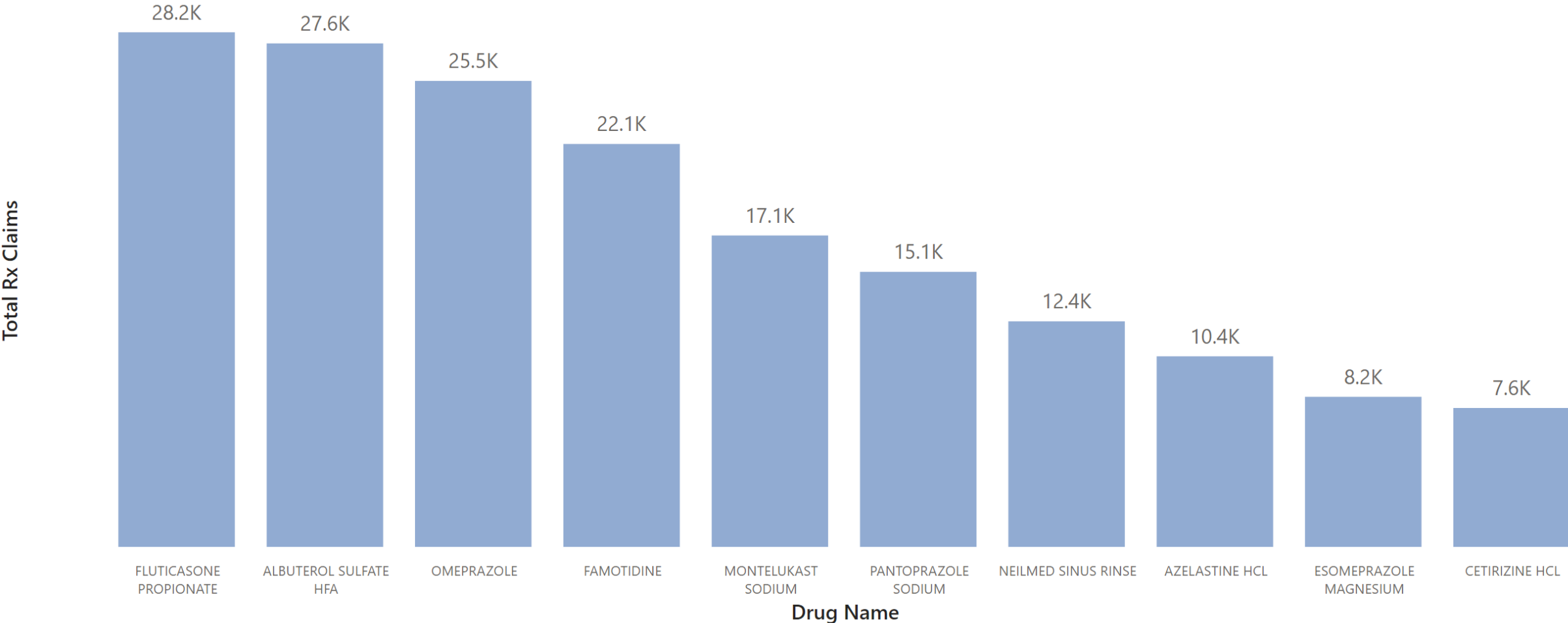


53. Overall % of Brand vs Generic Pharmacy Claims in Past 12 Months



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

