World Trade Center Health Program
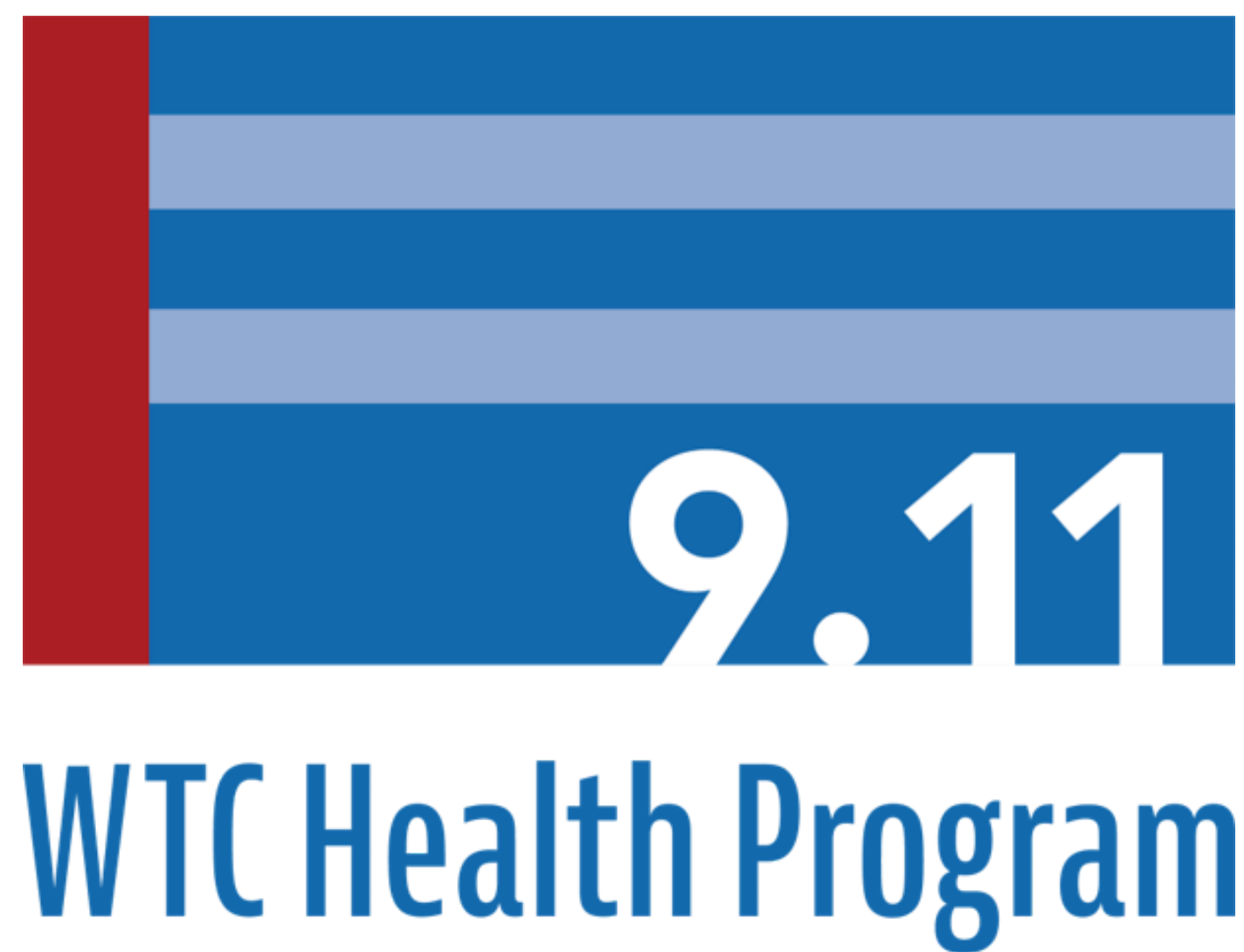## External Quarterly Program Summary

Publication Date:
November 1, 2024

Program Data Through:
September 30, 2024

9.11 WTC Health Program

Table of Contents

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.

1. Change in Total Enrollment Over the Lifetime of the Program
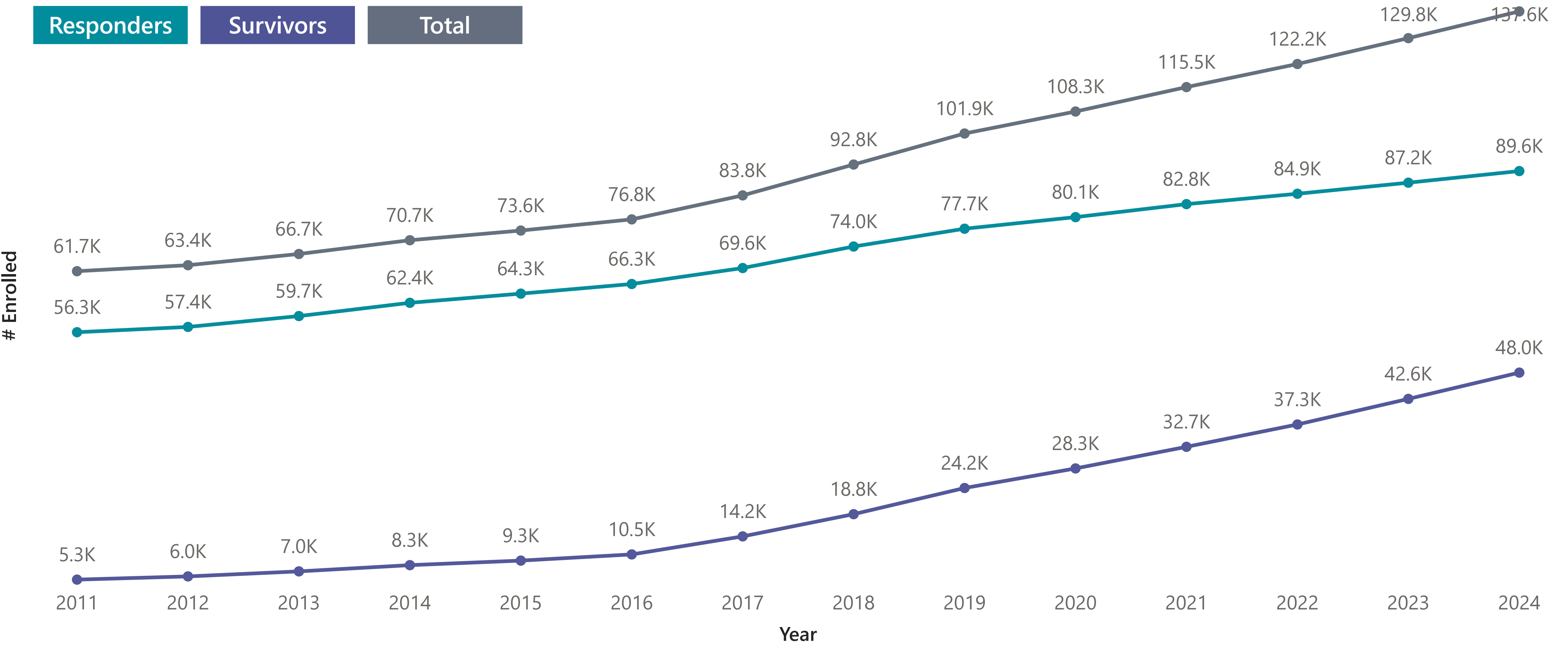
Responders **Survivors** **Total**

Enrolled

Year

Total:
61.7K, 63.4K, 66.7K, 70.7K, 73.6K, 76.8K, 83.8K, 92.8K, 101.9K, 108.3K, 115.5K, 122.2K, 129.8K, 137.6K

Responders:
56.3K, 57.4K, 59.7K, 62.4K, 64.3K, 66.3K, 69.6K, 74.0K, 77.7K, 80.1K, 82.8K, 84.9K, 87.2K, 89.6K

Survivors:
5.3K, 6.0K, 7.0K, 8.3K, 9.3K, 10.5K, 14.2K, 18.8K, 24.2K, 28.3K, 32.7K, 37.3K, 42.6K, 48.0K

Years: 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024

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:
September 30, 2024

2. New Enrollments Per Year Over Time

Responders **Survivors**

 # New Enrollees

Year

Responders (teal): 1.1K (2012), 2.2K (2013), 2.7K (2014), 1.9K (2015), 2.0K (2016), 3.3K (2017), 4.4K (2018), 3.7K (2019), 2.4K (2020), 2.7K (2021), 2.1K (2022), 2.3K (2023)

Survivors (purple): 0.7K (2012), 1.0K (2013), 1.3K (2014), 0.9K (2015), 1.3K (2016), 3.7K (2017), 4.6K (2018), 5.4K (2019), 4.0K (2020), 4.5K (2021), 4.6K (2022), 5.3K (2023)
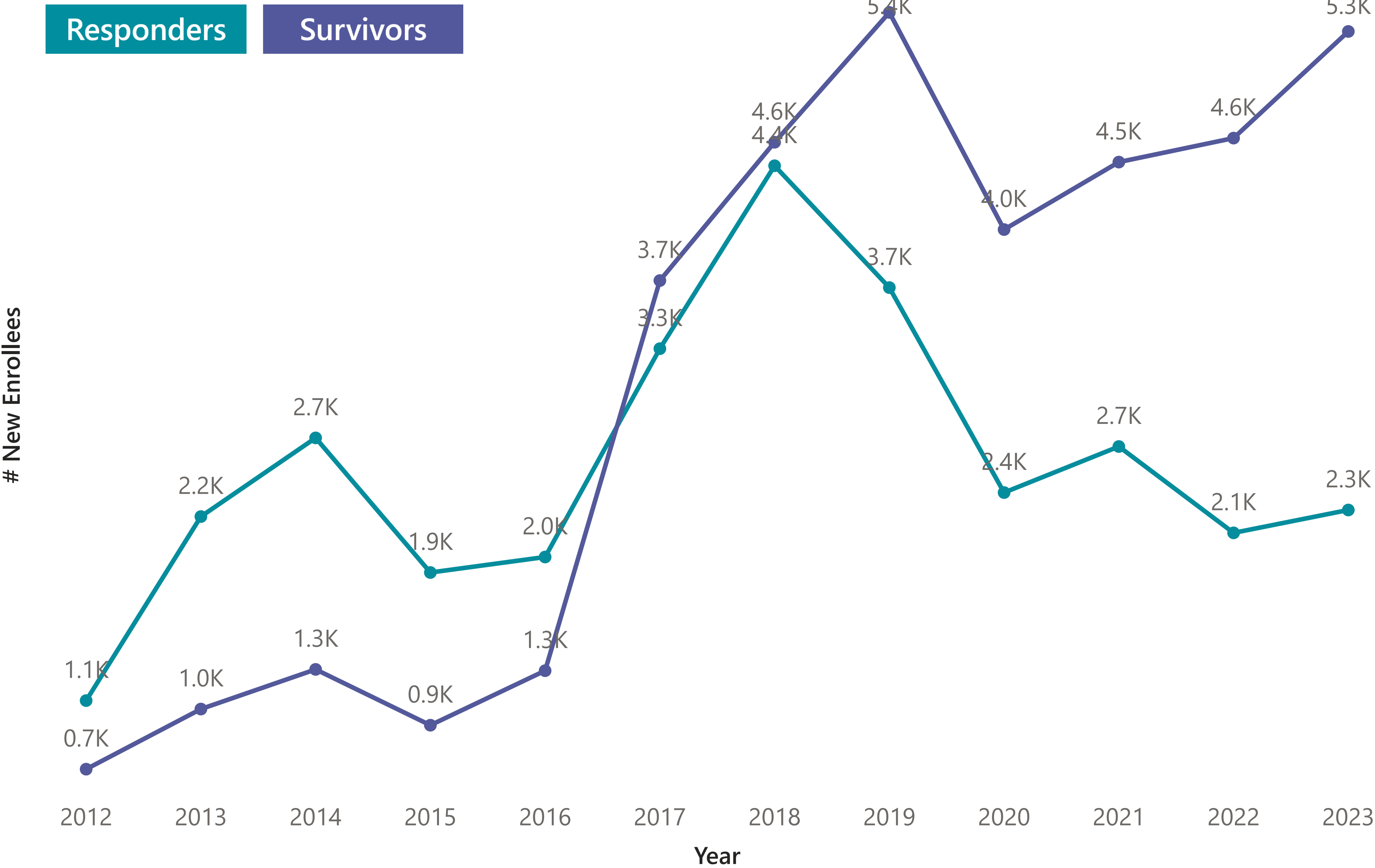
3. New Enrollments Per Quarter this Calendar Year (CY)

 # New Enrollees

Quarter	Survivors	Responders	Total
Qtr 1	1,912	831	2,743
Qtr 2	1,663	749	2,412
Qtr 3	1,845	817	2,662

