

# World Trade Center Health Program

## External Quarterly Program Summary

Publication Date:  
February 1, 2026

Program Data Through:  
December 31, 2025



## 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 Do not cite or rely on this information for official or research purposes; this data should not be used to evaluate performance.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.

# Table of Contents



Click Here for Navigation Instructions

## **Trends/Features of Member Population**

- [3. Total Enrollment Trends](#)
- [4. Trends in New Enrollments](#)
- [5. Enrollment by Type/CCE](#)
- [6. Demographics - Language/Sex](#)
- [7. Demographics - Age](#)
- [8. Member Geography](#)

## **Application & New Enrollment Trends**

- [9. In Process Applications - Received](#)
- [10. In Process Applications - Suspend](#)
- [11. In Process Applications - Suspend Reasons](#)
- [12. Finalized Applications - Responders](#)
- [13. Finalized Applications - Survivors](#)
- [14. Application Demographics - Geography](#)
- [15. Application Demographics - Language](#)
- [16. Application Demographics - Sex](#)
- [17. Responder Enrollments by Location](#)
- [18. Survivor Enrollments by Location](#)
- [19. Transfers](#)

## **Certification Trends**

- [20. Certification Status](#)
- [21. Certification Categories](#)
- [22. Cancer Certifications](#)
- [23. Top Certifications](#)
- [24. Top Certifications - 12 Months](#)

## **Medical Utilization Trends**

- [25. Overall Medical Claims](#)
- [26. Medical Utilization - Responder](#)
- [27. Medical Utilization - Survivor](#)

## **Pharmacy Utilization Trends**

- [28. Overall Rx](#)
- [29. RxClaims - Generic](#)
- [30. Top Rx - Count](#)
- [31. Top Rx - Cost](#)
- [32. Rx - Top Therapeutic Classes](#)
- [33. RxClaims - Retail/Mail](#)
- [34. RxClaims - Specialty - Responder](#)
- [35. RxClaims - Specialty - Survivor](#)
- [36. RxClaims - 90 Day Supply](#)

## **Member Feedback/Interactions**

- [37. Member Feedback Form](#)
- [38. Call Center](#)

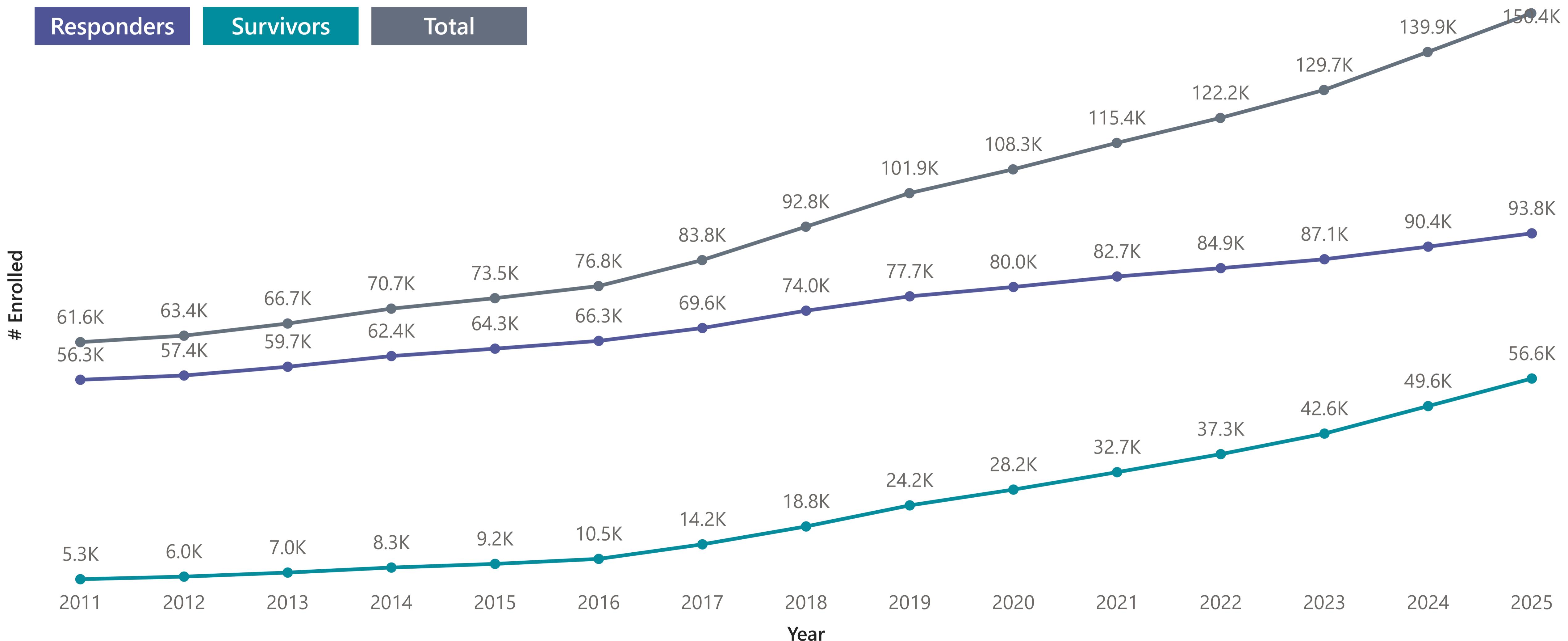
\*The following note applies to several pages on this dashboard.\*

**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



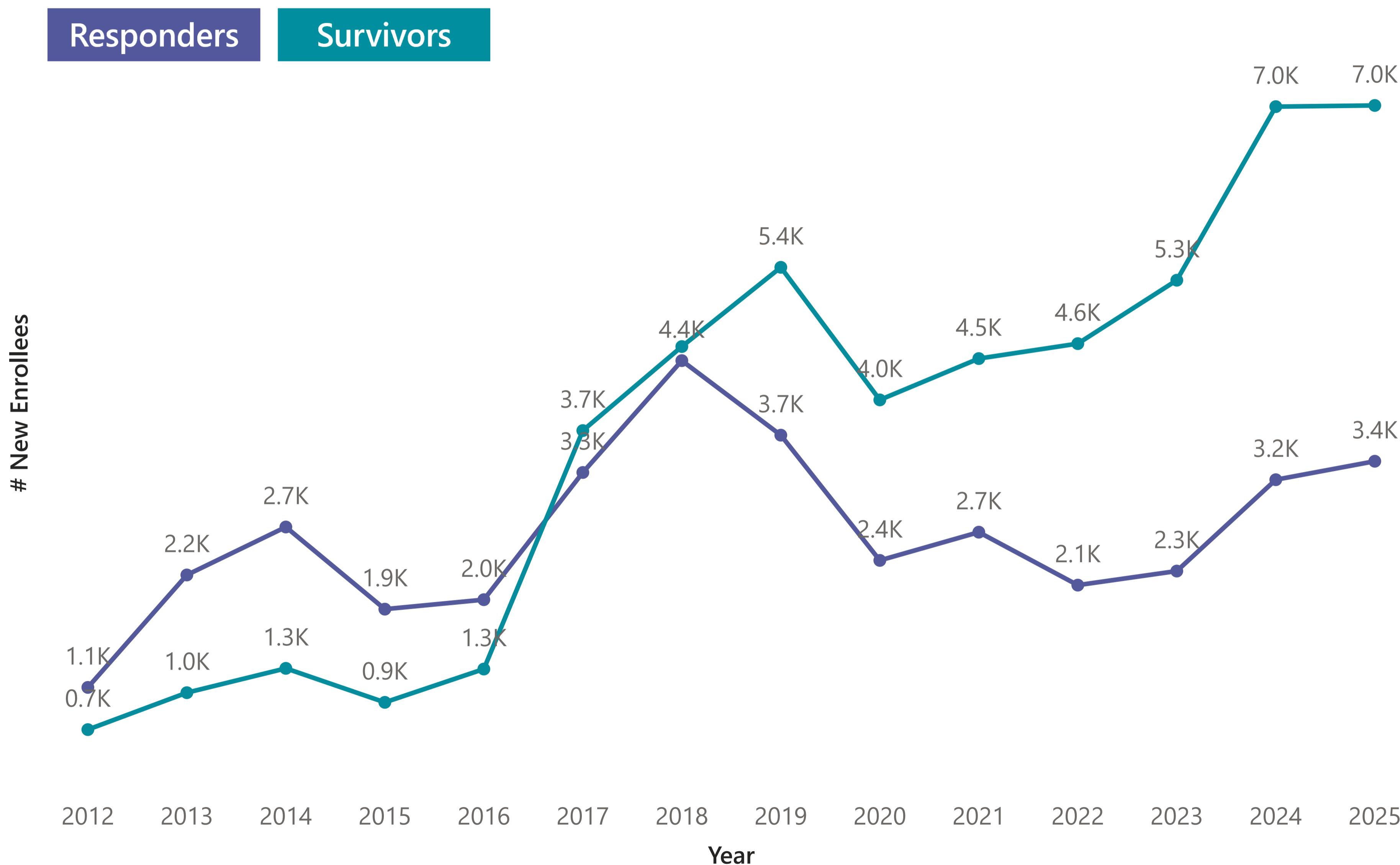
**Enrollment over Lifetime of Program** consists of all unique individuals ever enrolled in the Program, including those individuals who have been subsequently disenrolled or died. Deceased members include all causes of death; cause of death may or may not be WTC-related.

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

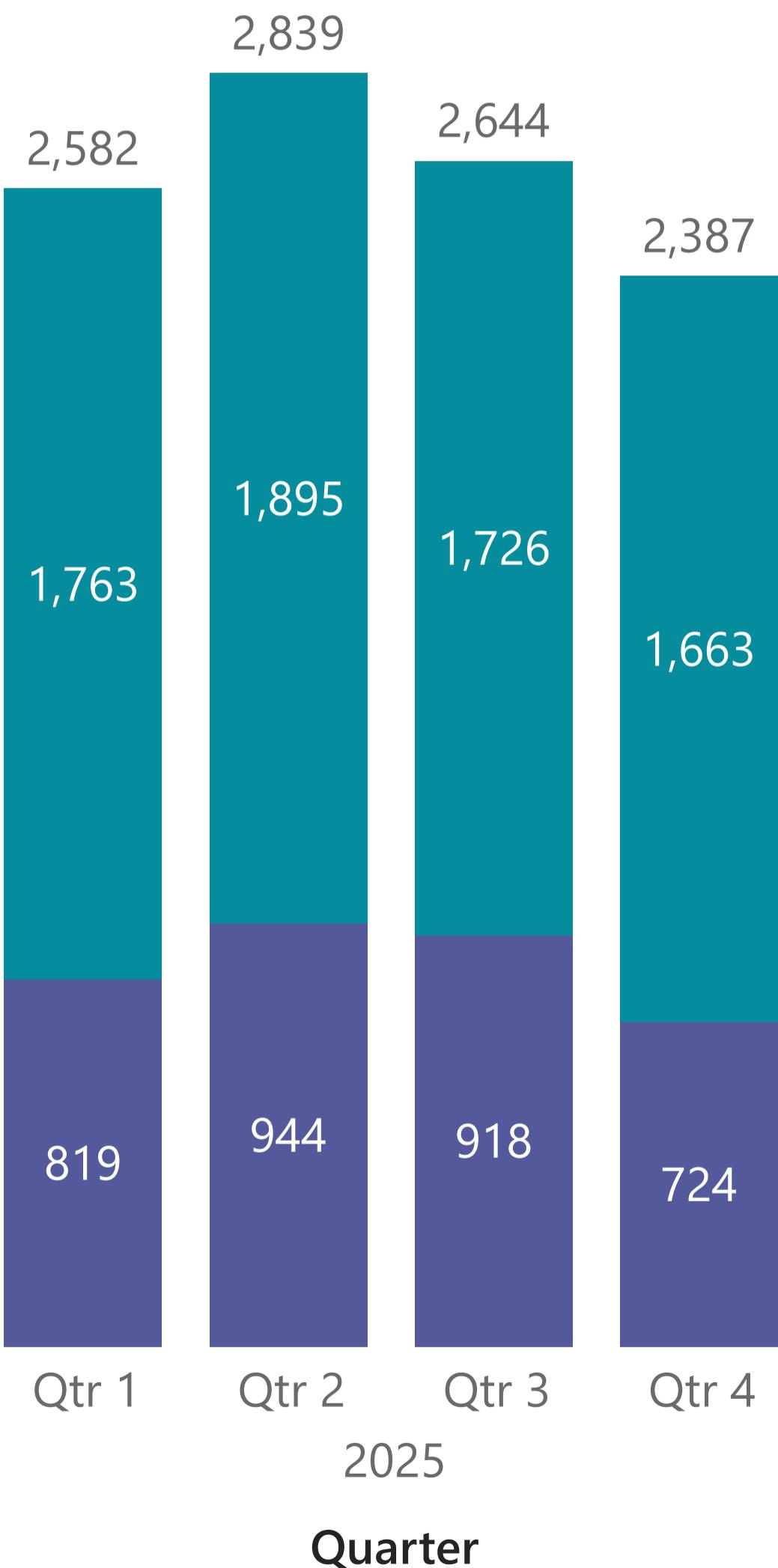
Enrollment Data Thru:  
December 31, 2025

# WTC Health Program Enrollment

## 2. New Enrollments Per Year Over Time



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



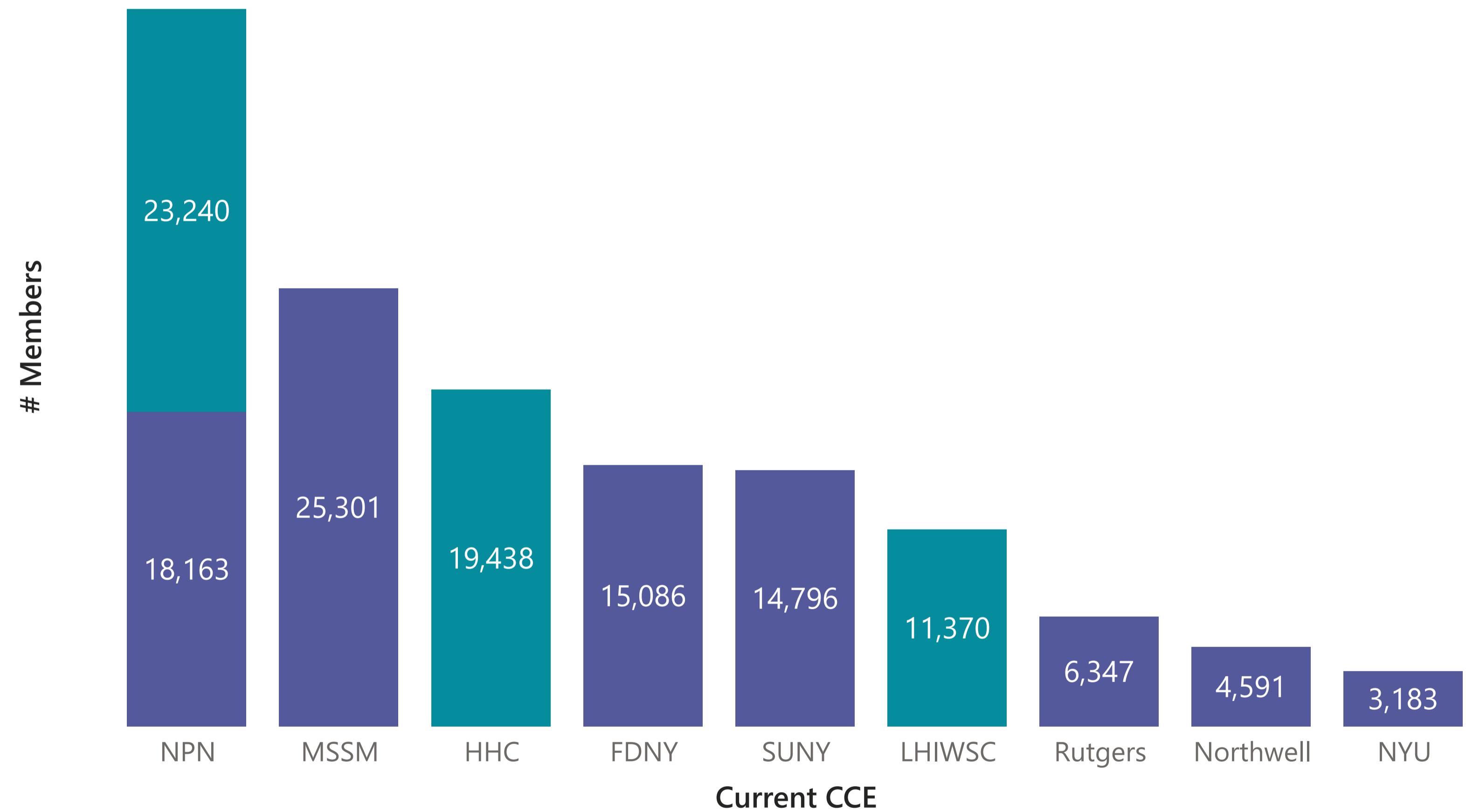
**Note on Figure 2:** 'New Enrollees' are those new members enrolled in the stated calendar year; numbers are not cumulative.

Enrollment Data Thru:  
December 31, 2025

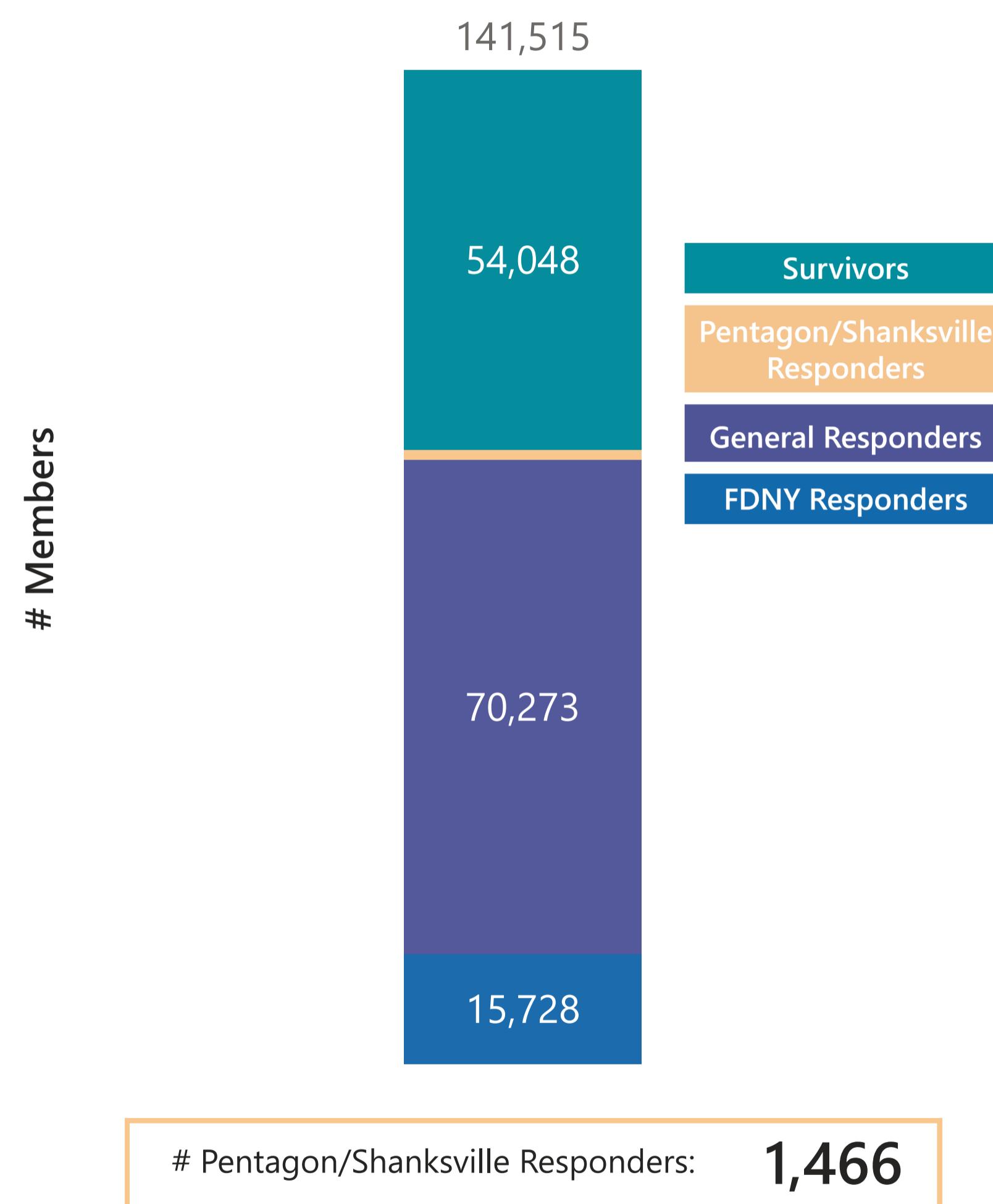
# CCE Enrollment and Member Type

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

Member Type ● Responder ● Survivor



## 5. Currently Enrolled Members by Type



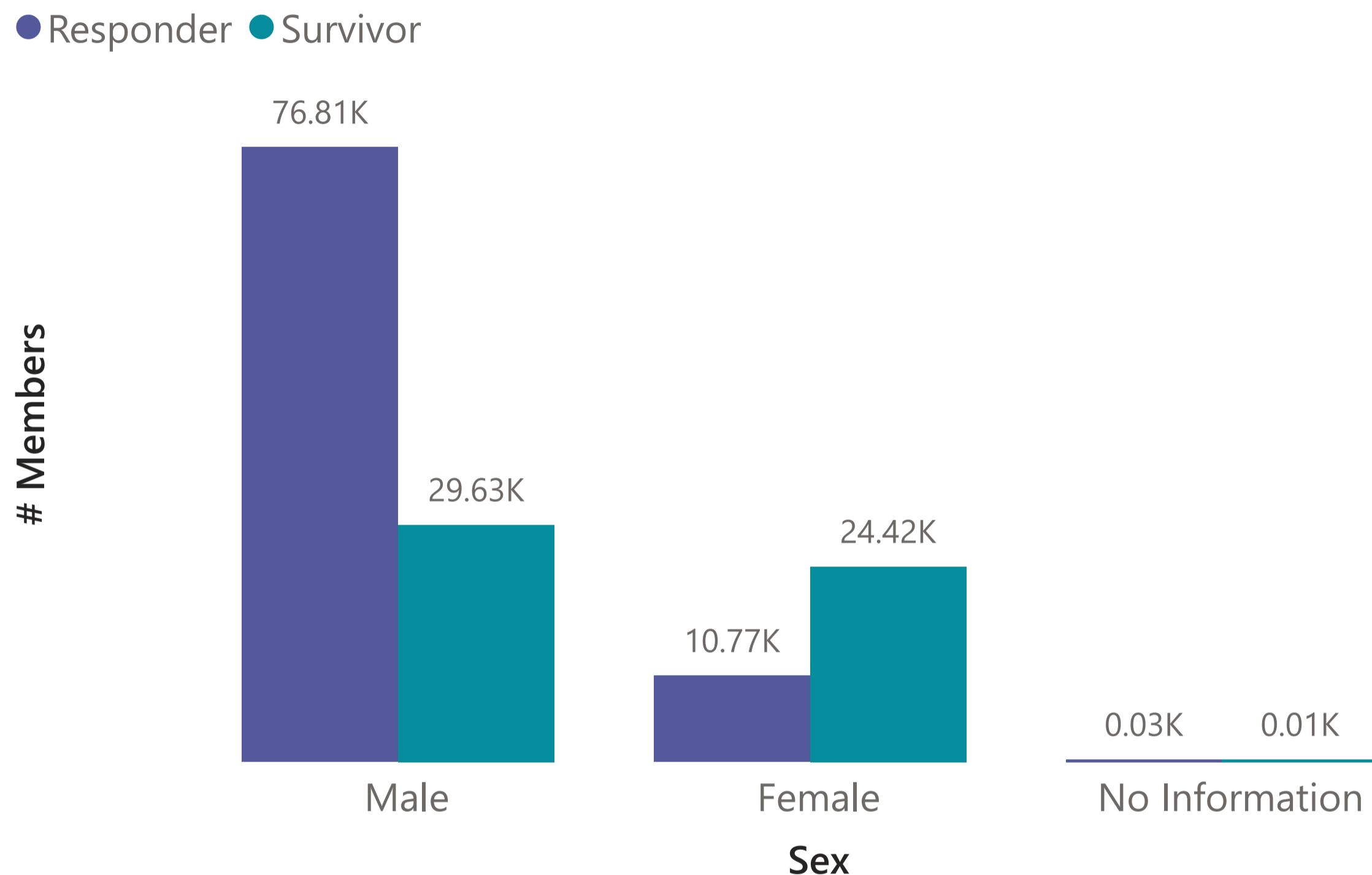
**Note on CCEs and Nationwide Provider Network (NPN):** CCEs serve specific survivor or responder populations in the New York metropolitan area; the NPN serves both responder and survivor members residing outside of the New York metropolitan area. Members who are not actively assigned to a CCE are not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