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

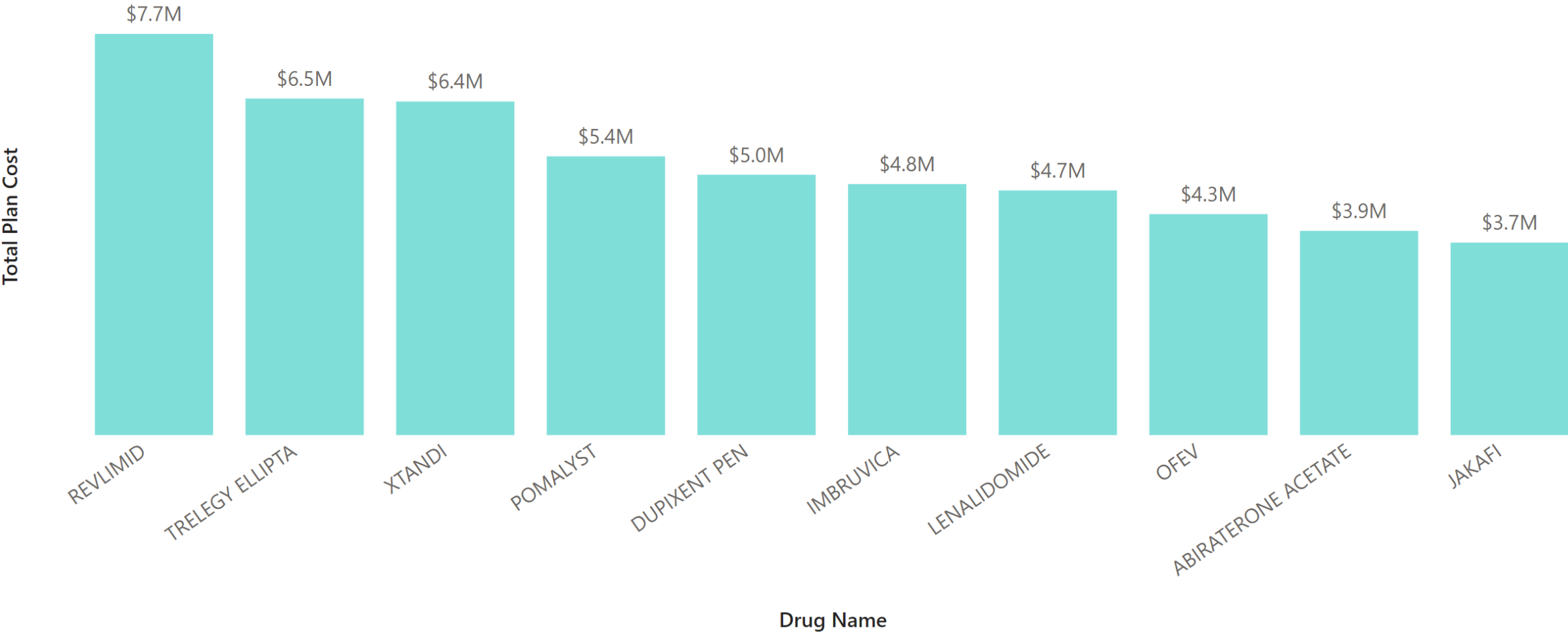


Pharmacy Data Timeline: Pharmacy claims and cost data are presented based on the date of service/date filled.

