

# World Trade Center Health Program

## External Quarterly Program Summary

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Program Data Through:

March 31, 2026



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 Do not cite or rely on this information for official or research purposes; this data should not be used to evaluate performance.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

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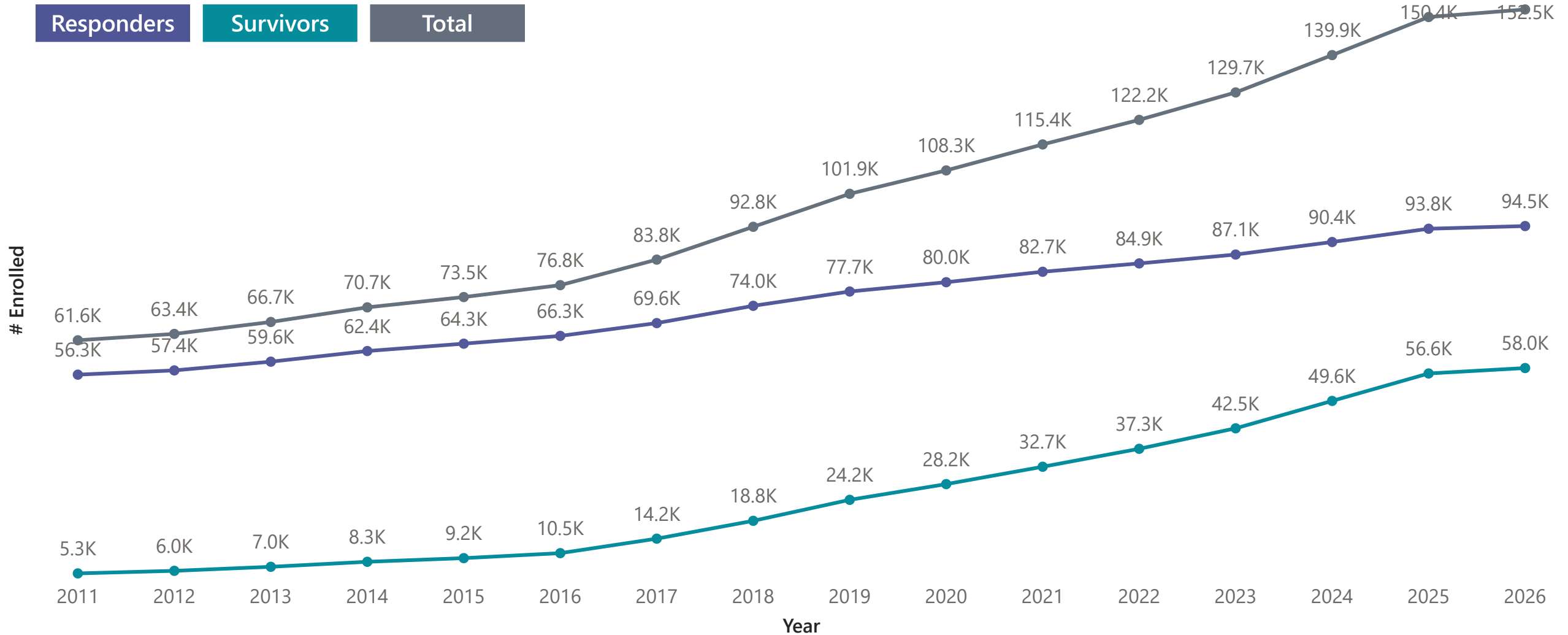
*\*The following note applies to several pages on this dashboard.\**

**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



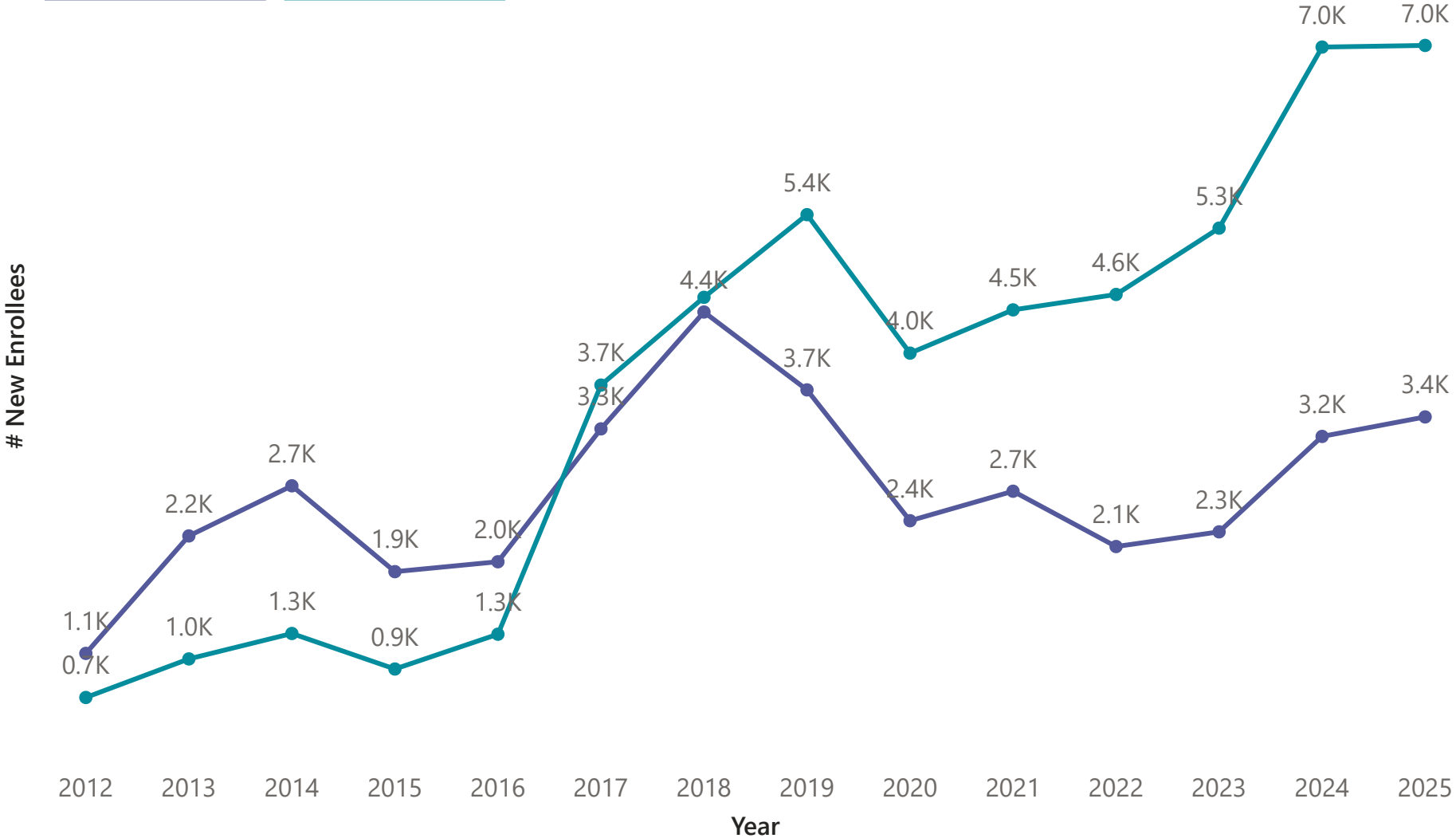
**Enrollment over Lifetime of Program** consists of all unique individuals ever enrolled in the Program, including those individuals who have been subsequently disenrolled or died. Deceased members include all causes of death; cause of death may or may not be WTC-related.

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

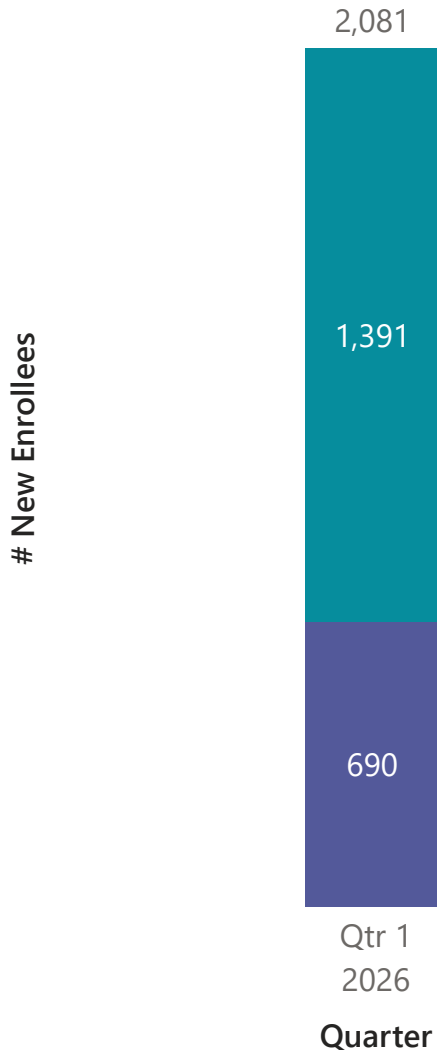
# WTC Health Program Enrollment

## 2. New Enrollments Per Year Over Time

Responders Survivors



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

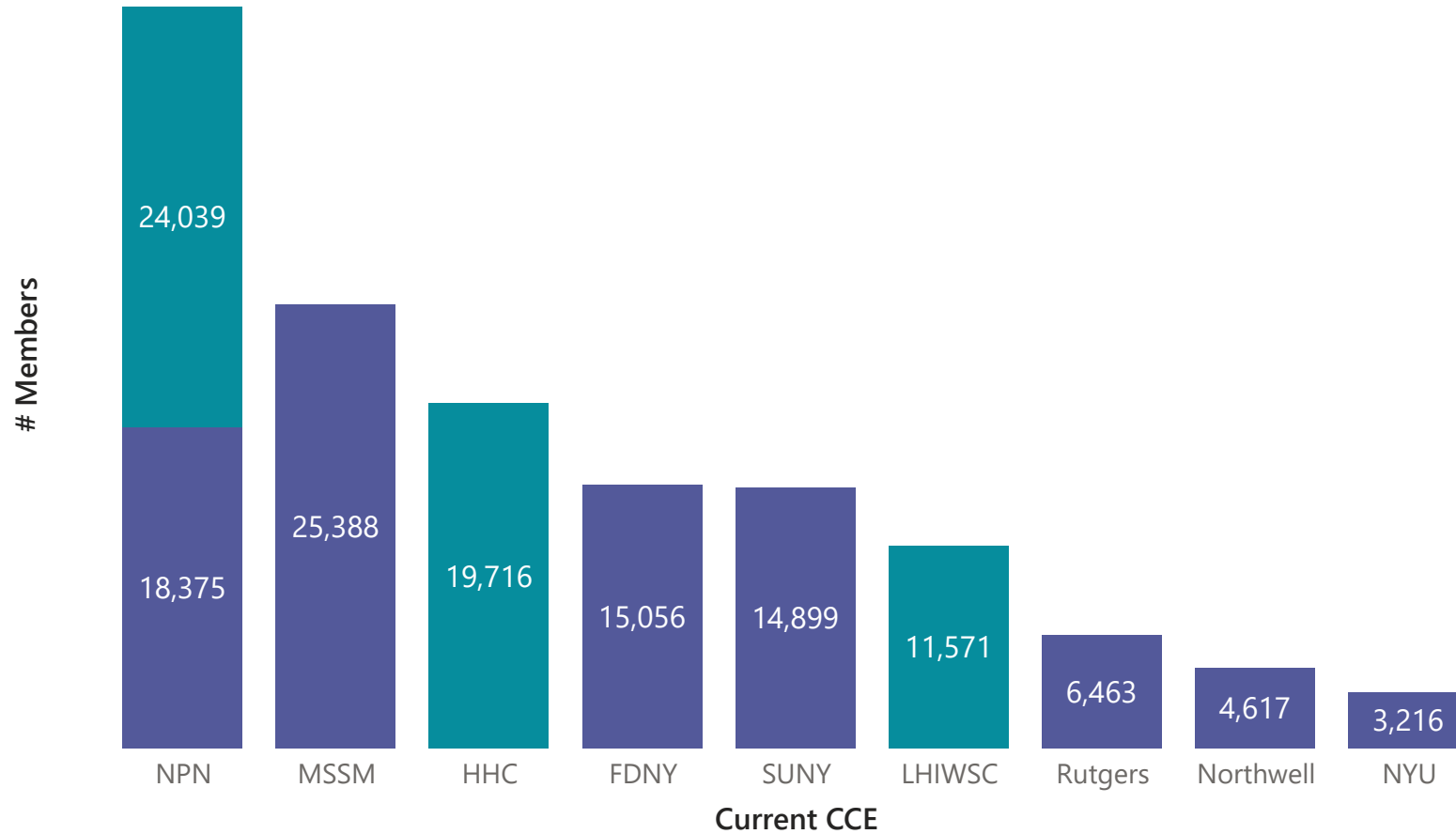


**Note on Figure 2:** 'New Enrollees' are those new members enrolled in the stated calendar year; numbers are not cumulative.

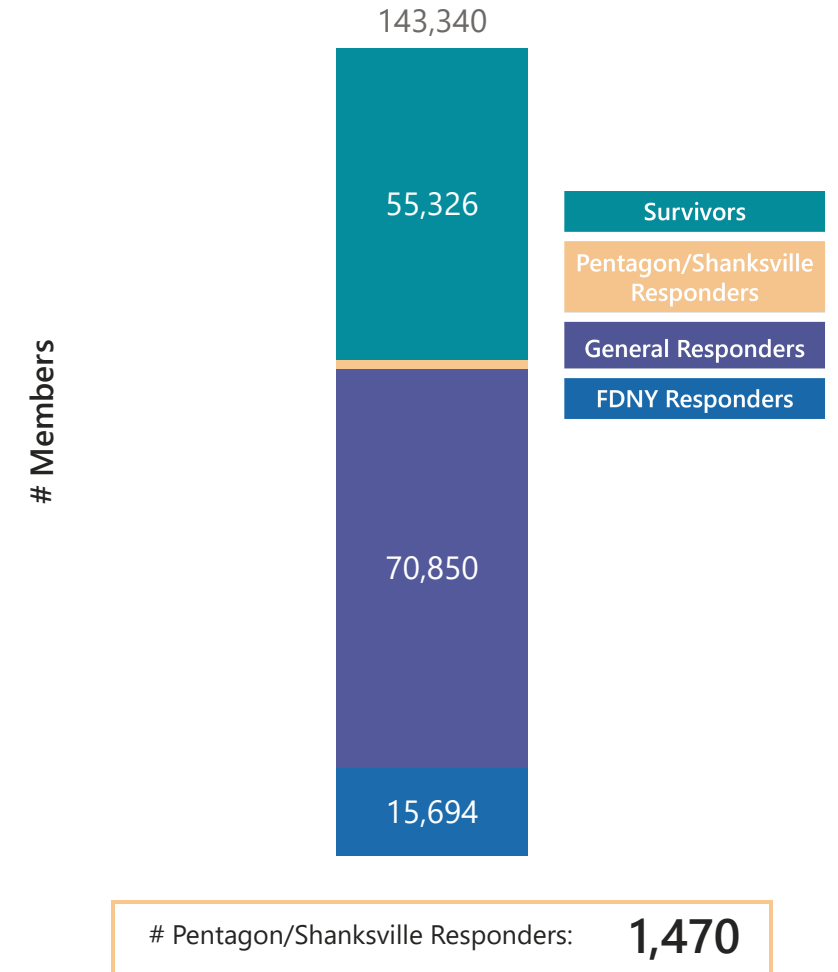
# CCE Enrollment and Member Type

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

Member Type ● Responder ● Survivor



## 5. Currently Enrolled Members by Type

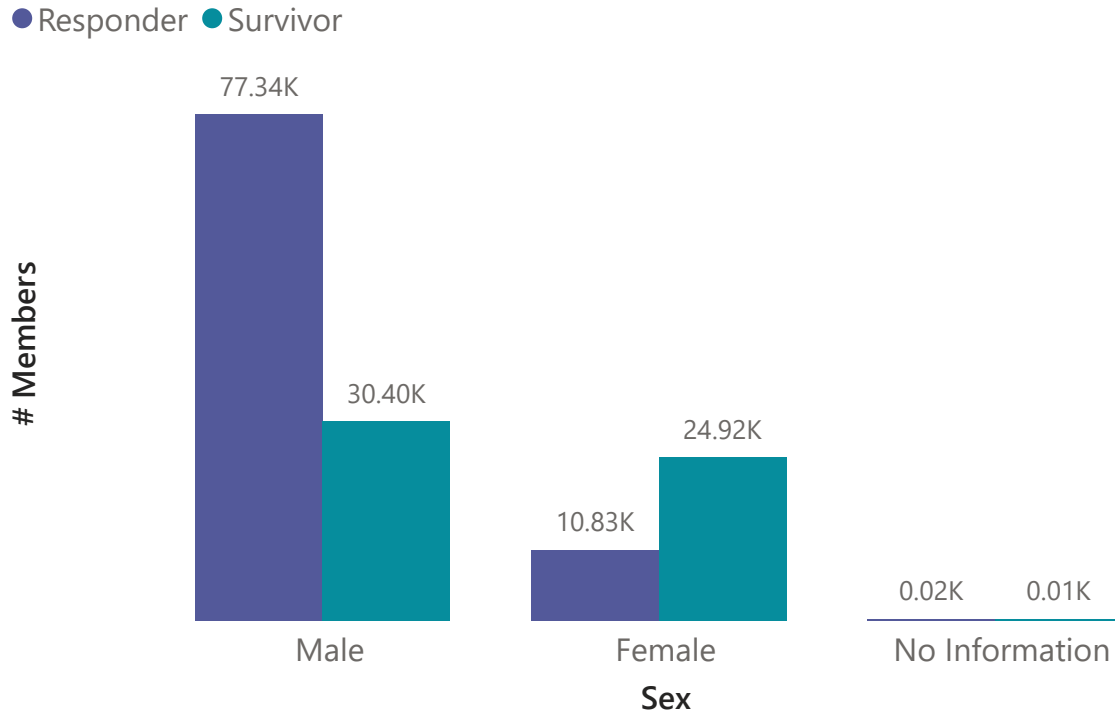


**Note on CCEs and Nationwide Provider Network (NPN):** CCEs serve specific survivor or responder populations in the New York metropolitan area; the NPN serves both responder and survivor members residing outside of the New York metropolitan area. Members who are not actively assigned to a CCE are not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