**CCE Abbreviations:** Icahn School of Medicine at Mount Sinai (MSSM), NYC Health and Hospitals (HHC), Fire Department of the City of NY (FDNY), State University of NY, Stony Brook (SUNY), William Street Clinic (LHIWSC), New York University Grossman School of Medicine (NYU)

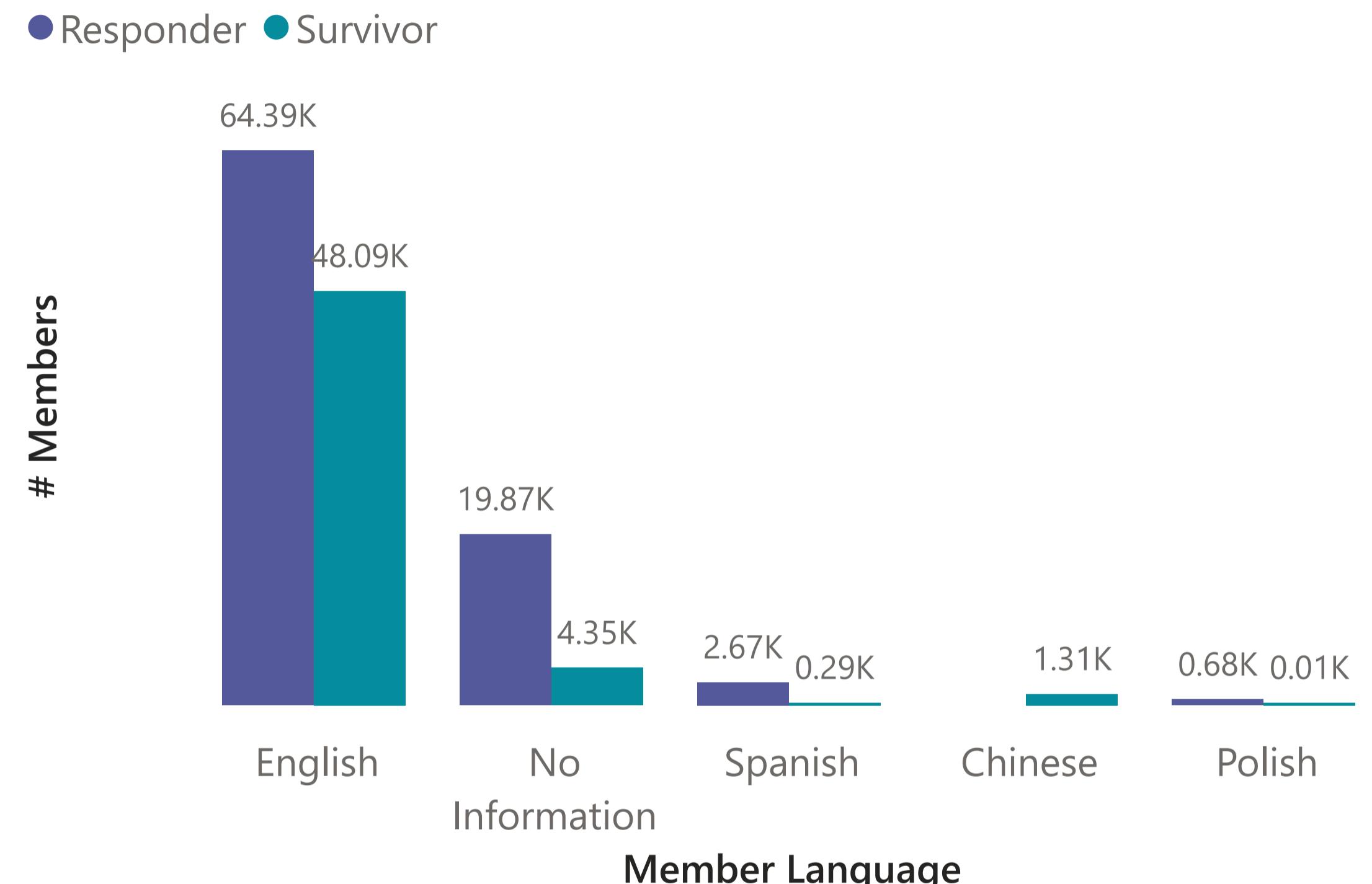
Enrollment Data Thru:  
December 31, 2025

# Demographics of Currently Enrolled Members

## 6. Total Membership: Sex



## 7. Total Membership: Preferred Language



## Percent of Total Membership: Sex



## Percent of Total Membership: Preferred Language



Sex ● Female ● Male ● No Information

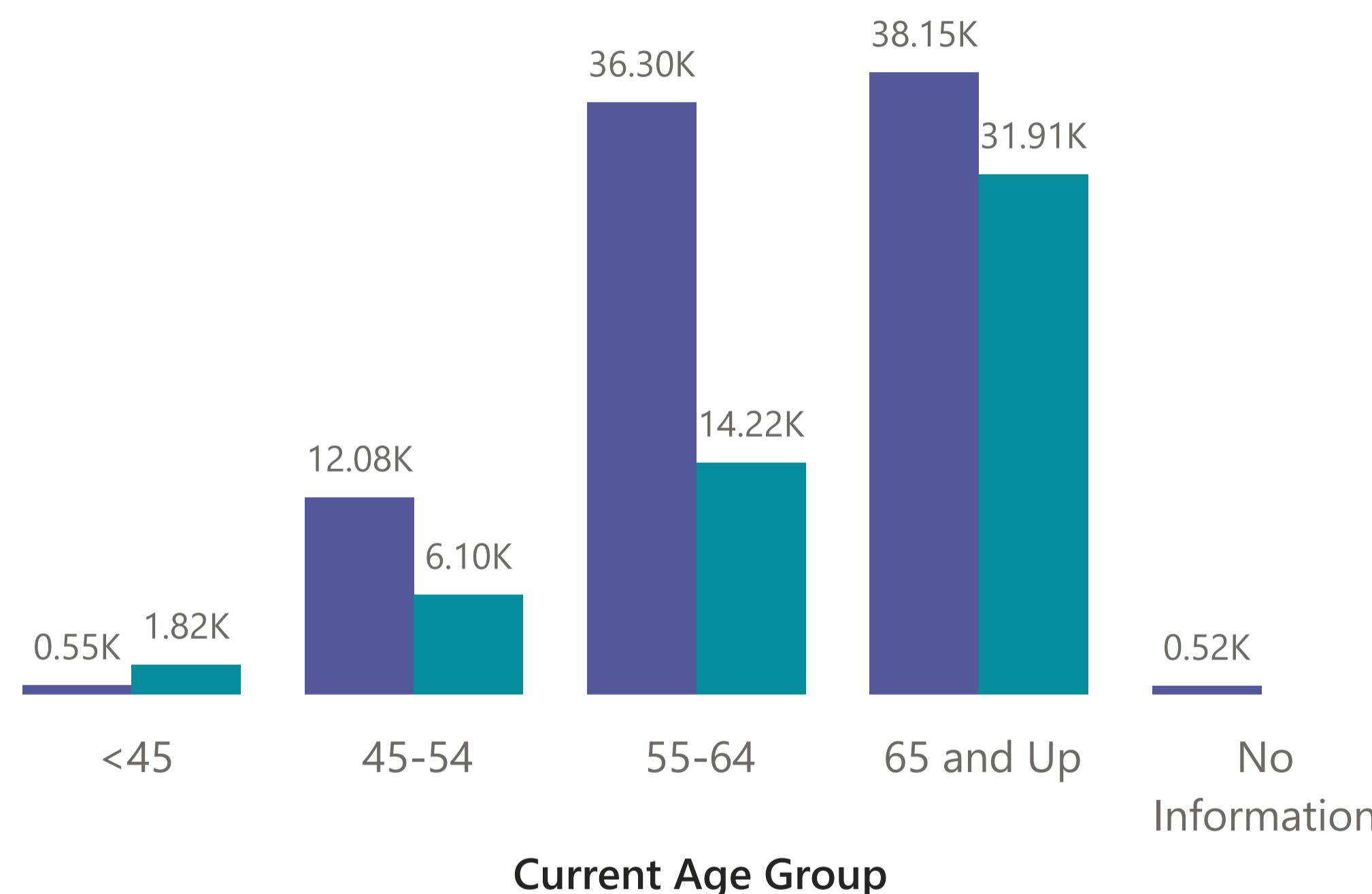
Member Language ● Chinese ● English ● No Information ● Polish ● Spanish

Enrollment Data Thru:  
December 31, 2025

# Age Distribution of Currently Enrolled Members

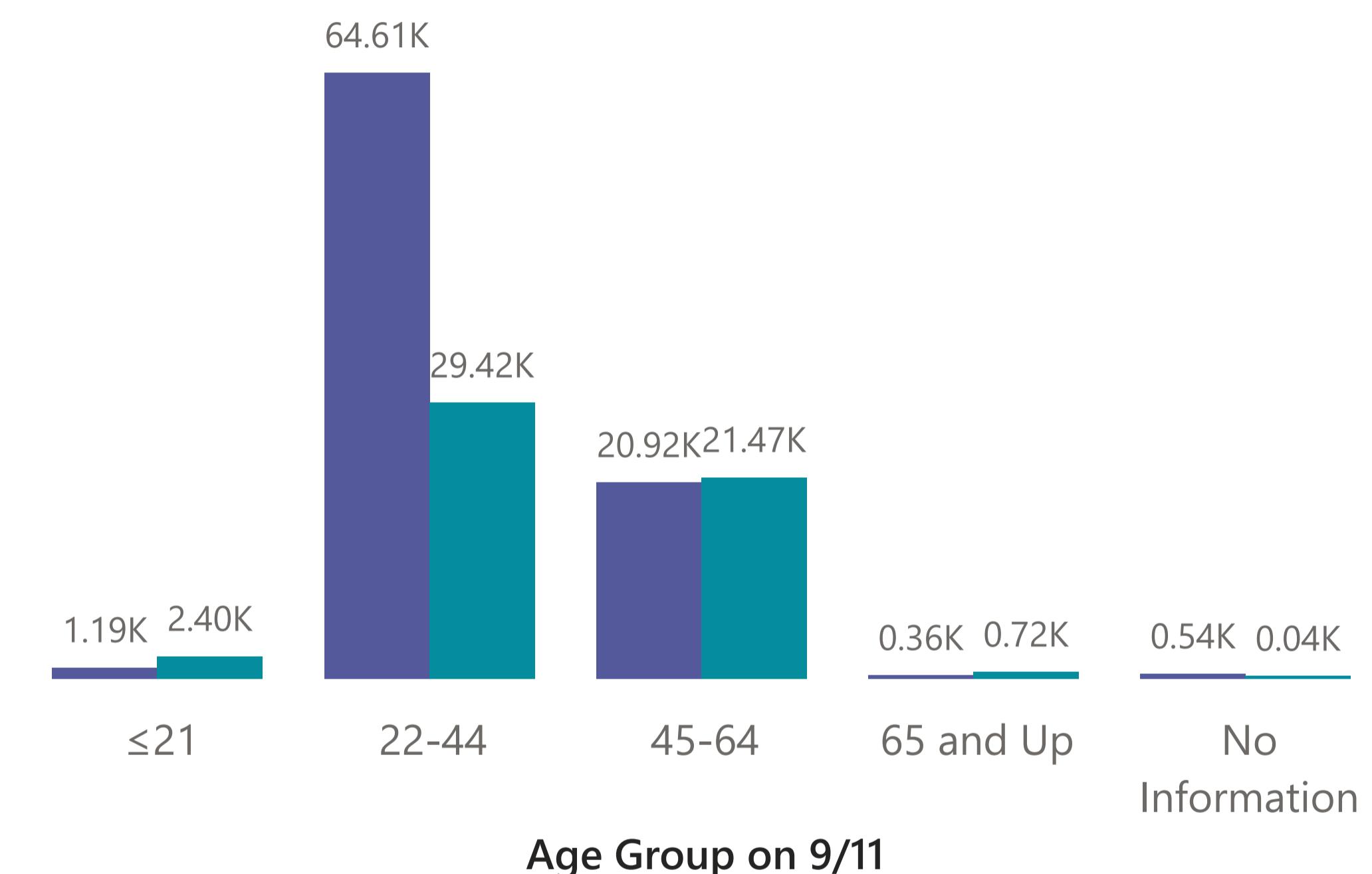
## 8. Current Member Age

● Responder ● Survivor

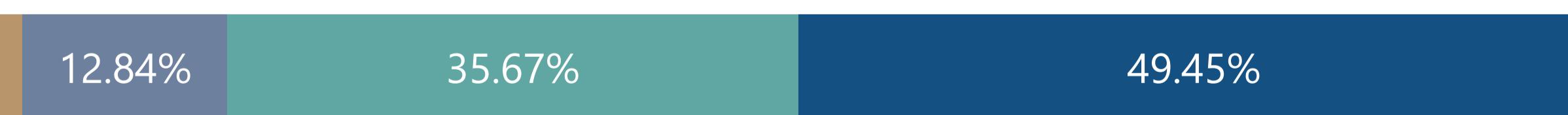


## 9. Member Age on 9/11

● Responder ● Survivor



### 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

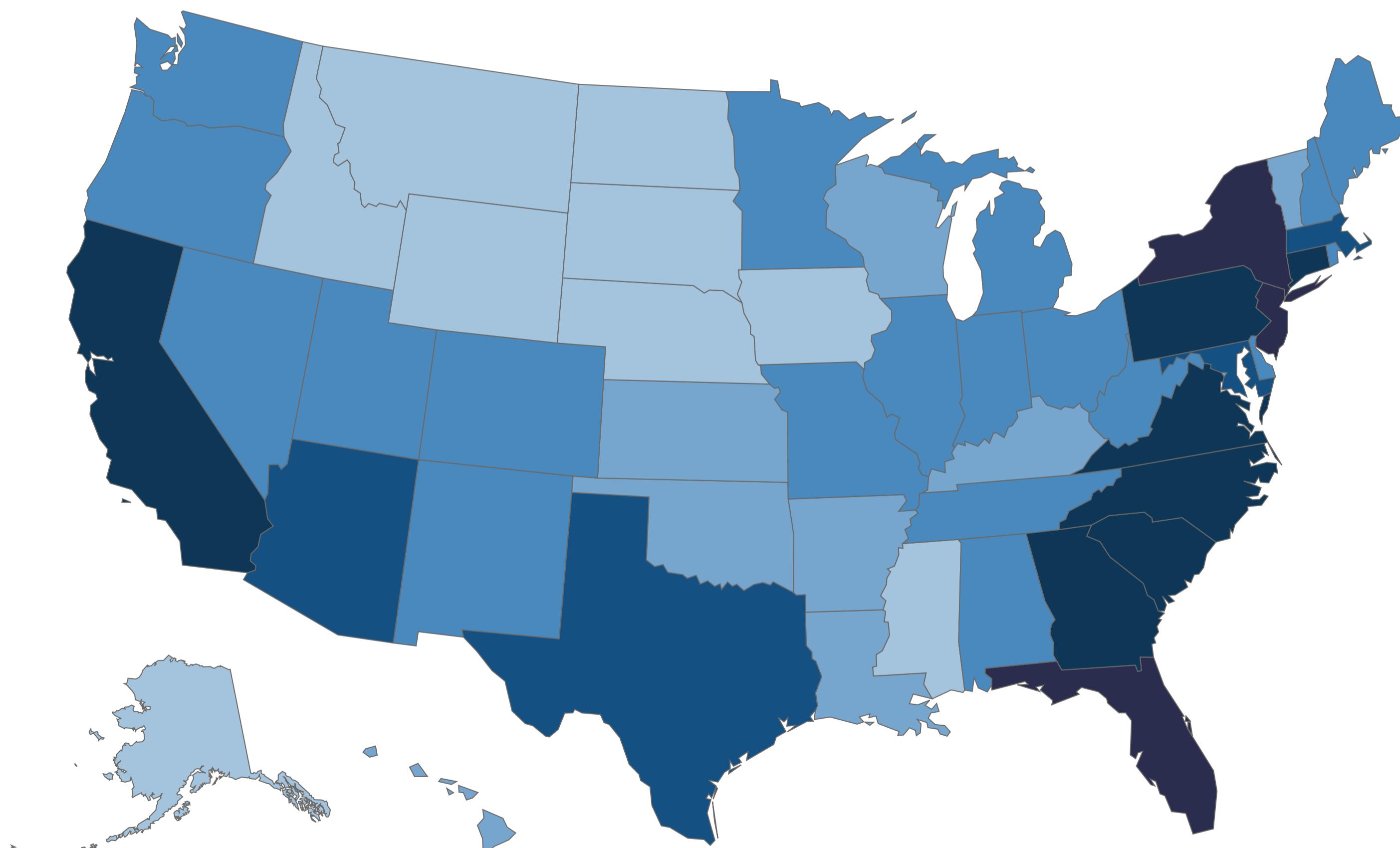
Age Group on 9/11 ● ≤21 ● 22-44 ● 45-64 ● 65 and Up ● No Information  
Enrollment Data Thru:  
December 31, 2025

# 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	55,949	37,402	<b>93,351</b>
New Jersey	8,682	7,899	<b>16,581</b>
Florida	7,346	2,922	<b>10,268</b>
Pennsylvania	2,038	842	<b>2,880</b>
North Carolina	1,594	620	<b>2,214</b>
South Carolina	1,397	385	<b>1,782</b>
Connecticut	834	837	<b>1,671</b>
Virginia	1,249	289	<b>1,538</b>
California	656	435	<b>1,091</b>
Georgia	668	409	<b>1,077</b>

**140K**

Members in the US (incl. territories)