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

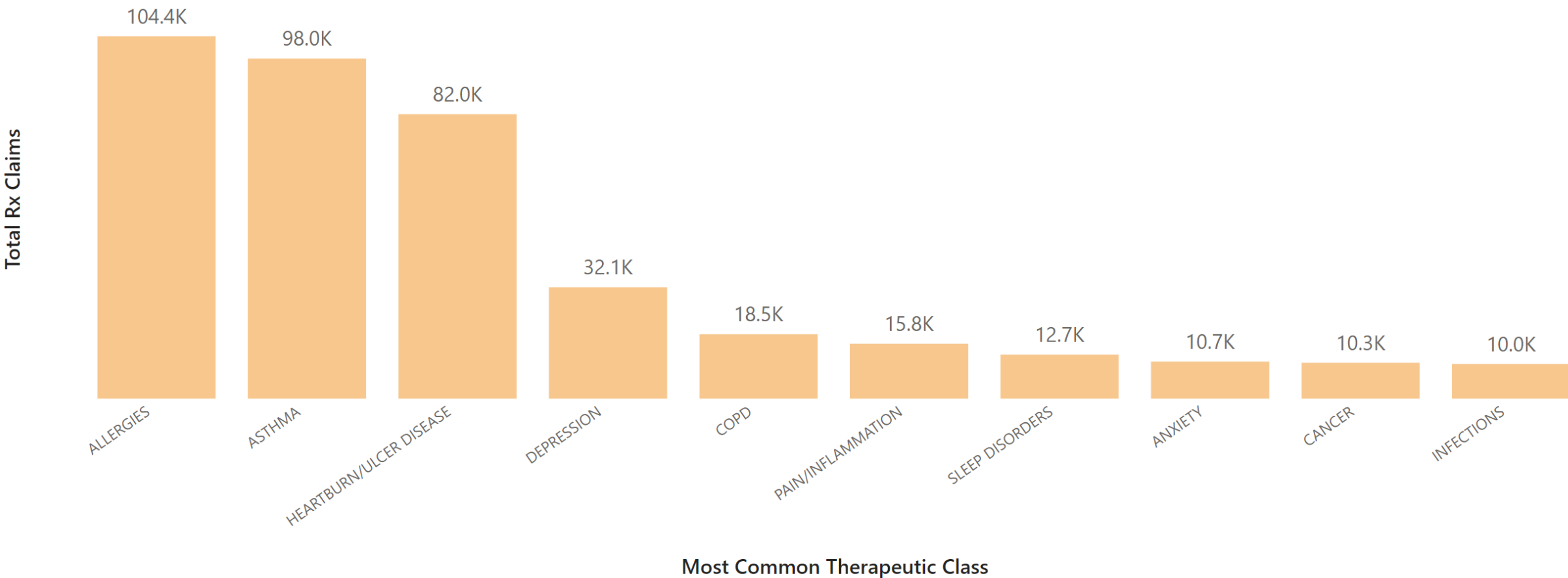


Pharmacy Data Timeline: Pharmacy claims and cost data are presented based on the date of service/date filled.

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.

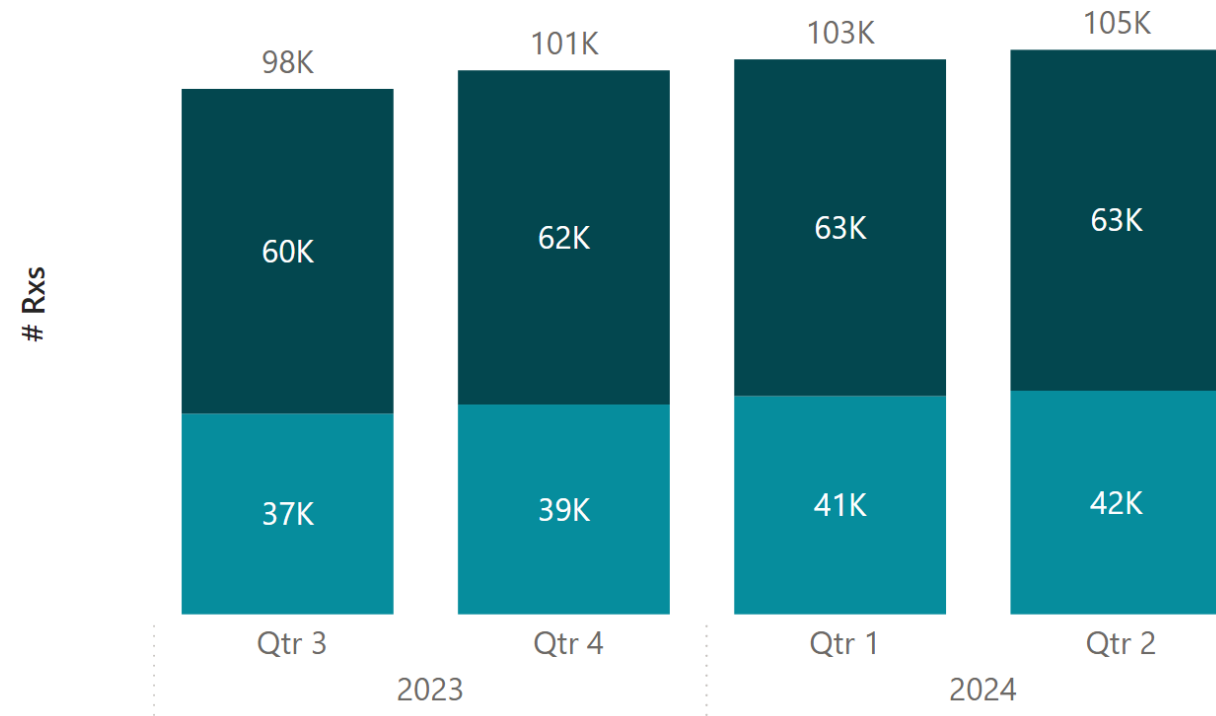
Note on therapeutic classes: Certain medications approved for covered conditions are listed under therapeutic classes that are not necessarily a covered condition for the Program. For example, although allergies are not a covered condition, medications under this therapeutic class may be used to treat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