2024

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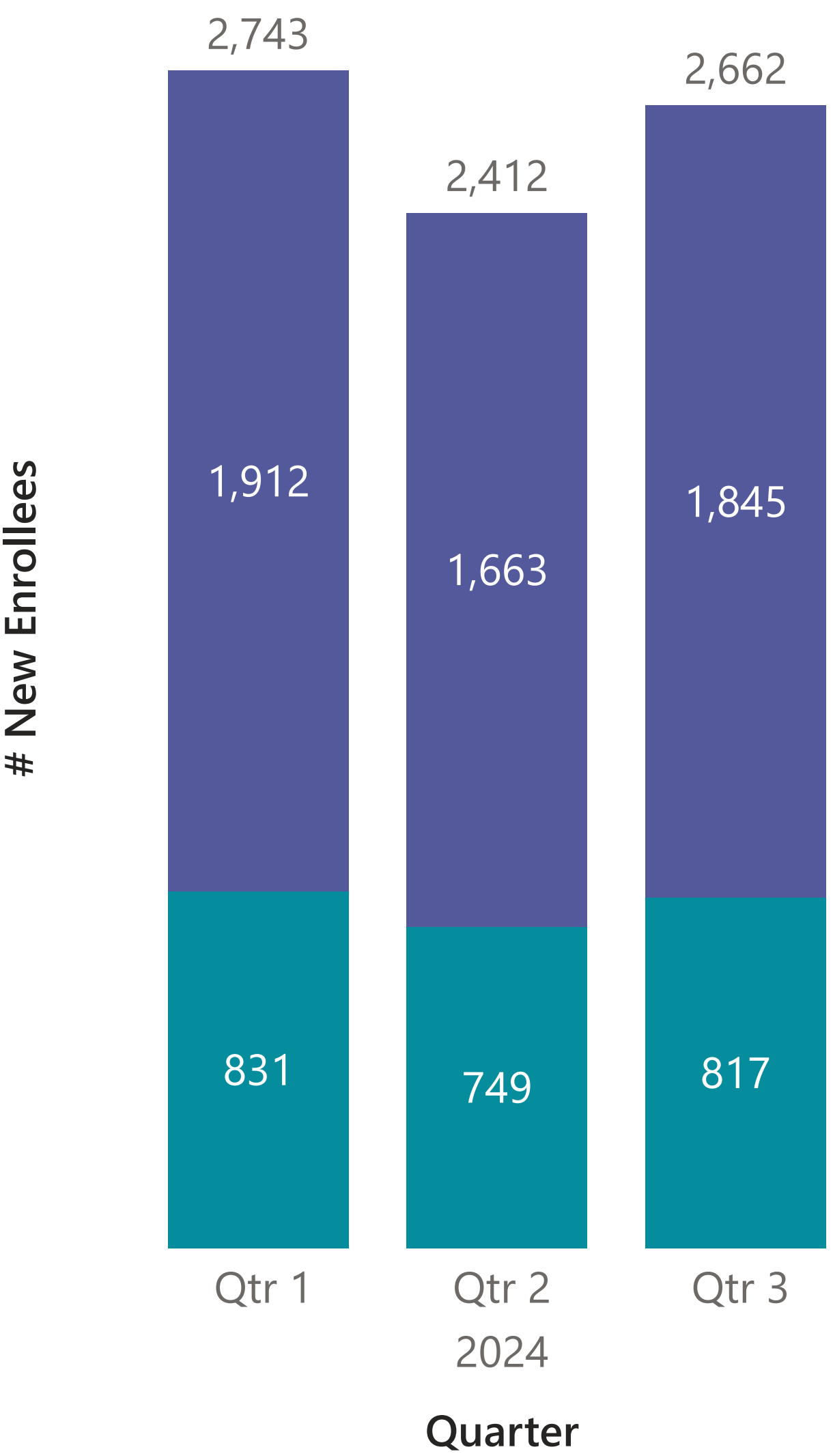
Note on Figure 2: *'New Enrollees' are those new members enrolled in the stated calendar year; numbers are not cumulative.*

Enrollment Data Thru:
September 30, 2024

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

Member Type ● Responder ● Survivor

NPN: Survivor 18,582; Responder 16,814
MSSM: 24,918
HHC: 17,919
FDNY: 15,260
SUNY: 13,924
LHIWSC: 9,389
Rutgers: 5,611
Northwell: 4,451
NYU: 3,012

Members

Current CCE

5. Currently Enrolled Members by Type

130,056

Survivors: 45,891
General Responders: 66,899
FDNY Responders: 15,890

Legend:
■ Survivors
■ Pentagon/Shanksville Responders
■ General Responders
■ FDNY Responders

Members

Pentagon/Shanksville Responders: **1,376**
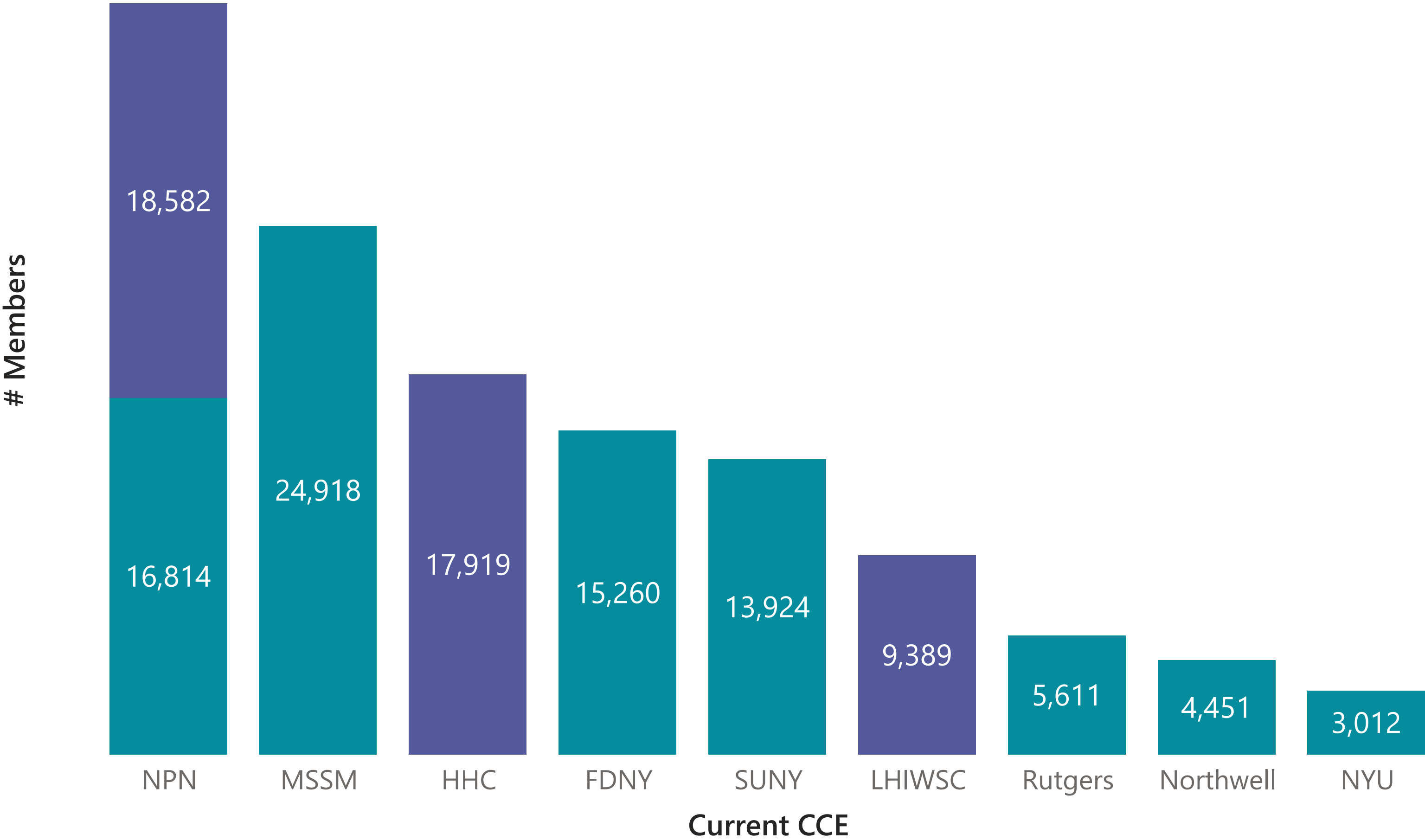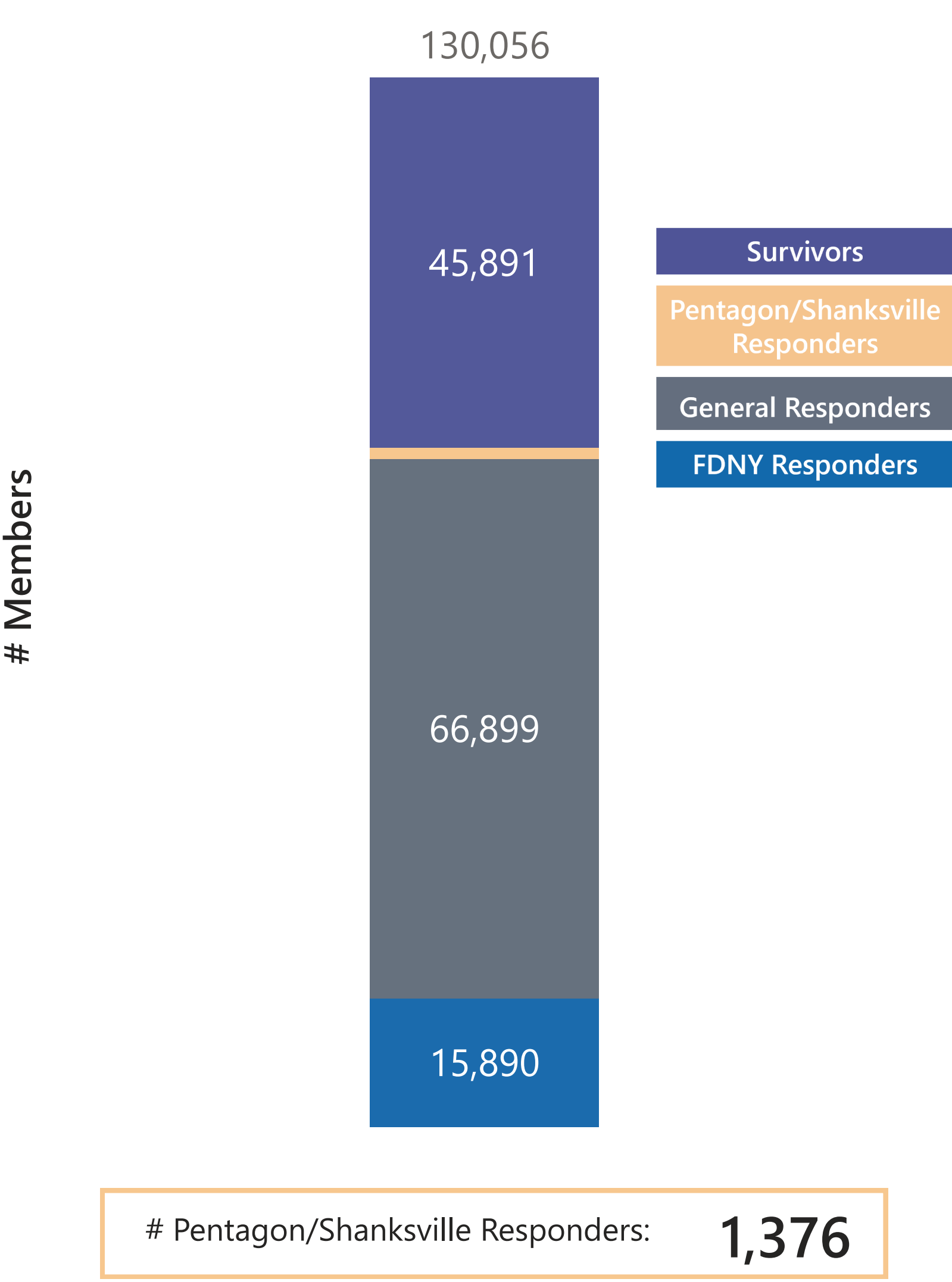
Note on CCEs and NPN: *CCEs serve specific survivor or responder populations in the New York metropolitan area; the NPN serves both responder and survivor members residing outside of the New York metropolitan area. Members who are not actively assigned to a CCE are not included in Figure 4.*

Enrollment Data Thru:
September 30, 2024

6. Total Membership: Sex

● Responder ● Survivor

	Responder	Survivor
Male	73.69K	24.91K
Female	10.45K	20.98K
No Information	0.03K	0.01K

Percent of Total Membership: Sex

24.16%	75.81%

Sex ● Female ● Male ● No Information

7. Total Membership: Preferred Language

● Responder ● Survivor

	Responder	Survivor
English	60.72K	40.06K
No Information	20.07K	4.39K
Spanish	2.69K	0.26K
Chinese		1.17K
Polish	0.69K	0.01K