**135**

Members in US Territories

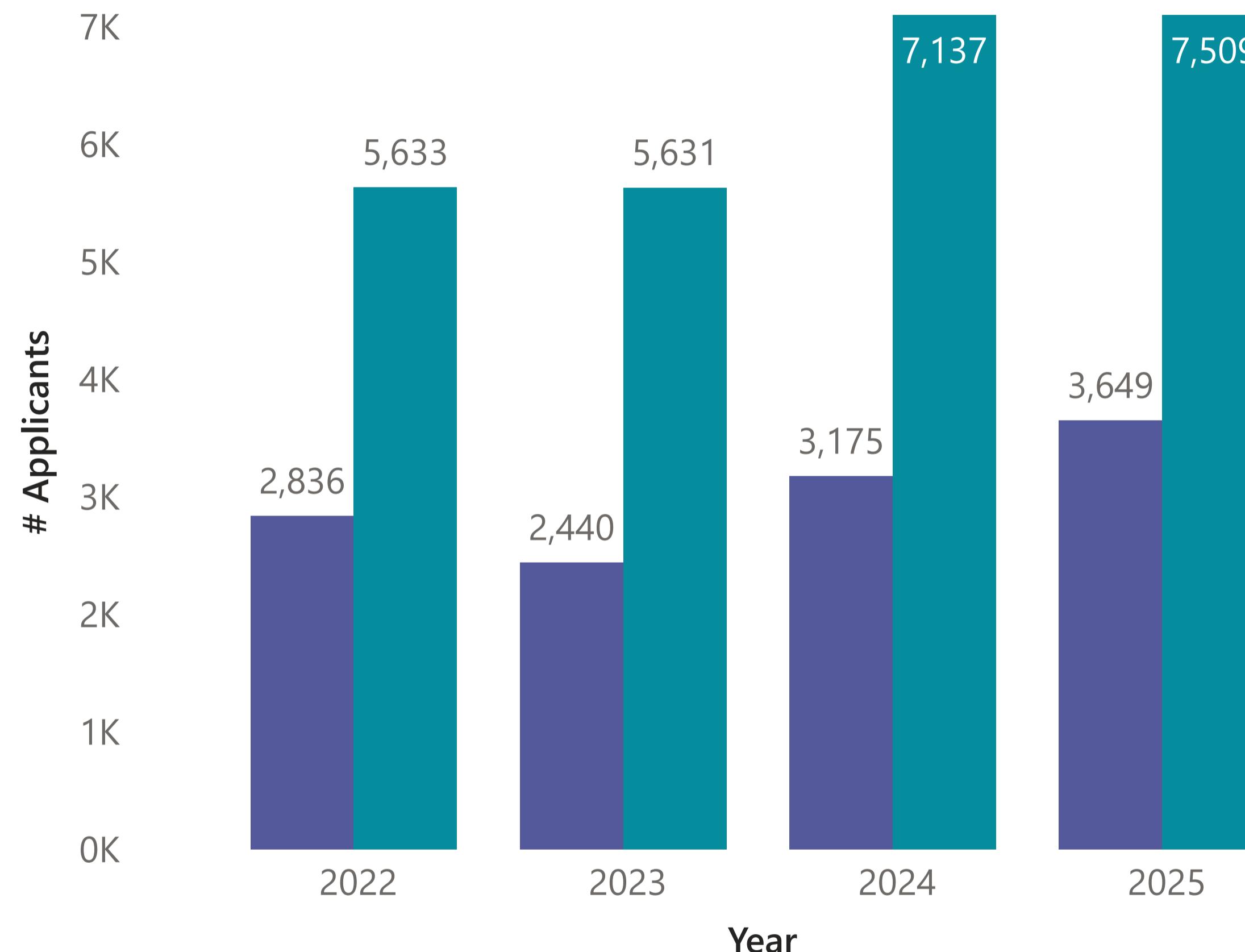
**1368**

Members Outside of the US

# Applications in Process - Received

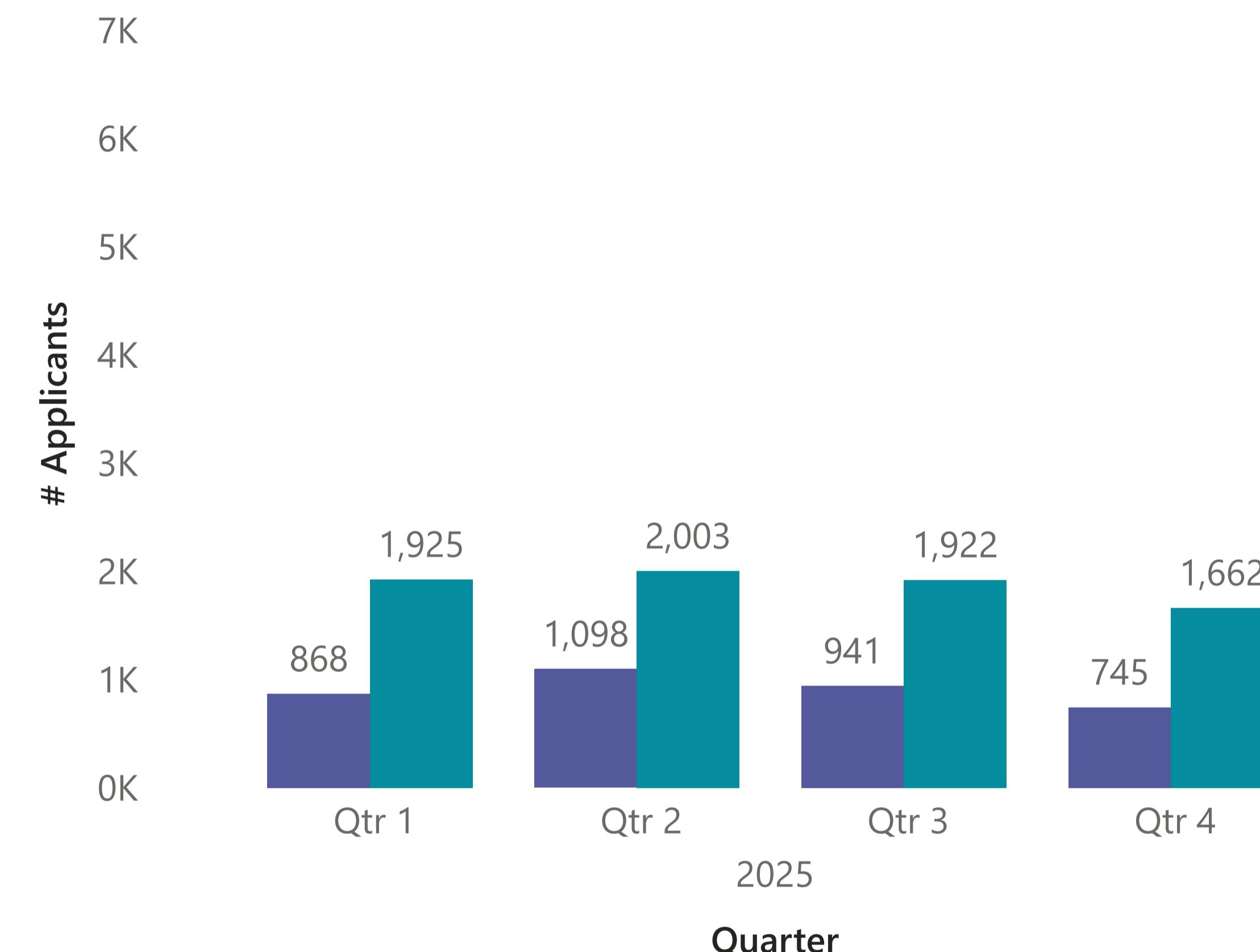
## 12. Applications Received in Past Years

● Responder ● Survivor



## 13. Applications Received in Current Calendar Year

● Responder ● Survivor



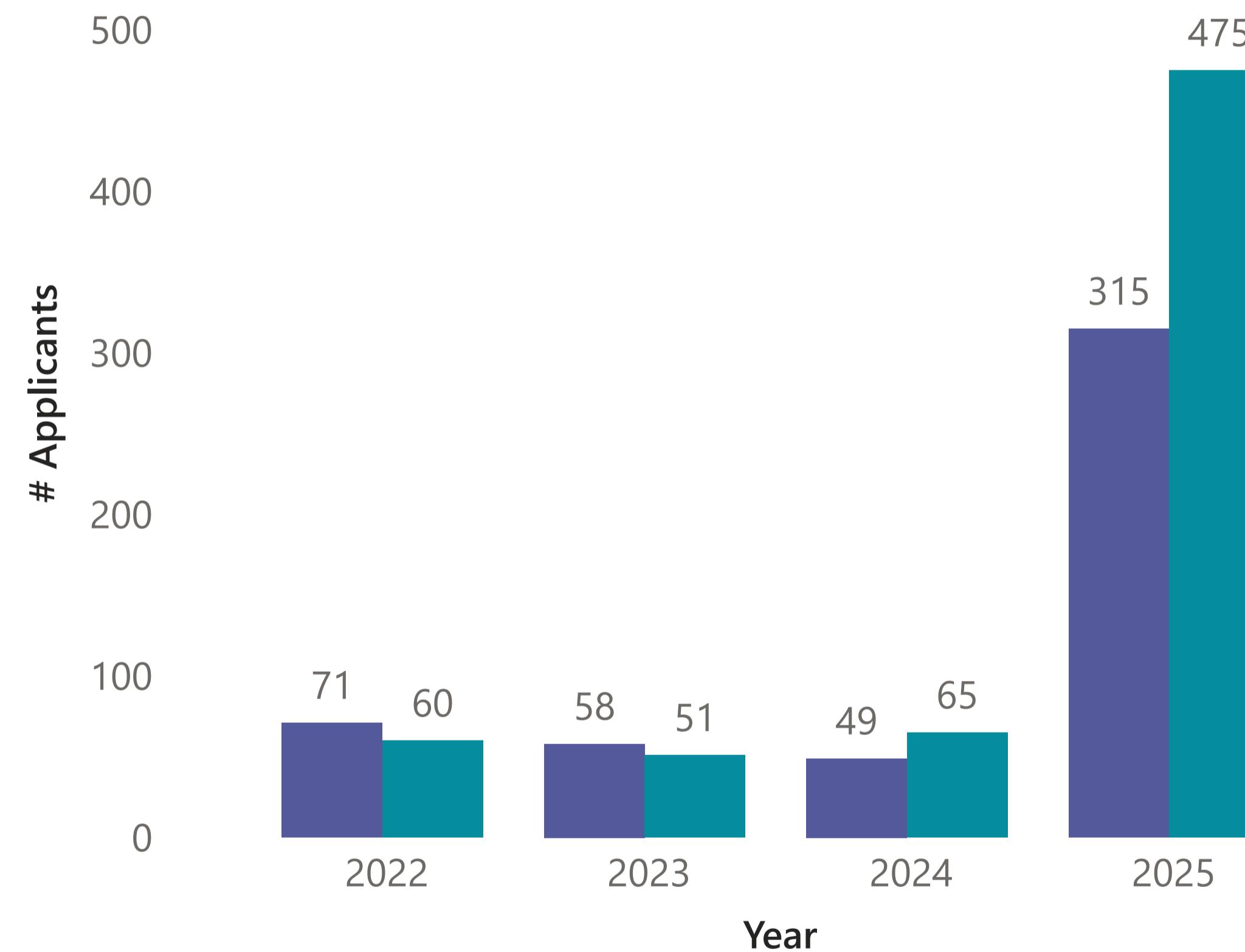
**Note on Date Range for Application Data:** In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.

Application Data Thru:  
December 31, 2025

# Applications in Process - Suspended

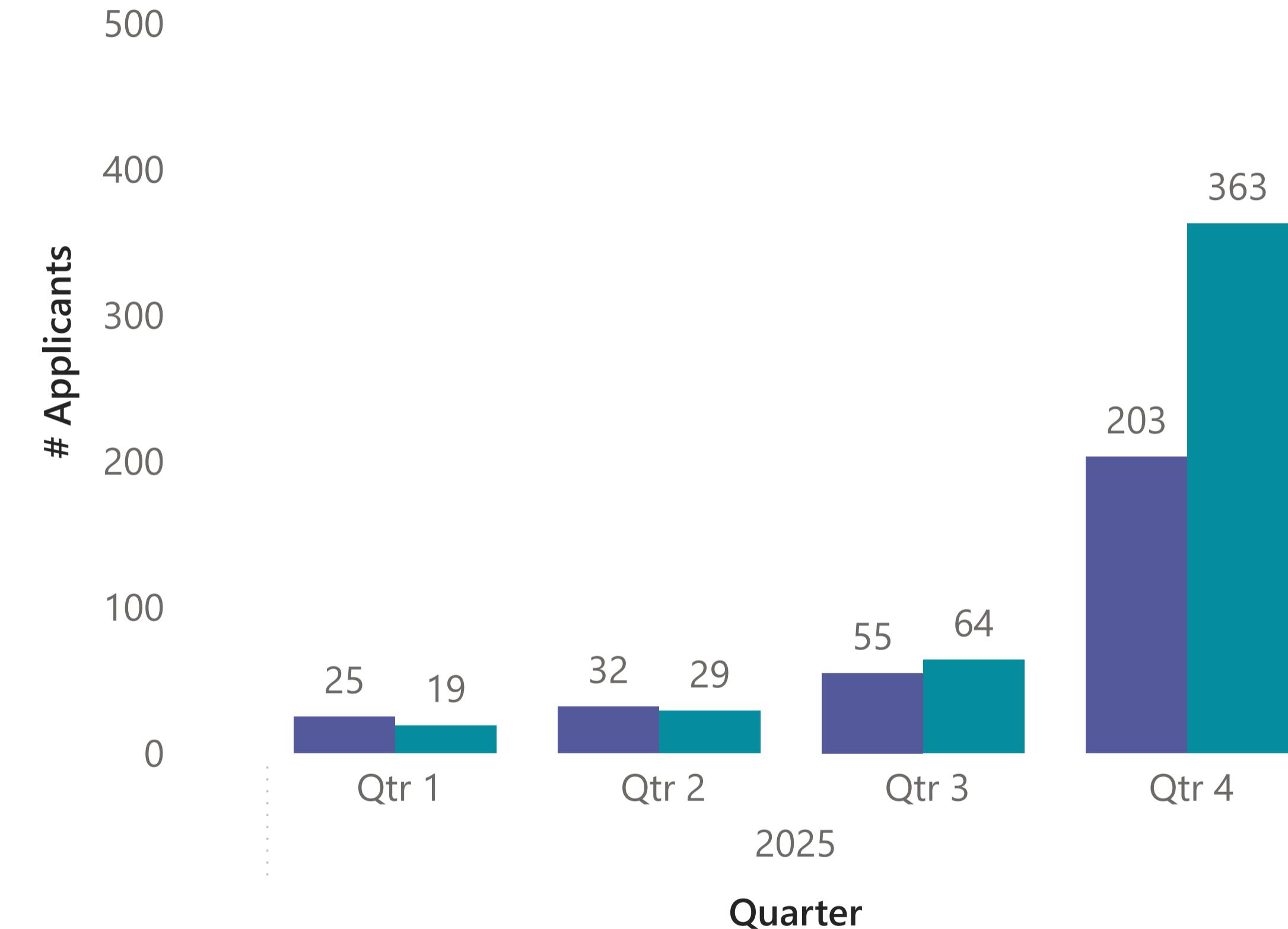
## 14. Prior Year Applications Currently in Suspend Status

● Responder ● Survivor



## 15. Current Year Applications in Suspend Status

● 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.

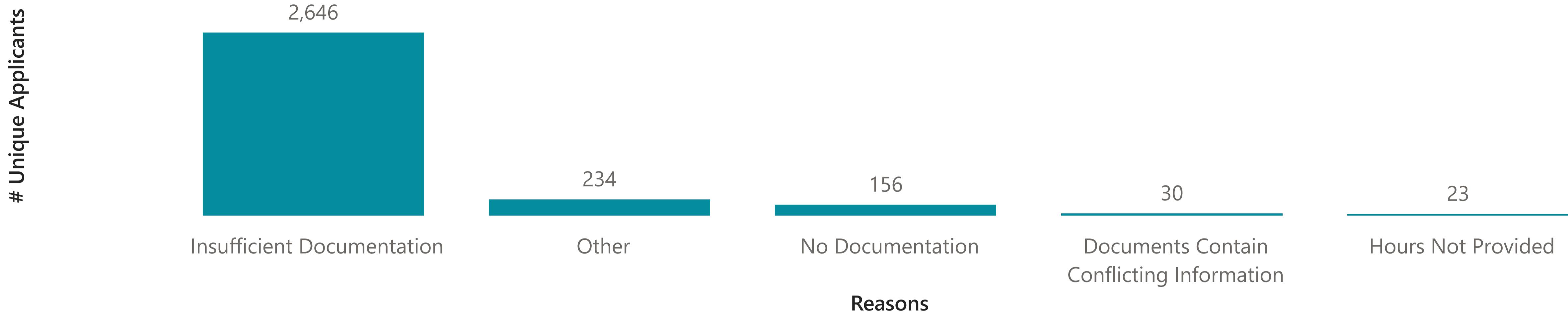
**Note on Suspended Applications:** Incomplete applications are generally "suspended" but still considered "in process" until sufficient documentation is received to determine enrollment eligibility. An application may move in and out of suspend status throughout the application process. The number of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

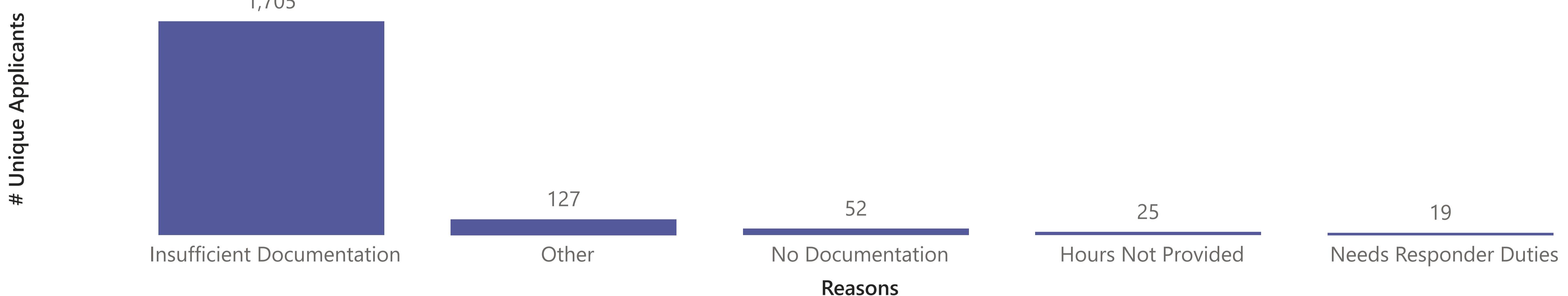
December 31, 2025

# 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

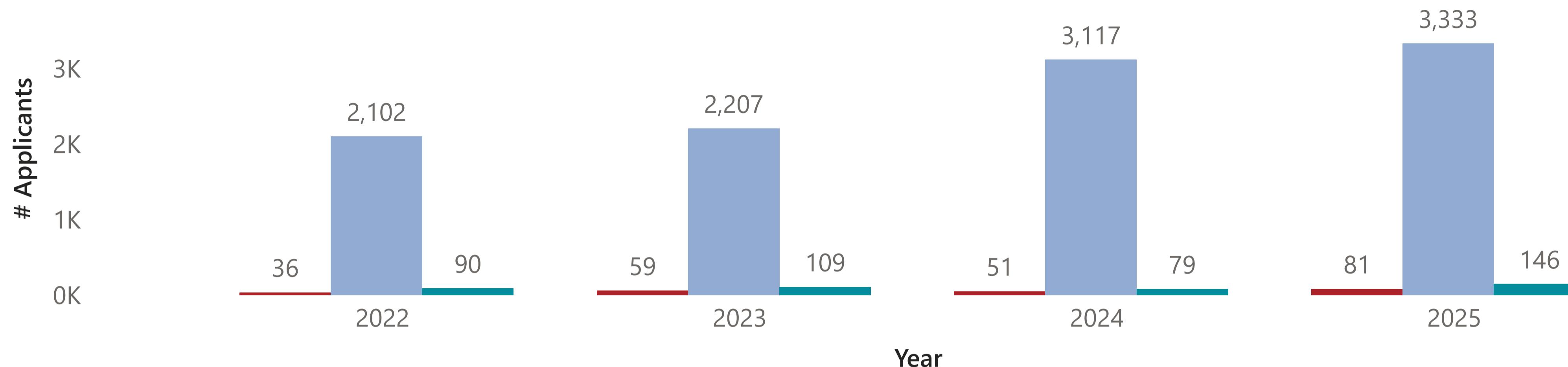


**Note on Suspended Applications:** After an application is suspended, the applicant is notified of the reason(s) the application was incomplete and unable to be fully processed and support is offered via the Member Services team and/or call center.

# Trends in Finalized Enrollment Applications - Responders

## 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	18	14	23	26
Enroll	805	923	895	710
Suspend	24	20	33	69

Top Denial Reason for  
Responder Apps in Past Year

Insufficient Time

**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.

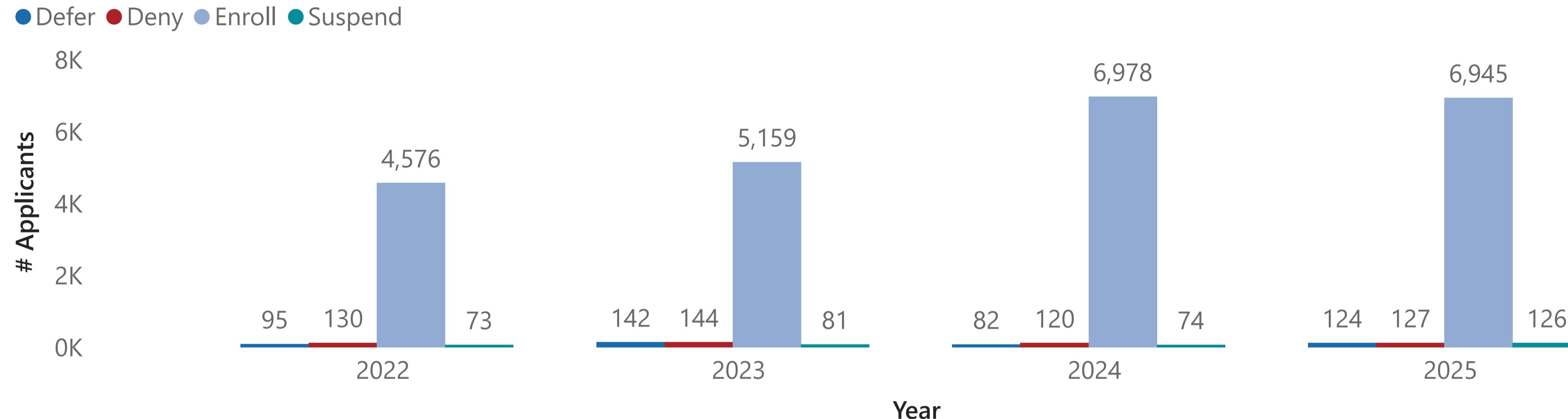
**Note on Suspended Applications:** Typically, incomplete applications are suspended prior to the application being sent to NIOSH for decision-making. This is why the total number of suspended applications is greater than the number of applications with a NIOSH decision of "Suspend".

Application Data Thru:

December 31, 2025

# Trends in Finalized Enrollment Applications - Survivors

## 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	29	31	26	38
Deny	29	23	40	35
Enroll	1,726	1,873	1,713	1,633
Suspend	15	18	30	63

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".