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

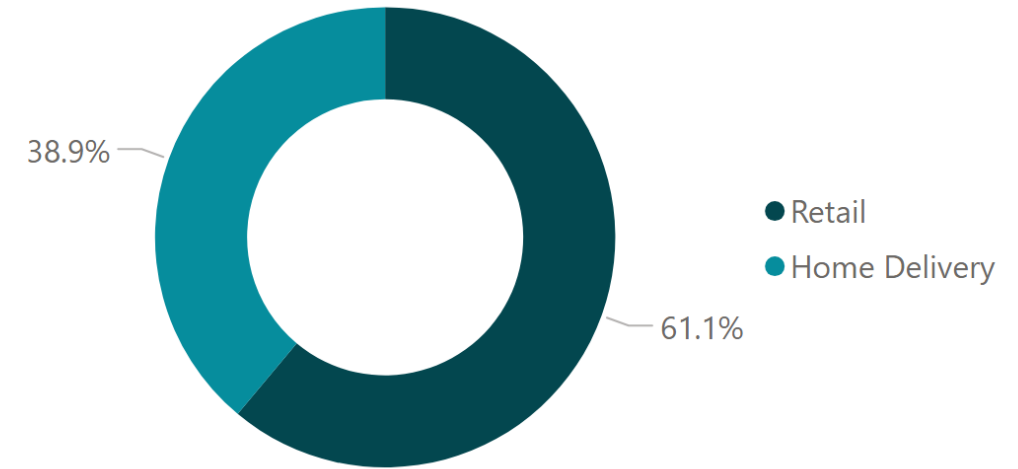
Responder Pharmacy Claims for Past 12 Months