# Demographics of Currently Enrolled Members

## 6. Total Membership: Sex

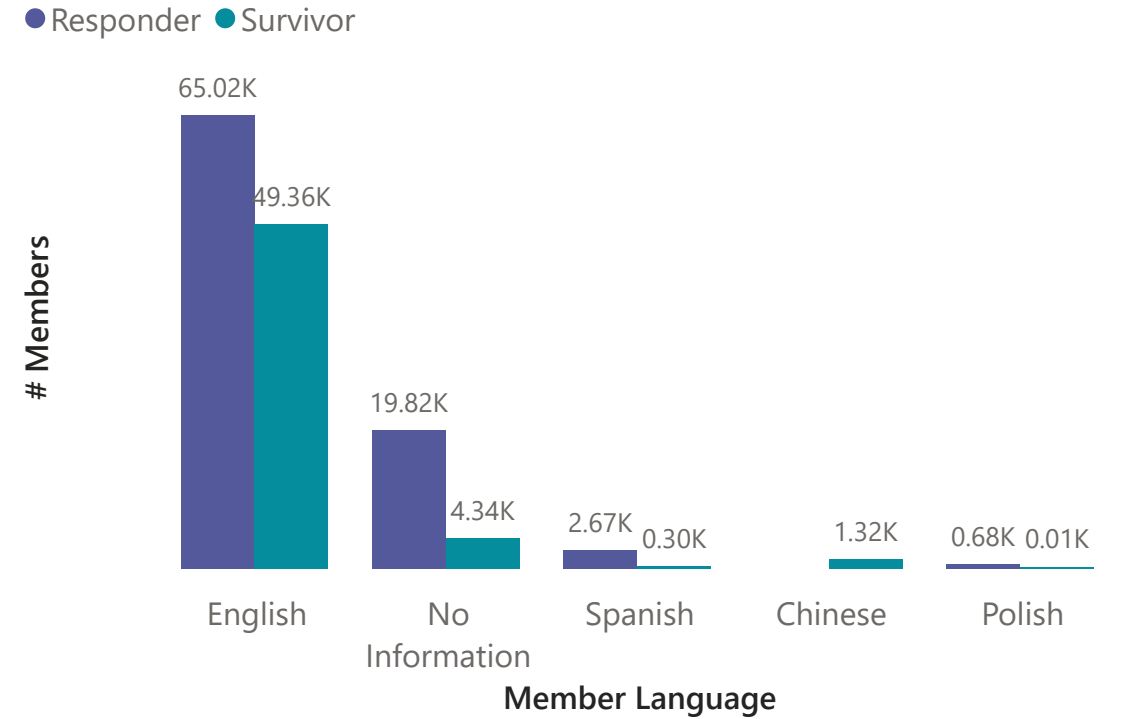


## Percent of Total Membership: Sex



Sex ● Female ● Male ● No Information

## 7. Total Membership: Preferred Language



## Percent of Total Membership: Preferred Language

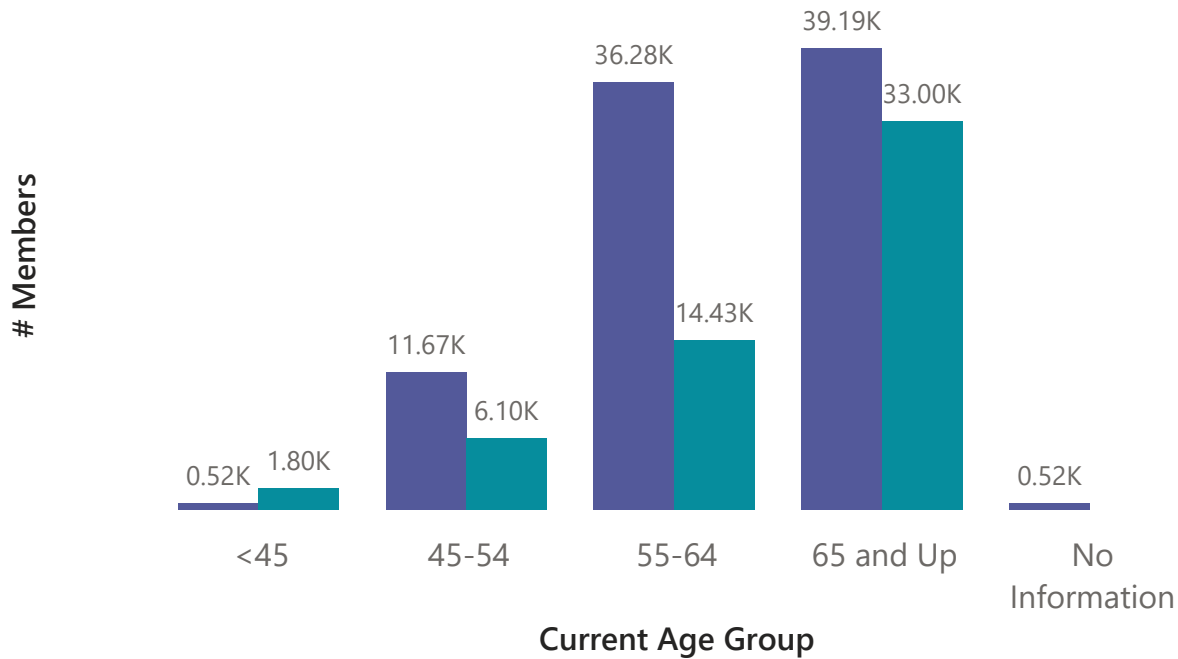


Member Language ● Chinese ● English ● No Information ● Polish ● Spanish

# Age Distribution of Currently Enrolled Members

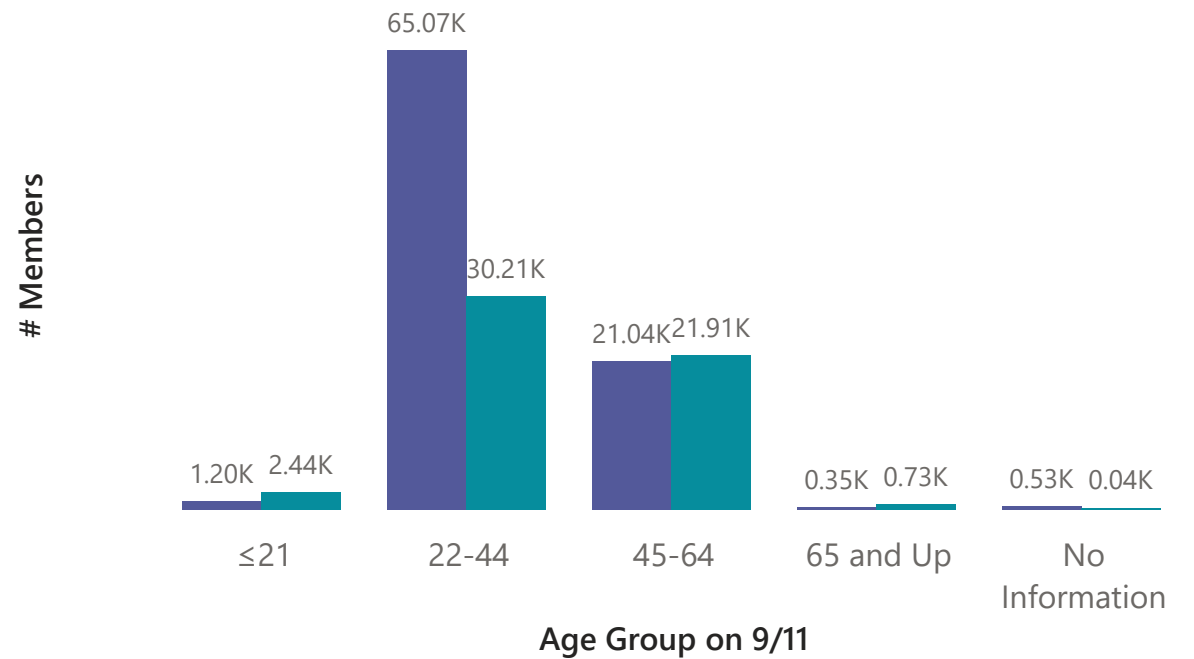
## 8. Current Member Age

● Responder ● Survivor



## 9. Member Age on 9/11

● Responder ● Survivor



## 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

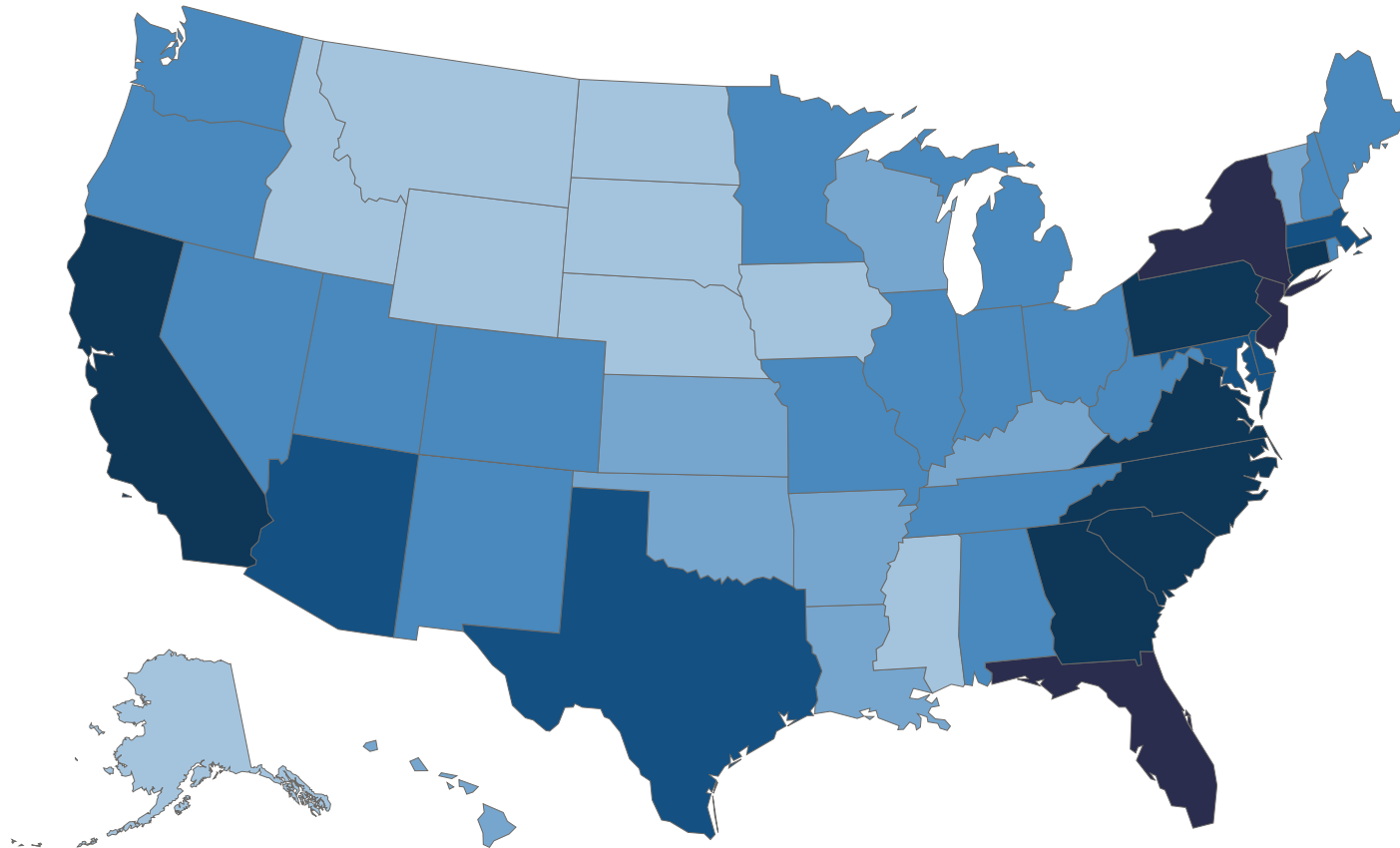


Age Group on 9/11 ● ≤21 ● 22-44 ● 45-64 ● 65 and Up ● No Information

# 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	56,166	38,160	<b>94,326</b>
New Jersey	8,817	8,103	<b>16,920</b>
Florida	7,457	3,044	<b>10,501</b>
Pennsylvania	2,061	867	<b>2,928</b>
North Carolina	1,607	645	<b>2,252</b>
South Carolina	1,424	397	<b>1,821</b>
Connecticut	840	861	<b>1,701</b>
Virginia	1,252	296	<b>1,548</b>
California	656	448	<b>1,104</b>
Georgia	673	426	<b>1,099</b>

**142K**

Members in the US (incl. territories)