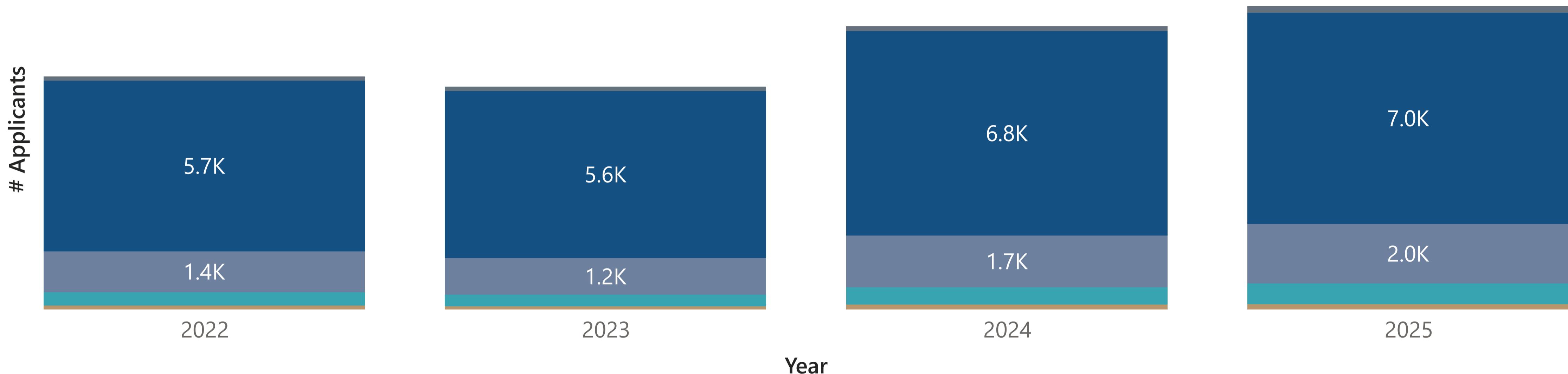
Application Data Thru:

December 31, 2025

# Applications Demographics - States

## 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	2025
New York	5,682	5,580	6,824	7,035
New Jersey	1,372	1,219	1,714	1,992
Florida	445	377	582	688
Pennsylvania	130	138	164	218
Connecticut	125	111	164	172

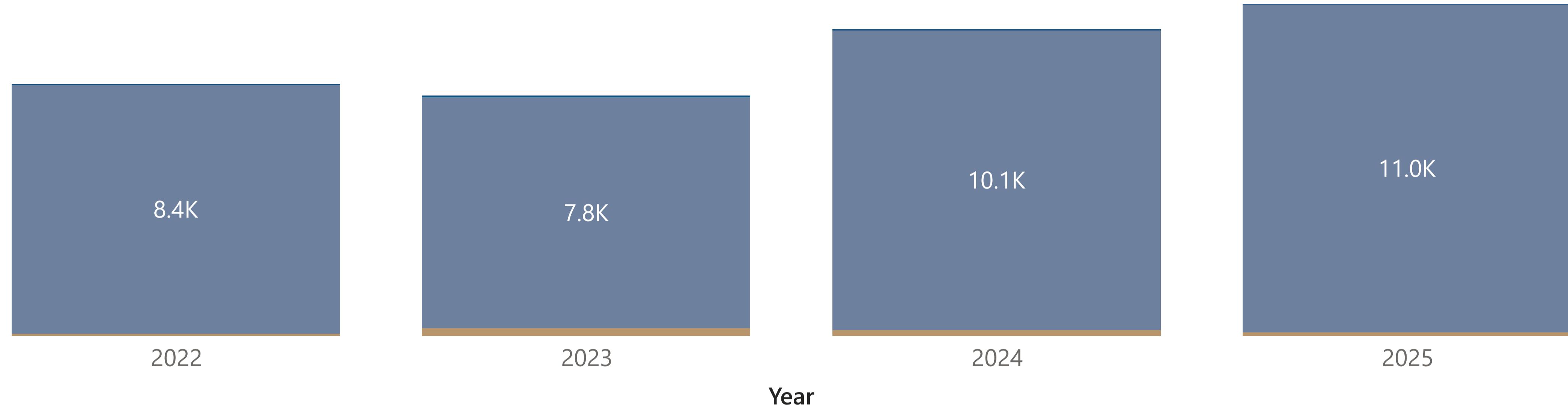
**Note on Date Range for Application Data:** In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.

Application Data Thru:  
December 31, 2025

# Applications Demographics - Language

## 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	2025
Chinese	81	265	208	129
English	8,350	7,755	10,055	11,002
Other	<10	<10	<10	<10
Polish	<10	<10	<10	<10
Spanish	31	48	46	22
Unknown	<10	<10	<10	<10

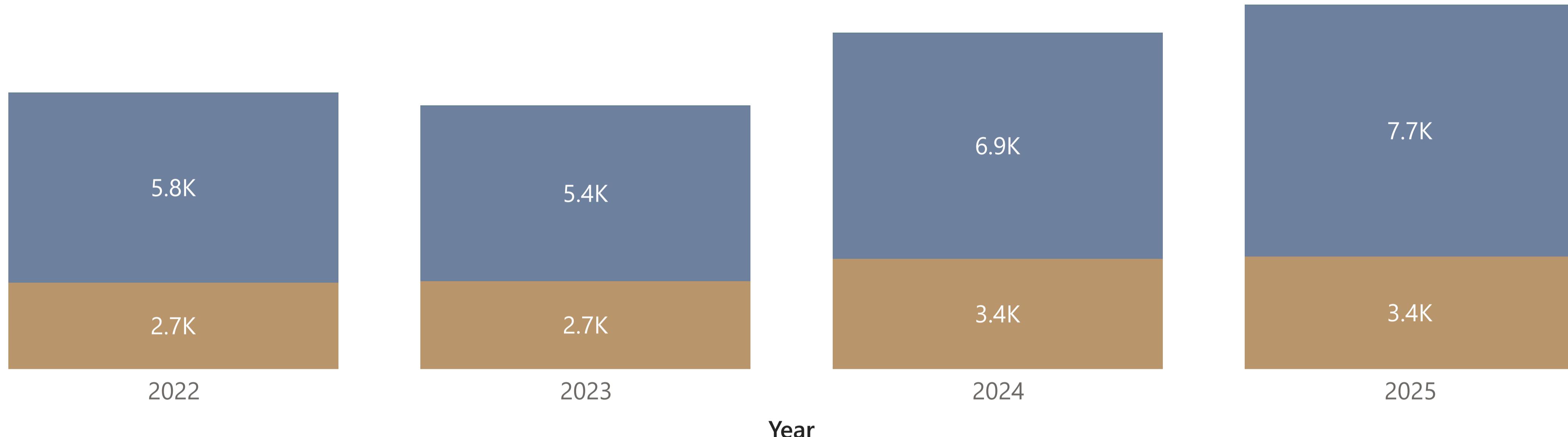
**Note on Date Range for Application Data:** In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.

Application Data Thru:  
December 31, 2025

# Applications Demographics - Sex

## 26. Applications Received in Past Years by Sex

● Female ● Male ● Unknown



## 27. Applications Received in Past Years by Sex - Detailed

Sex	2022	2023	2024	2025
Male	5,812	5,370	6,922	7,705
Female	2,652	2,698	3,380	3,449
Unknown	<10	<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.

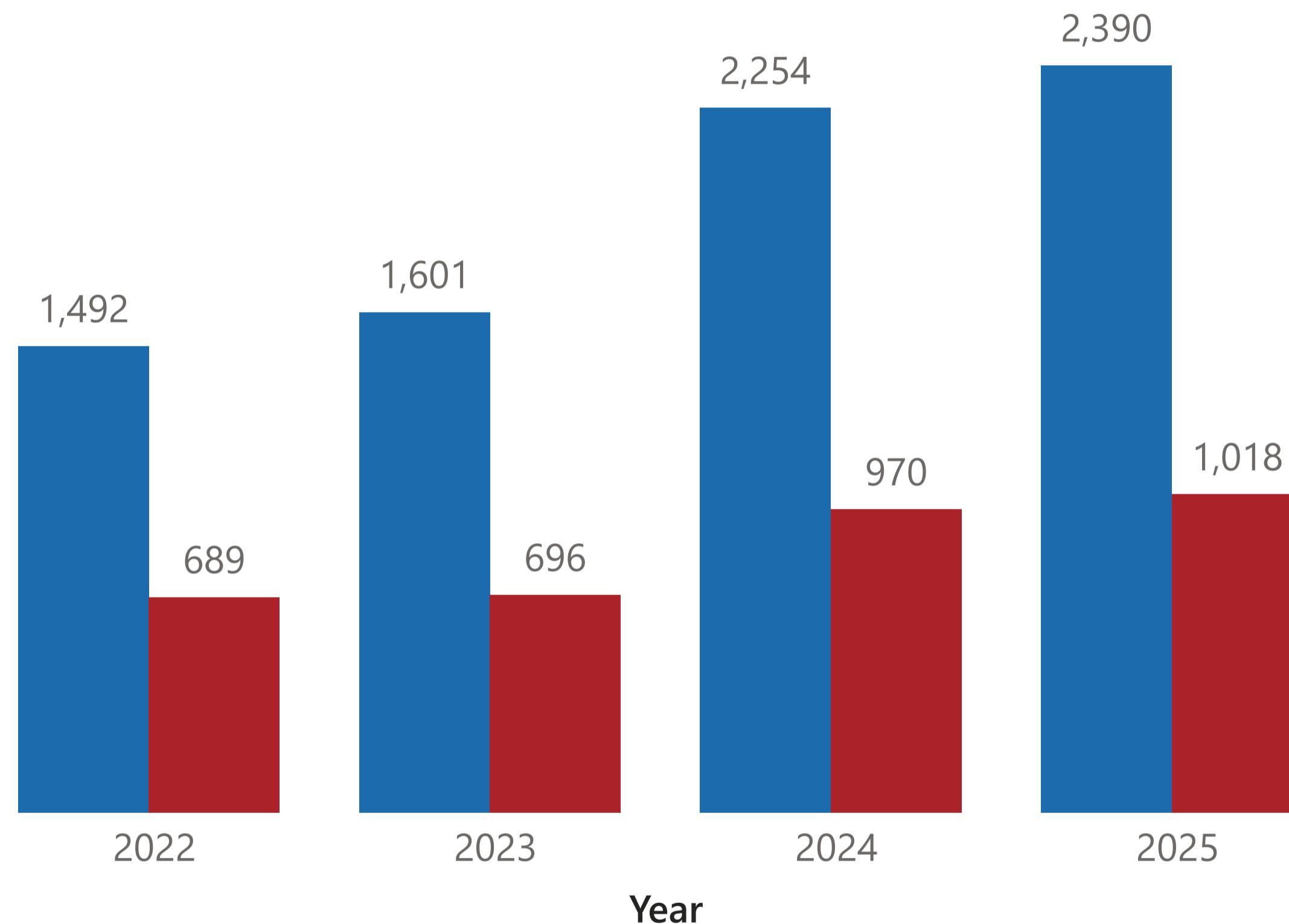
Application Data Thru:  
December 31, 2025

# New Enrollment Trends by Location

## Responders

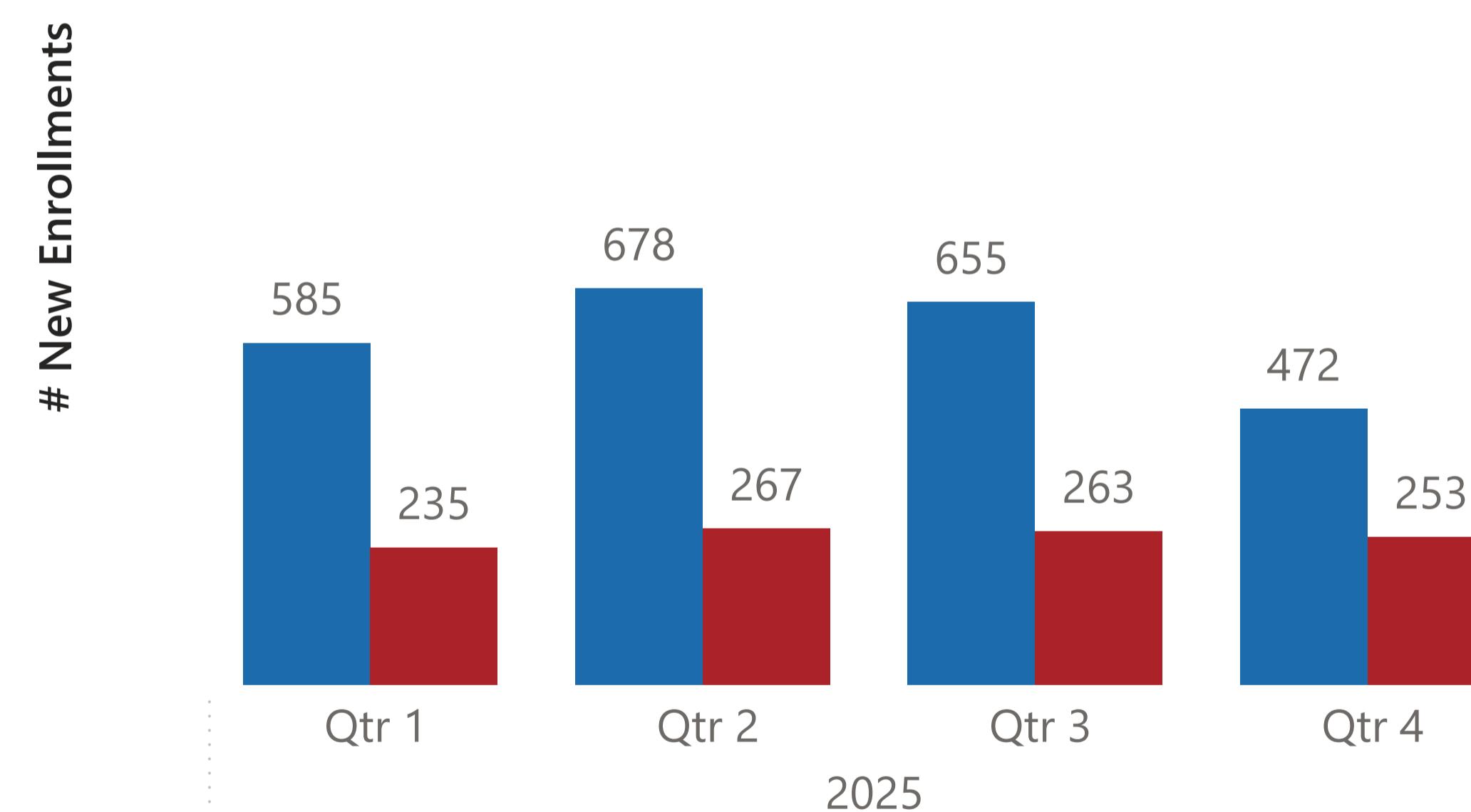
### 28. New Responder Members by Location at Time of Enrollment

● 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.

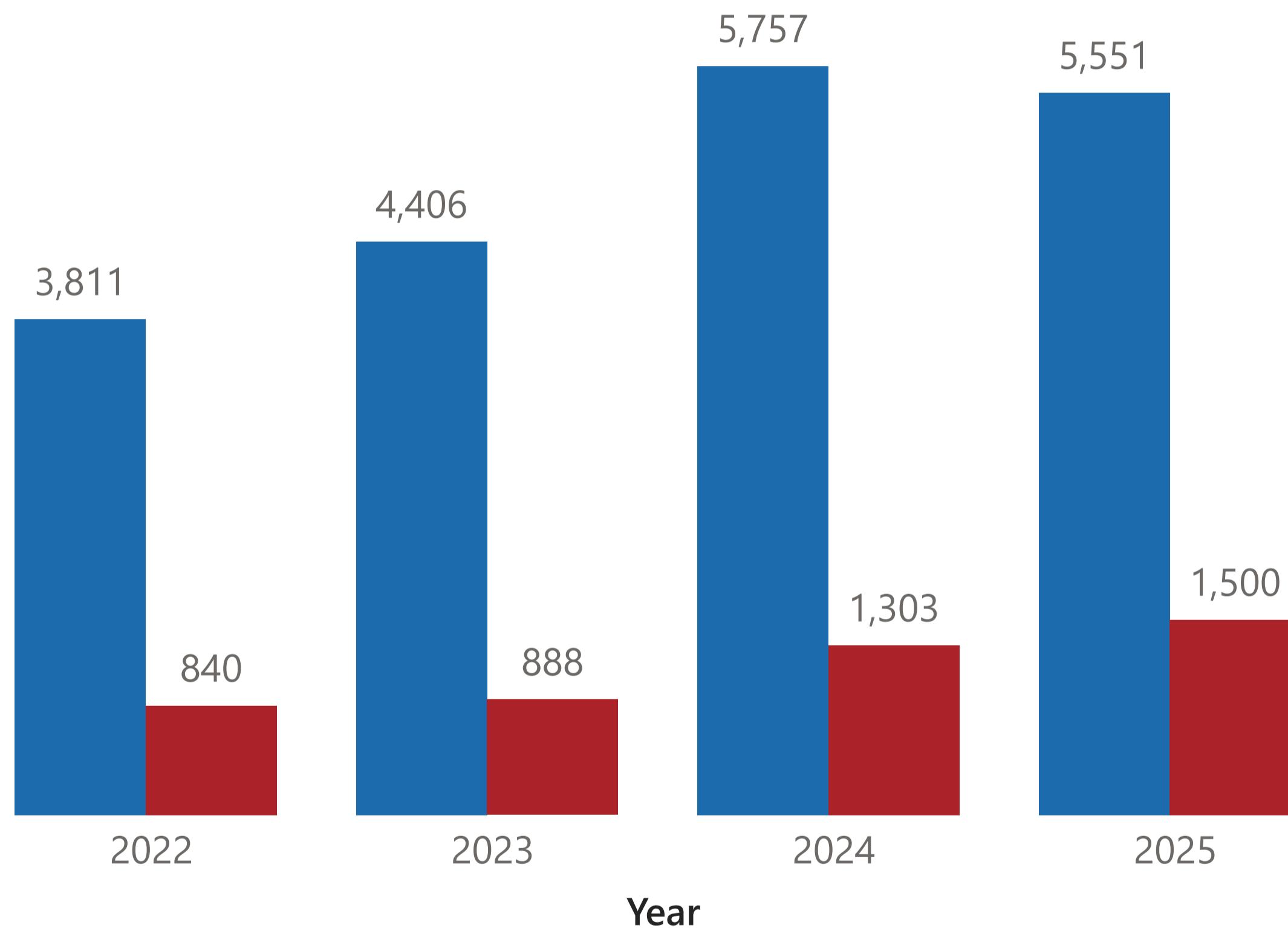
**Note on Date Range for Application Data:** In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.

# New Enrollment Trends by Location

## Survivors

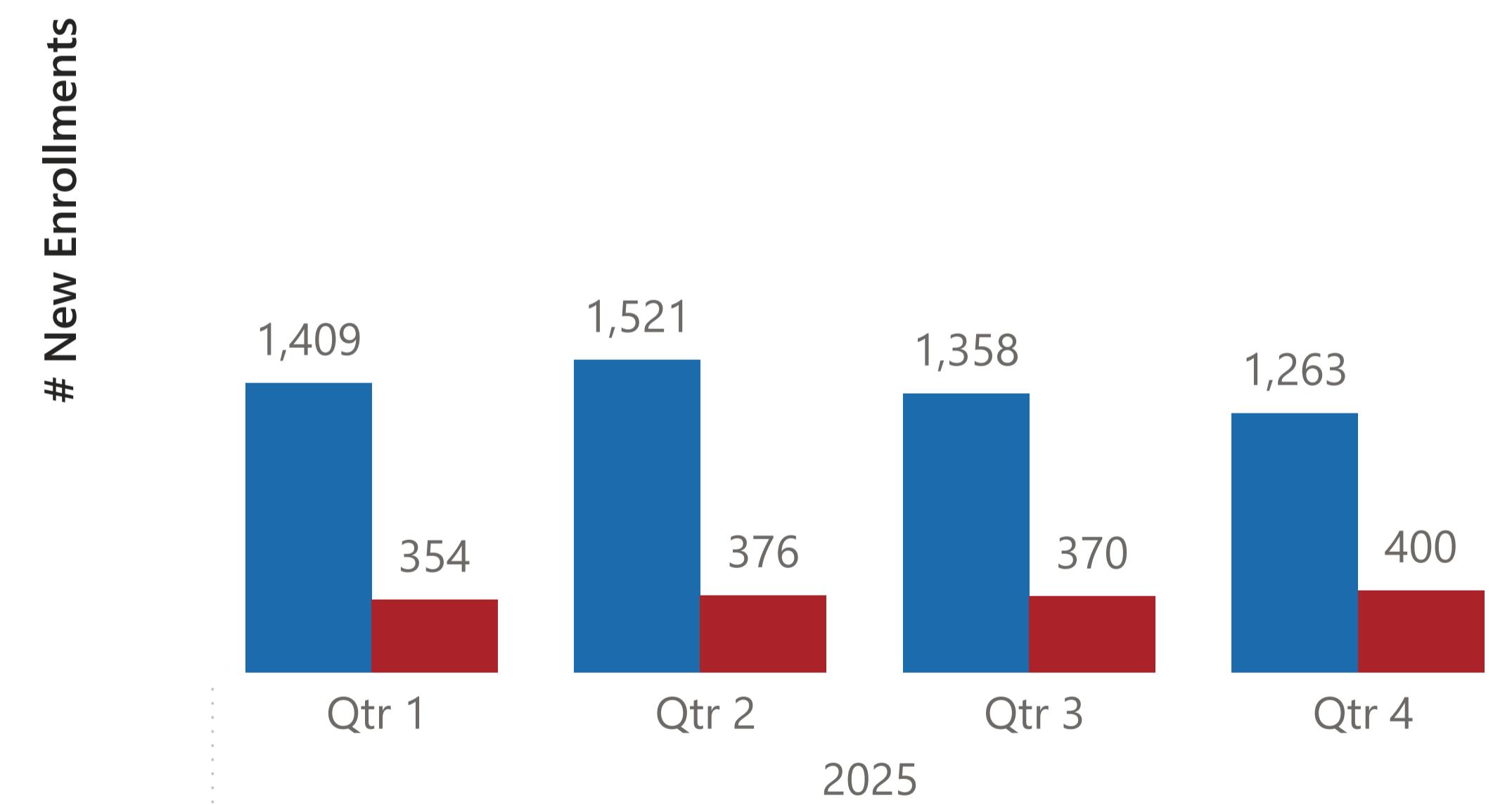
### 28. New Survivor Members by Location at Time of Enrollment