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

● Home Delivery ● Retail



58. Percentage of Pharmacy Retail/Home Delivery Utilization



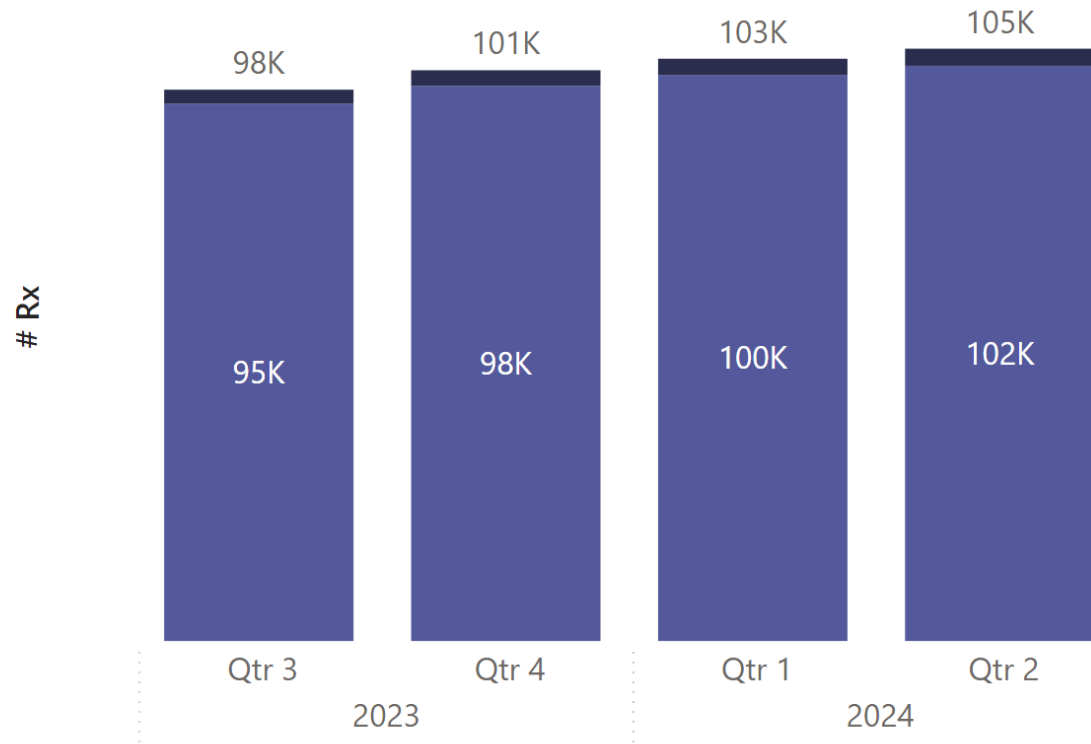
Pharmacy Data Timeline: Pharmacy claims and cost data are presented based on the date of service/date filled.

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.

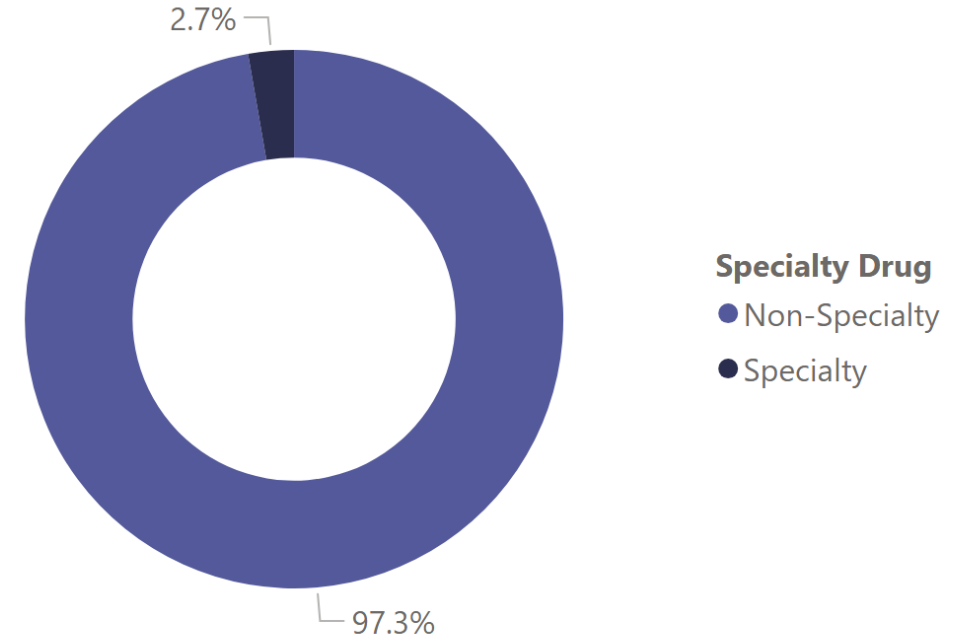
Responder Specialty Pharmacy Claims for Past 12 Months