Percent of Total Membership: Preferred Language

77.48%	18.81%

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

Enrollment Data Thru:
September 30, 2024
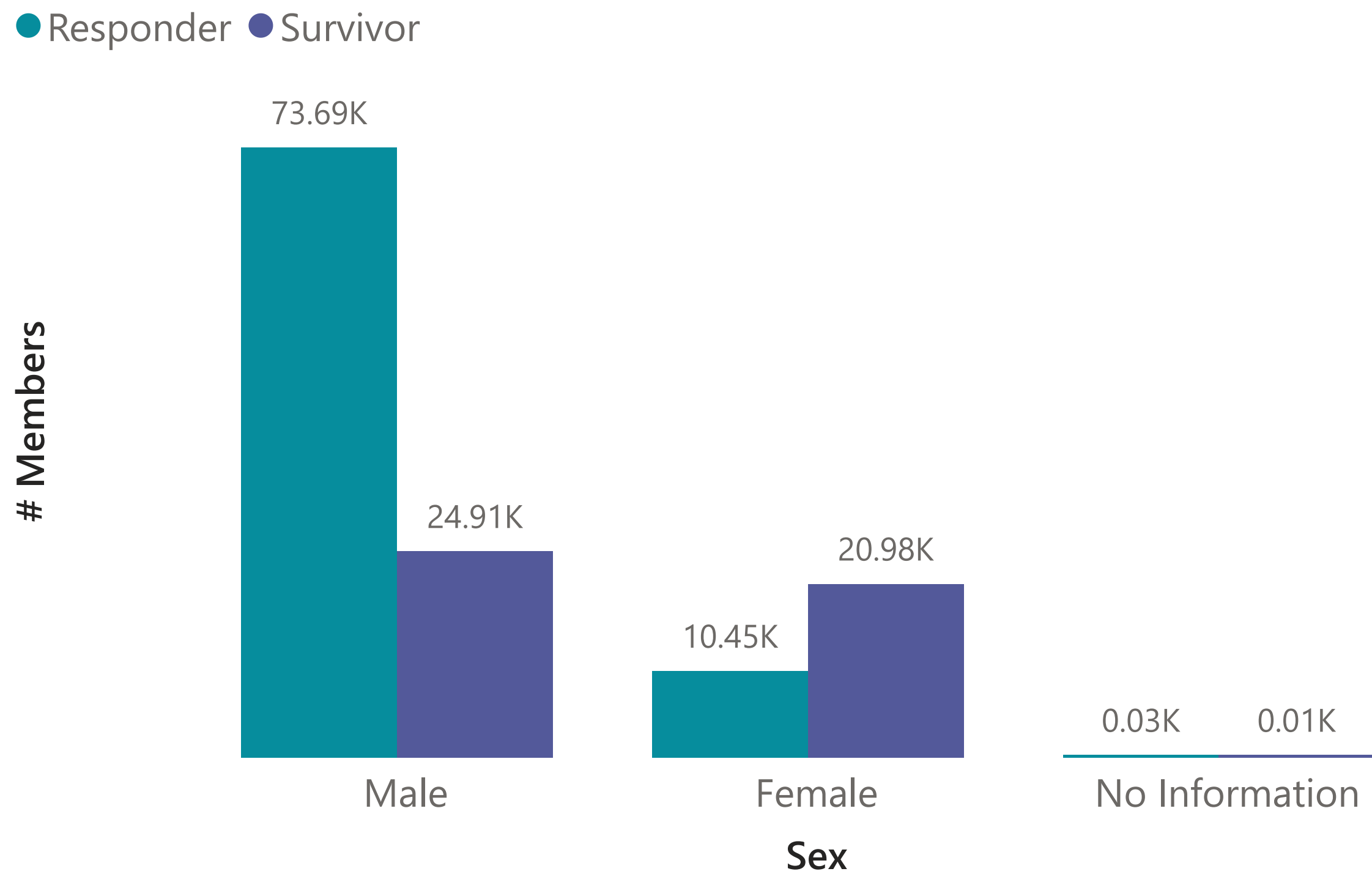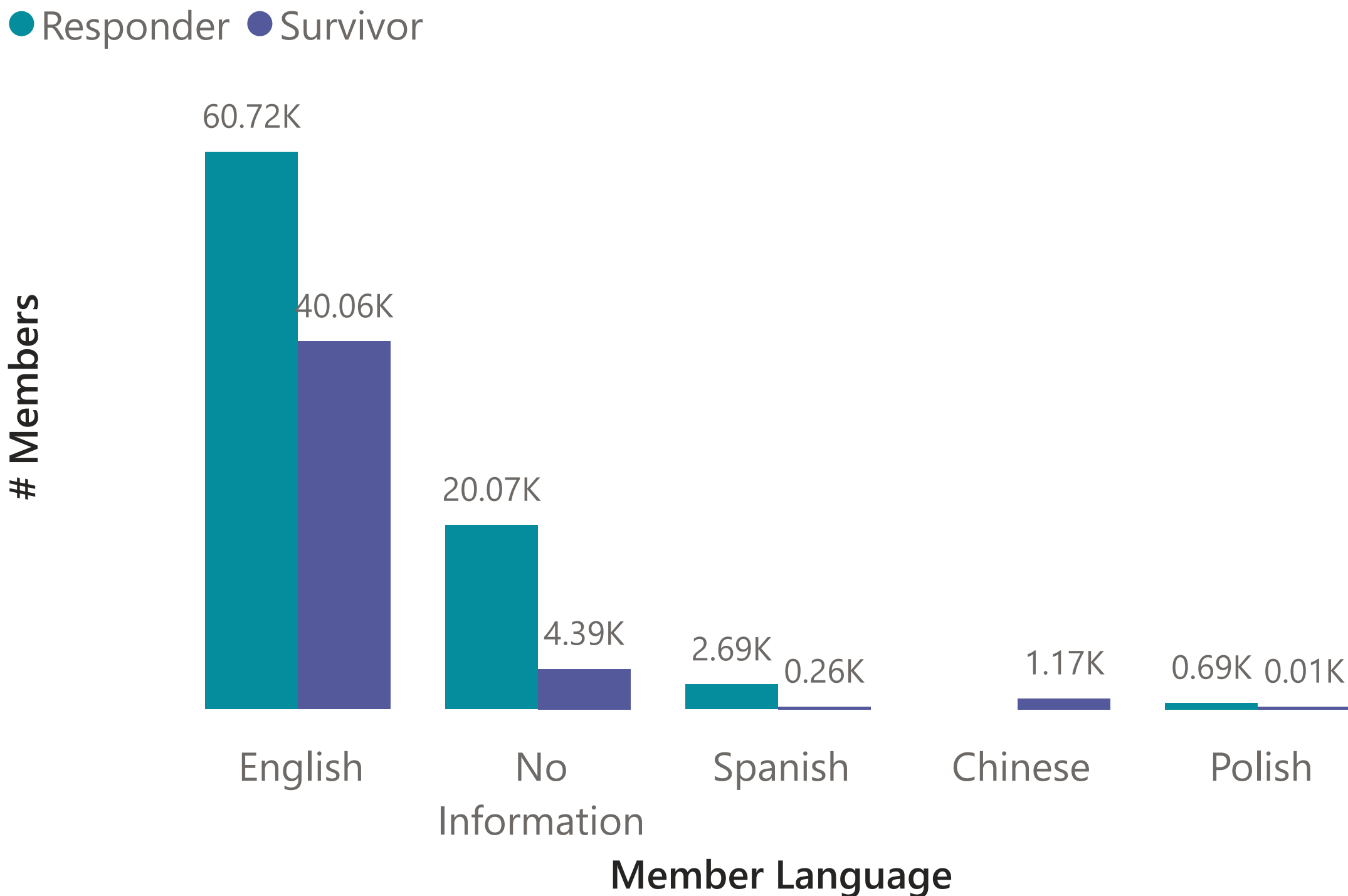
Age Distribution of Currently Enrolled Members

8. Total Membership: Current Age

● Responder ● Survivor

	<45	45-54	55-64	65 and Up	No Information
Responder	0.84K	14.87K	35.66K	32.26K	0.54K
Survivor	1.95K	5.82K	12.72K	25.40K	

Members

Current Age Group

9. Total Membership: Age on 9/11

● Responder ● Survivor

	≤21	22-44	45-64	65 and Up	No Information
Responder	1.14K	61.93K	20.18K	0.37K	0.55K
Survivor	2.10K	24.52K	18.53K	0.70K	0.04K
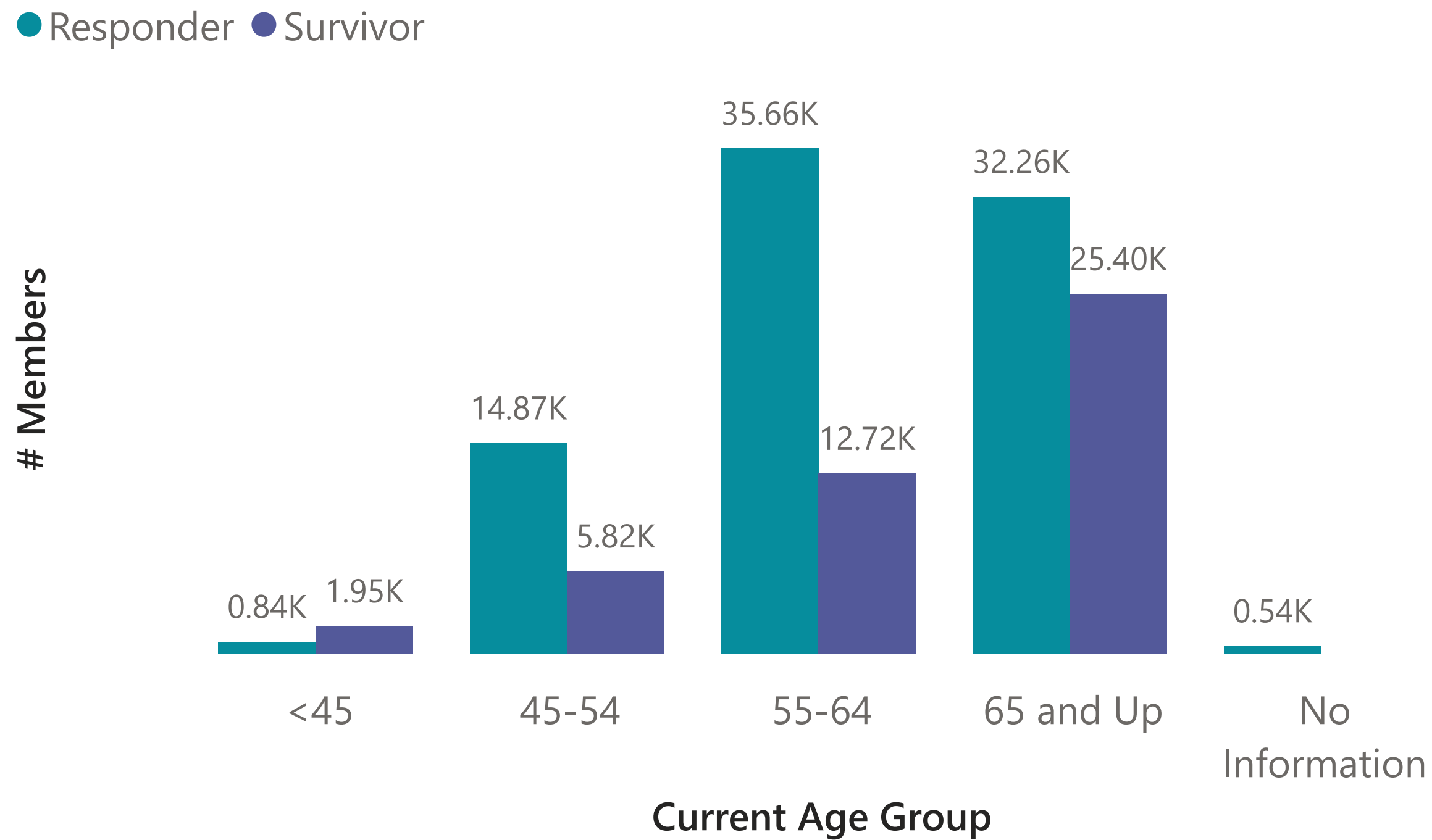
Members

Age Group on 9/11

Percent of Total Membership: Current Age

15.91%	37.20%	44.33%
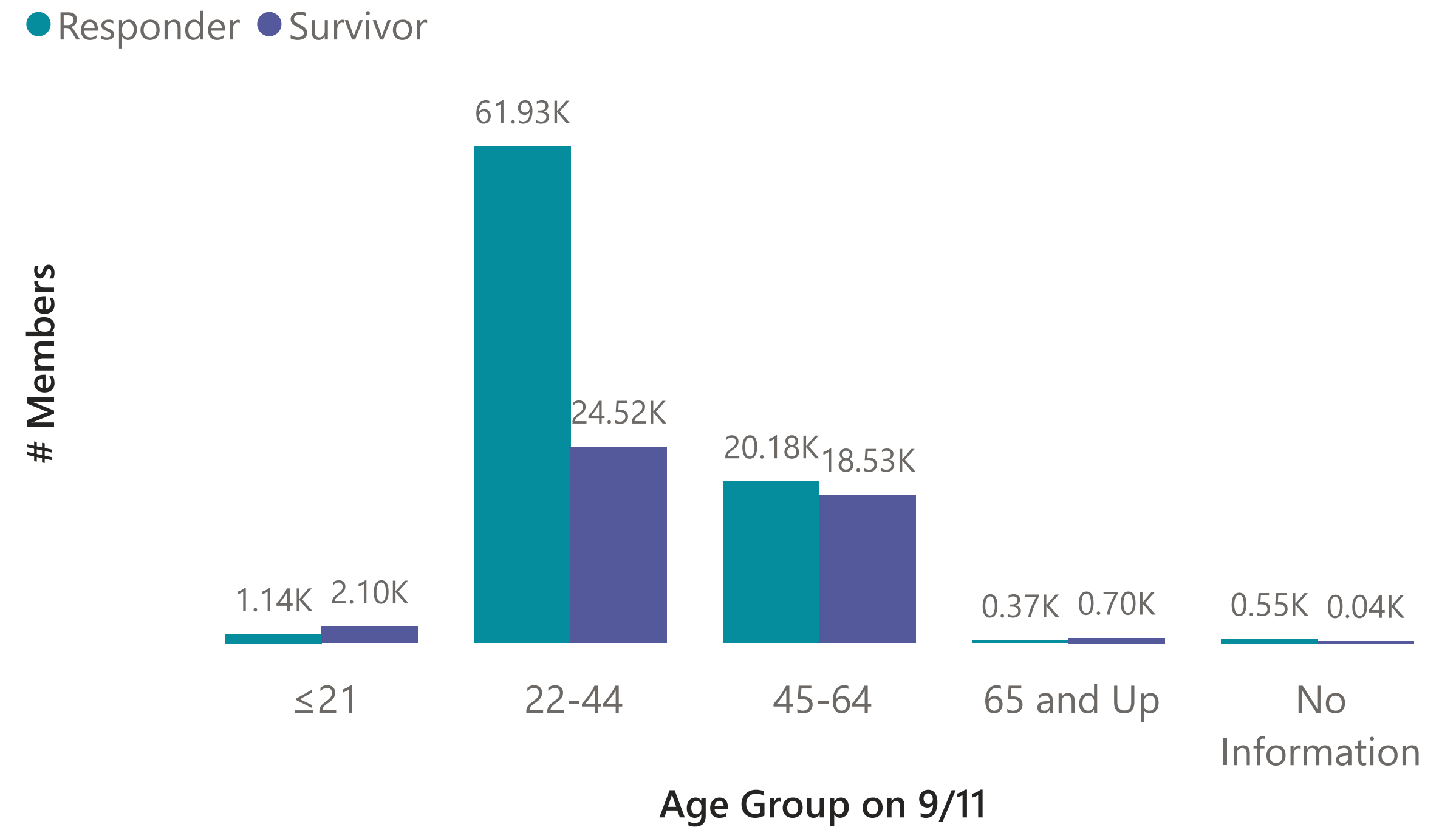
Current Age Group ● <45 ● 45-54 ● 55-64 ● 65 and Up ● No Information