**139**

Members in US Territories

**1368**

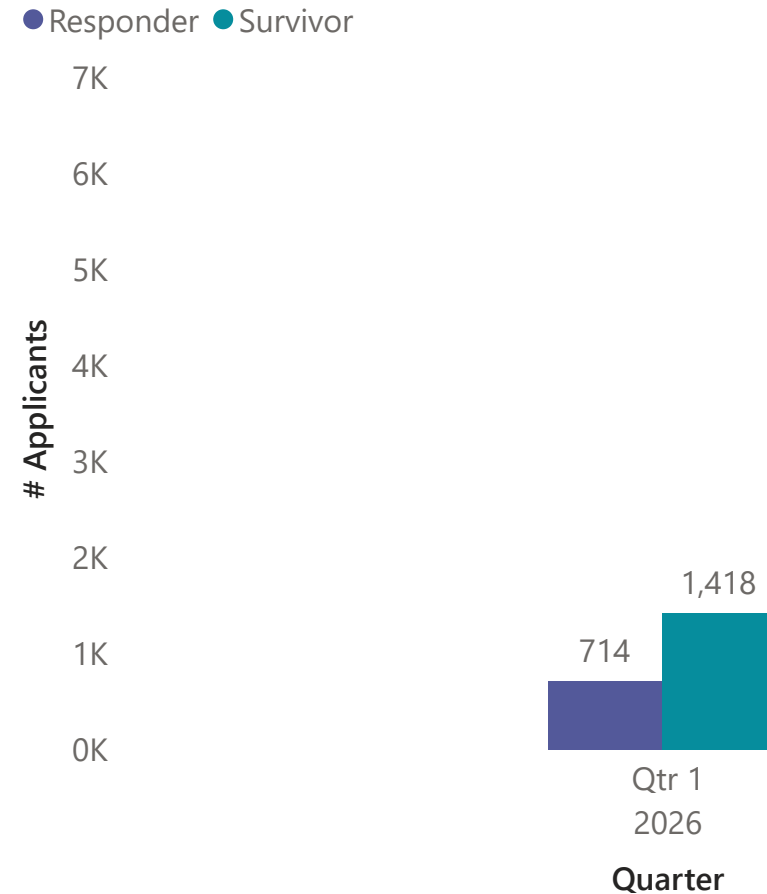
Members Outside of the US

# Applications in Process - Received

## 12. Applications Received in Past Years



## 13. Applications Received in Current Calendar Year

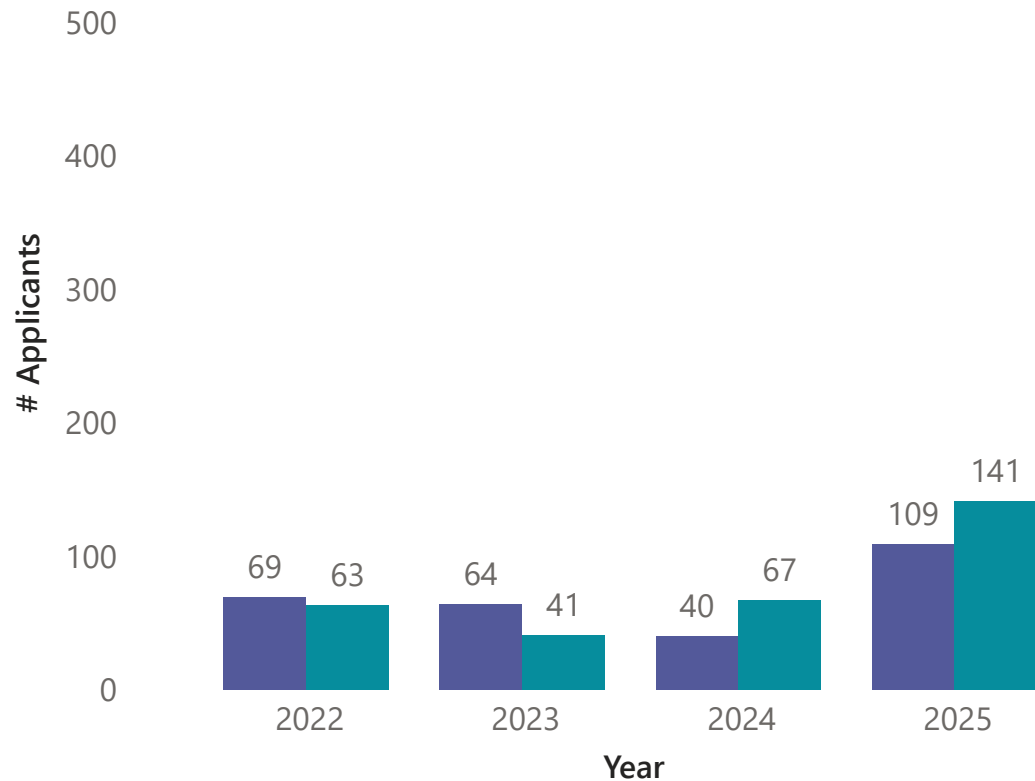


**Note on Date Range for Application Data:** In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.

# Applications in Process - Suspended

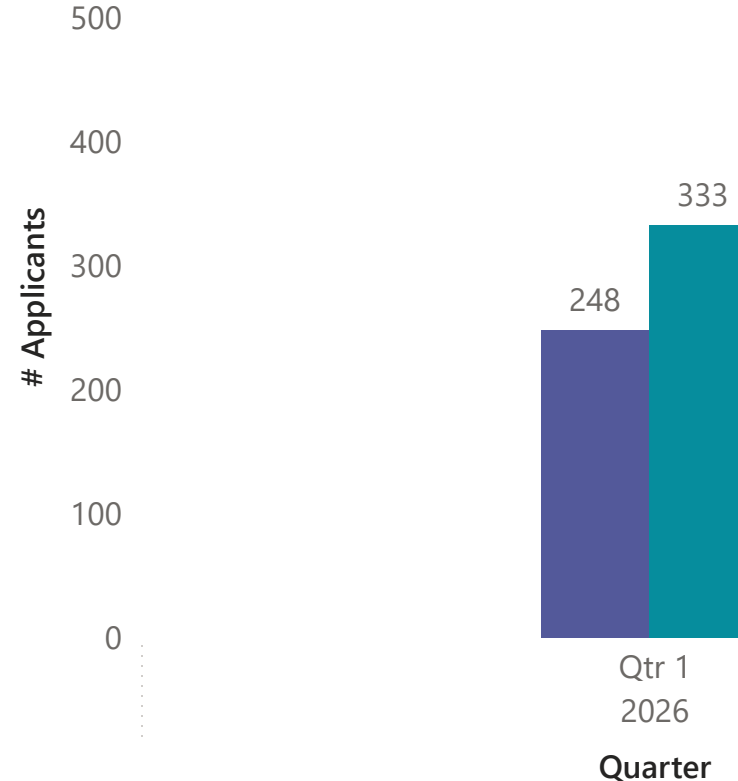
## 14. Prior Year Applications Currently in Suspend Status

● 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.

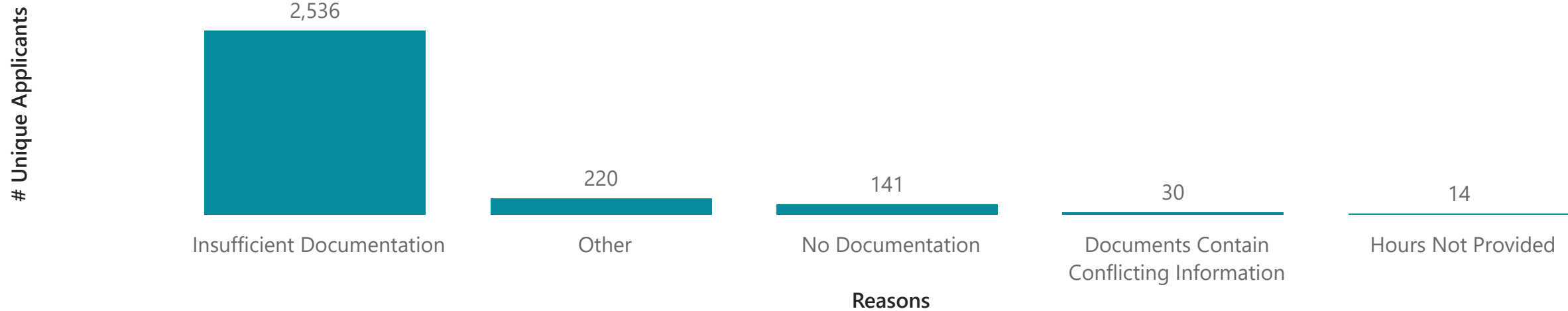
**Note on Suspended Applications:** Incomplete applications are generally "suspended" but still considered "in process" until sufficient documentation is received to determine enrollment eligibility. An application may move in and out of suspend status throughout the application process. The number of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

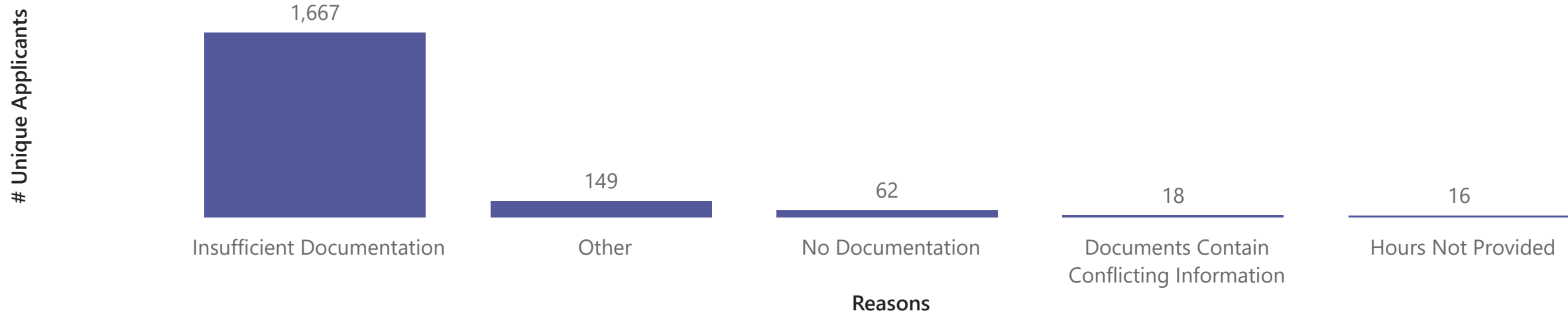
March 31, 2026

# 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

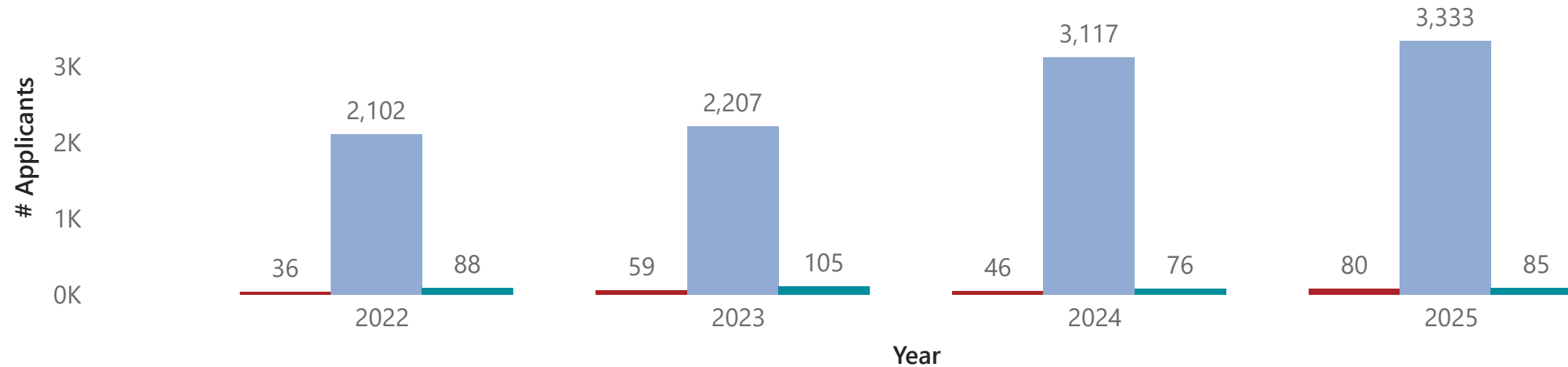


**Note on Suspended Applications:** After an application is suspended, the applicant is notified of the reason(s) the application was incomplete and unable to be fully processed and support is offered via the Member Services team and/or call center.

# 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
Deny	25
Enroll	685
Suspend	69

Top Denial Reason for Responder Apps in Past Year

▲

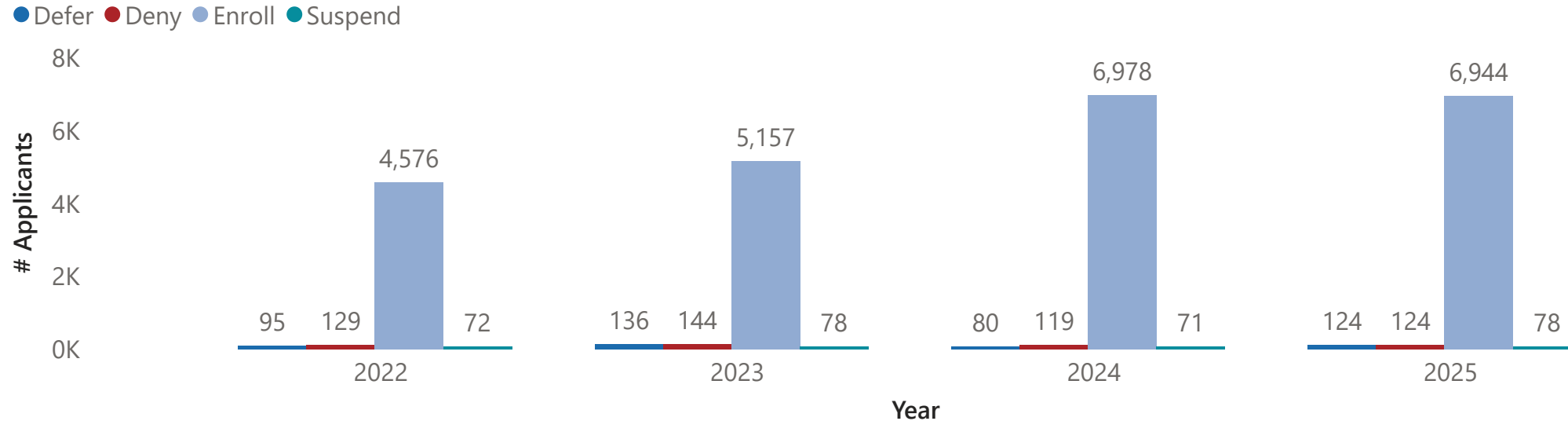
Ineligible Activity

**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".

# Trends in Finalized Enrollment Applications - Survivors

## 20. Survivor Application Decisions in Past Years



## 21. Survivor Application Decisions in Current Calendar Year

Decision	Qtr 1
Defer	36
Deny	32
Enroll	1,389
Suspend	50

Top Denial Reason for Survivor Apps in Past Year

▲

Ineligible Activity

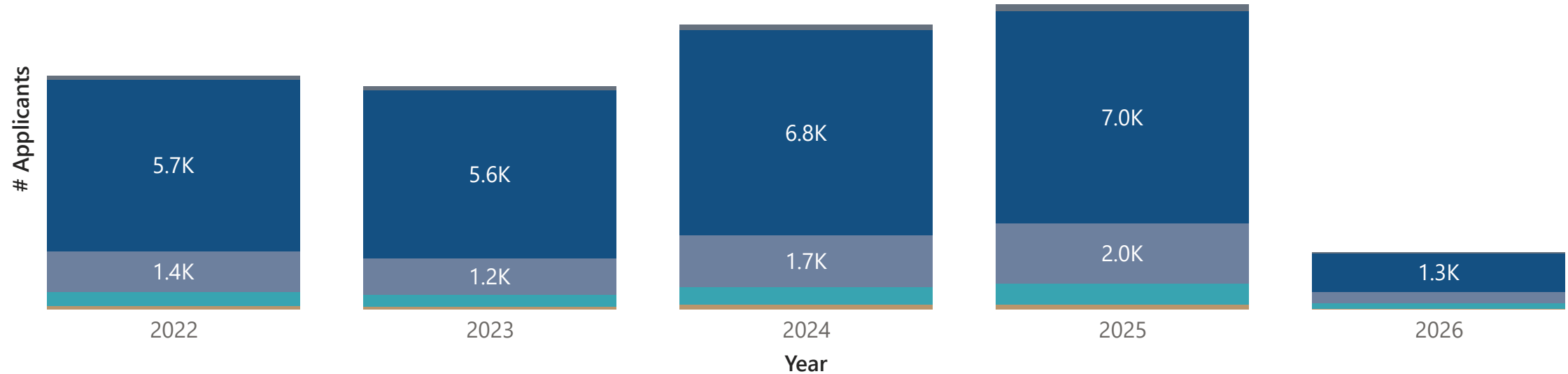
**Note on Date Range for Application Data:** In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.

**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".

# 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	2026
New York	5,683	5,581	6,826	7,049	1,284
New Jersey	1,372	1,219	1,714	1,996	376
Florida	445	377	582	692	168
Pennsylvania	130	138	164	219	43
Connecticut	126	111	164	173	42

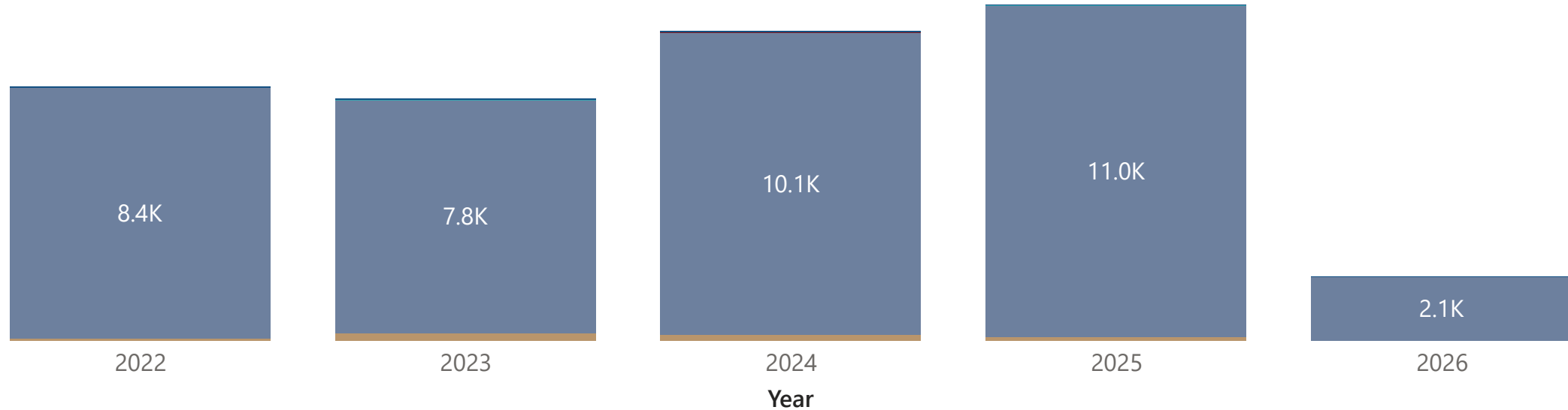
**Note on Date Range for Application Data:** In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.