59. Specialty Fill Frequency in Past 12 Months

Specialty Drug ● Non-Specialty ● Specialty



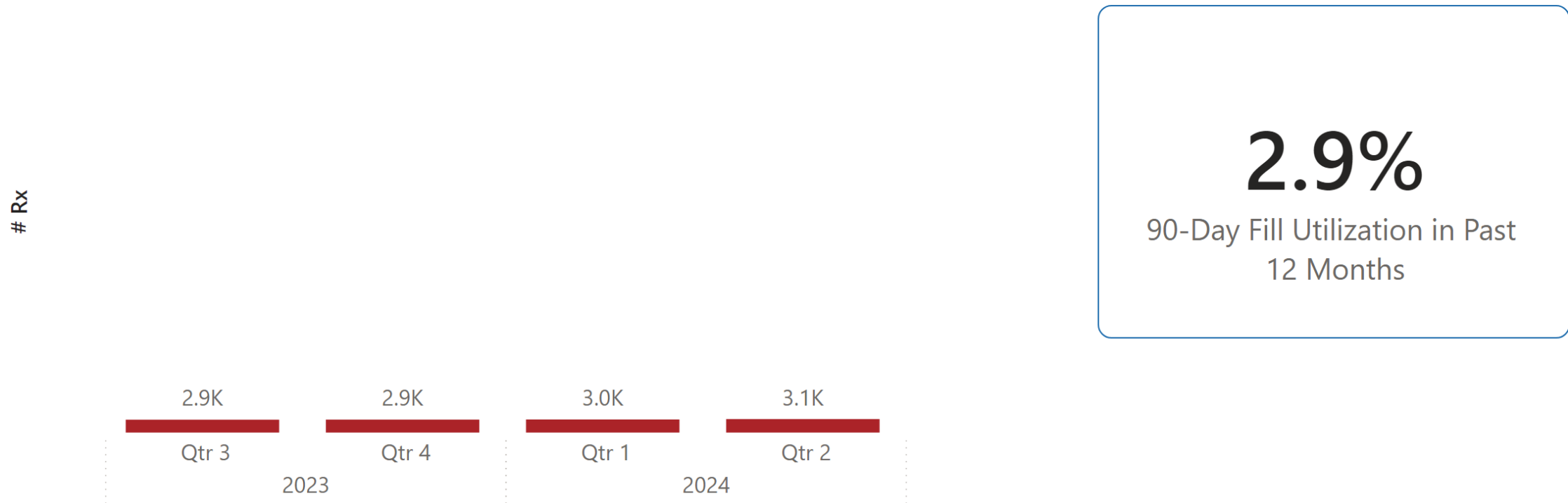
60. Overall Specialty Drug Status for Rx Claims



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.

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.

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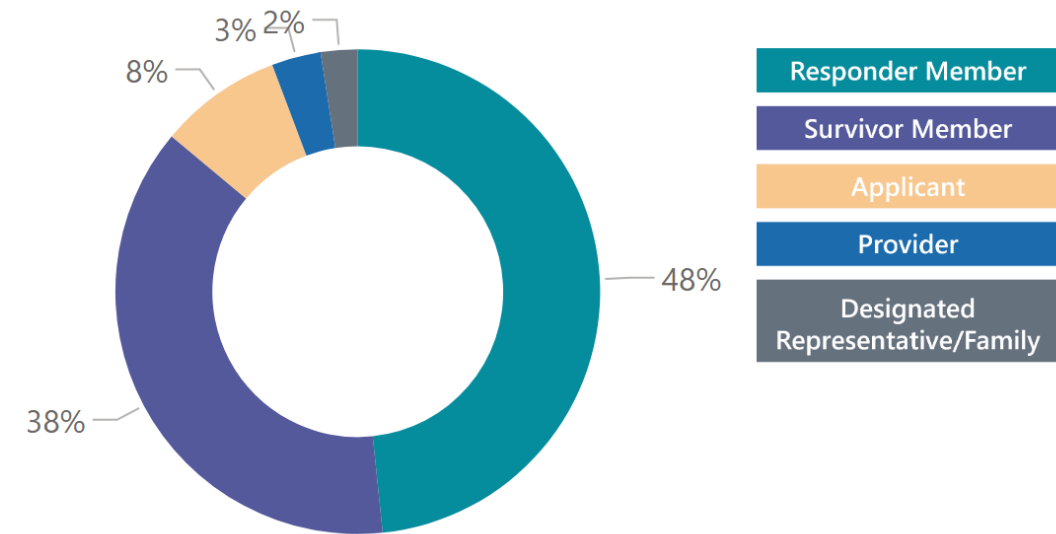
62. Top 10 Topics of Feedback by Calendar Year