Percent of Total Membership: Age on 9/11

66.47%	29.76%

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

Enrollment Data Thru:
September 30, 2024

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+
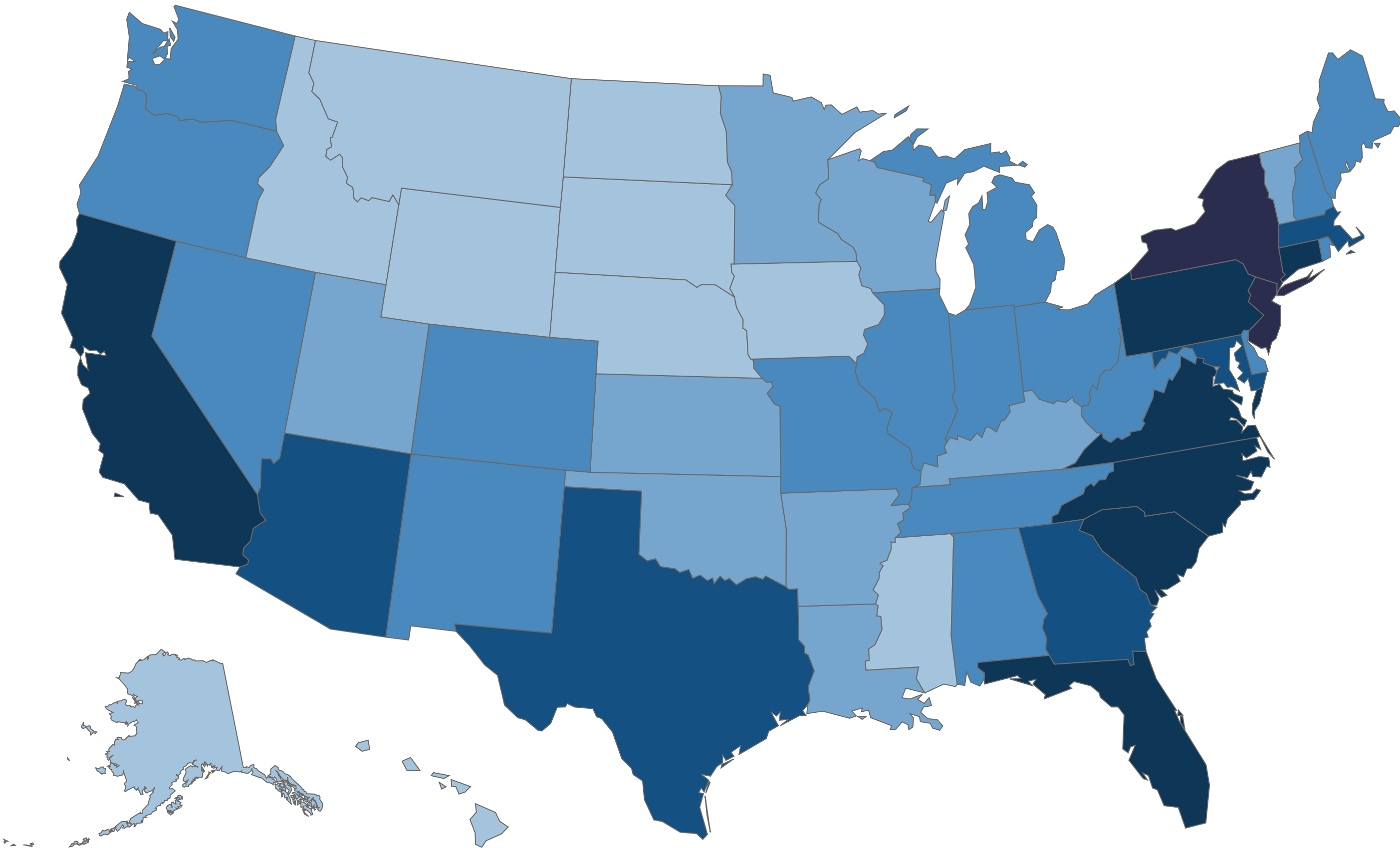
11. Top 10 States by Current Enrollment

State	Responder	Survivor	Total ▼
New York	54,873	32,319	**87,192**
New Jersey	7,829	6,499	**14,328**
Florida	6,737	2,347	**9,084**
Pennsylvania	1,867	702	**2,569**
North Carolina	1,494	507	**2,001**
South Carolina	1,232	294	**1,526**
Connecticut	779	681	**1,460**
Virginia	1,193	232	**1,425**
California	642	363	**1,005**
Georgia	628	325	**953**

129K
Members in the US (incl. territories)

108
Members in US Territories

1409
Members Outside of the US

Enrollment Data Thru:
September 30, 2024

12. Applications Received in Past Years

● Responder ● Survivor
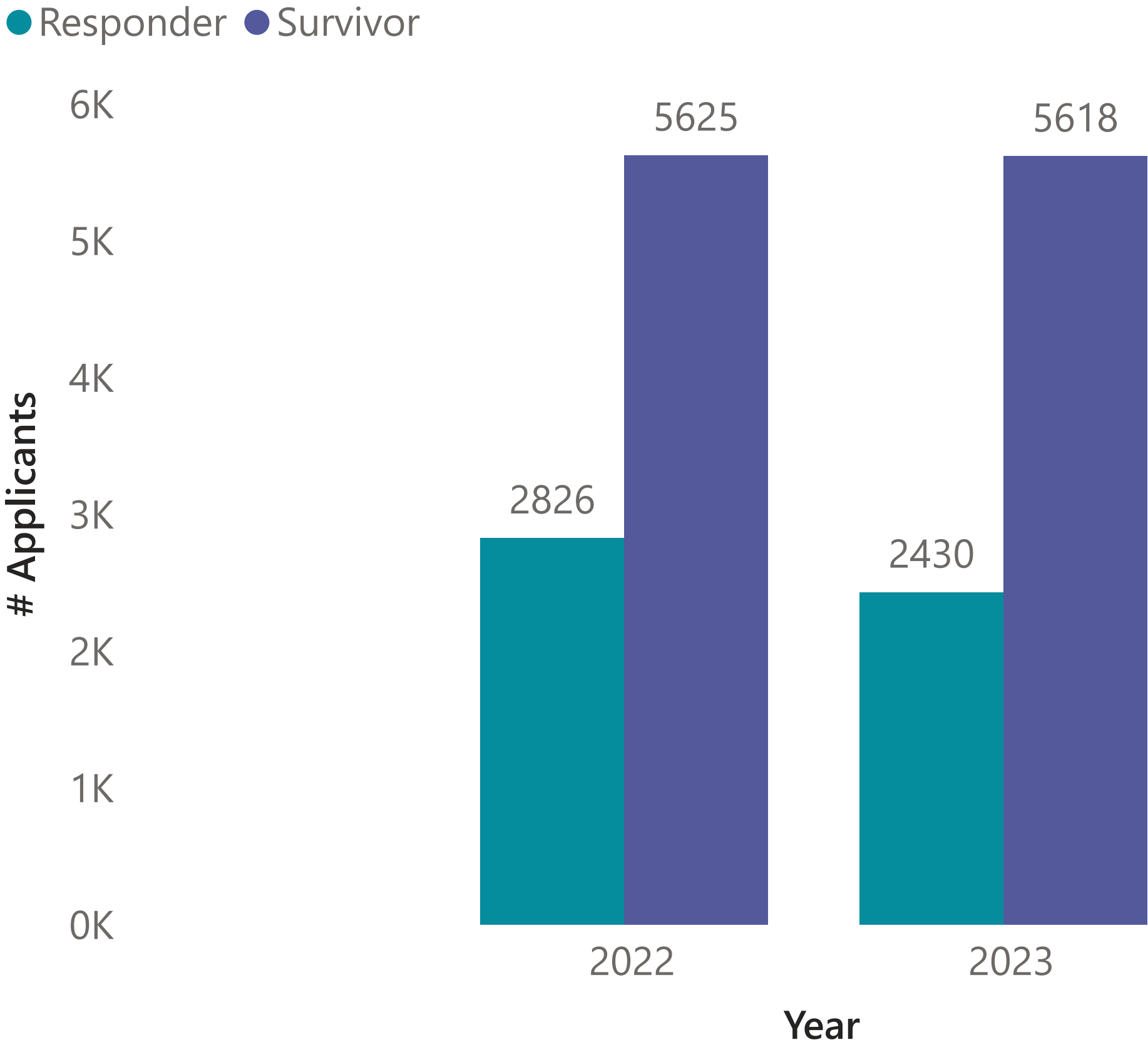
13. Applications Received in Current Calendar Year
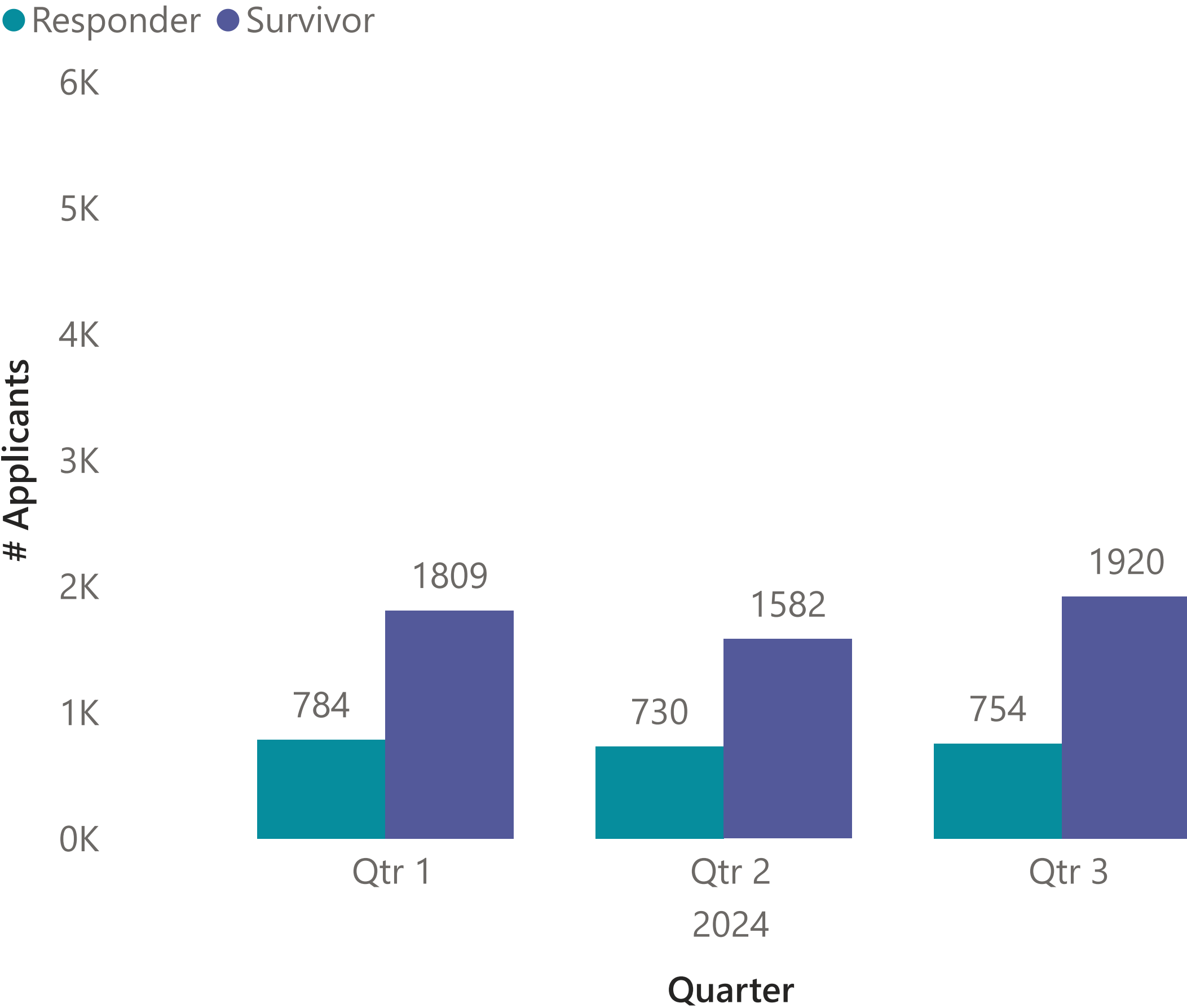
● Responder ● Survivor