● Inside NYMA ● Outside NYMA



### 29. New Survivor Members by Location in Current CY

● Inside NYMA ● Outside NYMA

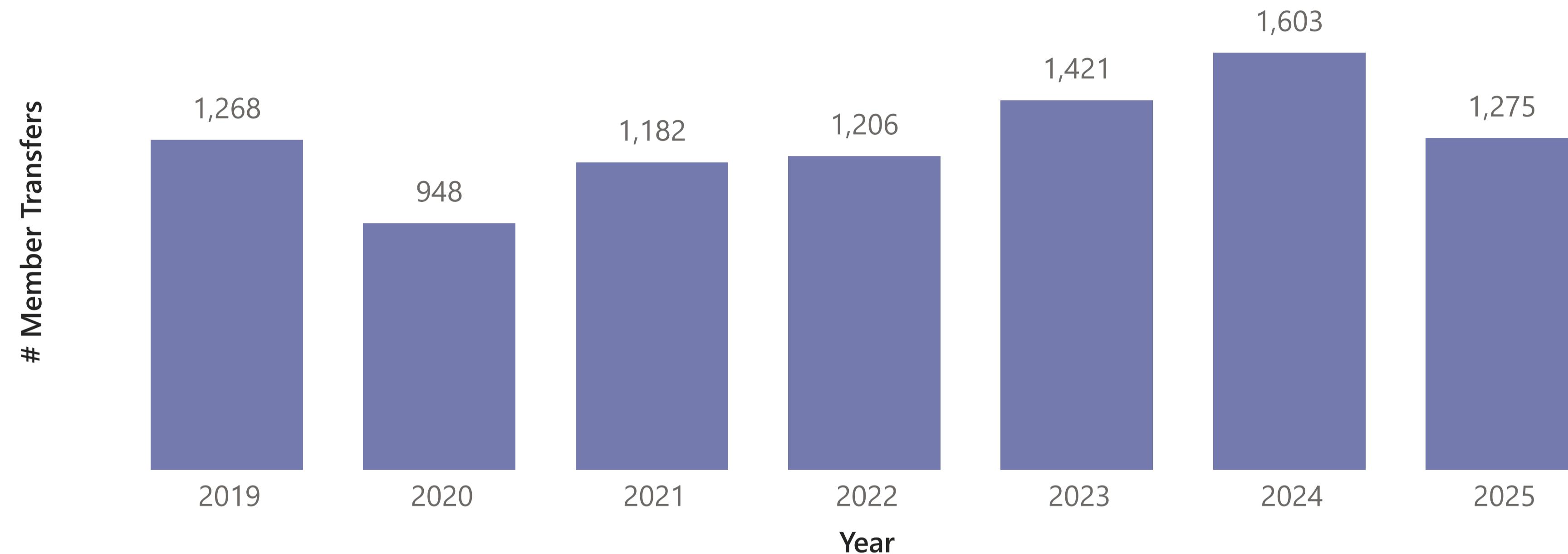


**NYMA:** The combined statistical areas comprising the Bridgeport-Stamford-Norwalk, CT Metropolitan Statistical Area; Kingston, NY Metropolitan Statistical Area; New Haven-Milford, CT Metropolitan Statistical Area; New York-Northern New Jersey-Long Island, NY-NJ-PA Metropolitan Statistical Area; Poughkeepsie-Newburgh-Middletown,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

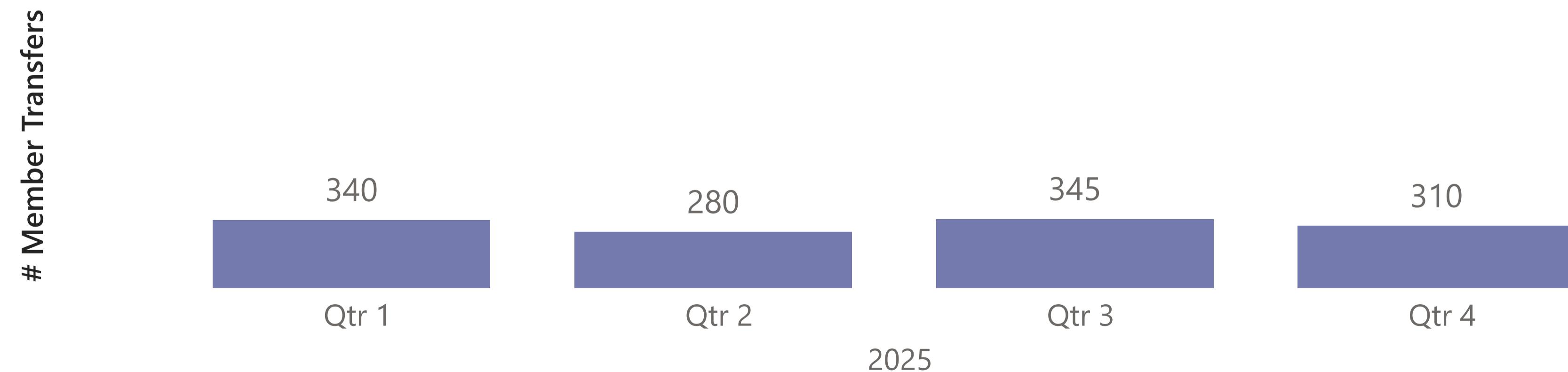
**Note on Date Range for Application Data:** In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.

# 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, 2025

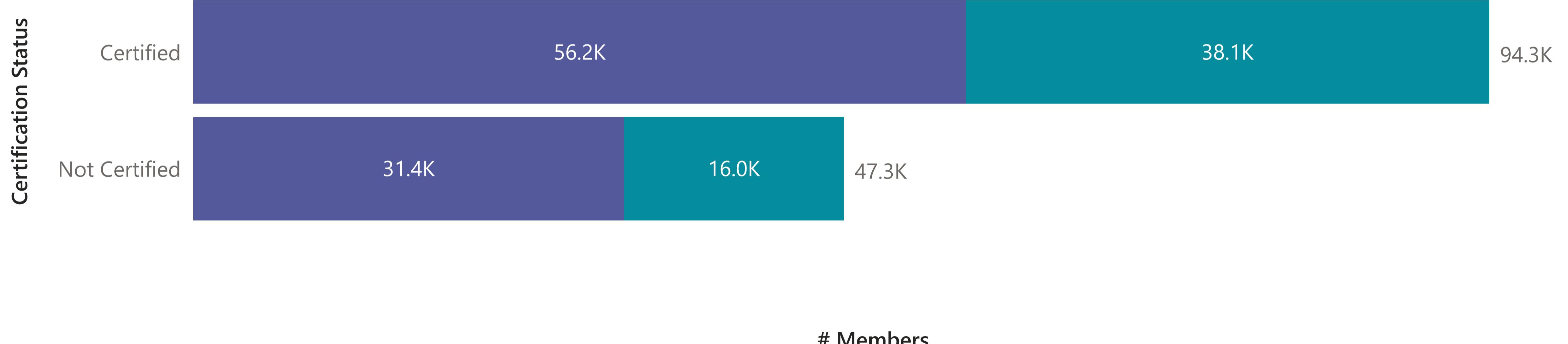
# Member Population Certification Status

**66.6%**

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 Health Condition Categories

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

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



**\*ATI:** Acute Traumatic Injury

**Note on Health Condition Categories:** Health condition categories are established by Title I of the James Zadroga 9/11 Health and Compensation Act of 2010 (Pub. L. 111-347, as amended by Pub. L. 114-113, Pub. L. 116-59, Pub. L. 117-328, and Pub. L. 118-31) and 42 C.F.R. § 88.15.

**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

16.98K



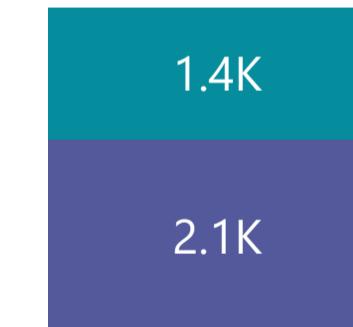
12.05K



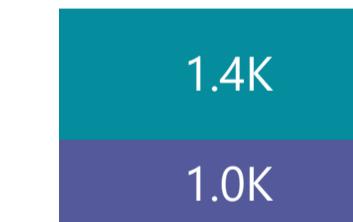
4.51K



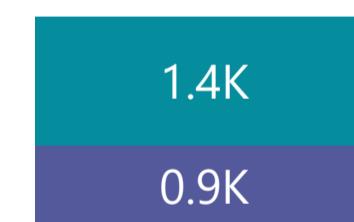
3.55K



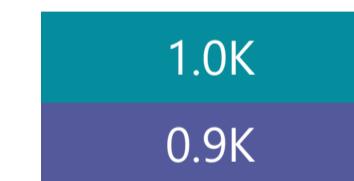
2.39K



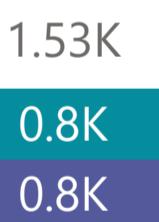
2.31K



1.91K



1.80K



11.1K



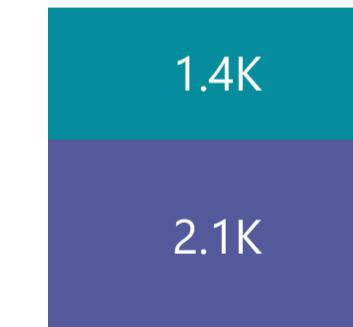
6.3K



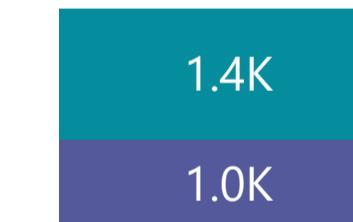
4.51K



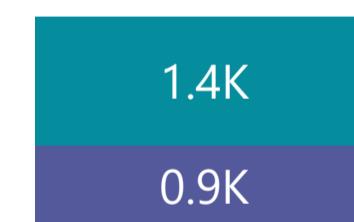
3.55K



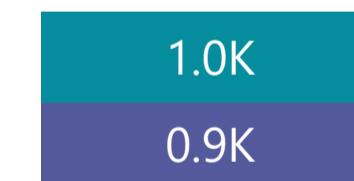
2.39K



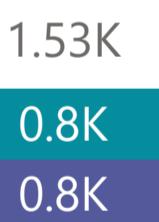
2.31K



1.91K



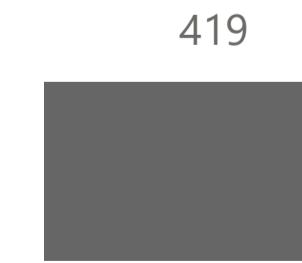
1.80K



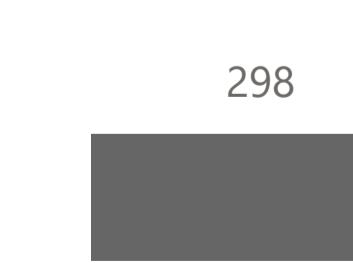
## 37. Top 10 Rare Cancer Certifications by Member Type for Certified Members\*



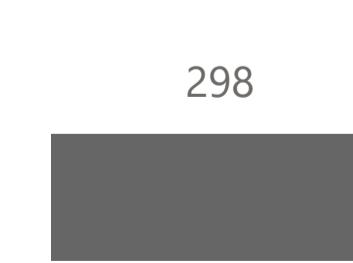
533



419



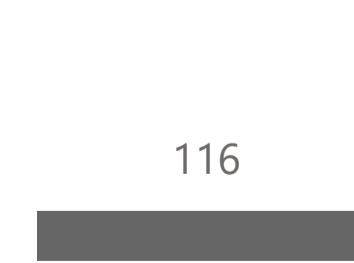
298



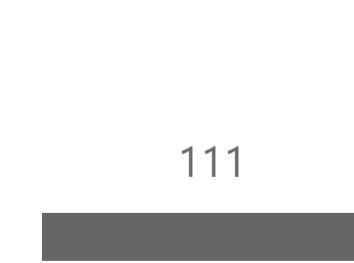
298



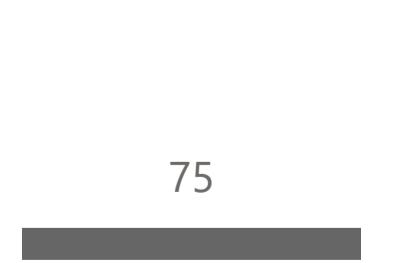
143



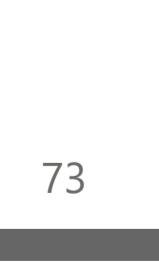
116



111



75



73



45

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

Certification Data Thru:  
December 31, 2025

# Certifications for WTC-Related Health Conditions

## 38. Overall Certification Counts by Member Type, Over Program Lifetime

Condition	Responder	Survivor	Total
Cancer	26,367	26,560	<b>52,927</b>
Chronic Rhinosinusitis	32,598	9,518	<b>42,116</b>
Gastroesophageal Reflux Disease (GERD)	30,847	8,053	<b>38,900</b>
Asthma	15,621	7,362	<b>22,983</b>
Post-Traumatic Stress Disorder (PTSD)	11,643	6,066	<b>17,709</b>
Chronic Respiratory Disorder - Fumes / Vapors	8,556	1,443	<b>9,999</b>
Chronic Obstructive Pulmonary Disease (COPD)	4,052	2,005	<b>6,057</b>
Major Depressive Disorder	3,051	1,473	<b>4,524</b>
Anxiety Disorder (not otherwise specified)	2,863	1,505	<b>4,368</b>
Depression (not otherwise specified)	2,631	604	<b>3,235</b>
Interstitial Lung Diseases	1,698	1,009	<b>2,707</b>
Adjustment Disorder	1,400	1,031	<b>2,431</b>
Generalized Anxiety Disorder	1,471	642	<b>2,113</b>
Chronic Laryngitis	1,683	76	<b>1,759</b>
Substance Abuse	1,421	318	<b>1,739</b>
Chronic Nasopharyngitis	782	110	<b>892</b>
Panic Disorder	572	182	<b>754</b>
Dysthymic Disorder	316	362	<b>678</b>
Other Musculoskeletal Disorder	579	60	<b>639</b>
Upper Airway Hyperreactivity	422	103	<b>525</b>
Sleep Apnea	140	283	<b>423</b>

**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.

## 39. Top 5 Certified Conditions by # Members, Over Program Lifetime

● Responder ● Survivor



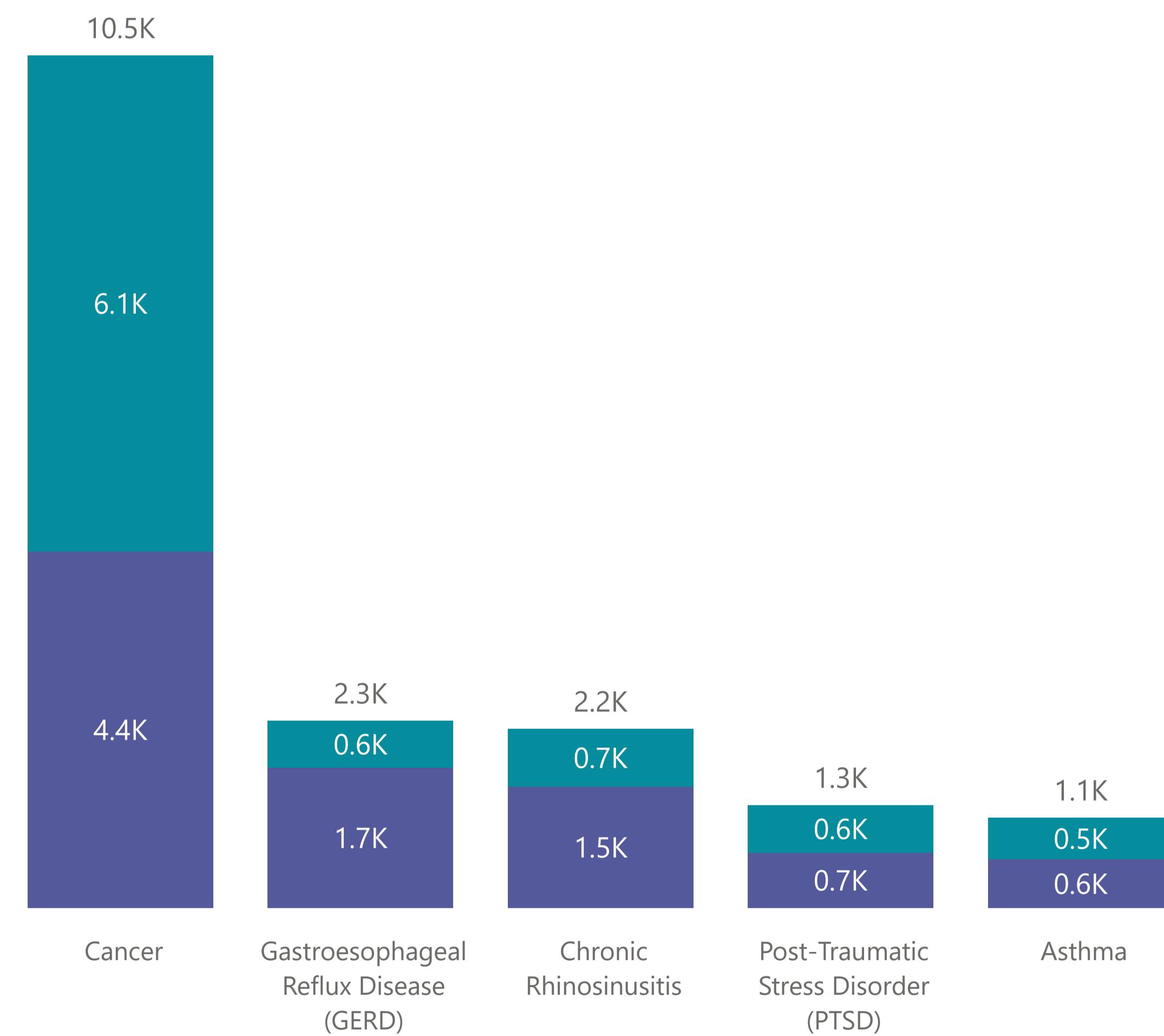
# Health Conditions Certified in Past 12 Months

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

Condition	Responder	Survivor	Total
Cancer	4,401	6,124	<b>10,525</b>
Gastroesophageal Reflux Disease (GERD)	1,732	579	<b>2,311</b>
Chronic Rhinosinusitis	1,498	713	<b>2,211</b>
Post-Traumatic Stress Disorder (PTSD)	683	587	<b>1,270</b>
Asthma	600	514	<b>1,114</b>
Chronic Obstructive Pulmonary Disease (COPD)	239	347	<b>586</b>
Major Depressive Disorder	165	156	<b>321</b>
Interstitial Lung Diseases	142	176	<b>318</b>
Chronic Respiratory Disorder - Fumes / Vapors	236	40	<b>276</b>
Generalized Anxiety Disorder	141	103	<b>244</b>
Sleep Apnea	67	170	<b>237</b>
Anxiety Disorder (not otherwise specified)	48	94	<b>142</b>
<b>Total</b>	<b>7,694</b>	<b>7,948</b>	<b>15,642</b>

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

● Responder ● Survivor



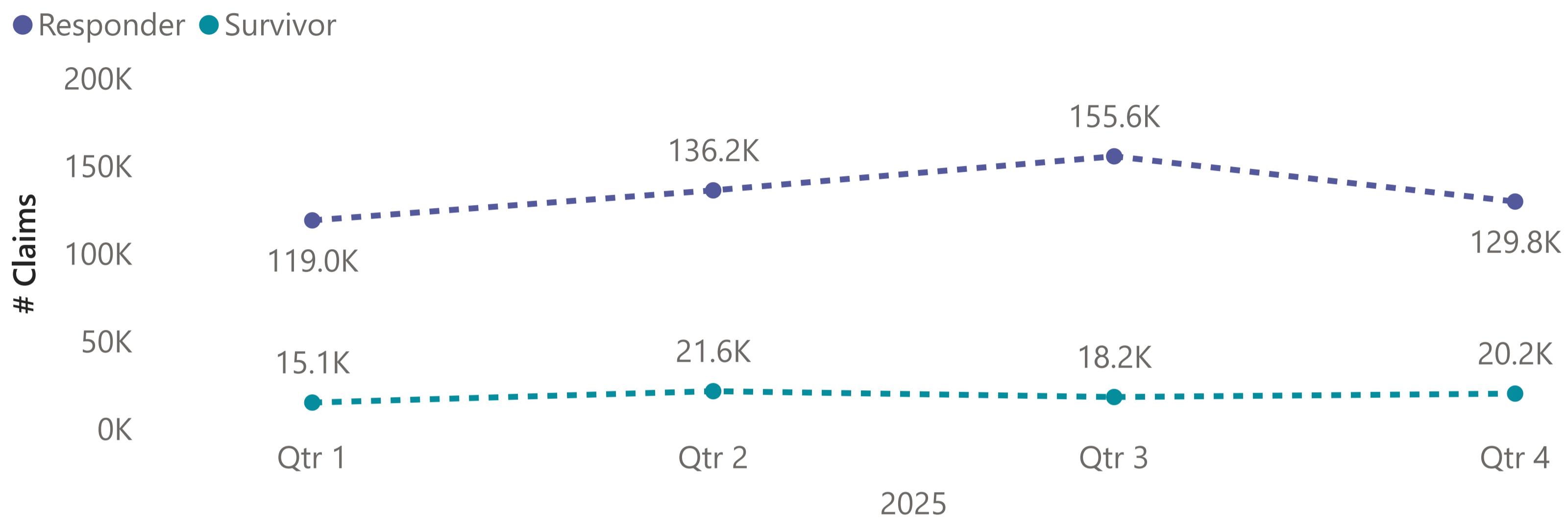
**Note on Certification Counts Presented:** Health condition certifications by member type with a count of < 10 are excluded.