Data since feedback form opened in July 2023

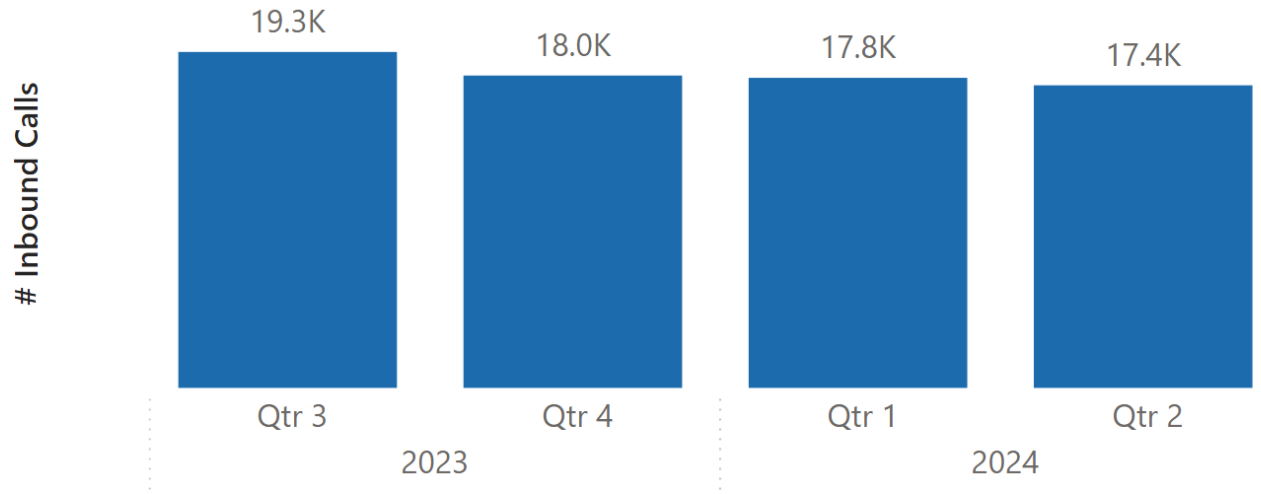
Main Topic	2023	2024	Total
Treatment	30.60%	22.55%	27.12%
Billing	13.43%	16.67%	14.83%
CCE/NPN	14.93%	8.82%	12.29%
Enrollment	13.43%	10.78%	12.29%
Policy/Process	11.94%	8.82%	10.59%
Certification/WTC3	5.97%	15.69%	10.17%
Other	2.99%	5.88%	4.24%
Records Request	2.99%	3.92%	3.39%
Pharmacy/Medication	0.75%	4.90%	2.54%
Website	2.99%	1.96%	2.54%

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 3	73	53	<10	183
	Qtr 4	49	30	<10	156
	2024	Qtr 1	39	29	<10
	Qtr 2	38	38	<10	159

66. % Language Line Usage by Language in Last Year

Translation services provided through language line