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:
September 30, 2024

14. Prior Year Applications Currently in Suspend Status

Based on date application was received

● Responder ● Survivor
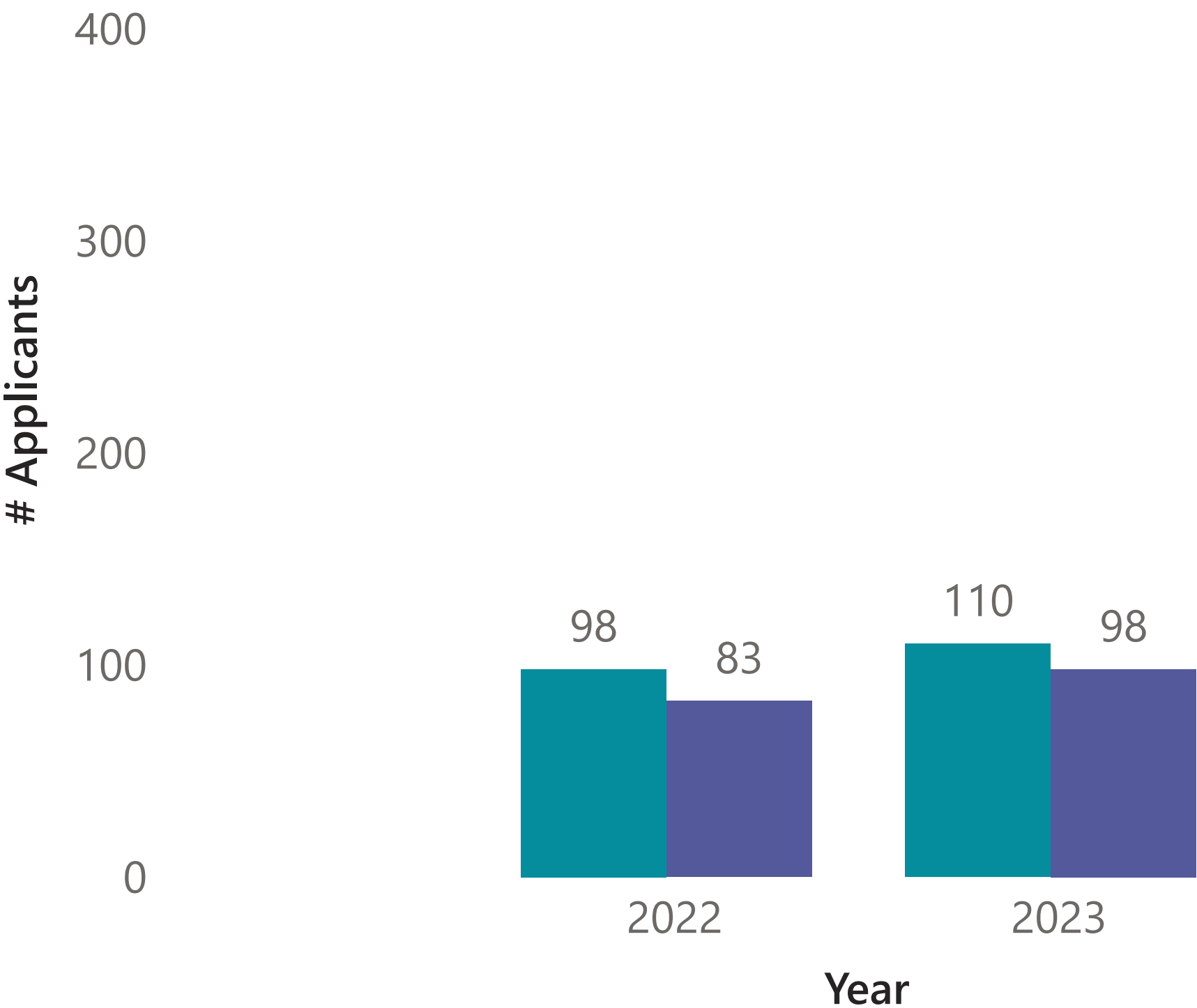
15. Current Year Applications in Suspend Status

Based on date application was received

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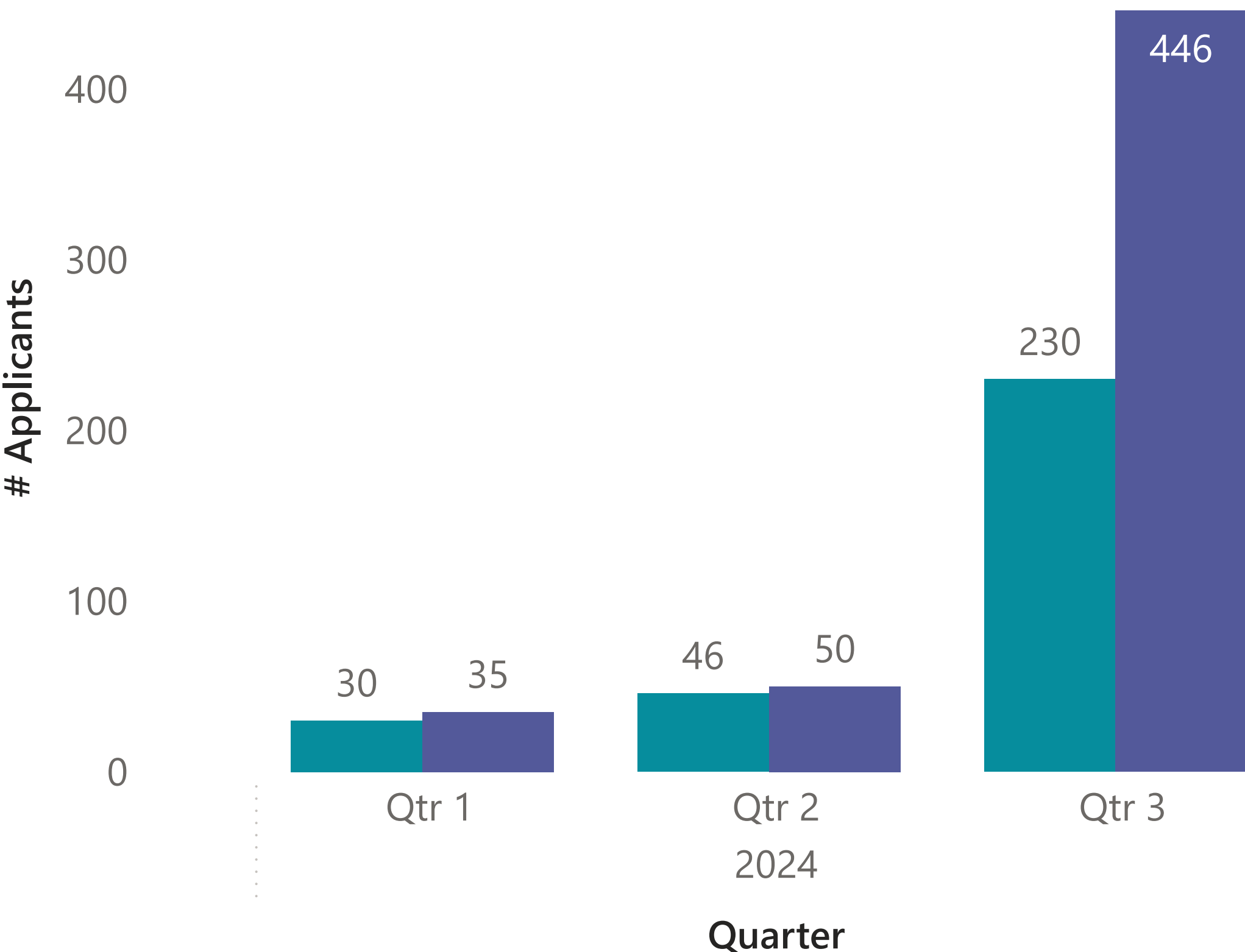
Note on Date Range for Application Data: In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.

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:
September 30, 2024

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

 # Unique Applicants (y-axis)

Insufficient Documentation	Other	No Documentation	Documents Contain Conflicting Information	Need Symptoms
2693	241	164	39	25

Reasons (x-axis)

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

 # Unique Applicants (y-axis)

Insufficient Documentation	Other	No Documentation	Needs Responder Duties	Hours Not Provided
1634	145	71	38	25

Reasons (x-axis)

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.*

Application Data Thru:
September 30, 2024

18. Responder Application Decisions in Past Years

● Deny ● Enroll ● Suspend
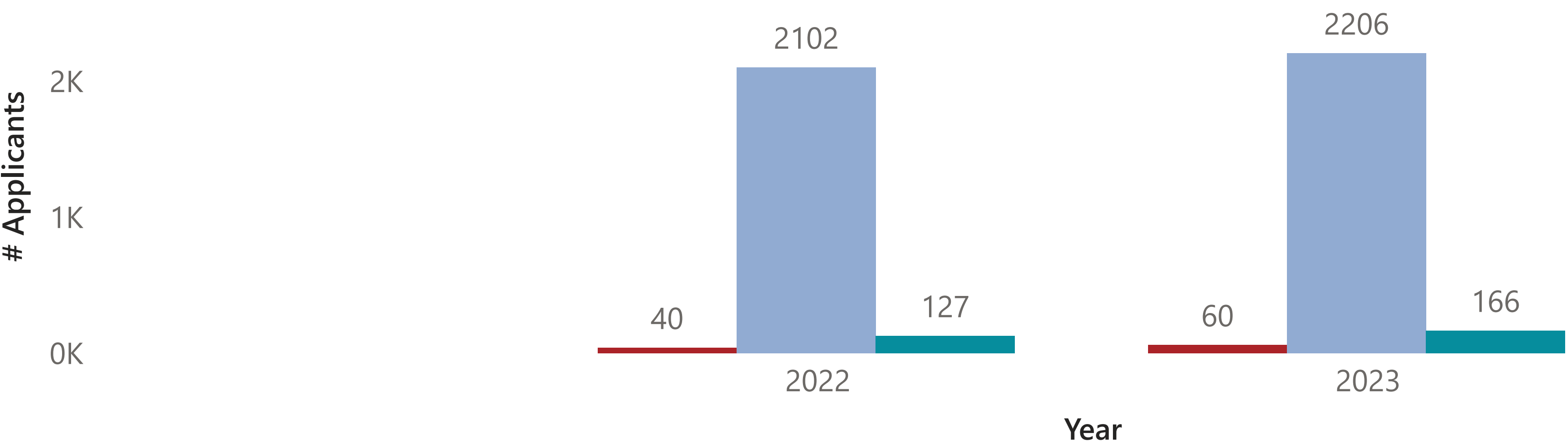
19. Responder Application Decisions in Current Calendar Year

Decision	Qtr 1	Qtr 2	Qtr 3
Deny	17	16	16
Enroll	797	760	778
Suspend	47	39	64

Top Denial Reason for Responder Apps in Past Year
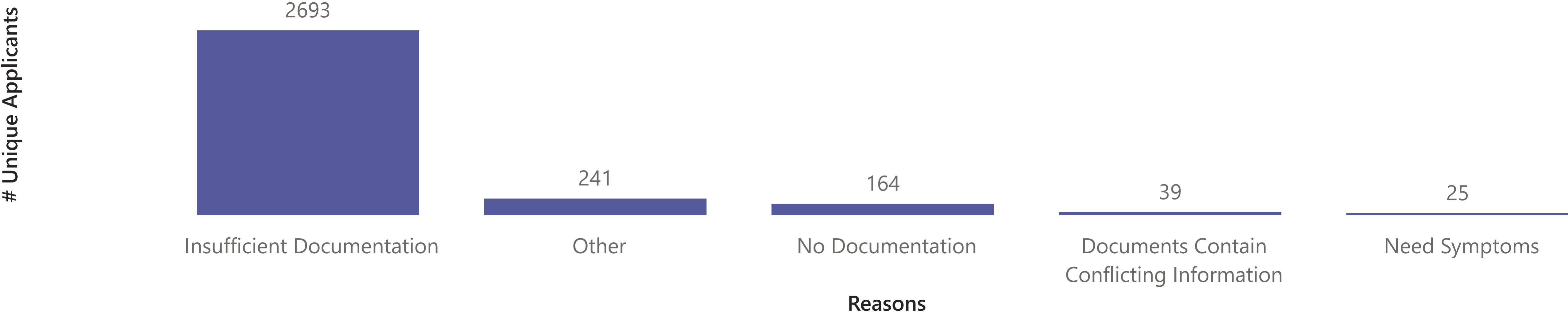
Ineligible Activity

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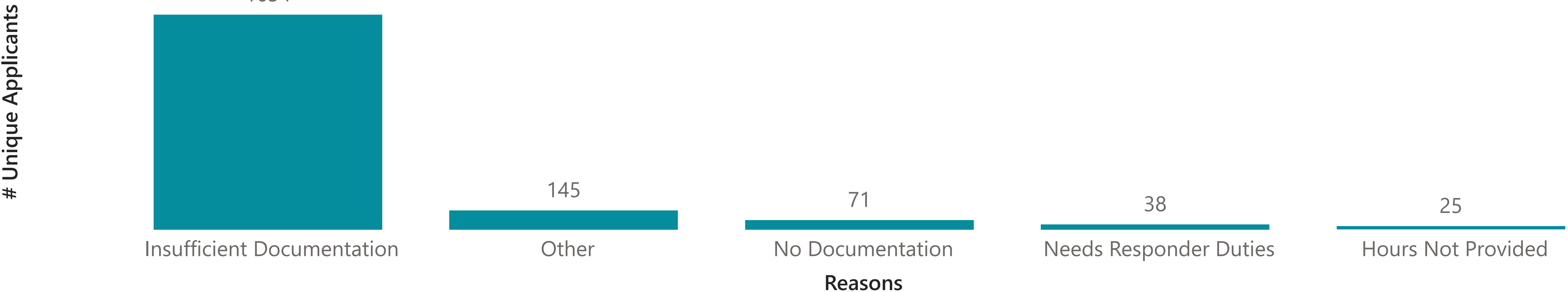
Note on Suspended Applications: Typically, incomplete applications are suspended prior to the application being sent to NIOSH for decision-making. This is why the total number of suspended applications is greater than the number of applications with a NIOSH decision of "Suspend".