Certification Data Thru:

December 31, 2025

# Total Number & Cost of Medical Claims

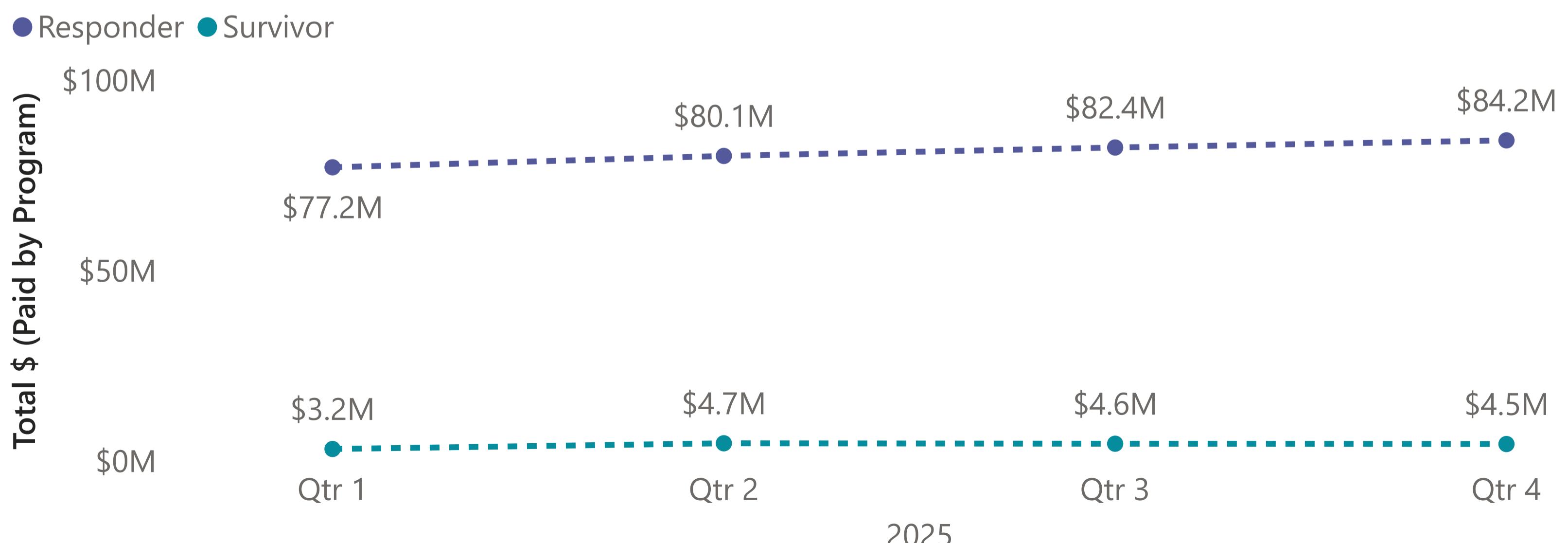
## 42. Count of Approved Medical Claims for Past Year



**60.80K**

Certified Members with Approved Medical Treatment Paid in Past Year

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



**611.35K**

Approved Medical Claims in Past Year

**\$340.83M**

Total Cost of Approved Medical Claims in Past Year

# Responder Medical Utilization Patterns in Past 12 Months

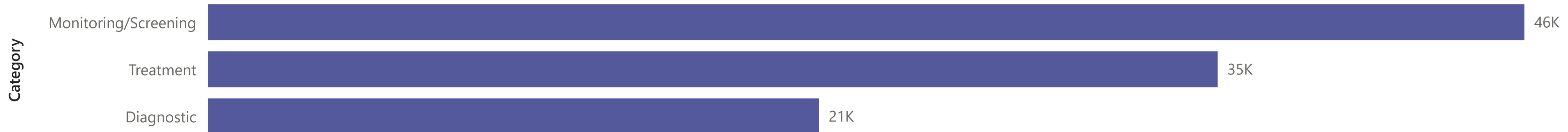
52,215

Responders with Approved Claims

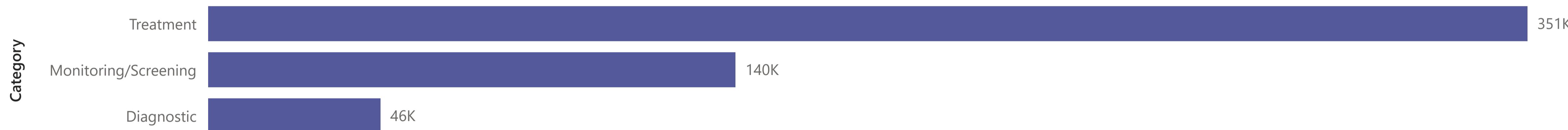
536,878

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

Claims Data Thru:  
December 29, 2025

# Survivor Medical Utilization Patterns in Past 12 Months

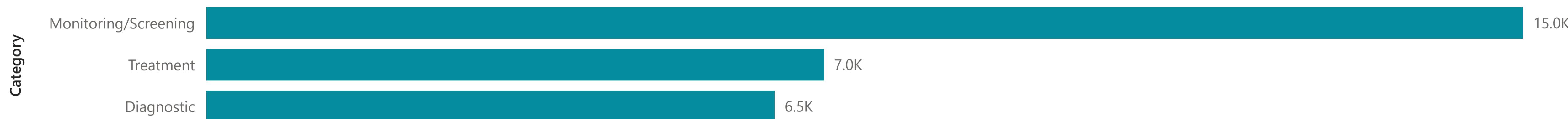
19,872

Survivors with Approved Claims

74,467

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

Claims Data Thru:  
December 29, 2025

# Pharmacy Claims Summary for Past 12 Months

**30,645**

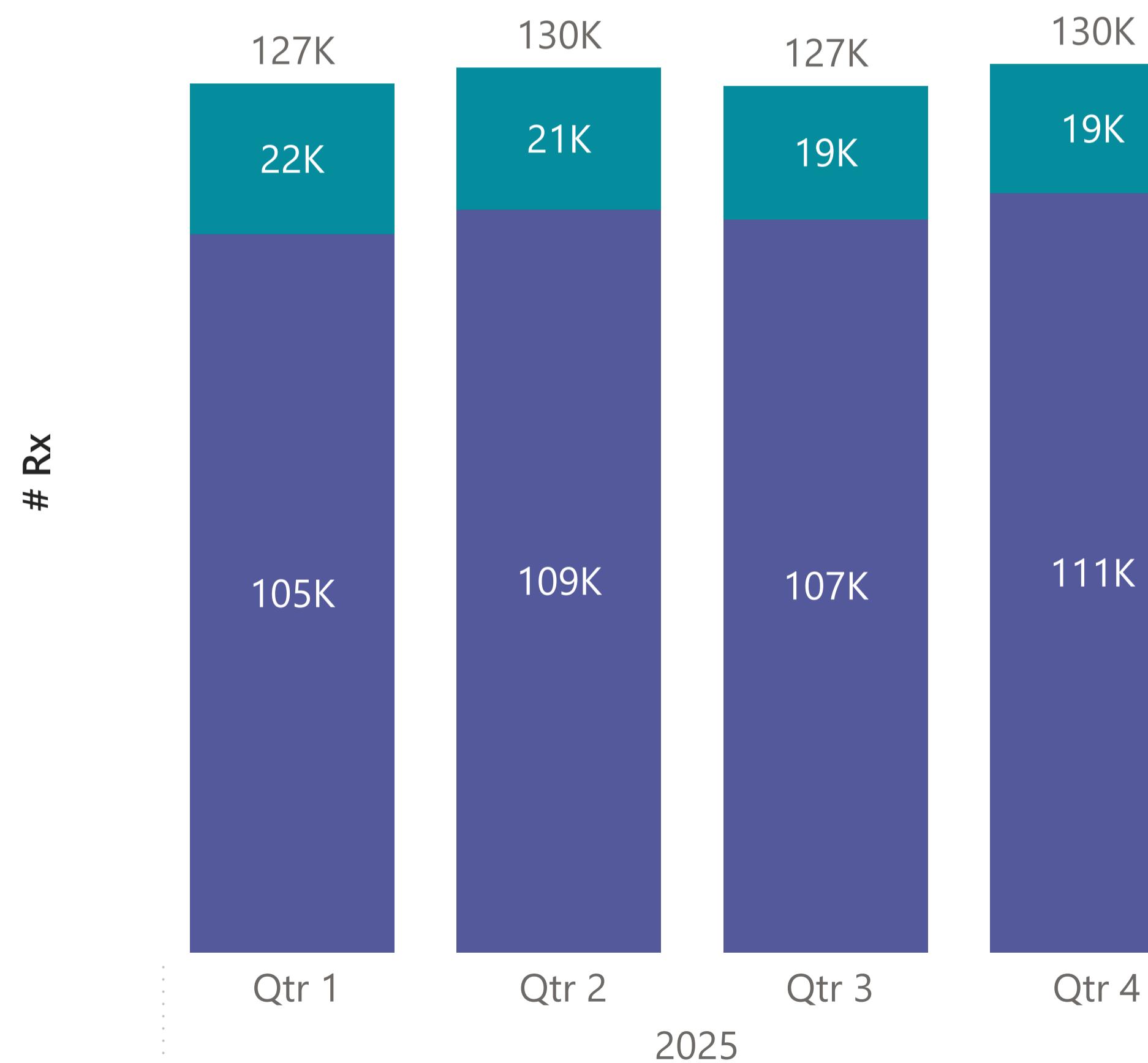
Responders with Approved Pharmacy Claim in Past Year

**8,886**

Survivors with Approved Pharmacy Claim in Past Year

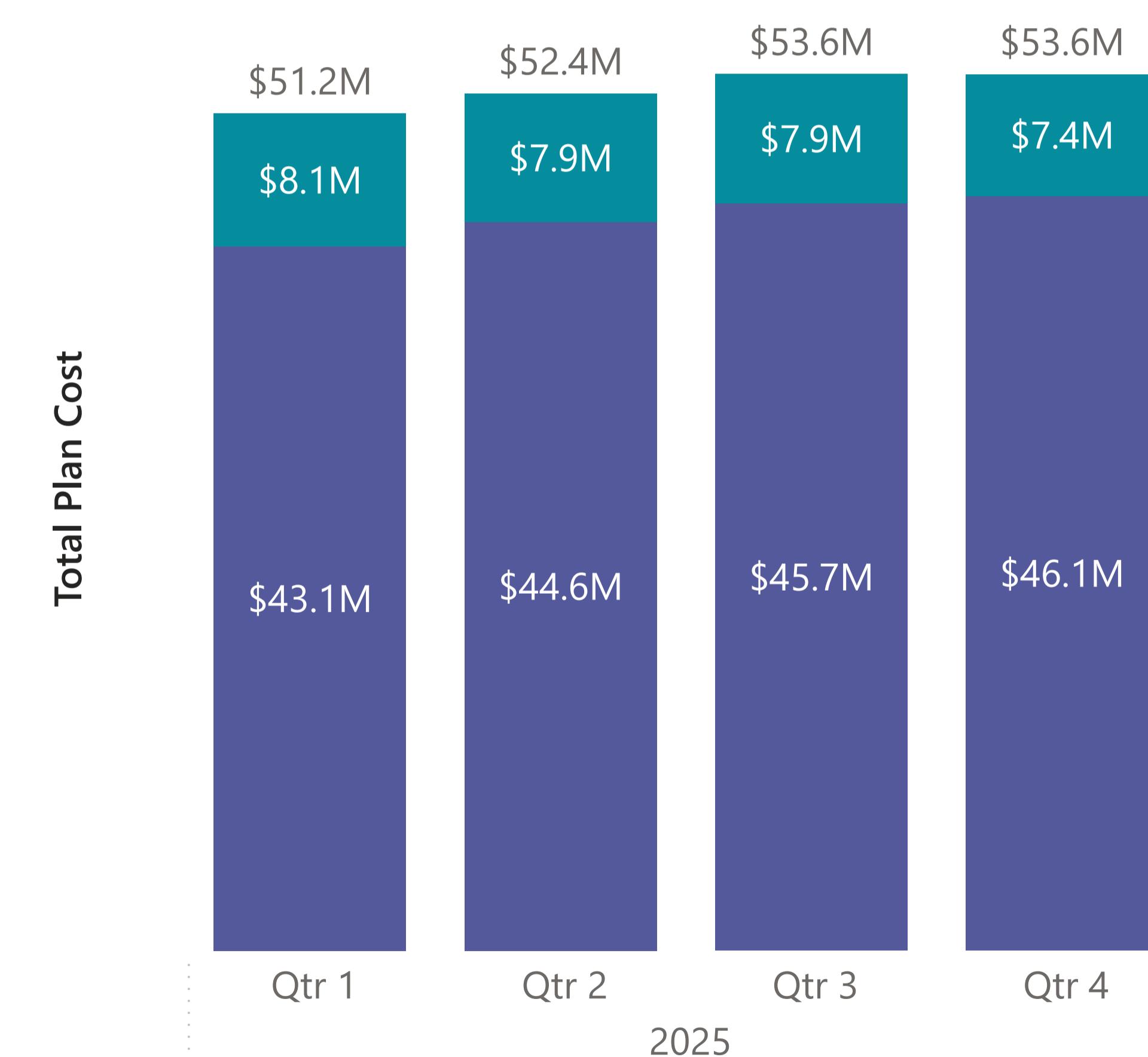
## 50. Approved Pharmacy Claims Over Past 12 Months

● Responders ● Survivors



## 51. Pharmacy Plan Cost Over Past 12 Months

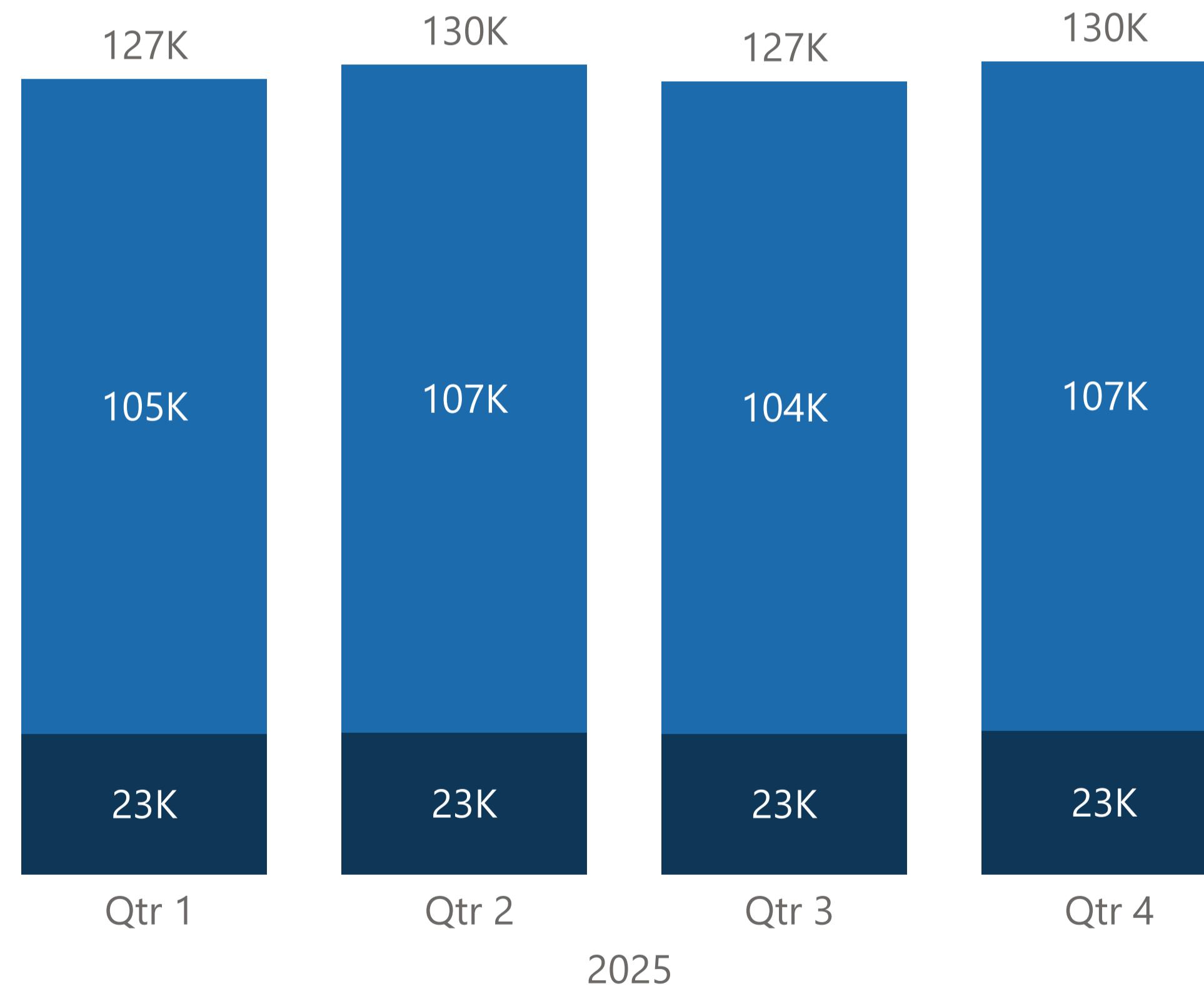
● Responders ● Survivors



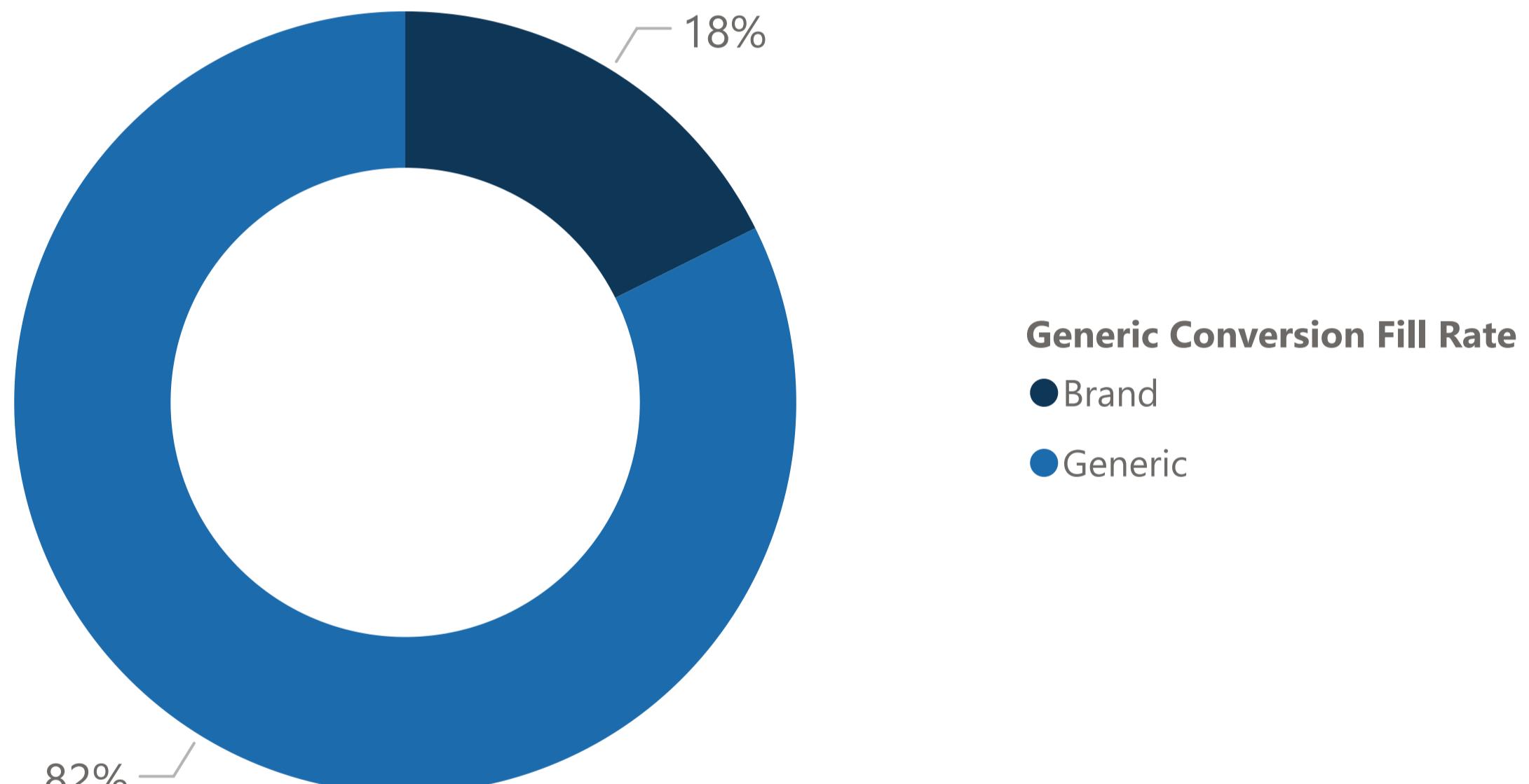
# Brand vs Generic Trends for Past 12 Months

