



Transferring Clinics

World Trade Center (WTC) Health Program members need access to their WTC-related care, no matter where they are or what changes they experience in their lives. WTC Health Program members can transfer between Clinical Centers of Excellence (CCEs) or the Nationwide Provider Network (NPN) once a year or because of a life change, such as moving.

Follow these steps to transfer:

TALK TO YOUR CURRENT CCE/NPN:

1

Contact your CCE/NPN to discuss a transfer request. They will inform you about the process and let you know if you are eligible. In most cases, a member can transfer once a year.

AUTHORIZE THE RELEASE OF YOUR MEDICAL RECORDS:

2

Your CCE/NPN will provide you with a form that authorizes the release of your medical records. Please be sure to complete as soon as possible.

PLAN AHEAD:

3

It is important to prepare for your WTC-related care during a transfer. The transfer process can take up to 30 days, with up to another 30-60 days before you can make an appointment with a new CCE/NPN. Before the transfer process begins:

- Schedule an appointment with your current CCE/NPN, especially if it has been over a year since your last appointment or if you have urgent upcoming care.
- Check your prescriptions and prescription refills to ensure you have enough medication to last through the transfer process
- Tie up any other loose ends with your current CCE/NPN, such as pending referrals or authorizations to see a certain provider.
- Check for pending certifications with your current CCE/NPN.
- You may want to wait to transfer until your certifications are approved.

What if I need care or I have questions while my transfer is being processed?



Contact your current CCE/NPN with any questions while your transfer is underway. Do not contact your new CCE/NPN until you receive the letter from the WTC Health Program letting you know your transfer is complete.

www.cdc.gov/wtc/contact.html

PLEASE BE PATIENT

4

The entire transfer process can take up to 90 days to complete before you can make your first appointment with the new CCE/NPN. The Program will let you know by letter once the transfer is complete. This letter will provide contact information for your new CCE or the NPN.



Learn more about
CCEs, visit
www.cdc.gov/wtc/clinics.html

For more information about
the NPN, visit
www.cdc.gov/wtc/npn.html