Application Data Thru:  
March 31, 2026

# 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	2026
Chinese	81	265	208	129	17
English	8,352	7,756	10,056	11,031	2,108
Other	<10	<10	<10	<10	<10
Polish	<10	<10	<10	<10	<10
Spanish	31	48	47	22	<10
Unknown	<10	<10	<10	<10	<10

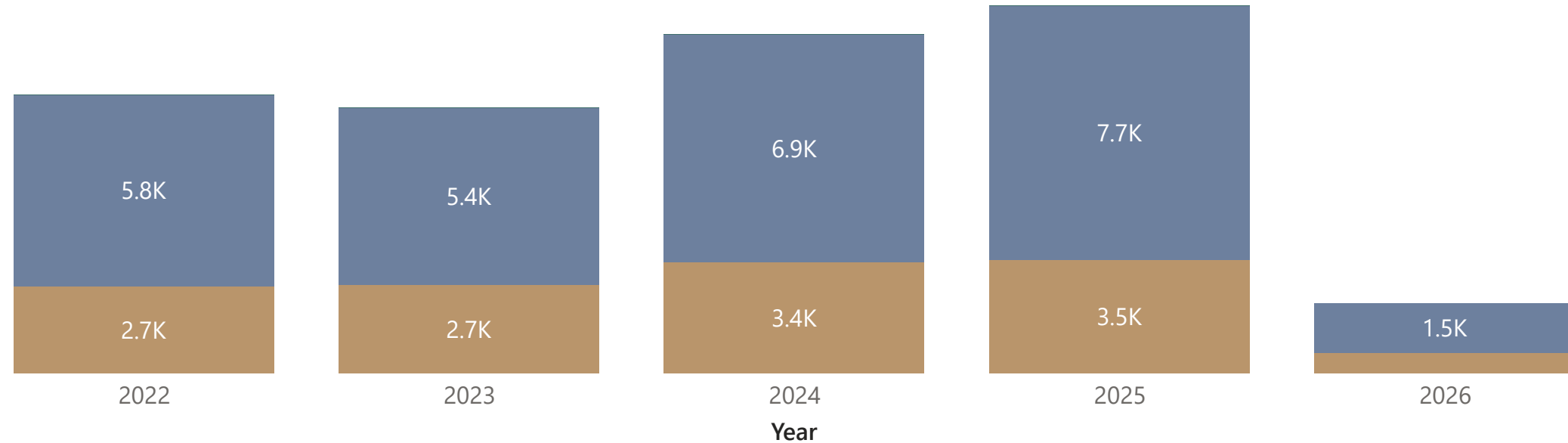
**Note on Date Range for Application Data:** In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.

Application Data Thru:  
March 31, 2026

# 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	2026
Male	5,814	5,370	6,923	7,731	1,496
Female	2,652	2,699	3,381	3,453	636
Unknown	<10	<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.

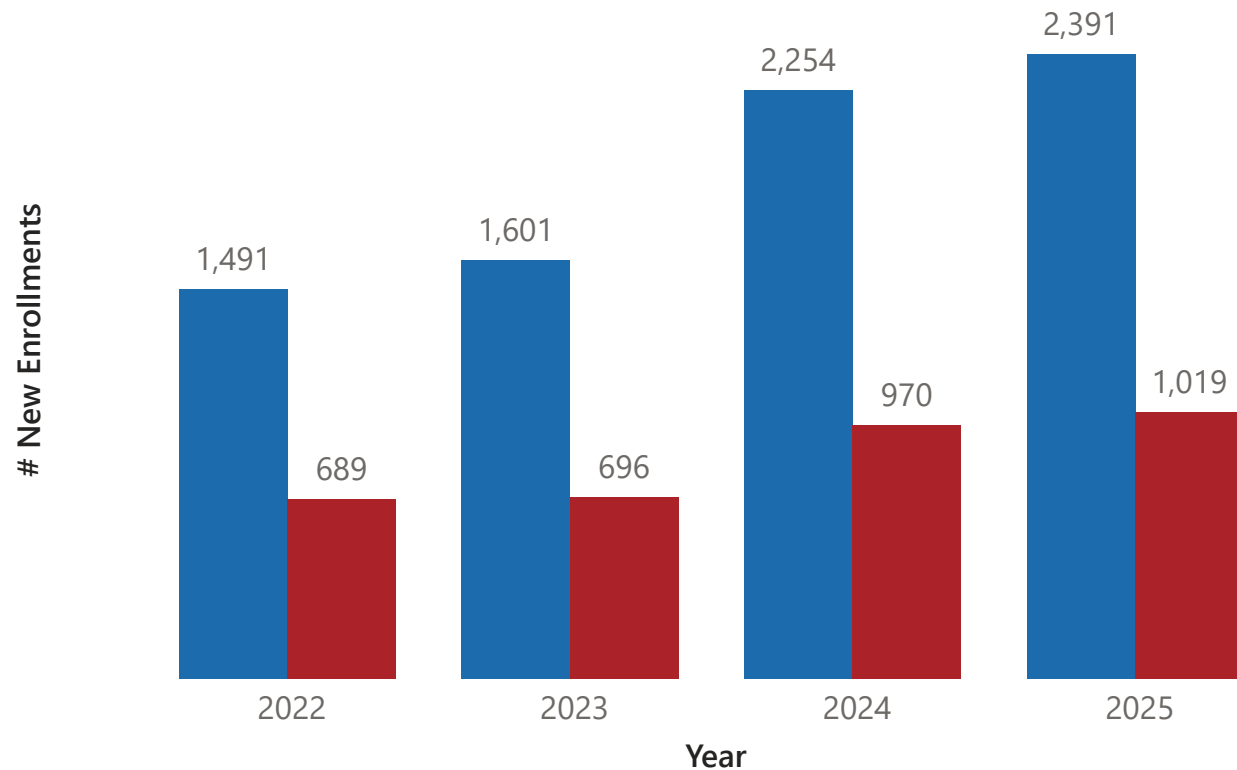
Application Data Thru:  
March 31, 2026

# New Enrollment Trends by Location

## Responders

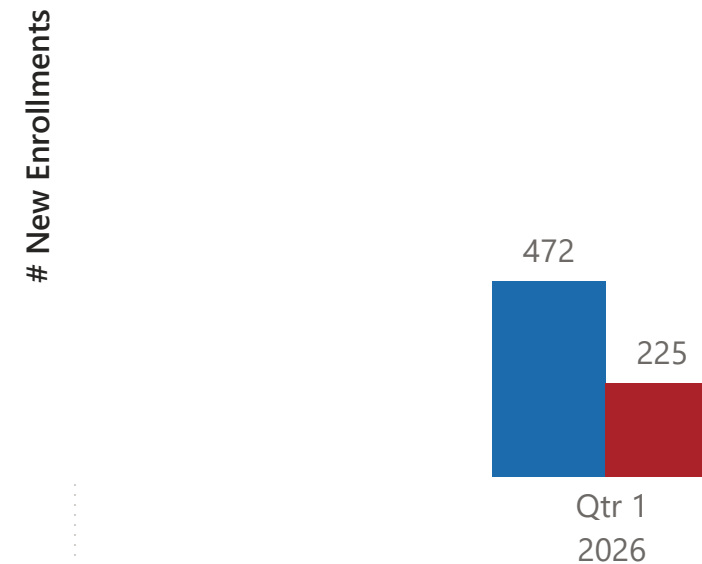
### 28. New Responder Members by Location at Time of Enrollment

● 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.

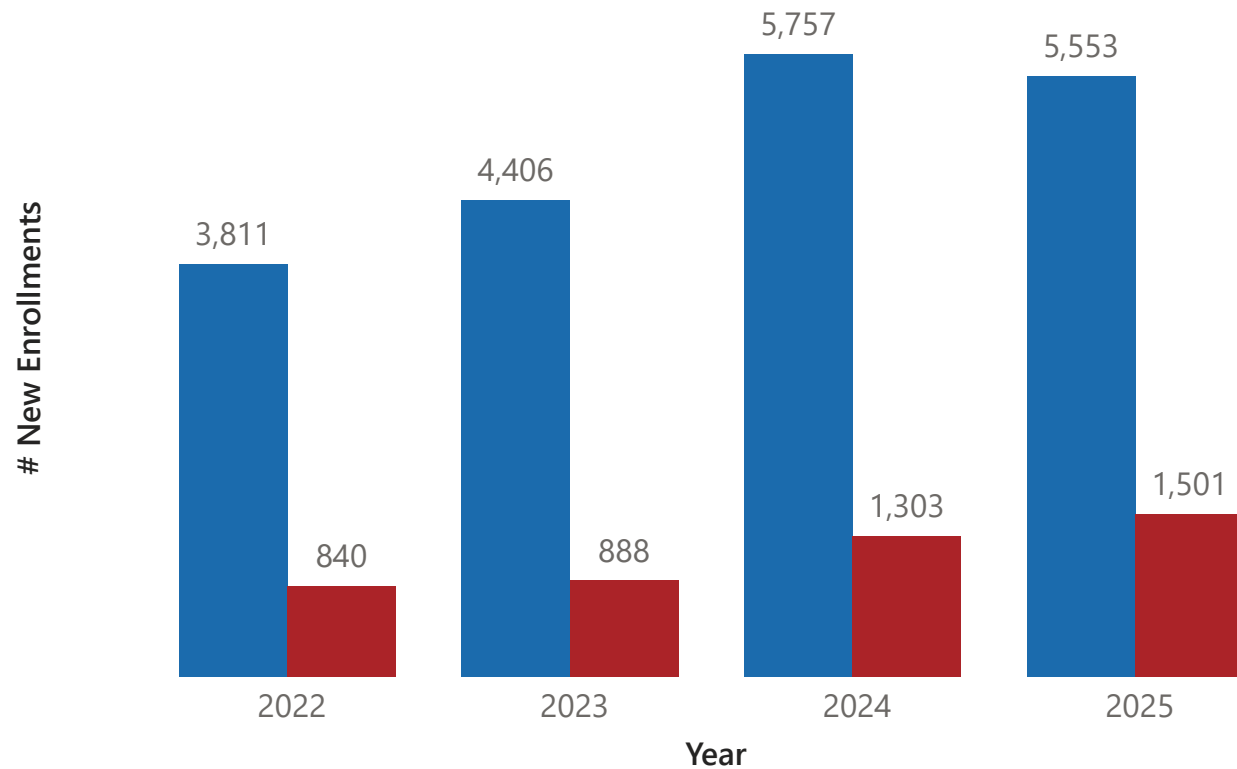
Enrollment Data Thru:  
March 31, 2026

# New Enrollment Trends by Location

## Survivors

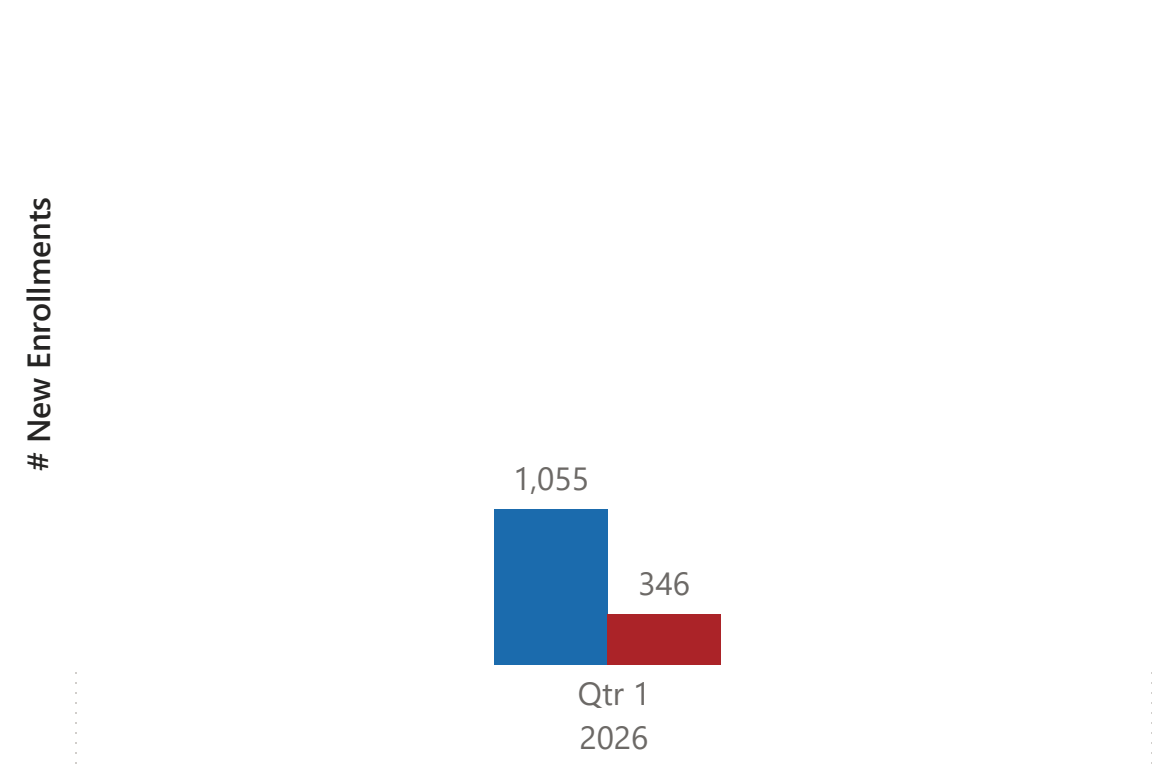
28. New Survivor Members by Location at Time of Enrollment

● Inside NYMA ● Outside NYMA



29. New Survivor Members by Location in Current CY

● Inside NYMA ● Outside NYMA

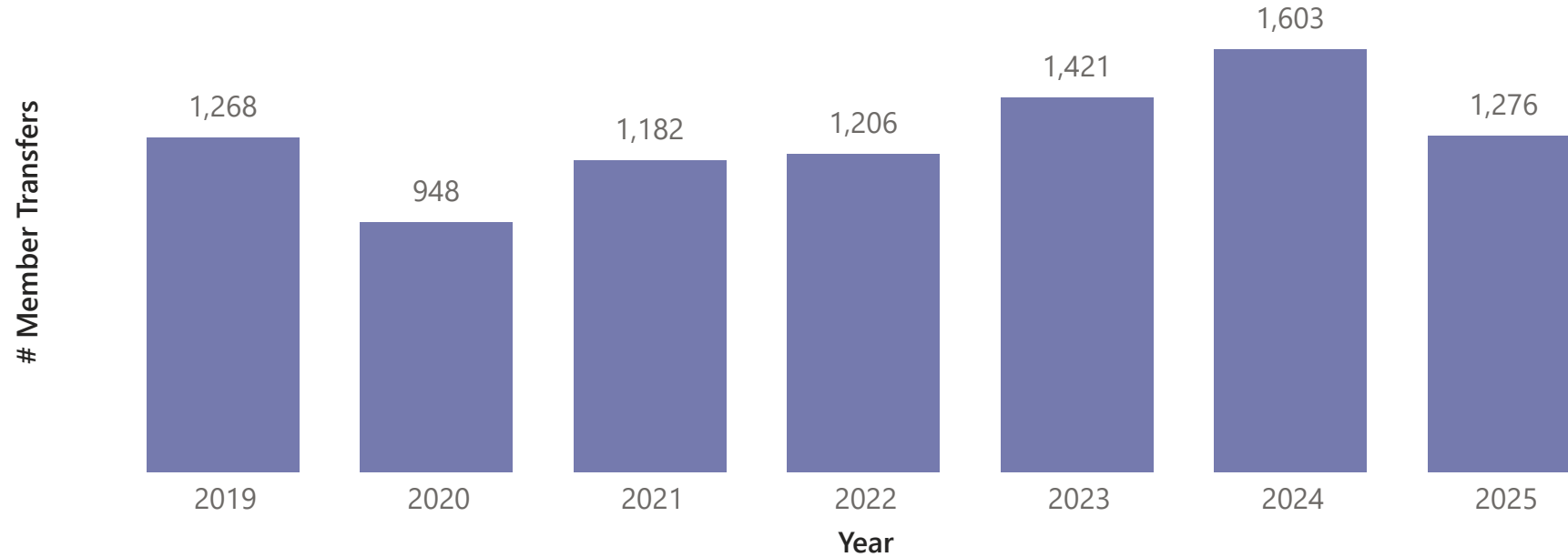


**NYMA:** The combined statistical areas comprising the Bridgeport-Stamford-Norwalk, CT Metropolitan Statistical Area; Kingston, NY Metropolitan Statistical Area; New Haven-Milford, CT Metropolitan Statistical Area; New York-Northern New Jersey-Long Island, NY-NJ-PA Metropolitan Statistical Area; Poughkeepsie-Newburgh-Middletown, 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:  
March 31, 2026