Application Data Thru:
September 30, 2024

20. Survivor Application Decisions in Past Years

● Defer ● Deny ● Enroll ● Suspend

Bar chart showing # Applicants by Year.

2022: Defer 104, Deny 136, Enroll 4578, Suspend 97
2023: Defer 153, Deny 154, Enroll 5161, Suspend 108
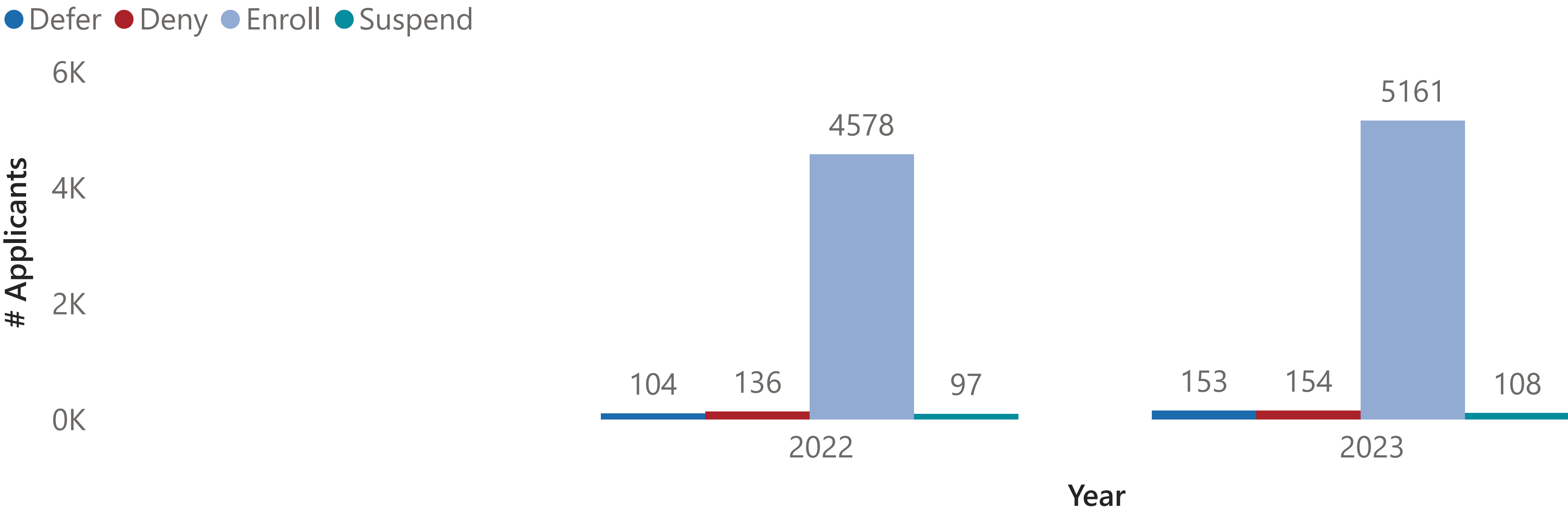
21. Survivor Application Decisions in Current Calendar Year

Decision	Qtr 1	Qtr 2	Qtr 3
Defer	31	25	26
Deny	21	39	41
Enroll	1883	1690	1852
Suspend	37	46	62

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:
September 30, 2024

22. Top 5 States by Applications Received in Past Years

● Connecticut ● Florida ● New Jersey ● New York ● Pennsylvania

 # Applicants

5.7K	
1.4K	

2022

5.6K	
1.2K	

2023

5.1K	
1.2K	
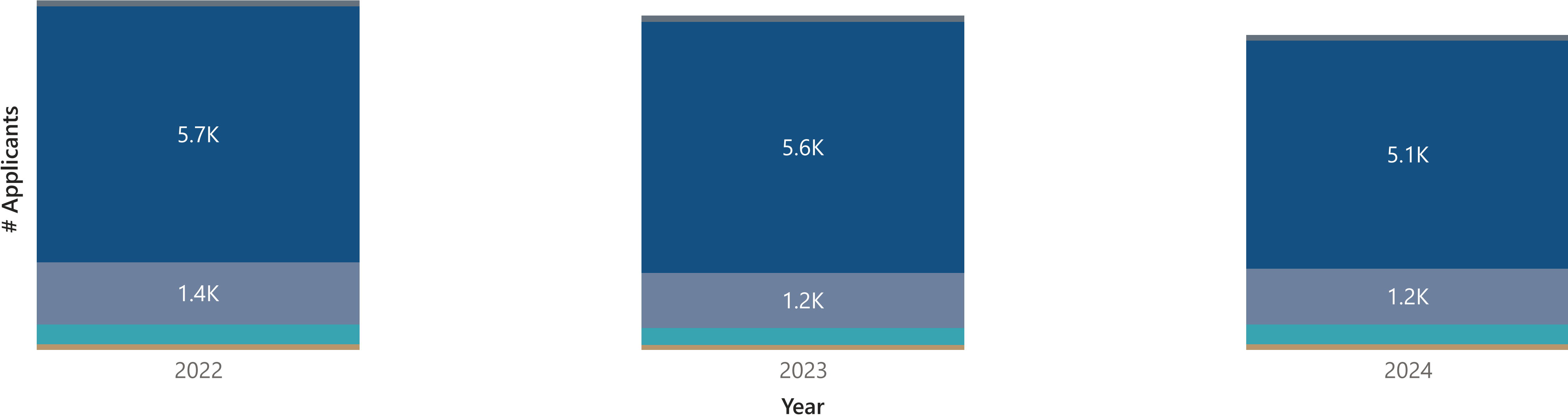
2024

Year

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

State	2022	2023	2024
New York	5673	5563	5051
New Jersey	1371	1223	1240
Florida	443	373	435
Pennsylvania	128	137	118
Connecticut	124	109	127

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:
September 30, 2024

24. Applications Received in Past Years by Language

● Chinese ● English ● Other ● Polish ● Spanish

8.3K

7.7K

7.4K
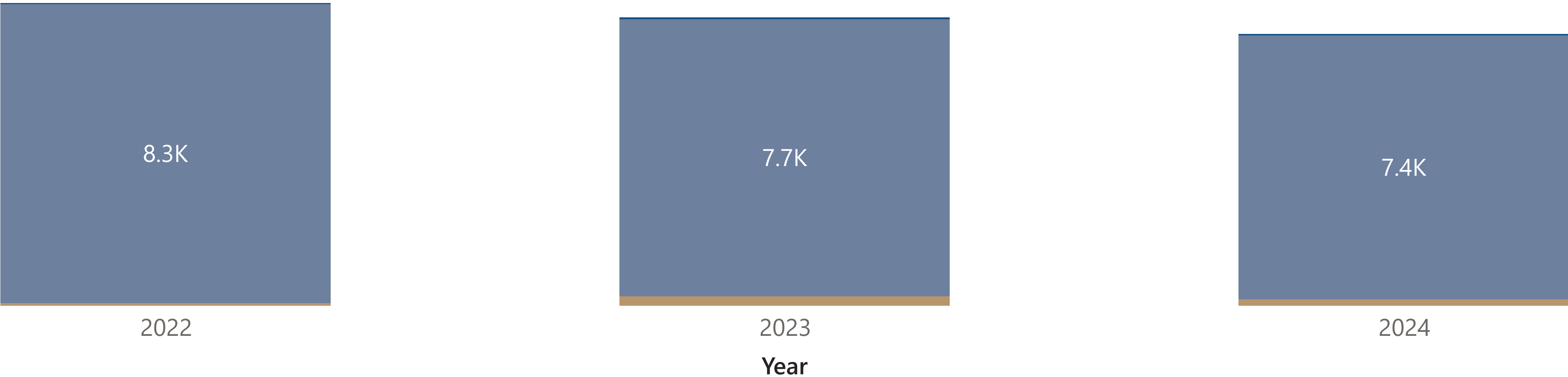
2022

2023

2024

Year

25. Applications Received in Past Years by Language - Detailed

Language	2022	2023	2024
Chinese	81	265	184
English	8332	7735	7355
Other	<10	<10	<10
Polish	<10	<10	<10
Spanish	31	45	34
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:
September 30, 2024

26. Applications Received in Past Years by Sex

● Female ● Male ● Unknown

	5.8K		5.4K		5.1K
	2.7K		2.7K		2.5K
	2022		2023		2024
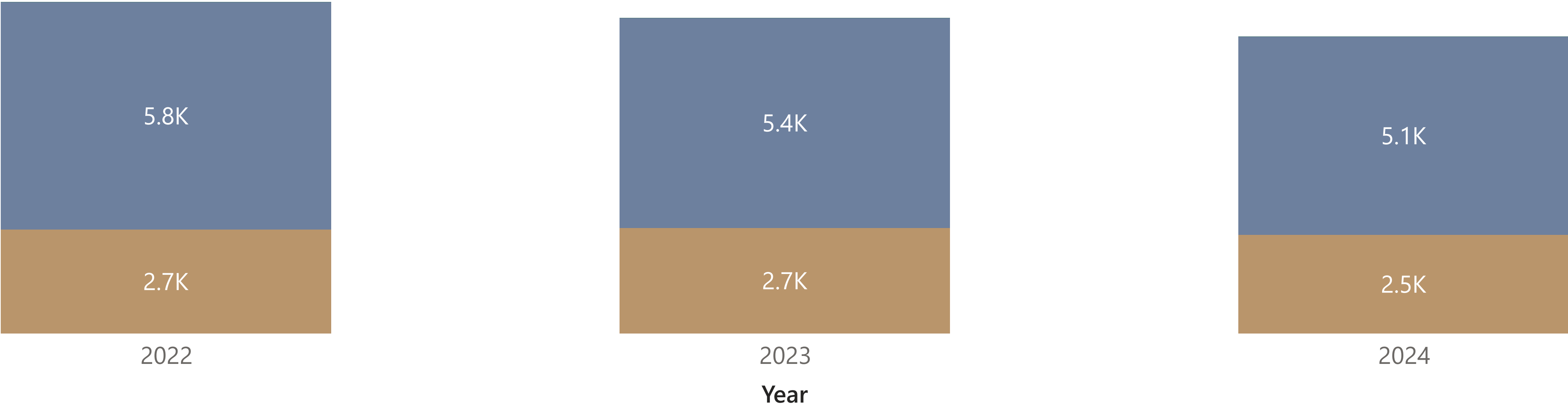
Year

27. Applications Received in Past Years by Sex - Detailed

Sex	2022	2023	2024
Male	5795	5354	5051
Female	2650	2691	2516
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:
September 30, 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.*