## 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

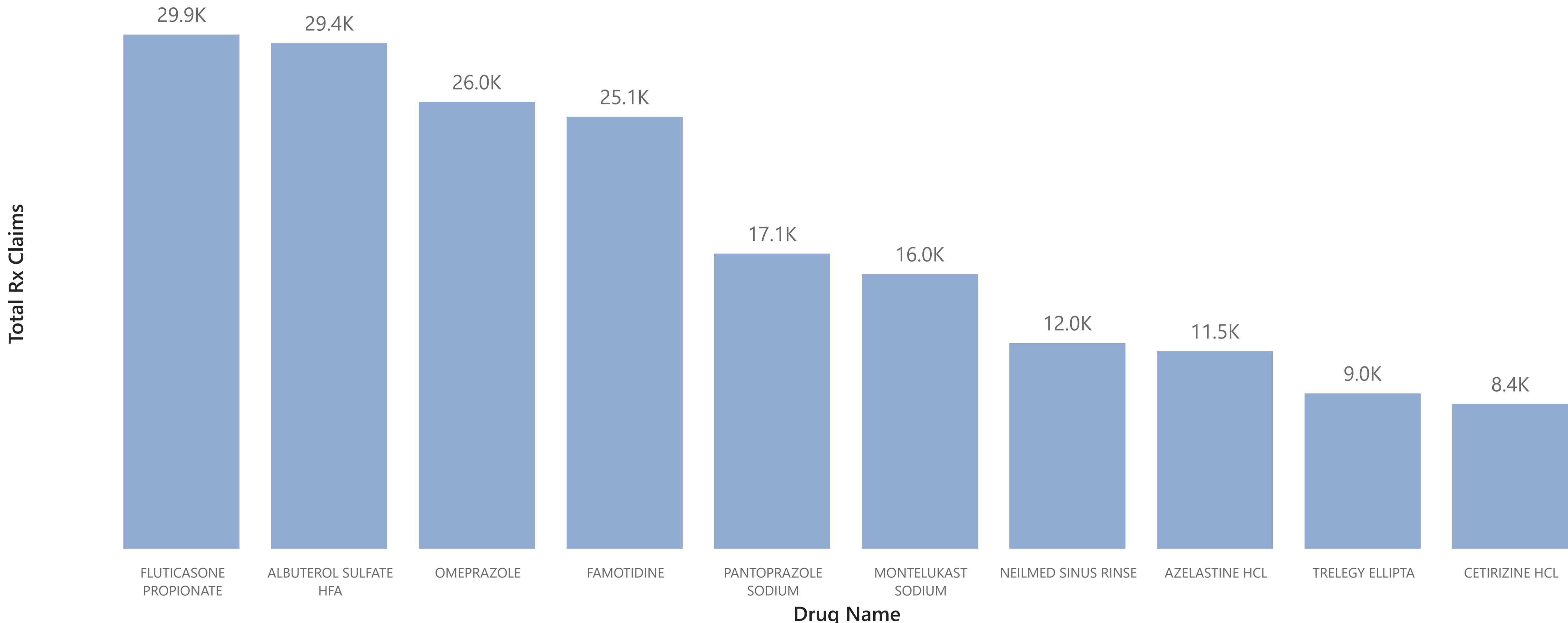


**Pharmacy Data Timeline:** Pharmacy claims and cost data are presented based on the date of service/date filled.

Rx Claims Data Thru:  
December 31, 2025

# Pharmacy Utilization in Last 12 Months

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



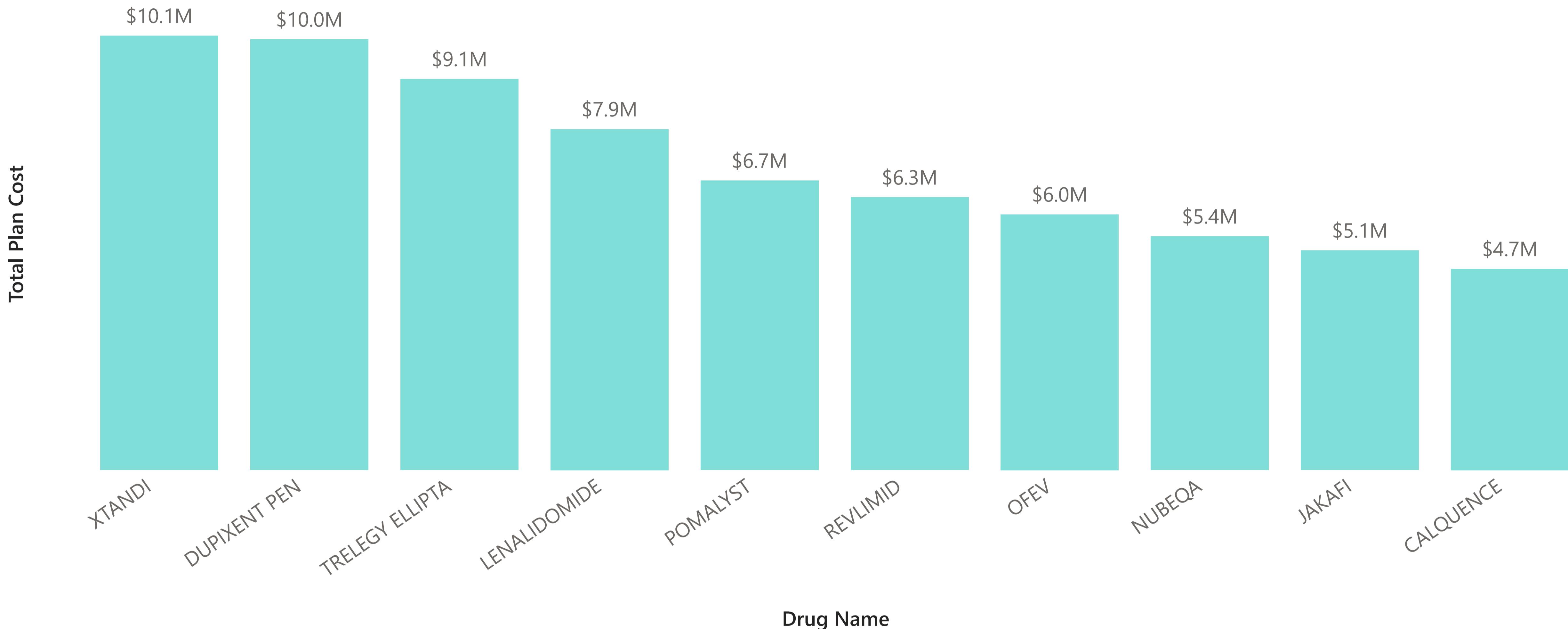
**Pharmacy Data Timeline:** Pharmacy claims and cost data are presented based on the date of service/date filled.

**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, 2025

# Pharmacy Utilization in Last 12 Months

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



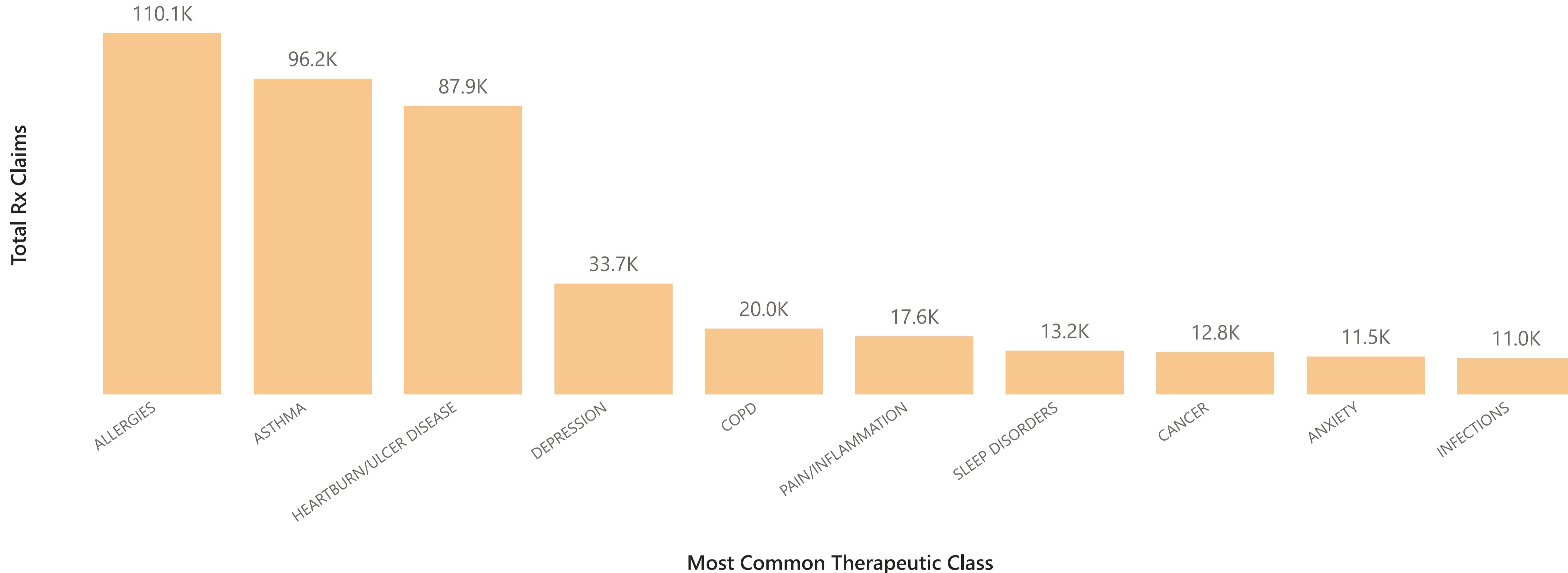
**Pharmacy Data Timeline:** Pharmacy claims and cost data are presented based on the date of service/date filled.

**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, 2025

# 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.

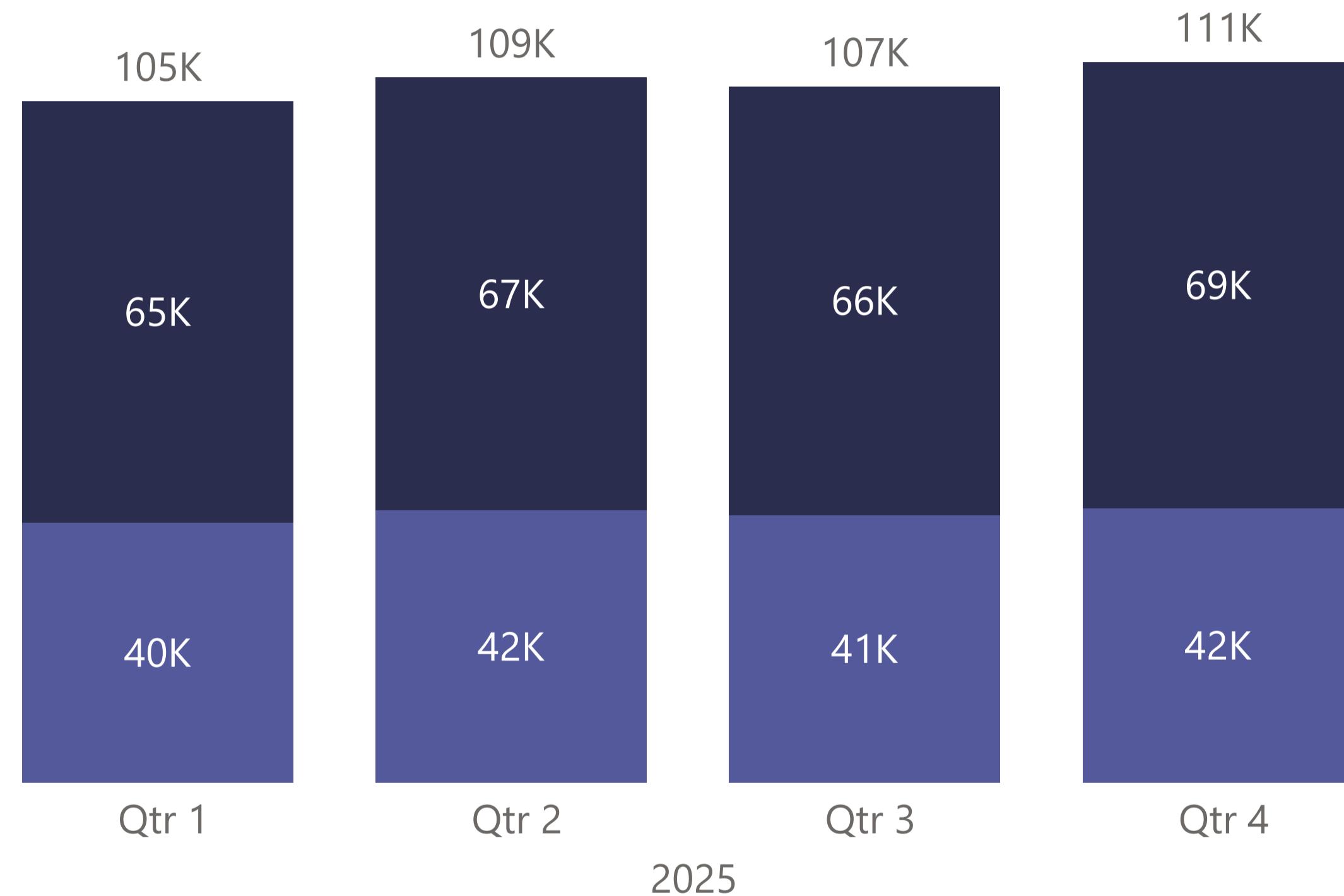
**Note on therapeutic classes:** Certain medications approved for covered conditions are listed under therapeutic classes that are not necessarily a covered condition for the Program. For example, although allergies are not a covered condition, medications under this therapeutic class may be used to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

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

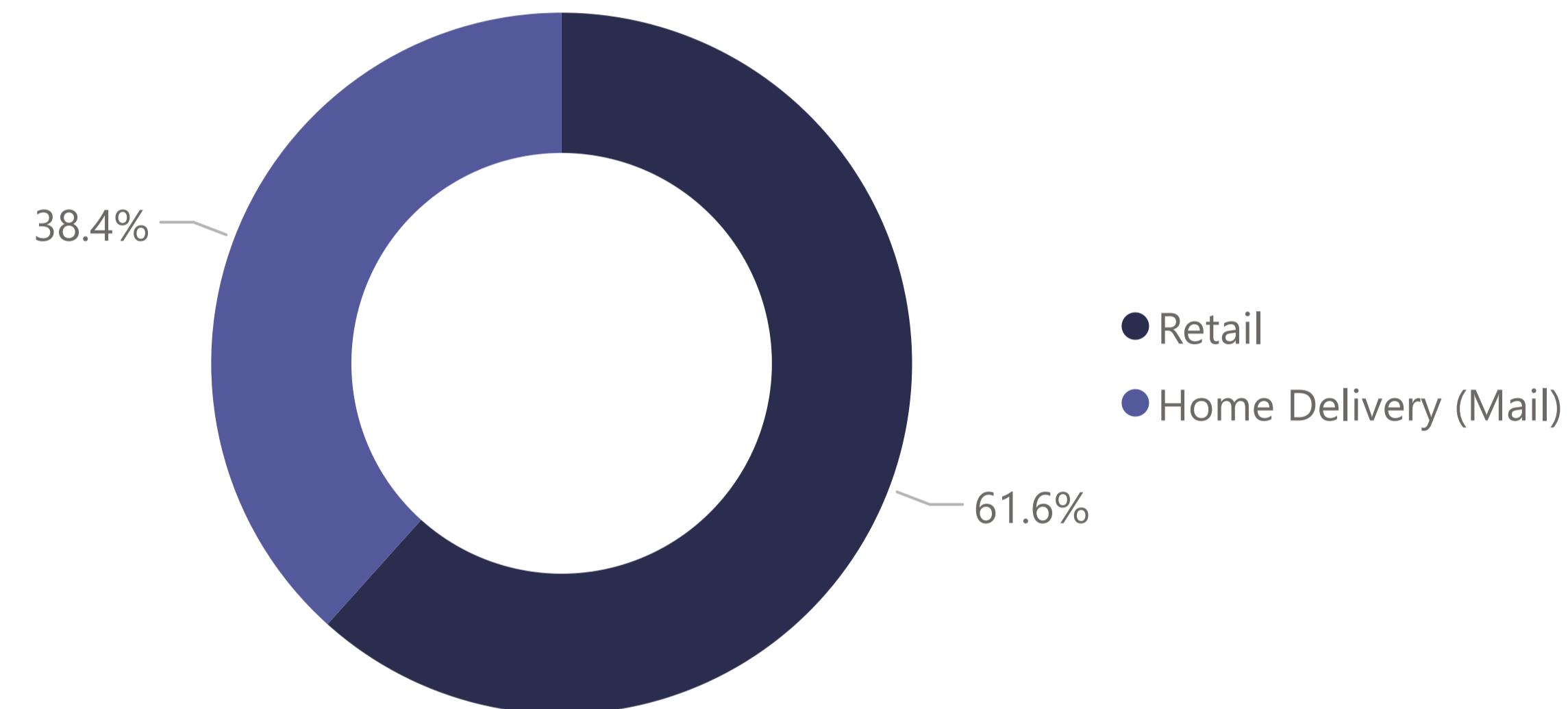
# Responder Pharmacy Claims for Past 12 Months

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

● Home Delivery (Mail) ● Retail



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



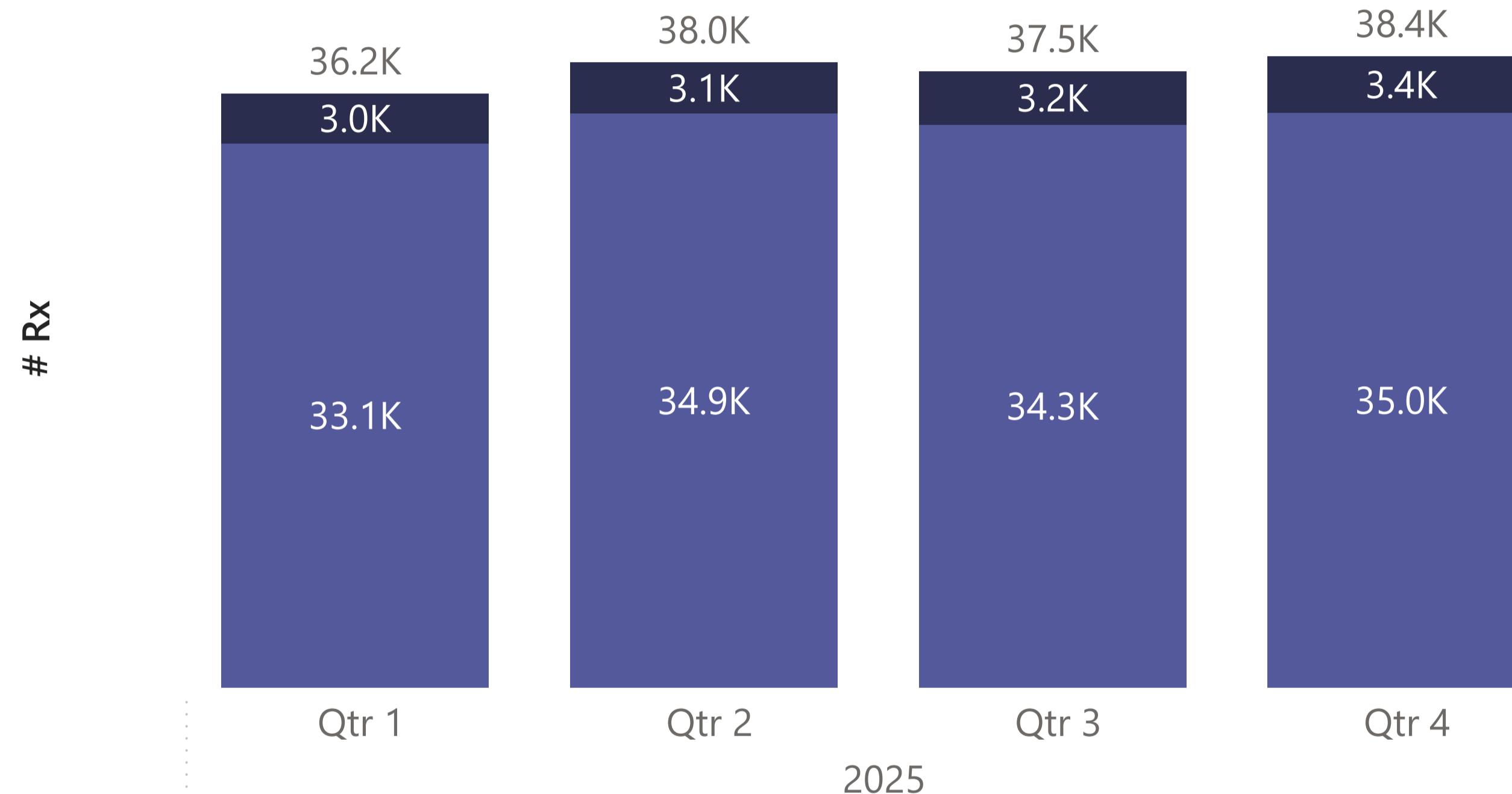
**Pharmacy Data Timeline:** Pharmacy claims and cost data are presented based on the date of service/date filled.

**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 for a 90-day supply to allow easier processing with Survivor members' primary insurance. The Program does not track 90-day pharmacy network utilization for Survivors.

# Responder 90-Day Fill Utilization for Past 12 Months

## 63. Frequency of 90-Day Fill Utilization by Responders in Past 12 Months

● Home Delivery (Mail) ● Walgreens/Duane Reade (Retail)



**34.7%**  
of prescriptions dispensed in  
past 12 months were 90-Day Fills

**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 for a 90-day supply to allow easier processing with Survivor members' primary insurance. The Program does not track 90-day pharmacy network utilization for Survivors.

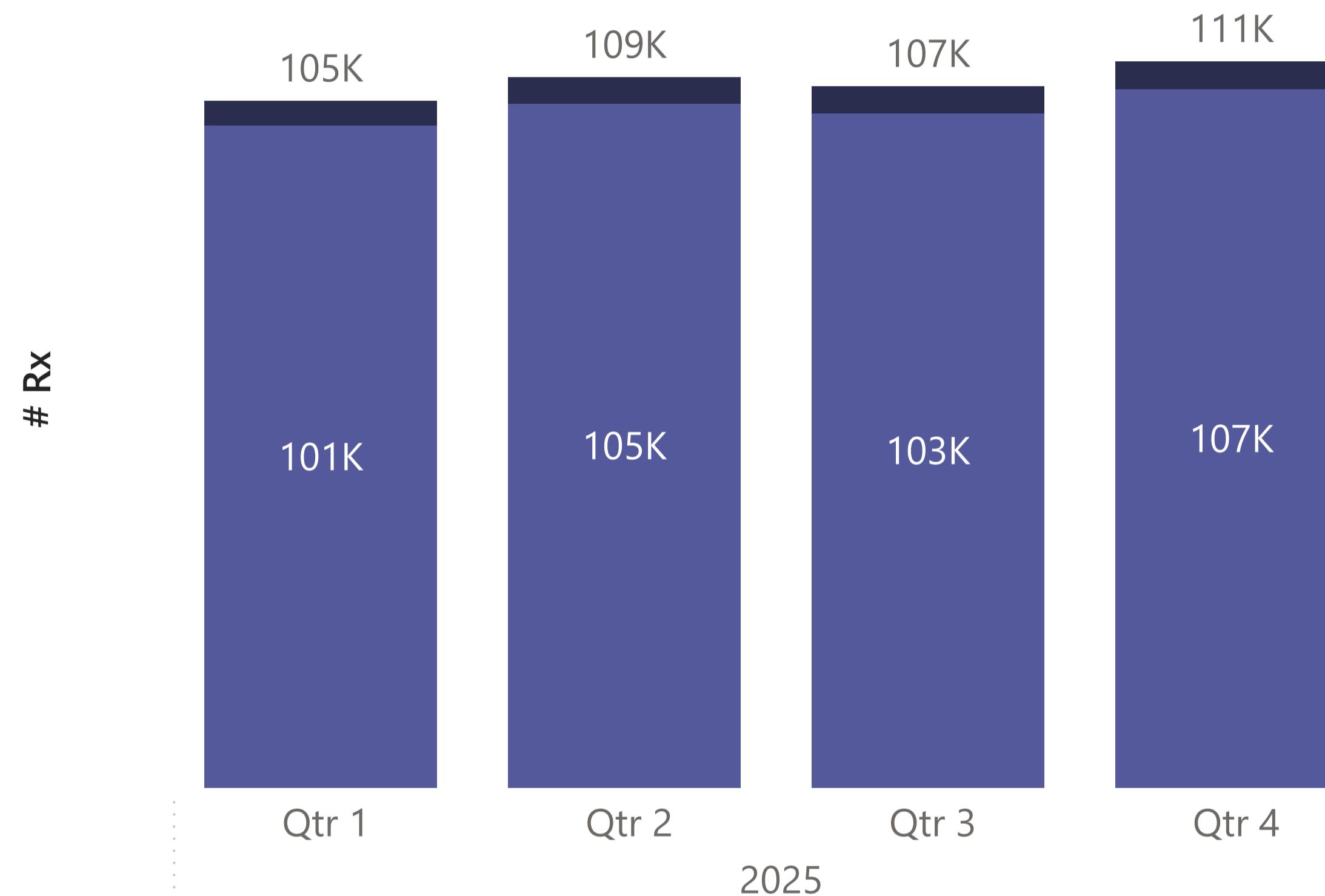
**Disclaimer of Endorsement:** Mention of any company or product does not constitute endorsement by CDC, NIOSH, or the WTC Health Program.