# Member Population Certification Status

**67.0%**

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



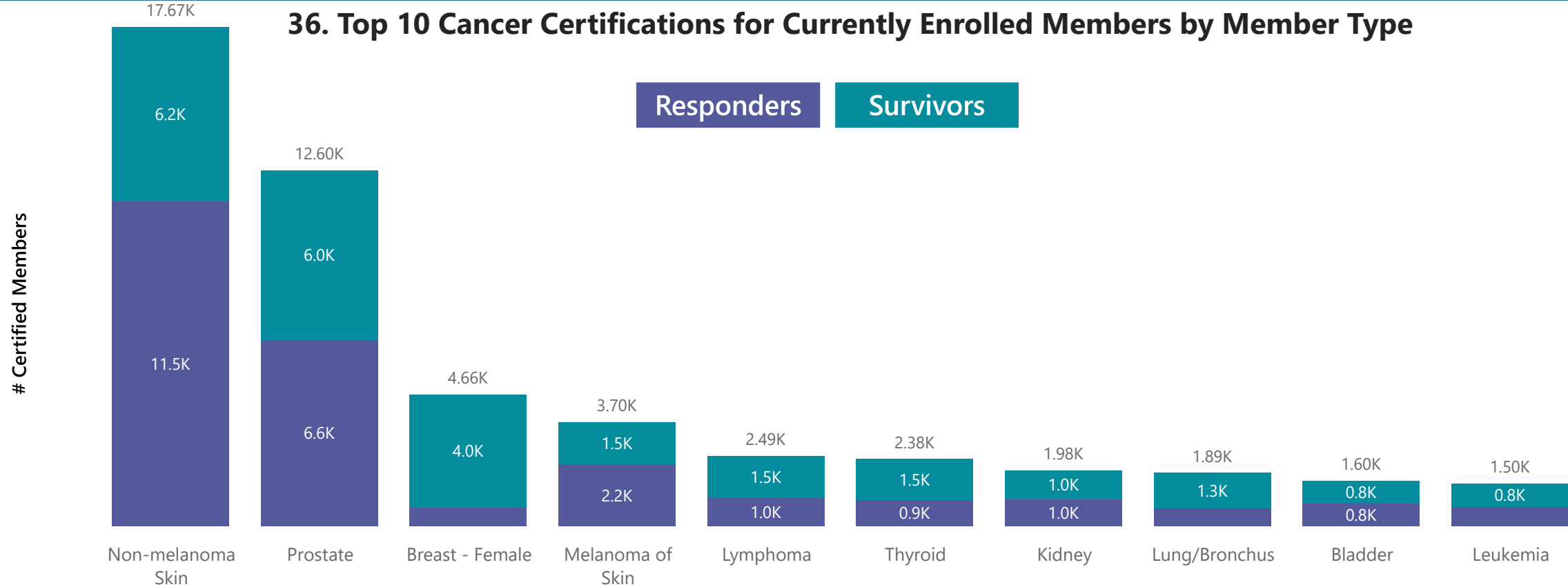
**\*ATI:** Acute Traumatic Injury

**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.

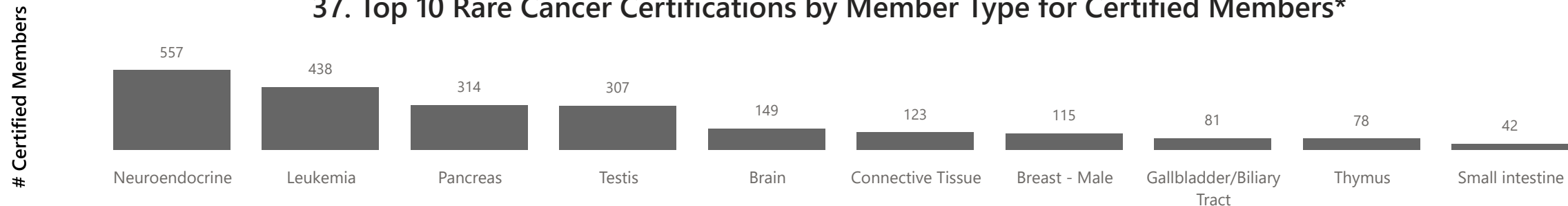
**Note on Certification Counts:** The number of certified members per condition type may not match the total number of certified members because members may be certified for multiple conditions. Members may also be certified for multiple health conditions within a given category. The number of certifications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

# Top Cancer Certifications

## 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. Cancers are grouped by a simple name based on the organ, tissue, or cell type, so both rare and common types can have the same name. For example, there are many types of leukemia, some of which are rare.

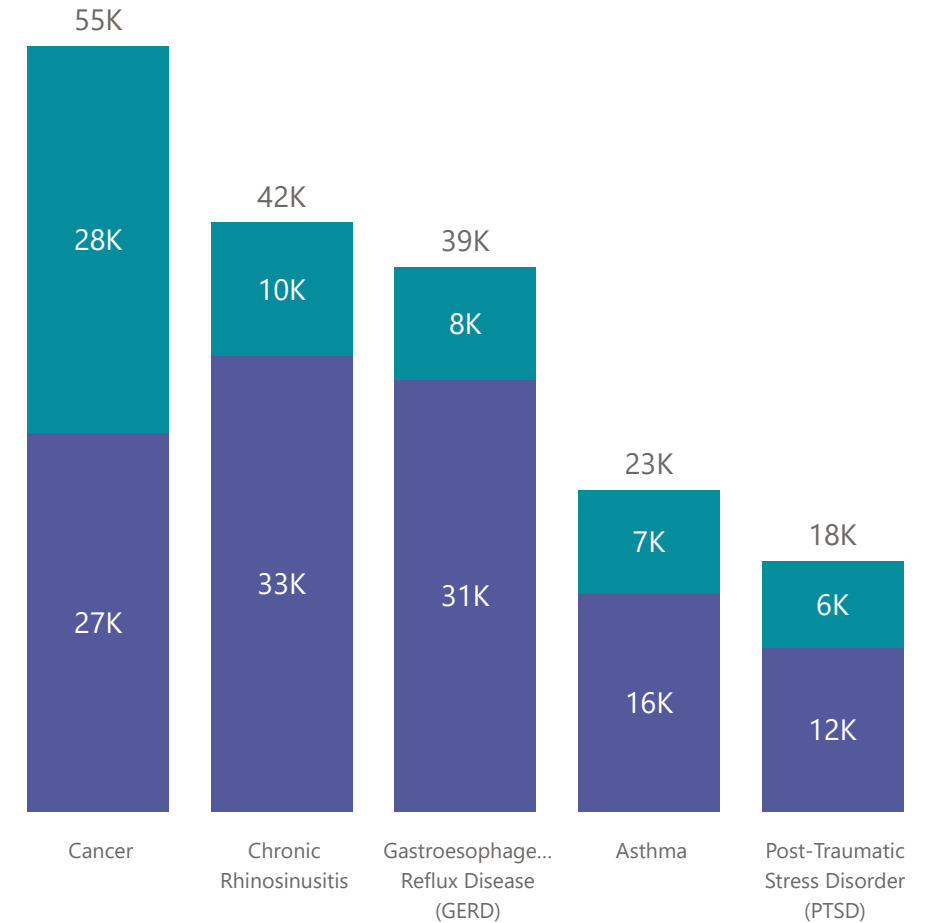
# Certifications for WTC-Related Health Conditions

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

Condition	Responder	Survivor	Total
Cancer	27,230	27,726	<b>54,956</b>
Chronic Rhinosinusitis	32,718	9,584	<b>42,302</b>
Gastroesophageal Reflux Disease (GERD)	30,993	8,106	<b>39,099</b>
Asthma	15,678	7,407	<b>23,085</b>
Post-Traumatic Stress Disorder (PTSD)	11,810	6,175	<b>17,985</b>
Chronic Respiratory Disorder - Fumes / Vapors	8,595	1,446	<b>10,041</b>
Chronic Obstructive Pulmonary Disease (COPD)	4,097	2,058	<b>6,155</b>
Major Depressive Disorder	3,093	1,503	<b>4,596</b>
Anxiety Disorder (not otherwise specified)	2,875	1,525	<b>4,400</b>
Depression (not otherwise specified)	2,631	607	<b>3,238</b>
Interstitial Lung Diseases	1,729	1,041	<b>2,770</b>
Adjustment Disorder	1,400	1,031	<b>2,431</b>
Generalized Anxiety Disorder	1,514	671	<b>2,185</b>
Chronic Laryngitis	1,685	76	<b>1,761</b>
Substance Abuse	1,432	321	<b>1,753</b>
Chronic Nasopharyngitis	782	112	<b>894</b>
Panic Disorder	584	183	<b>767</b>
Dysthymic Disorder	323	362	<b>685</b>
Other Musculoskeletal Disorder	580	62	<b>642</b>
Upper Airway Hyperreactivity	422	104	<b>526</b>
Sleep Apnea	154	316	<b>470</b>

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

● 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.



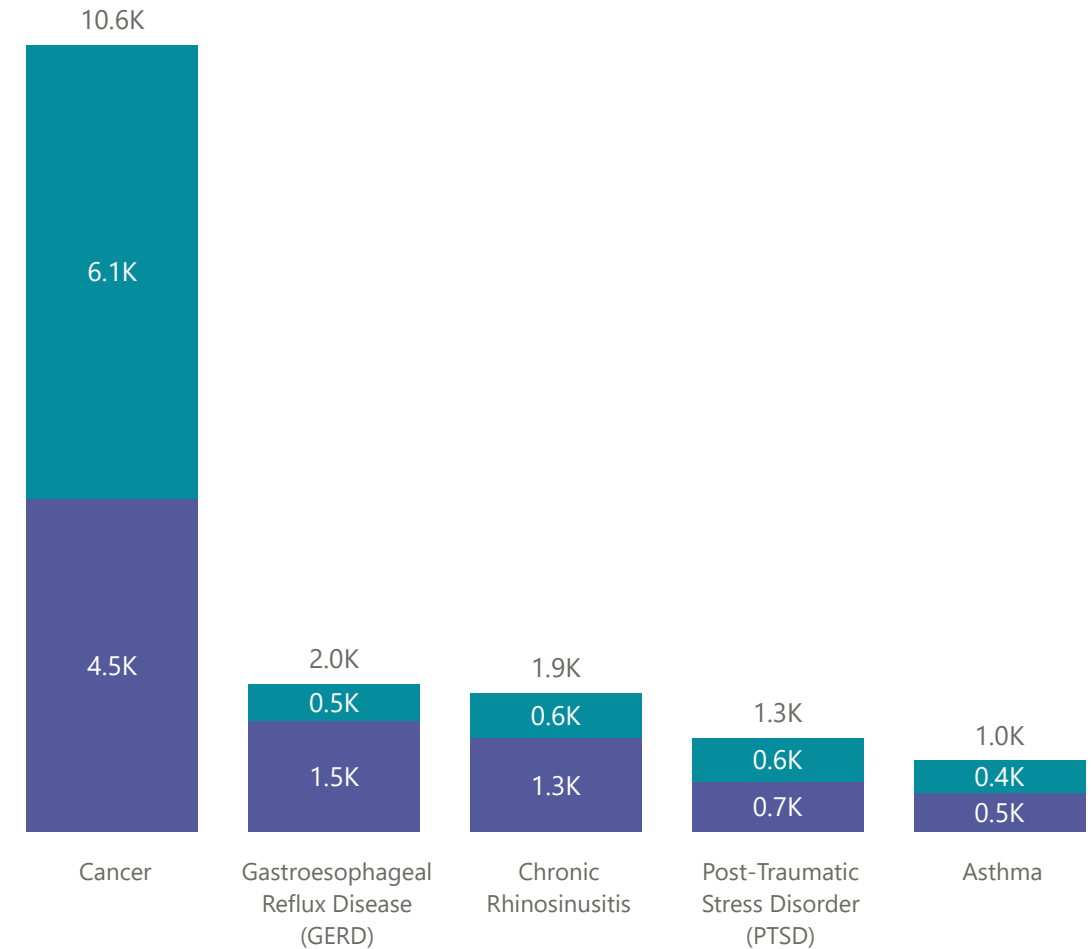
# Health Conditions Certified in Past 12 Months

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

Condition	Responder	Survivor	Total
Cancer	4,498	6,124	<b>10,622</b>
Gastroesophageal Reflux Disease (GERD)	1,496	496	<b>1,992</b>
Chronic Rhinosinusitis	1,263	606	<b>1,869</b>
Post-Traumatic Stress Disorder (PTSD)	683	585	<b>1,268</b>
Asthma	523	440	<b>963</b>
Chronic Obstructive Pulmonary Disease (COPD)	236	330	<b>566</b>
Major Depressive Disorder	169	151	<b>320</b>
Interstitial Lung Diseases	147	167	<b>314</b>
Generalized Anxiety Disorder	155	109	<b>264</b>
Chronic Respiratory Disorder - Fumes / Vapors	227	21	<b>248</b>
Sleep Apnea	64	173	<b>237</b>
Anxiety Disorder (not otherwise specified)	50	80	<b>130</b>
<b>Total</b>	<b>7,560</b>	<b>7,817</b>	<b>15,377</b>

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

● Responder ● Survivor

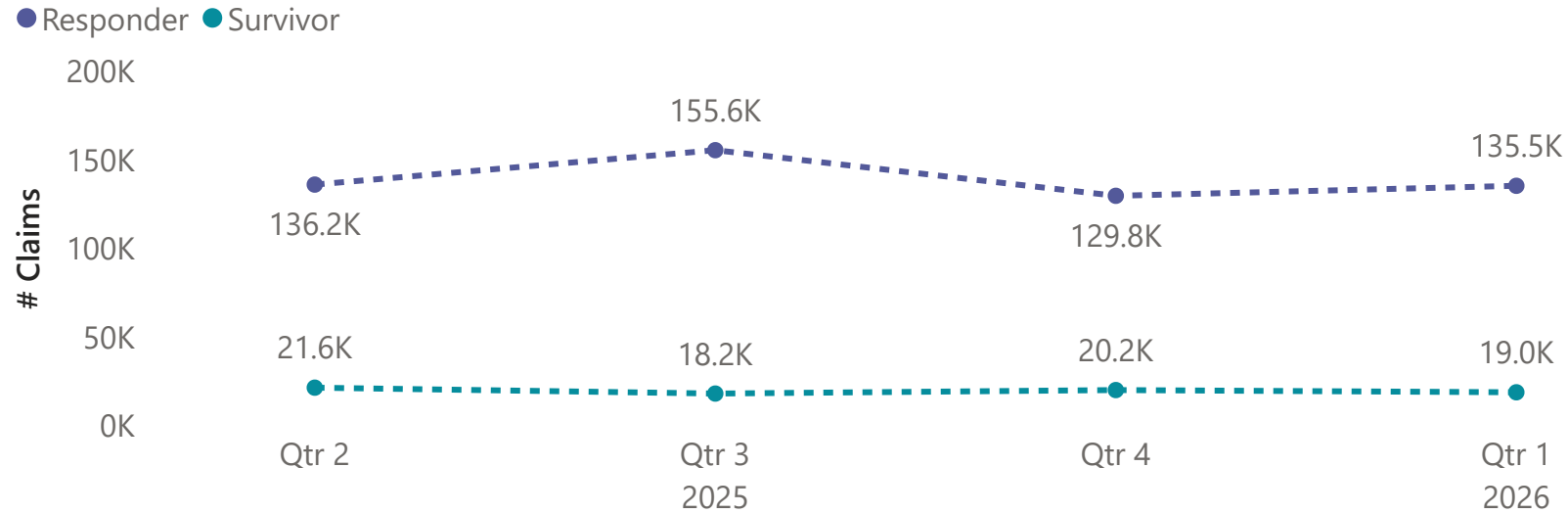


**Note on Certification Counts Presented:** Health condition certifications by member type with a count of < 10 are excluded.