Enrollment Data Thru:
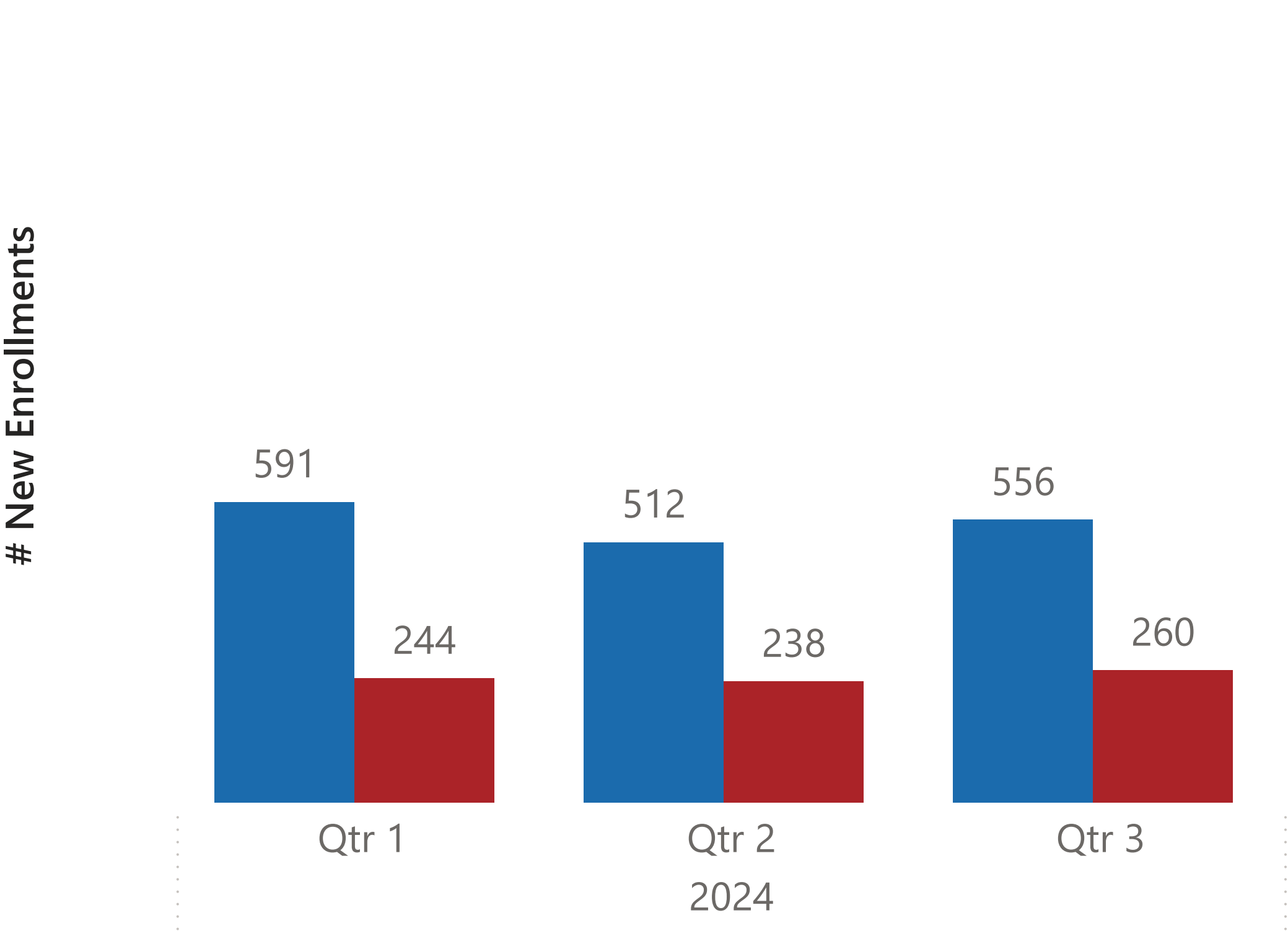September 30, 2024

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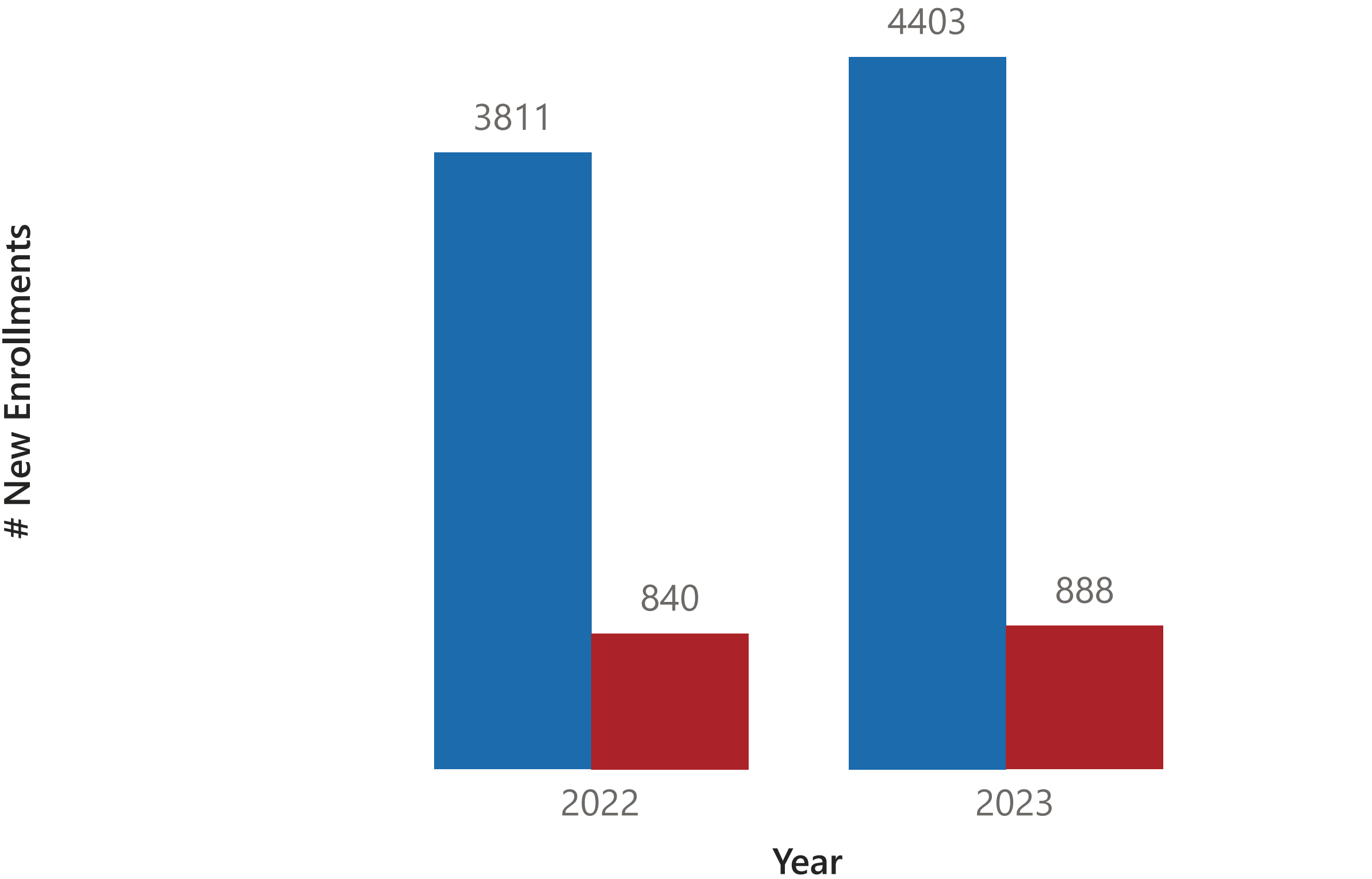**Note on Date Range for Application Data**: *In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.*

Enrollment Data Thru:
September 30, 2024

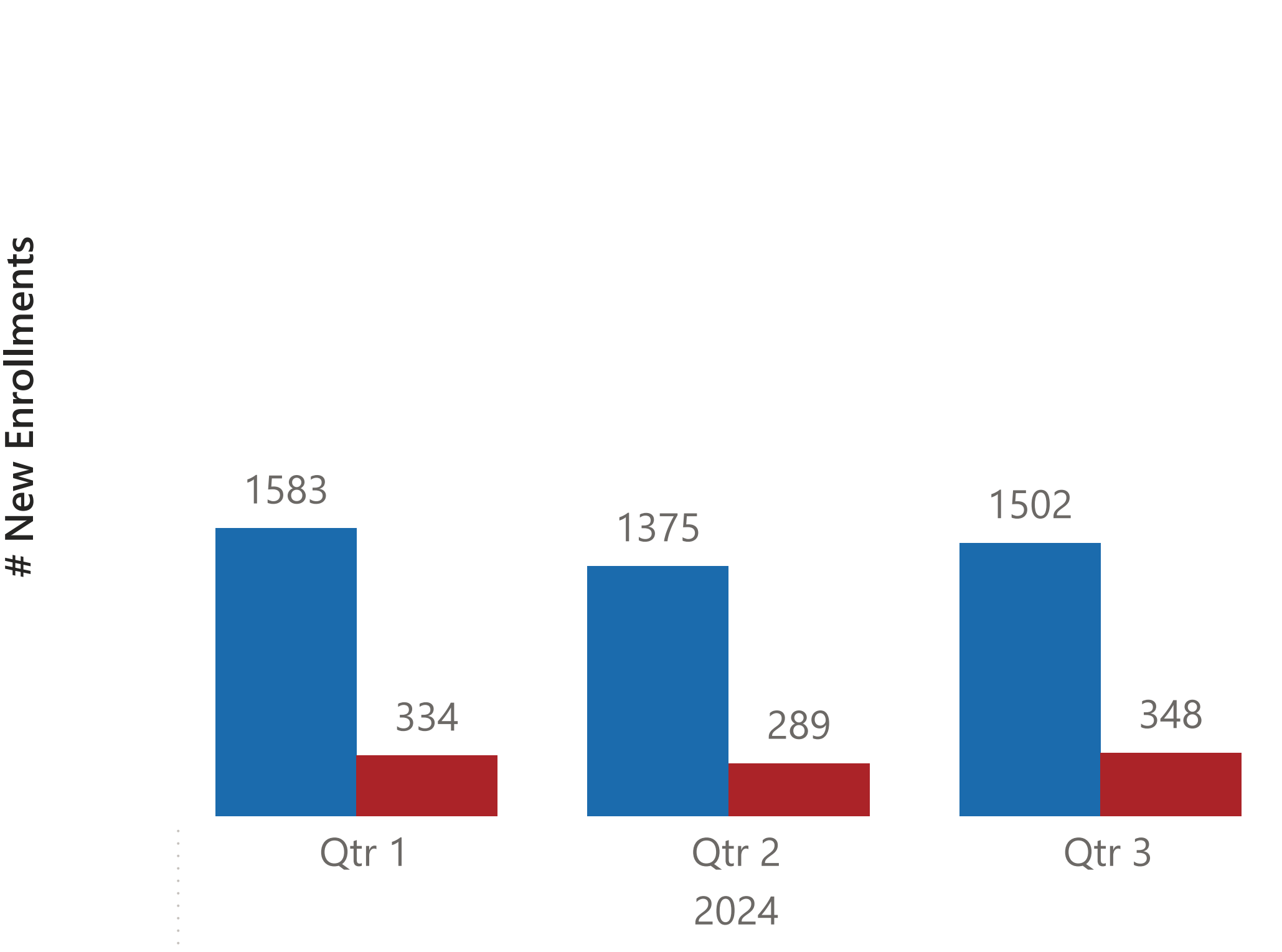## 32. Member Transfers in Past Years
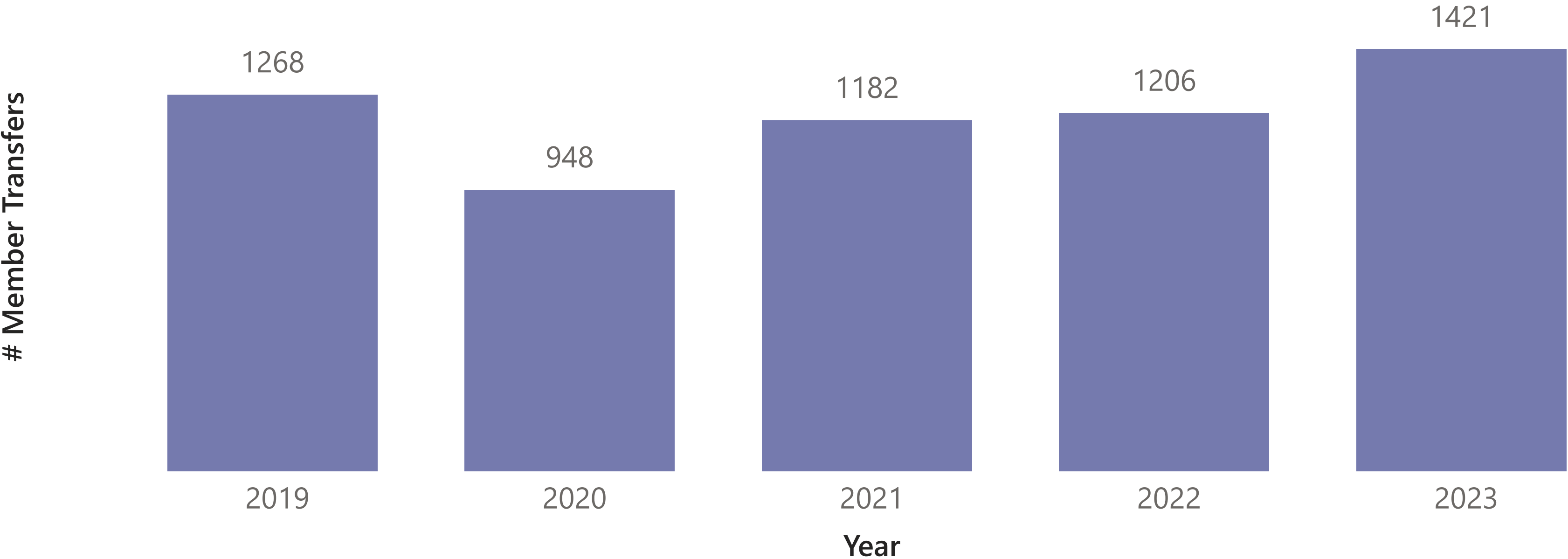
33. Member Transfers in Current CY
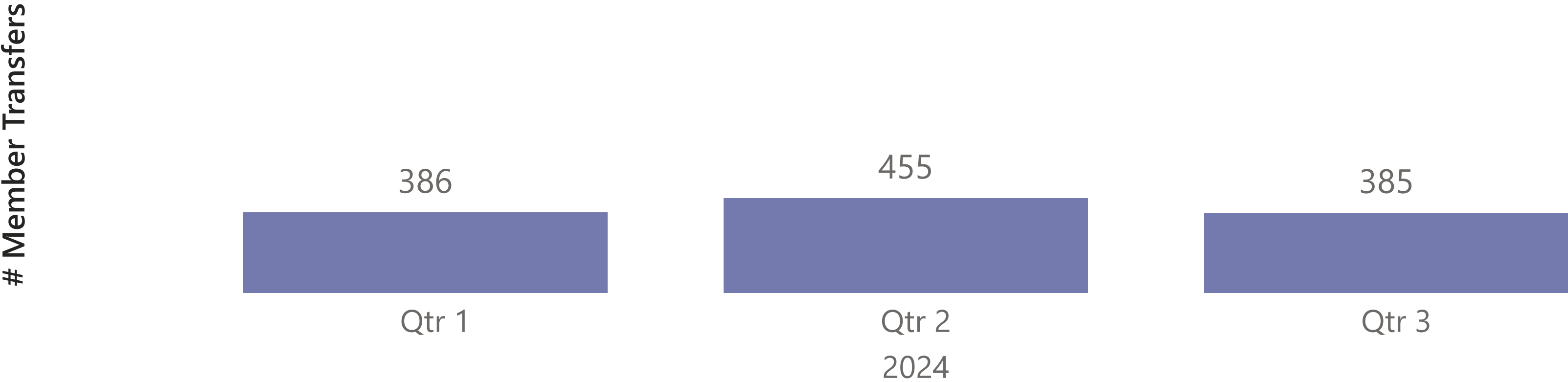
Note on transfers: *Members may transfer from a CCE to the NPN, from the NPN to a CCE, or from one CCE to another CCE.*

Transfer Data Thru:
September 30, 2024

64%

Of Currently Enrolled Members are Certified for at Least 1 WTC-Related Health Condition

34. Certification Status of Currently Enrolled Members by Member Type

● Responder ● Survivor

Certification Status (y-axis)