Rx Claims Data Thru:  
December 31, 2025

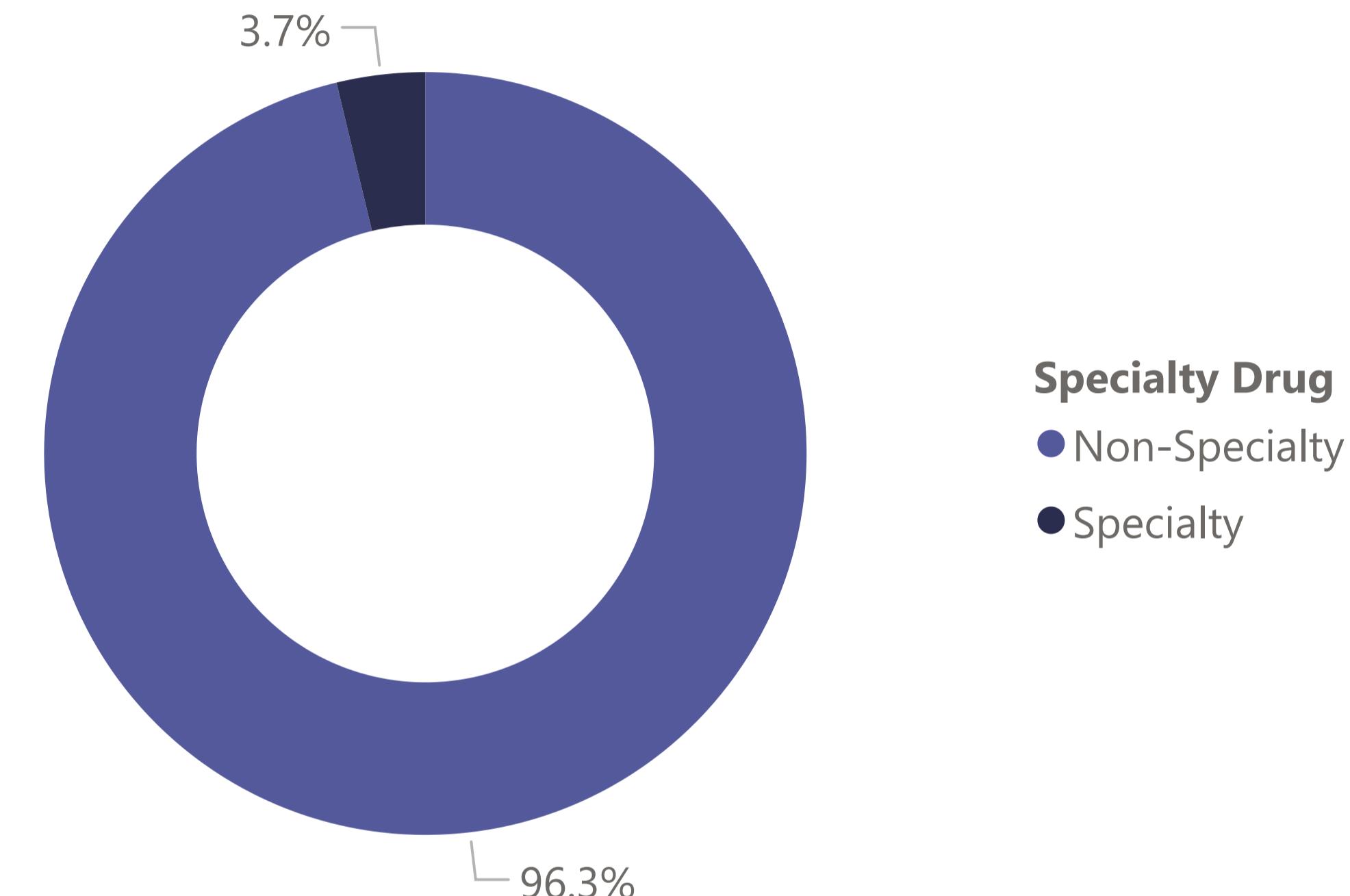
# Responder Specialty Pharmacy Claims for Past 12 Months

## 59. Responder Specialty Fill Frequency in Past 12 Months

Specialty Drug ● Non-Specialty ● Specialty



## 60. Overall Specialty Drug Status for Responder Rx Claims



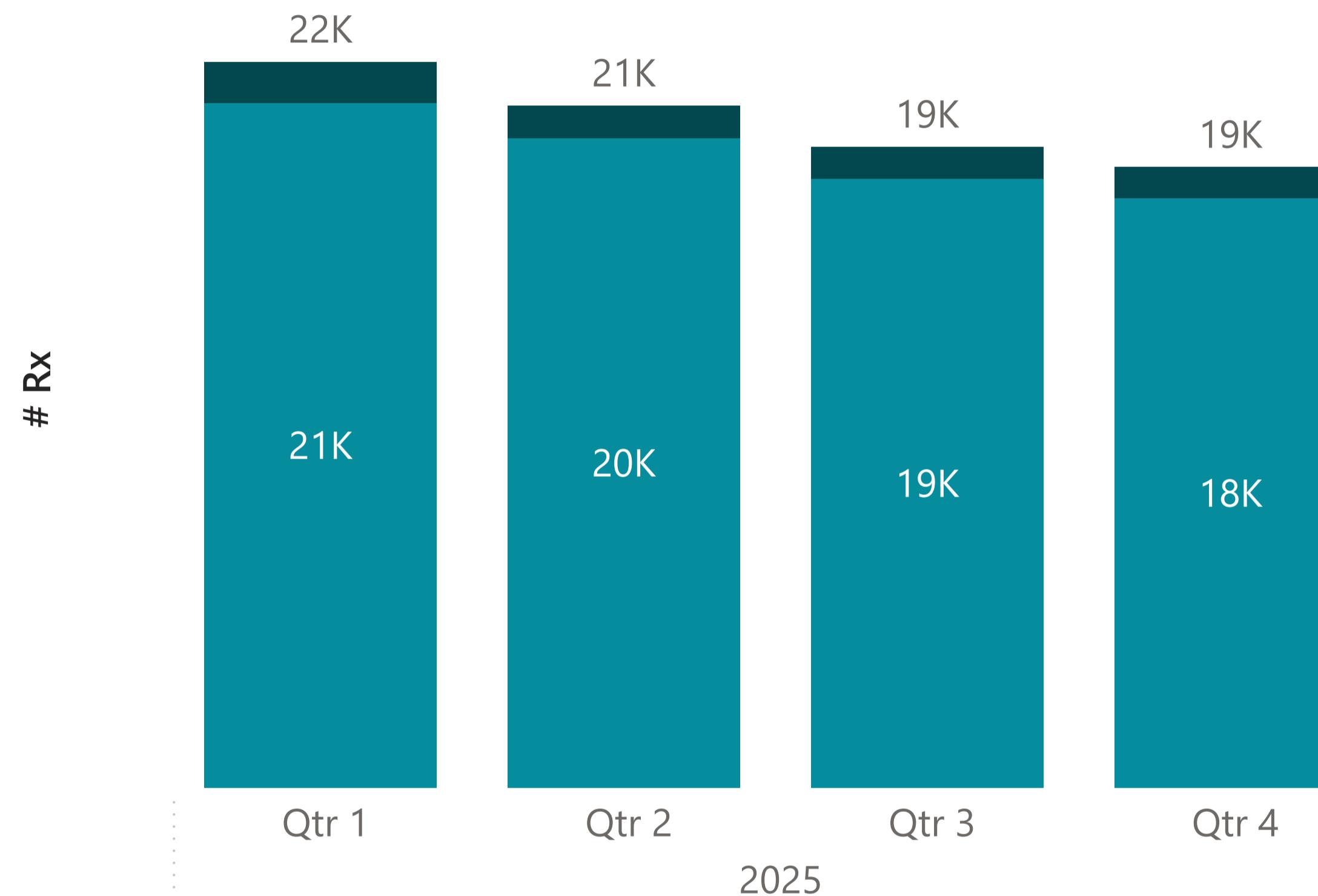
**Pharmacy Data Timeline:** Pharmacy claims and cost data are presented based on the date of service/date filled.

**Specialty Medications:** Defined as high-cost prescription medications used to treat complex, chronic conditions like cancer and often require special handling (such as refrigeration during shipping) and administration (such as infusions).

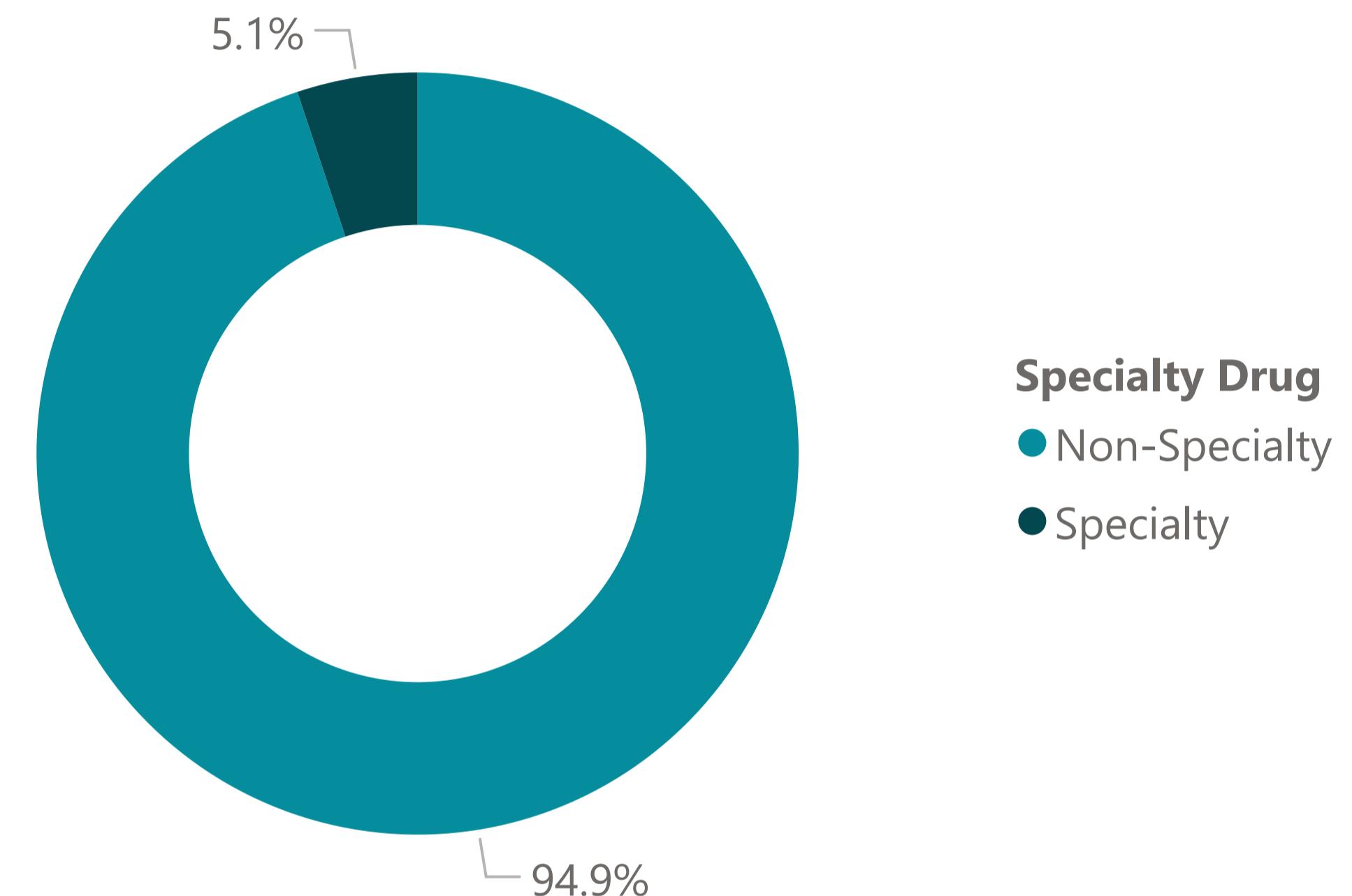
# Survivor Specialty Pharmacy Claims for Past 12 Months

## 61. Survivor Specialty Fill Frequency in Past 12 Months

Specialty Drug ● Non-Specialty ● Specialty



## 62. Overall Specialty Drug Status for Survivor Rx Claims



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

**Specialty Medications:** Defined as high-cost prescription medications used to treat complex, chronic conditions like cancer and often require special handling (such as refrigeration during shipping) and administration (such as infusions).

# Member Feedback

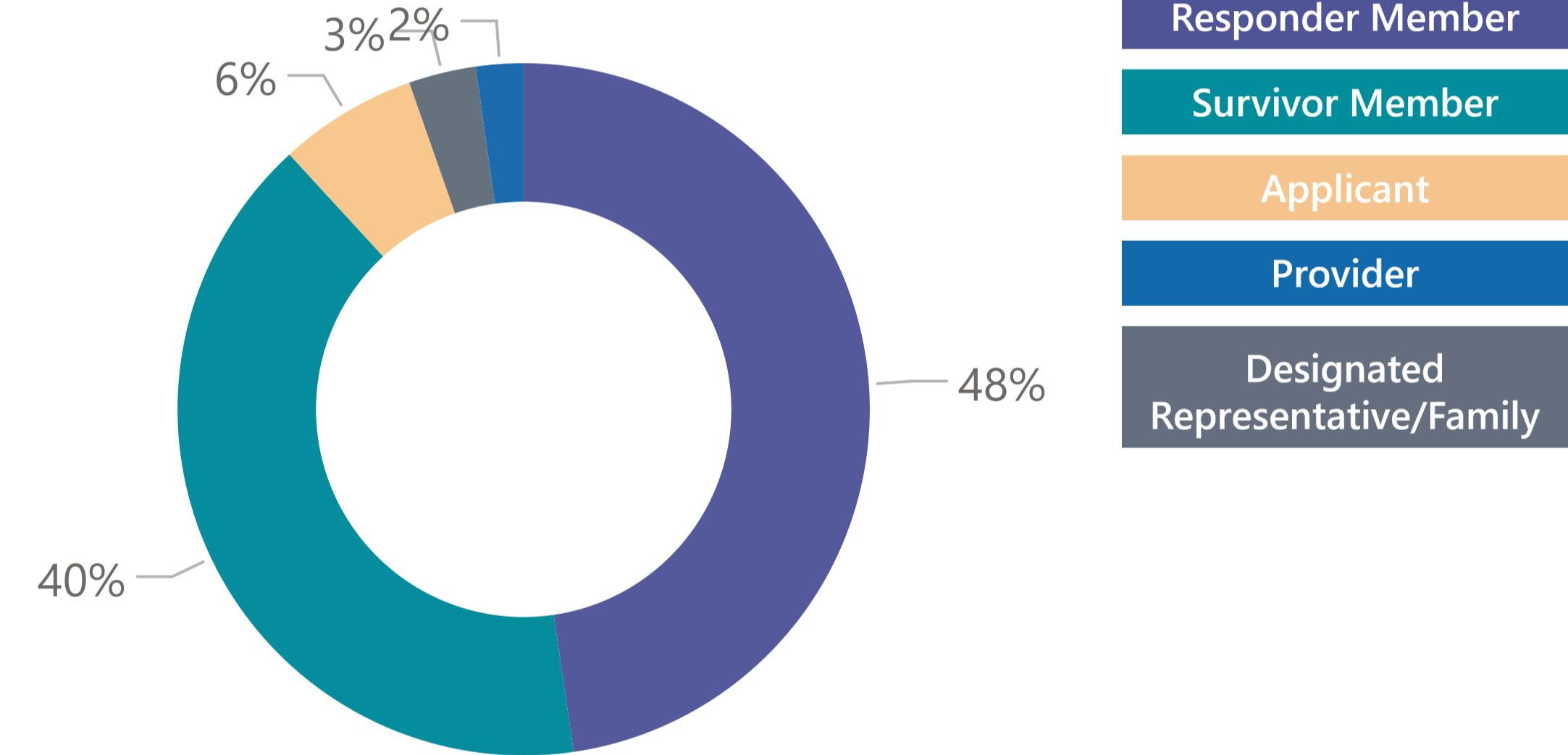
## 64. Top 10 Topics of Feedback by Calendar Year

*Data since feedback form opened in July 2023*

Main Topic	2023	2024	2025	Total
Treatment	31.30%	26.55%	14.65%	<b>24.12%</b>
Certification/WTC3	6.11%	16.81%	25.48%	<b>16.73%</b>
CCE/NPN	15.27%	11.50%	14.65%	<b>13.42%</b>
Billing	13.74%	13.27%	10.83%	<b>12.65%</b>
Enrollment	13.74%	5.75%	10.19%	<b>9.14%</b>
Policy/Process	12.21%	9.29%	5.73%	<b>8.95%</b>
Other	3.05%	5.75%	8.28%	<b>5.84%</b>
Pharmacy/Medication	0.76%	5.31%	7.01%	<b>4.67%</b>
Case Management	0.76%	3.10%	2.55%	<b>2.33%</b>
Records Request	3.05%	2.65%	0.64%	<b>2.14%</b>

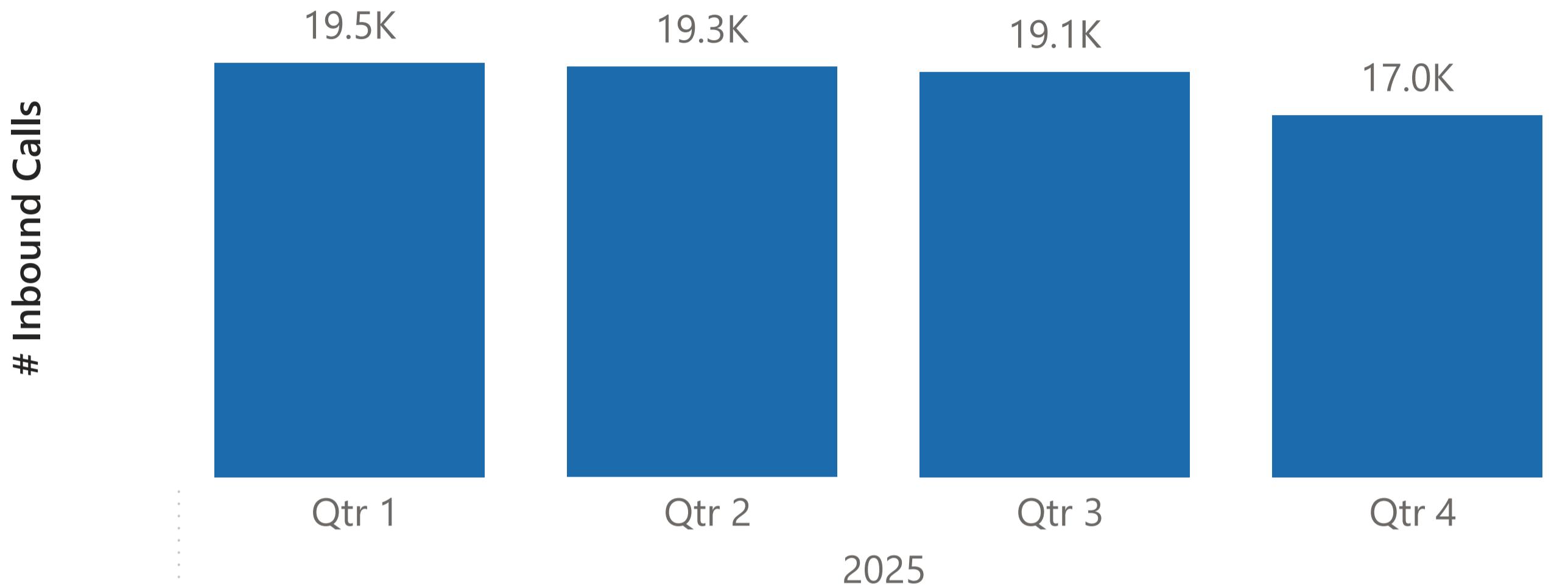
## 65. Type of Submitter for Feedback on Top 5 Categories, Cumulative

*Data since feedback form opened in July 2023*



# Member Communications - Call Center

## 66. Inbound Calls To Call Center in Last Year



## 67. Call Center Language Line Usage in Last Year

*Translation services provided through language line*

Year	Mandarin	Other	Polish	Spanish
<b>2025</b>				
Qtr 1	33	26	<10	201
Qtr 2	35	28	<10	105
Qtr 3	25	22	<10	118
Qtr 4	29	27	<10	105

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

*Translation services provided through language line*