Certification Data Thru:  
March 31, 2026

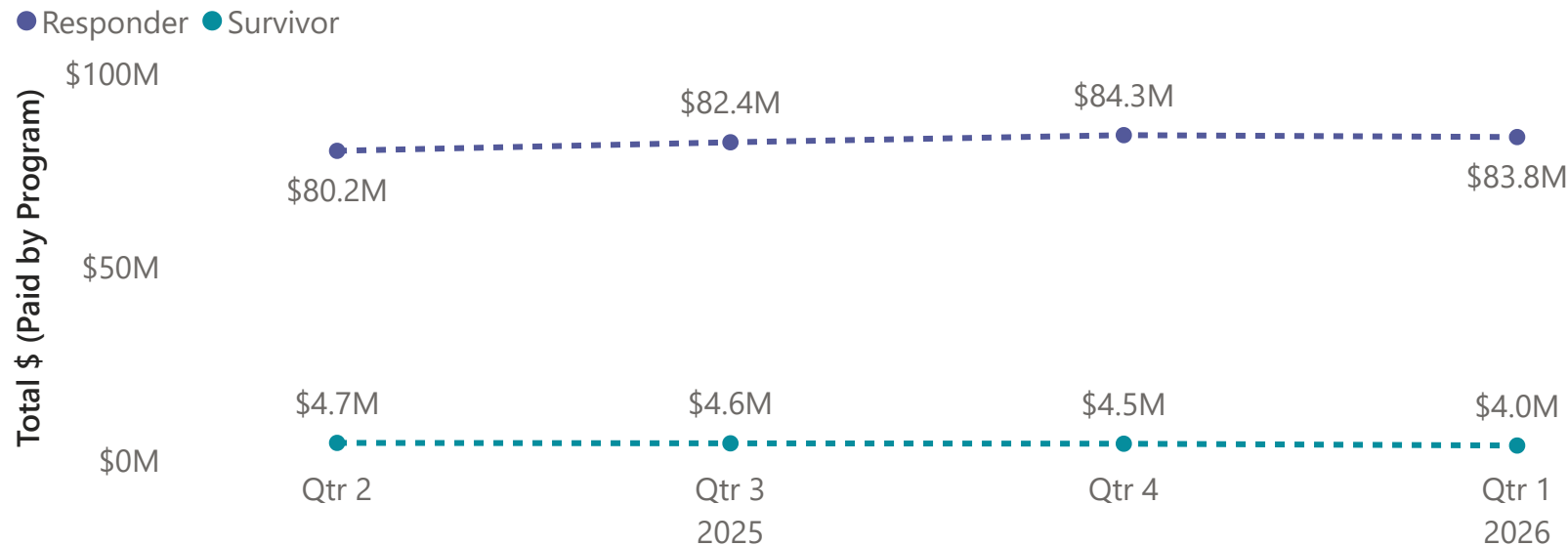
# Total Number & Cost of Medical Claims

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



**61.30K**  
 Certified Members with Approved Medical Treatment Paid in Past Year

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



**632.71K**  
 Approved Medical Claims in Past Year

**\$348.37M**  
 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.

# Responder Medical Utilization Patterns in Past 12 Months

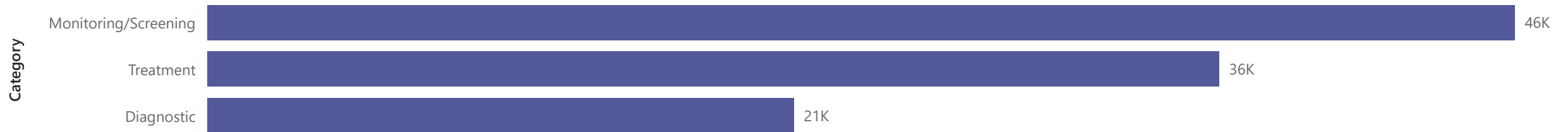
52,725

Responders with Approved Claims

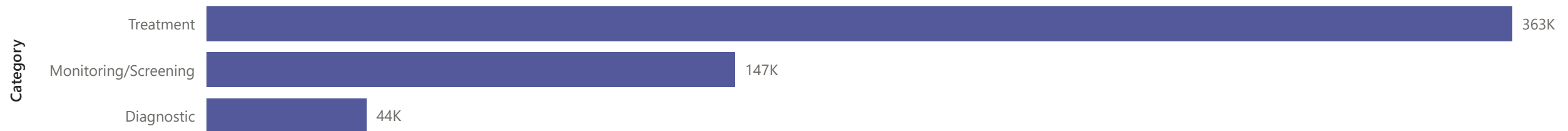
554,586

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.

# Survivor Medical Utilization Patterns in Past 12 Months

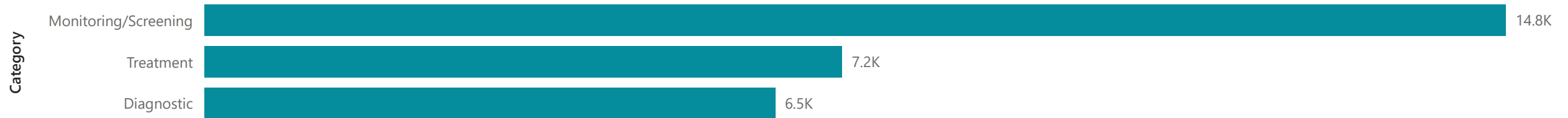
19,776

Survivors with Approved Claims

78,127

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

31,160

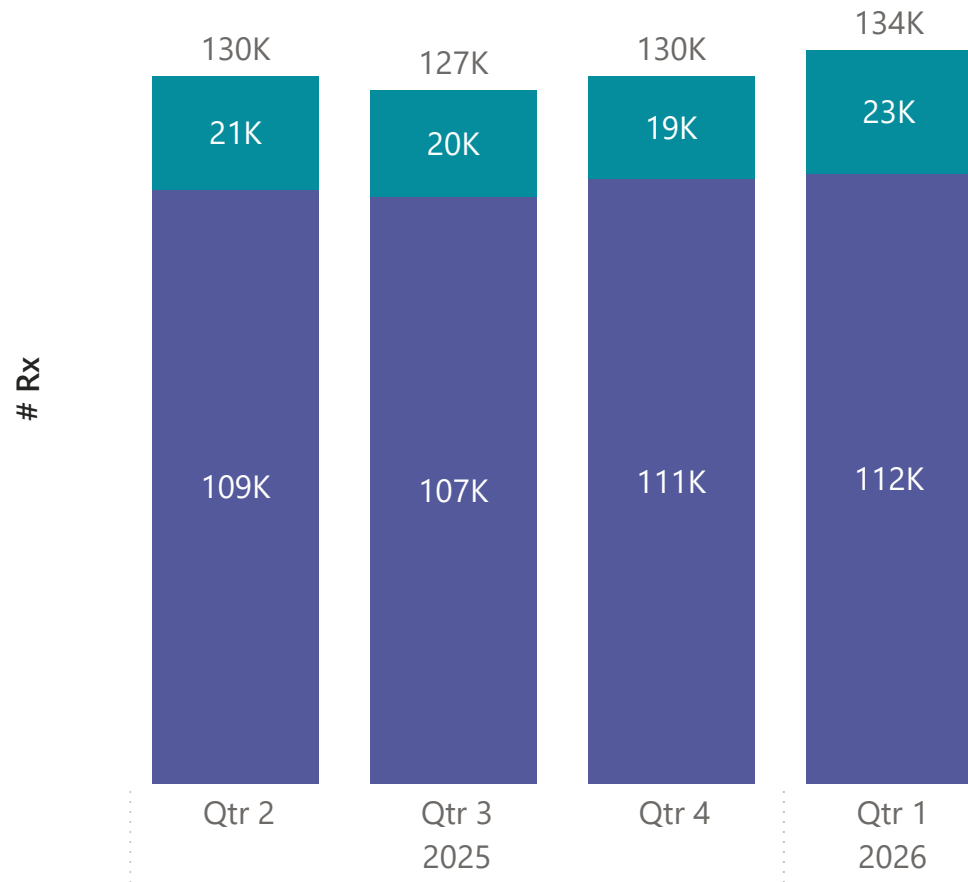
Responders with Approved Pharmacy Claim in Past Year

9,283

Survivors with Approved Pharmacy Claim in Past Year

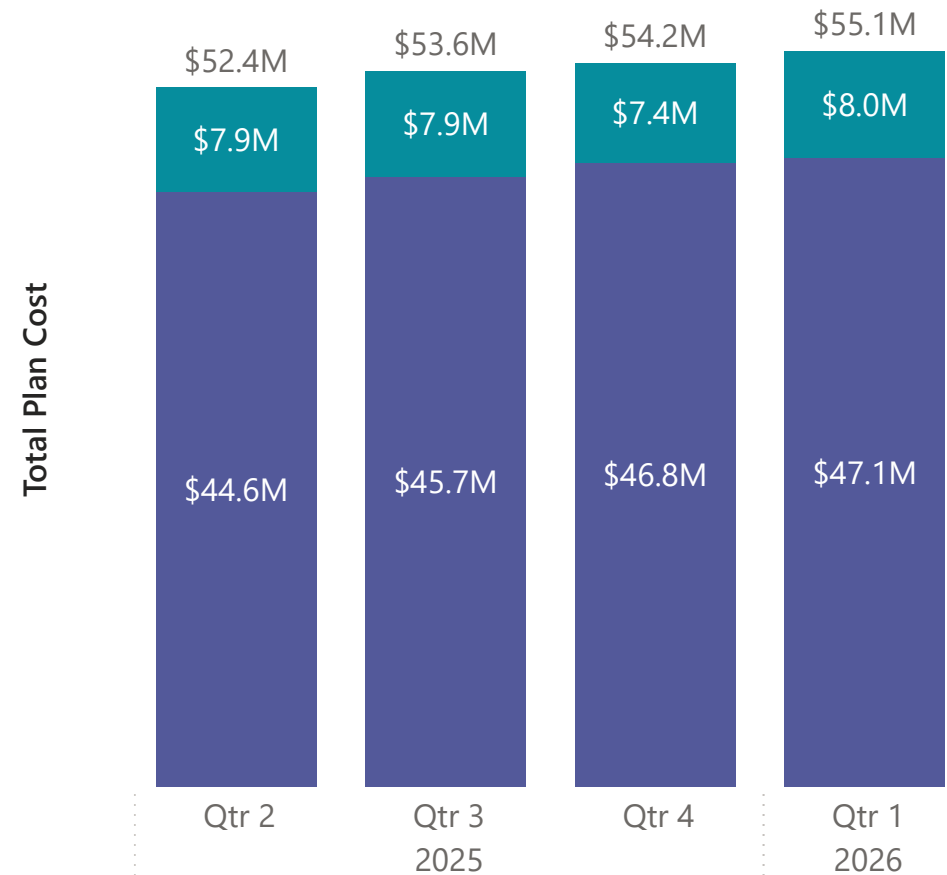
## 50. Approved Pharmacy Claims Over Past 12 Months

● Responders ● Survivors



## 51. Pharmacy Plan Cost Over Past 12 Months

● Responders ● Survivors



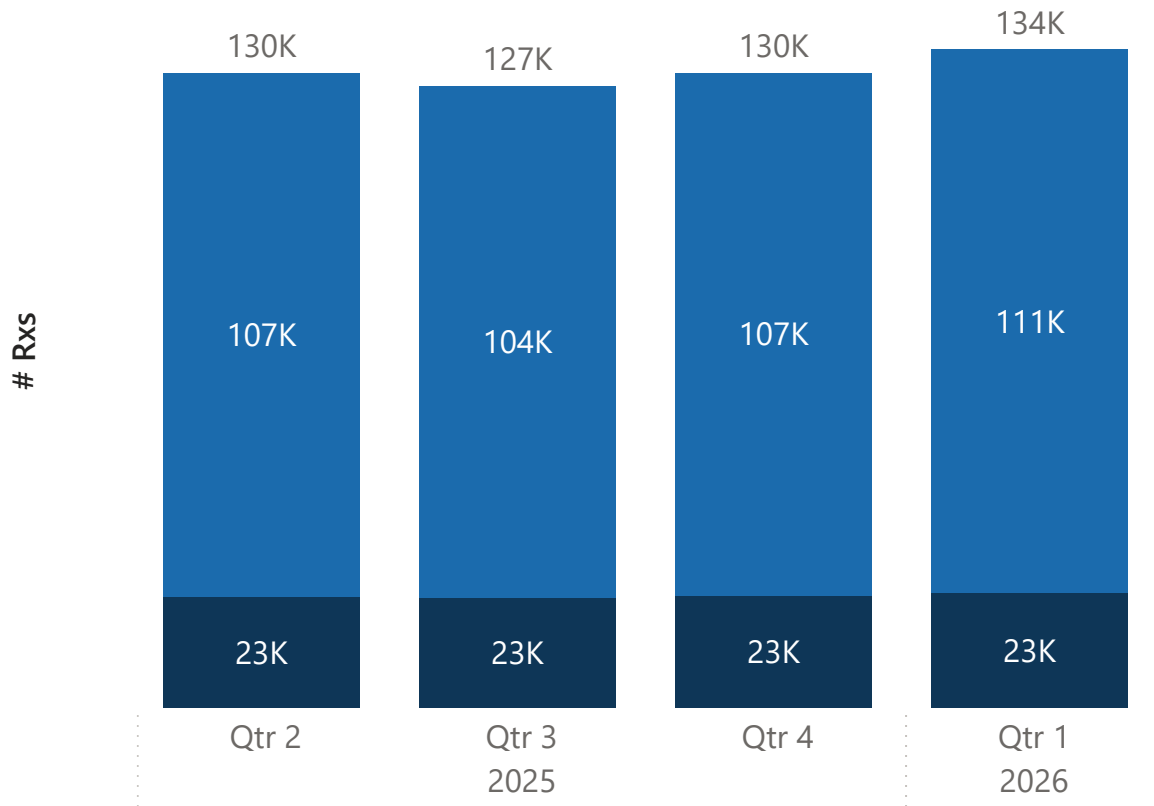
**Pharmacy Data Timeline:** Pharmacy claims and cost data are presented based on the date of service/date filled.

Rx Claims Data Thru:  
March 31, 2026

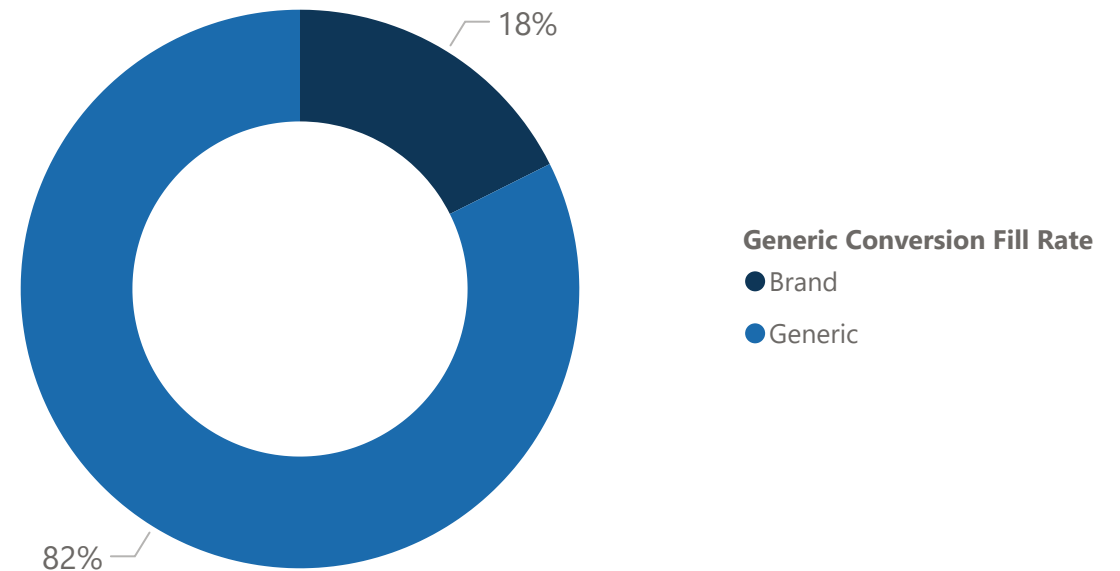
# Brand vs Generic Trends for Past 12 Months

### 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

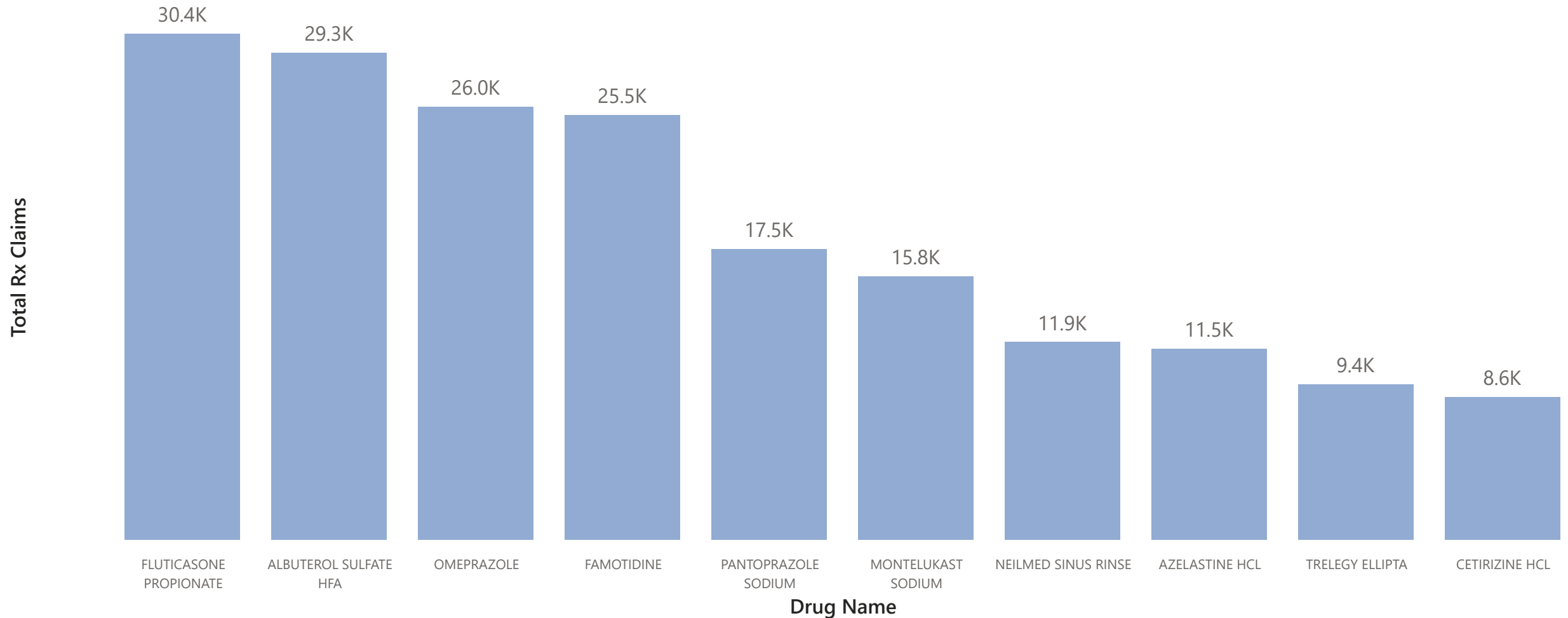


**Pharmacy Data Timeline:** Pharmacy claims and cost data are presented based on the date of service/date filled.

Rx Claims Data Thru:  
March 31, 2026

# Pharmacy Utilization in Last 12 Months

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

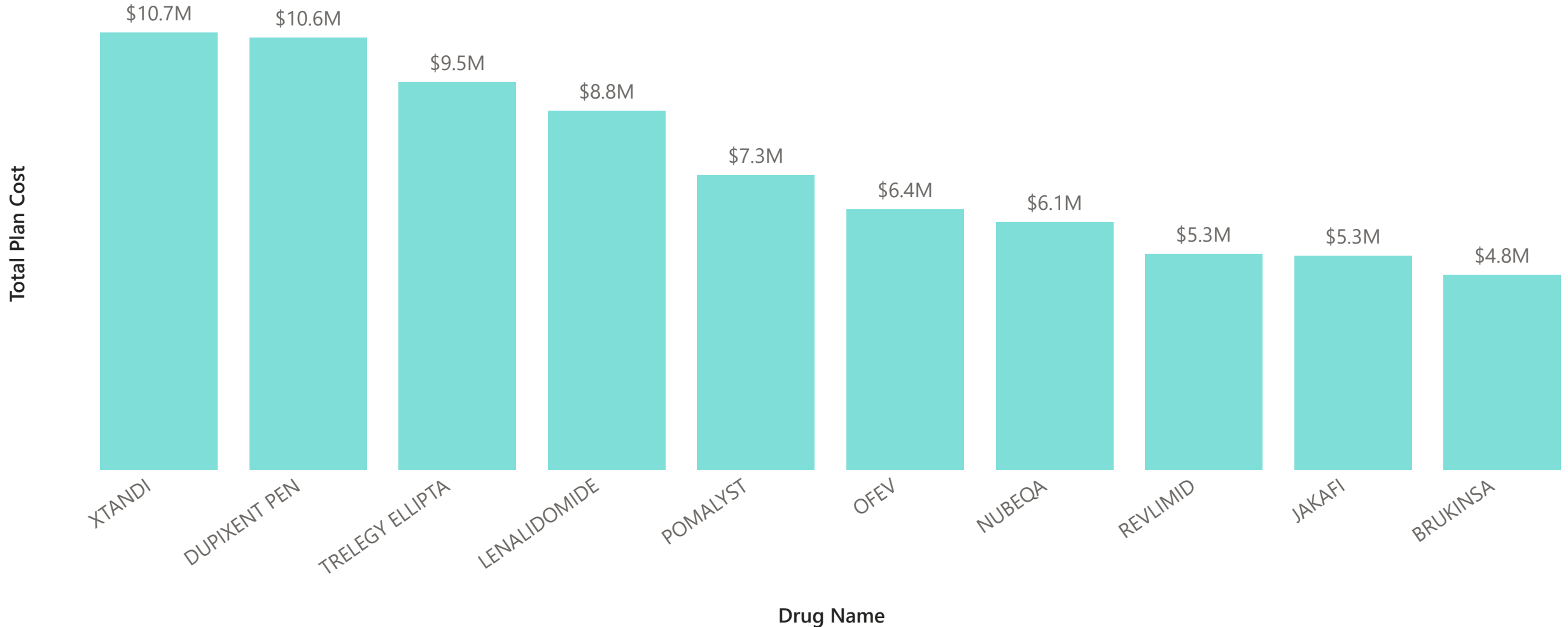


**Pharmacy Data Timeline:** Pharmacy claims and cost data are presented based on the date of service/date filled.

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

# Pharmacy Utilization in Last 12 Months

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

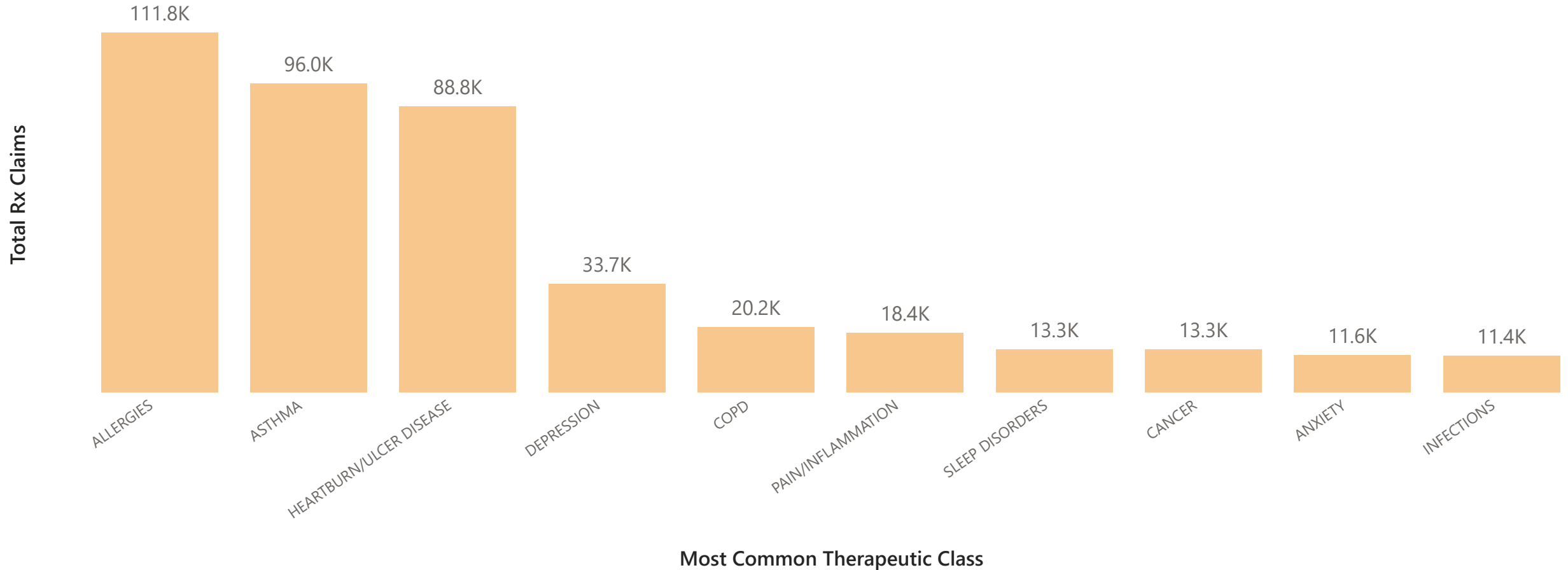


**Pharmacy Data Timeline:** Pharmacy claims and cost data are presented based on the date of service/date filled.

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

# Pharmacy Utilization in Last 12 Months

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



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

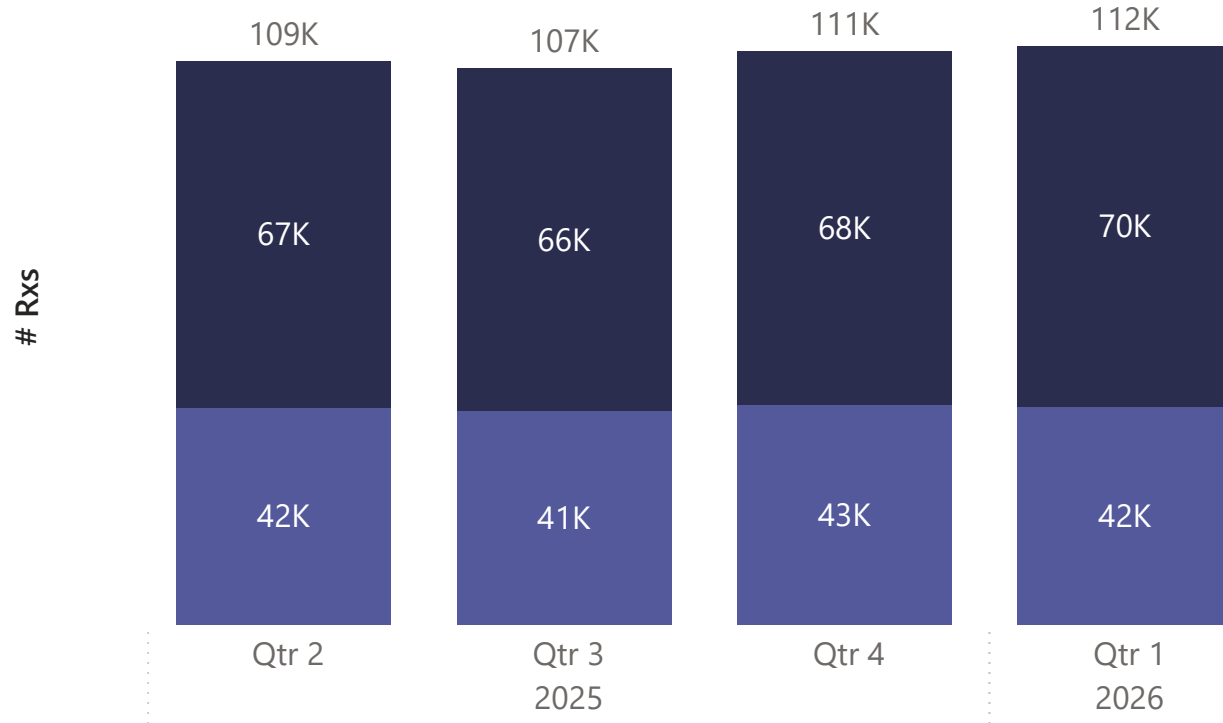
**Note on therapeutic classes:** Certain medications approved for covered conditions are listed under therapeutic classes that are not necessarily a covered condition for the Program. For example, although allergies are not a covered condition, medications under this therapeutic class may be used to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

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

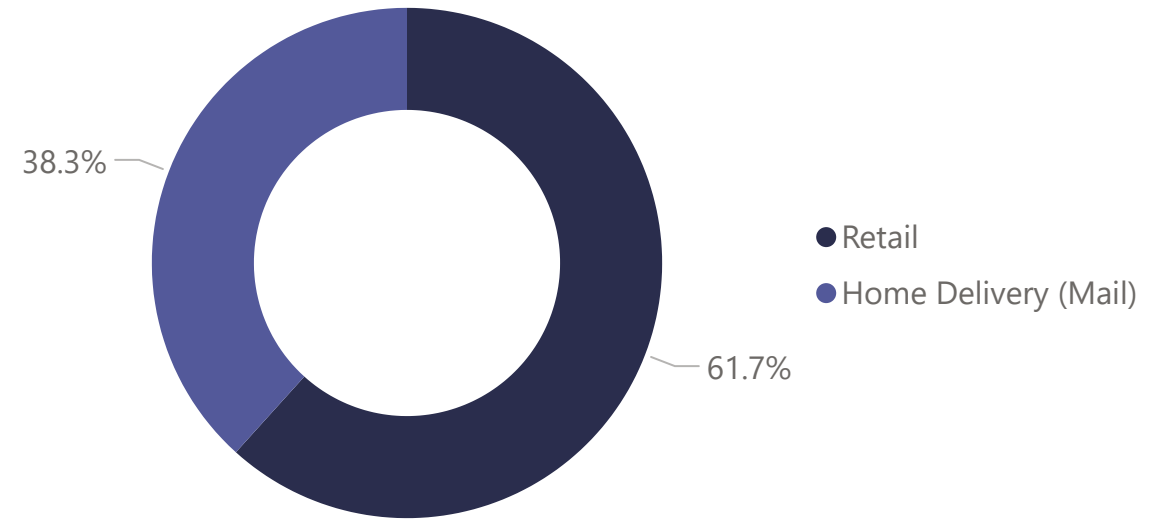
# Responder Pharmacy Claims for Past 12 Months

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

● Home Delivery (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.

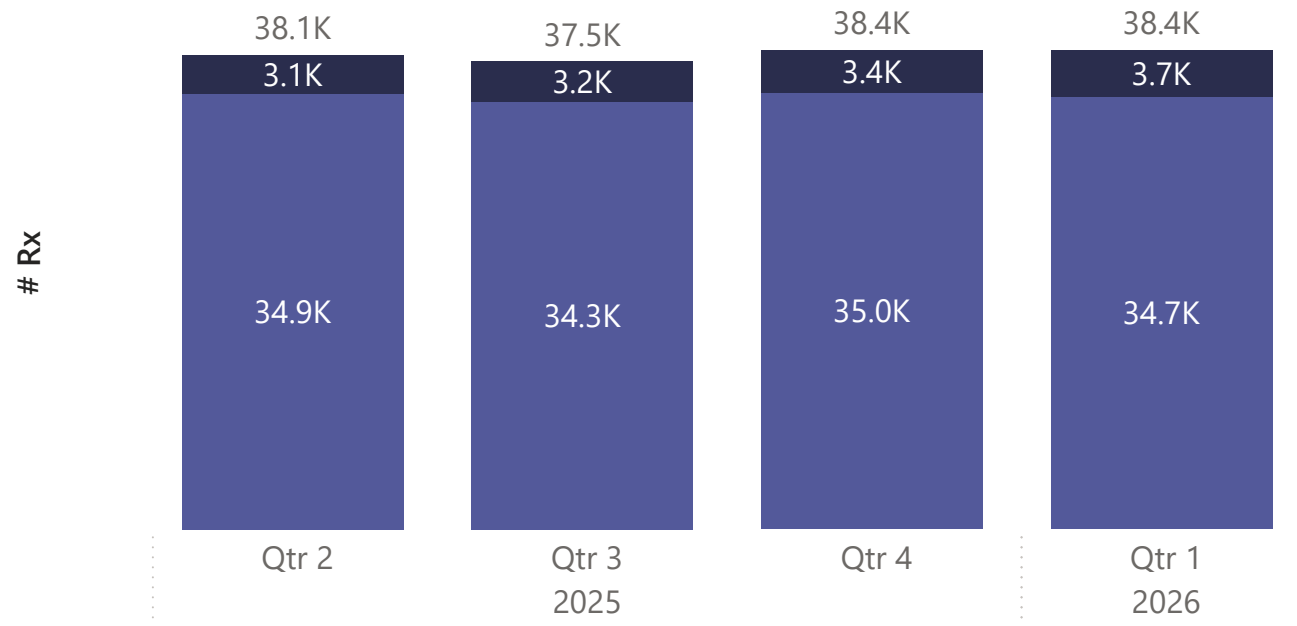
**Note on Pharmacy Network for Survivors:** Pharmacy claims for survivors must be coordinated with their primary insurance. Due to this requirement, the Program allows Survivors to use a larger pharmacy network than Responders for a 90-day supply to allow easier processing with Survivor members' primary 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

Of all 90-day fill prescriptions, most were home delivery.

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



**34.7%**  
of all WTC Health Program responder prescriptions dispensed in the 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.

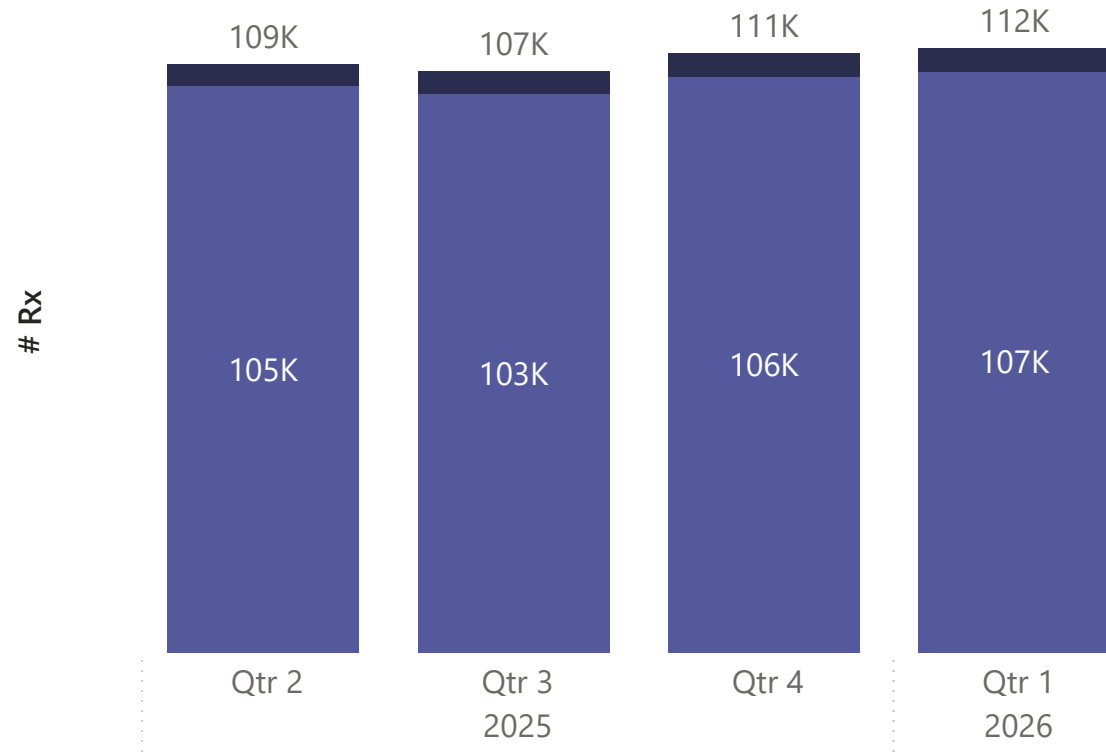
**Note on Pharmacy Network for Survivors:** Pharmacy claims for survivors must be coordinated with their primary insurance. Due to this requirement, the Program allows Survivors to use a larger pharmacy network than Responders for a 90-day supply to allow easier processing with Survivor members' primary insurance. The Program does not track 90-day pharmacy network utilization for Survivors.

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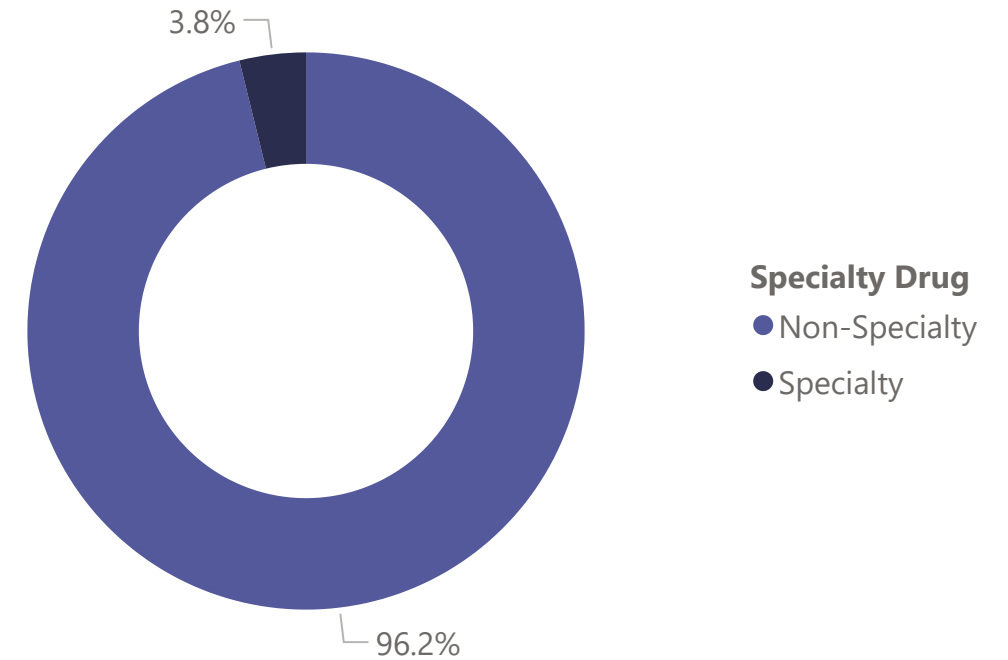
# Responder Specialty Pharmacy Claims for Past 12 Months

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

Specialty Drug ● Non-Specialty ● Specialty



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



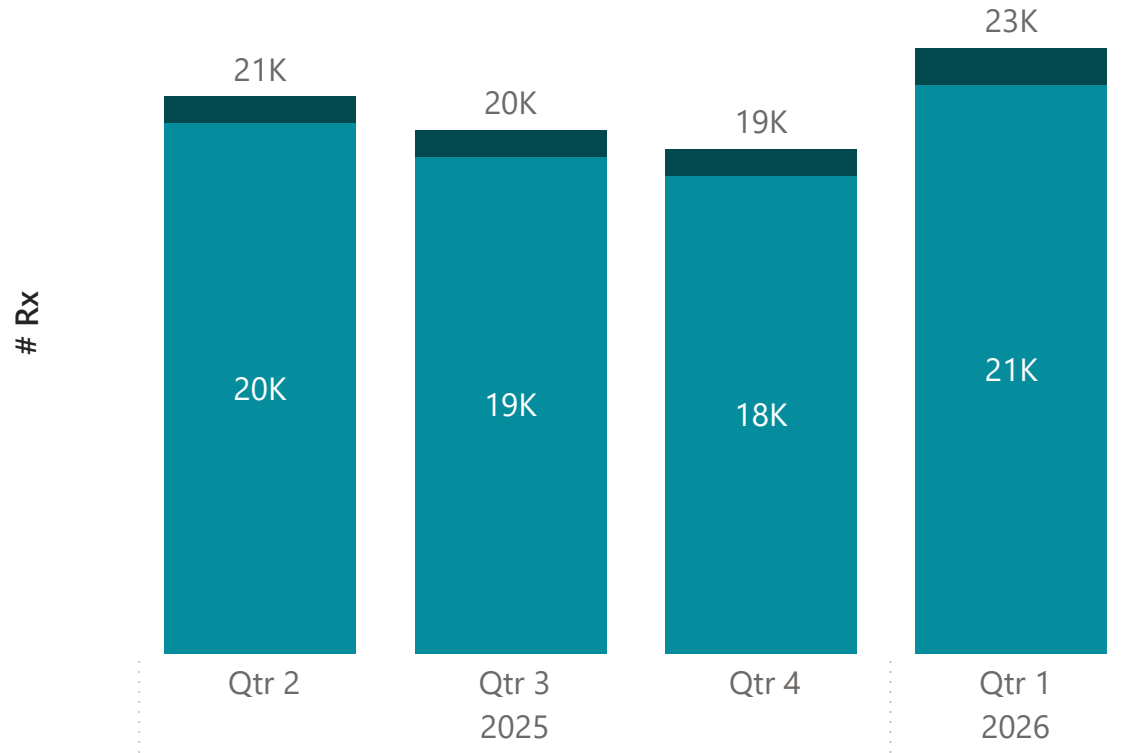
**Pharmacy Data Timeline:** Pharmacy claims and cost data are presented based on the date of service/date filled.

**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).

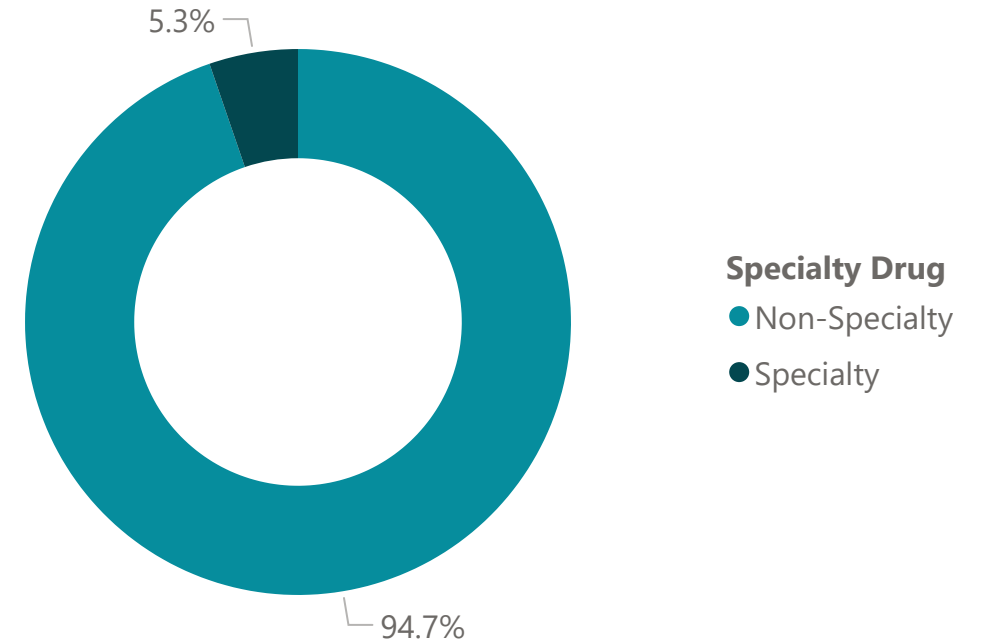
# Survivor Specialty Pharmacy Claims for Past 12 Months

## 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

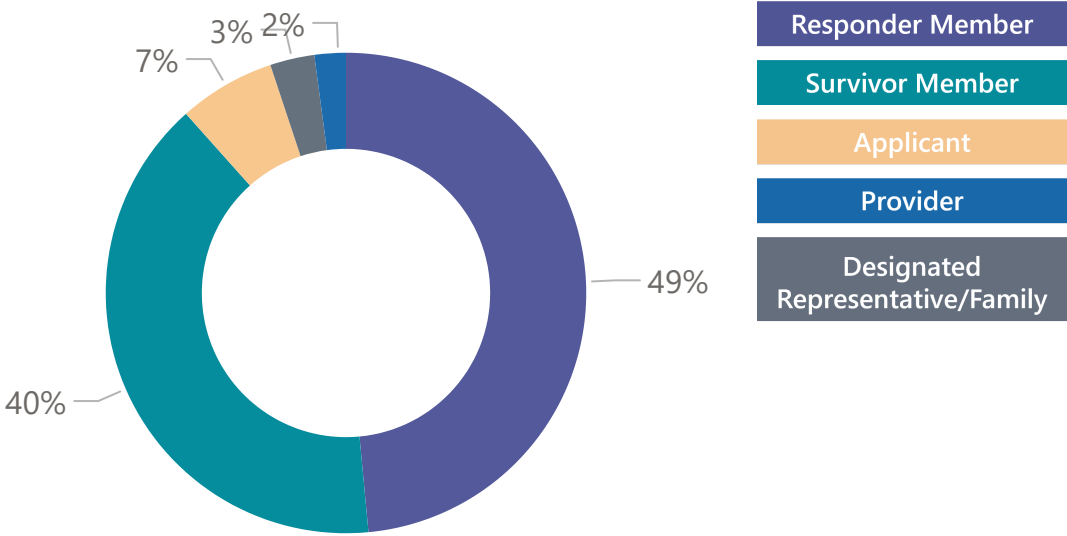
## 64. Top 10 Topics of Feedback by Calendar Year

Data since feedback form opened in July 2023

Main Topic	2023	2024	2025	2026	Total
Treatment	31.30%	26.55%	14.65%	12.00%	<b>23.56%</b>
Certification/WTC3	6.11%	16.81%	25.48%	20.00%	<b>16.88%</b>
CCE/NPN	15.27%	11.50%	14.65%	16.00%	<b>13.54%</b>
Billing	13.74%	13.27%	10.83%	12.00%	<b>12.62%</b>
Enrollment	13.74%	5.75%	10.19%	12.00%	<b>9.28%</b>
Policy/Process	12.21%	9.29%	5.73%	8.00%	<b>8.91%</b>
Other	3.05%	5.75%	8.28%	4.00%	<b>5.75%</b>
Pharmacy/Medication	0.76%	5.31%	7.01%	16.00%	<b>5.19%</b>
Case Management	0.76%	3.10%	2.55%		<b>2.23%</b>
Records Request	3.05%	2.65%	0.64%		<b>2.04%</b>

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

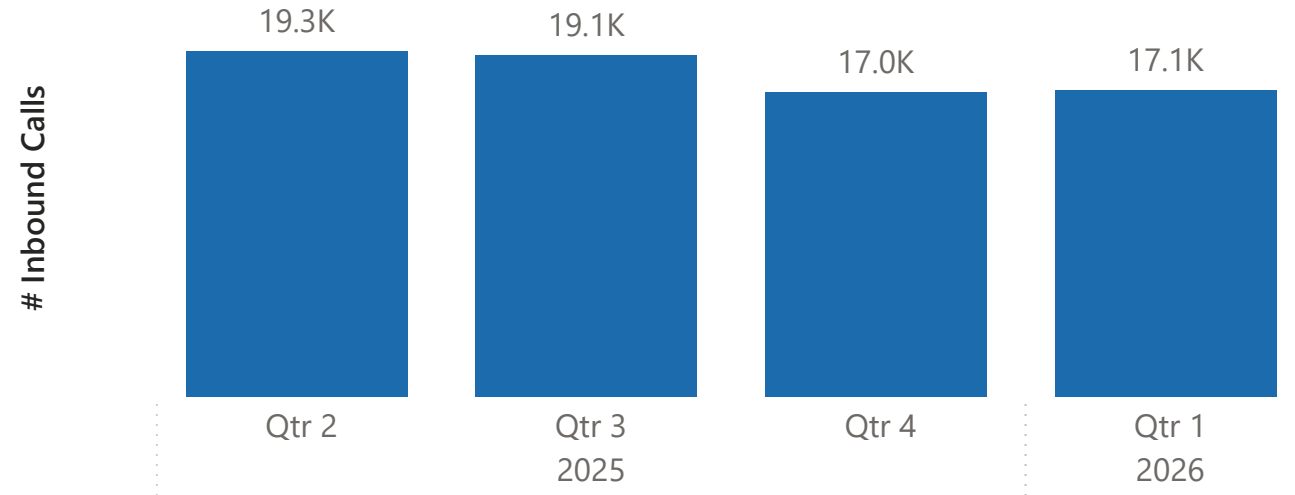
Data since feedback form opened in July 2023



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

# 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 2	35	28	<10	105
Qtr 3	25	22	<10	118
Qtr 4	29	27	<10	105
<b>2026</b>				
Qtr 1	26	17	<10	107

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

Translation services provided through language line