Certified: 52.4K | 30.8K | 83.2K

Not Certified: 31.8K | 15.1K | 46.9K

Members

Certification Data Thru:
September 26, 2024
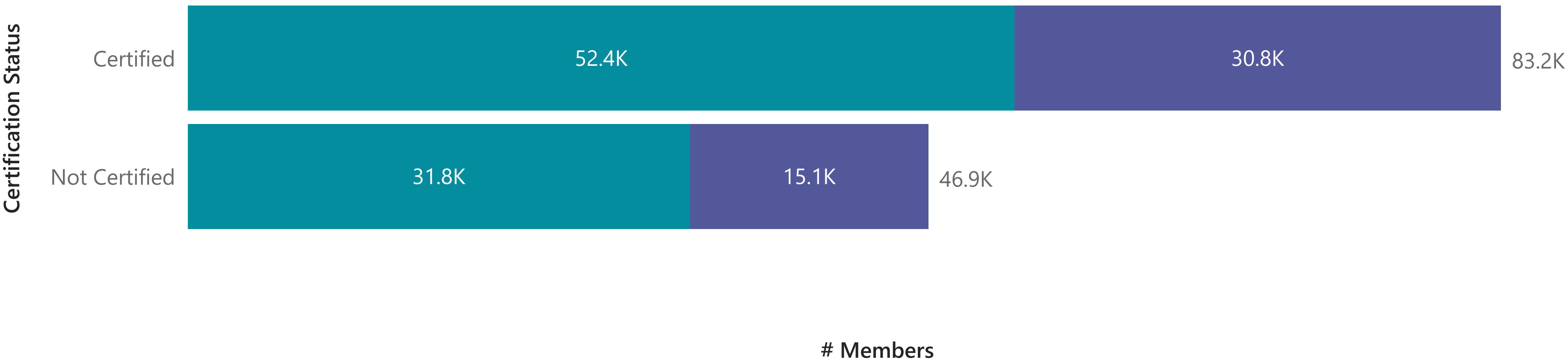
35. Overall Categories for All Certified Conditions of Currently Enrolled Members

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

Member Type

Responder
| 41.1K | 20.2K | 15.1K | 77.0K |

Survivor
| 15.3K | 19.0K | 8.1K | 42.5K |
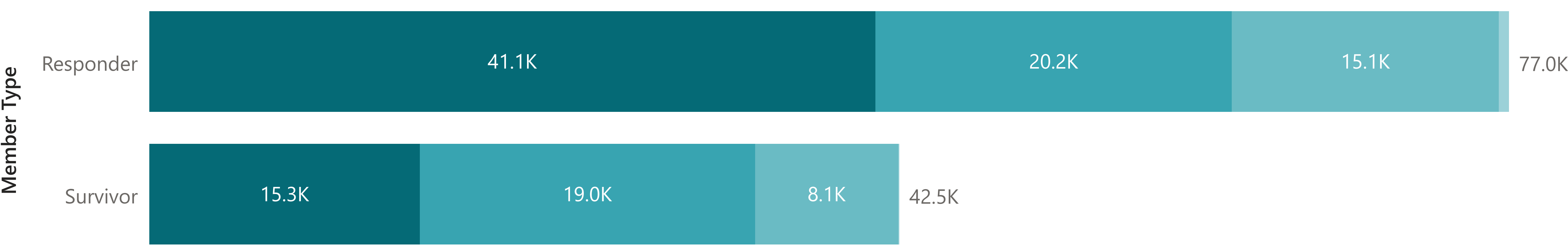
Certified Members

Responder Musculoskeletal/ATI* Certifications: 565
Survivor ATI Certifications: 53

*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.

Certification Data Thru:
September 26, 2024

Top Cancer Certifications

36. Top 10 Cancer Certifications for Currently Enrolled Members by Member Type

Responders | **Survivors**

Certified Members

Category	Responders	Survivors	Total
Non-melanoma Skin	9.3K	4.1K	13.38K
Prostate	5.1K	4.2K	9.37K
Breast - Female	0.6K	3.0K	3.54K
Melanoma of Skin	1.8K	1.0K	2.78K
Lymphoma	0.8K	1.1K	1.99K
Thyroid	0.8K	1.2K	1.94K
Kidney	0.8K	0.8K	1.55K
Lung/Bronchus	0.9K	0.9K	1.42K
Leukemia	0.6K	0.6K	1.21K
Bladder	0.6K	0.5K	1.17K
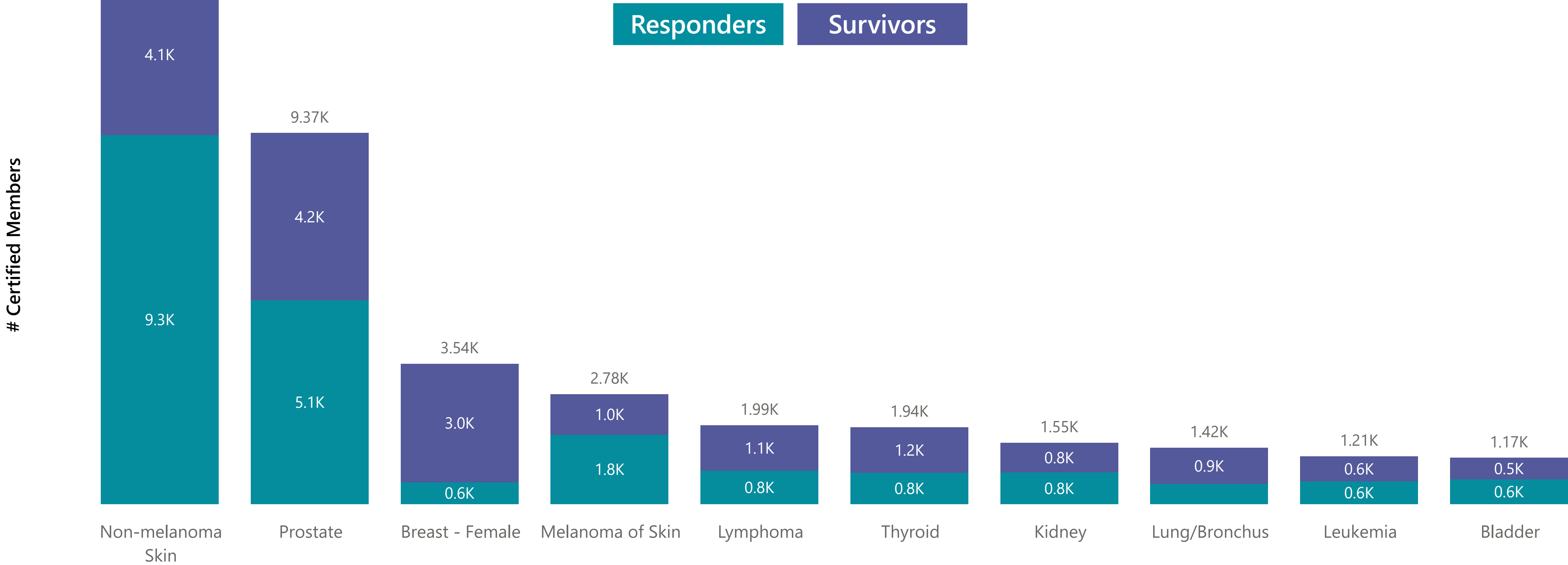
37. Top 10 Rare Cancer Certifications by Member Type for Certified Members*

Certified Members

Category	# Certified Members
Neuroendocrine	409
Leukemia	352
Testis	262
Pancreas	217
Brain	122
Connective Tissue	93
Breast - Male	91
Gallbladder/Biliary Tract	55
Thymus	52
Small intestine	35
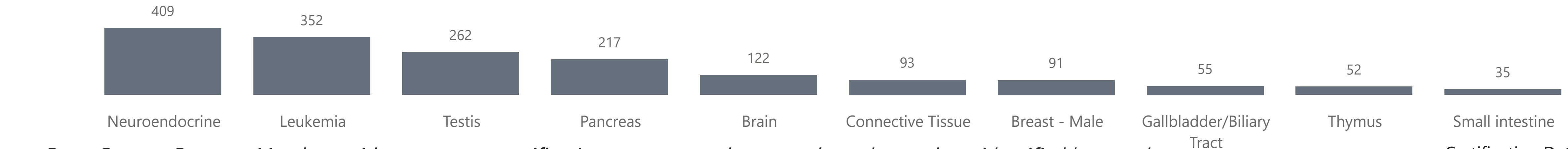
***Note on Rare Cancer Counts:** *Members with rare cancer certifications are reported as a total number and not identified by member type.*

Certification Data Thru:
September 26, 2024

38. Overall Counts of Certifications by Member Type

| Condition	Responder	Survivor	Total ▼
Cancer	22,261	20,117	**42,378**
Chronic Rhinosinusitis	31,035	8,715	**39,750**
Gastroesophageal Reflux Disease (GERD)	29,179	7,374	**36,553**
Asthma	14,920	6,768	**21,688**
Post-Traumatic Stress Disorder (PTSD)	10,796	5,282	**16,078**
Chronic Respiratory Disorder - Fumes / Vapors	8,259	1,401	**9,660**
Chronic Obstructive Pulmonary Disease (COPD)	3,769	1,589	**5,358**
Anxiety Disorder (not otherwise specified)	2,798	1,365	**4,163**
Major Depressive Disorder	2,840	1,255	**4,095**
Depression (not otherwise specified)	2,369	563	**2,932**
Adjustment Disorder	1,495	995	**2,490**
Interstitial Lung Diseases	1,519	812	**2,331**
Generalized Anxiety Disorder	1,306	495	**1,801**
Chronic Laryngitis	1,672	71	**1,743**
Substance Abuse	1,365	317	**1,682**
Chronic Nasopharyngitis	775	105	**880**
Panic Disorder	544	166	**710**
Dysthymic Disorder	303	351	**654**
Other Musculoskeletal Disorder	566	54	**620**
Upper Airway Hyperreactivity	421	101	**522**
Sleep Apnea	60	84	**144**

39. Top 5 Certified Conditions by # Members
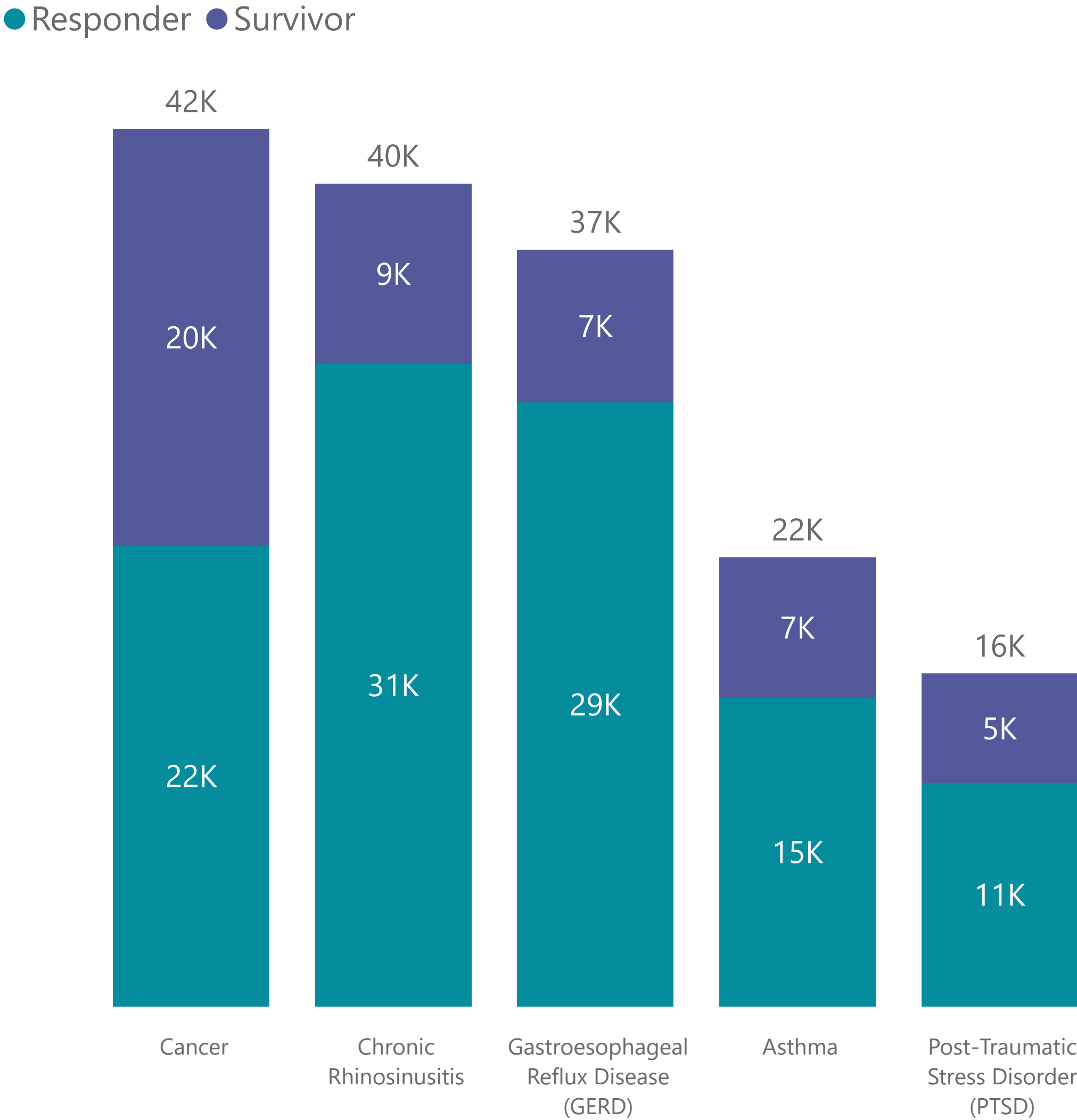
Note on Certification Counts Presented: Health condition certifications by member type with a count of <10 are excluded.
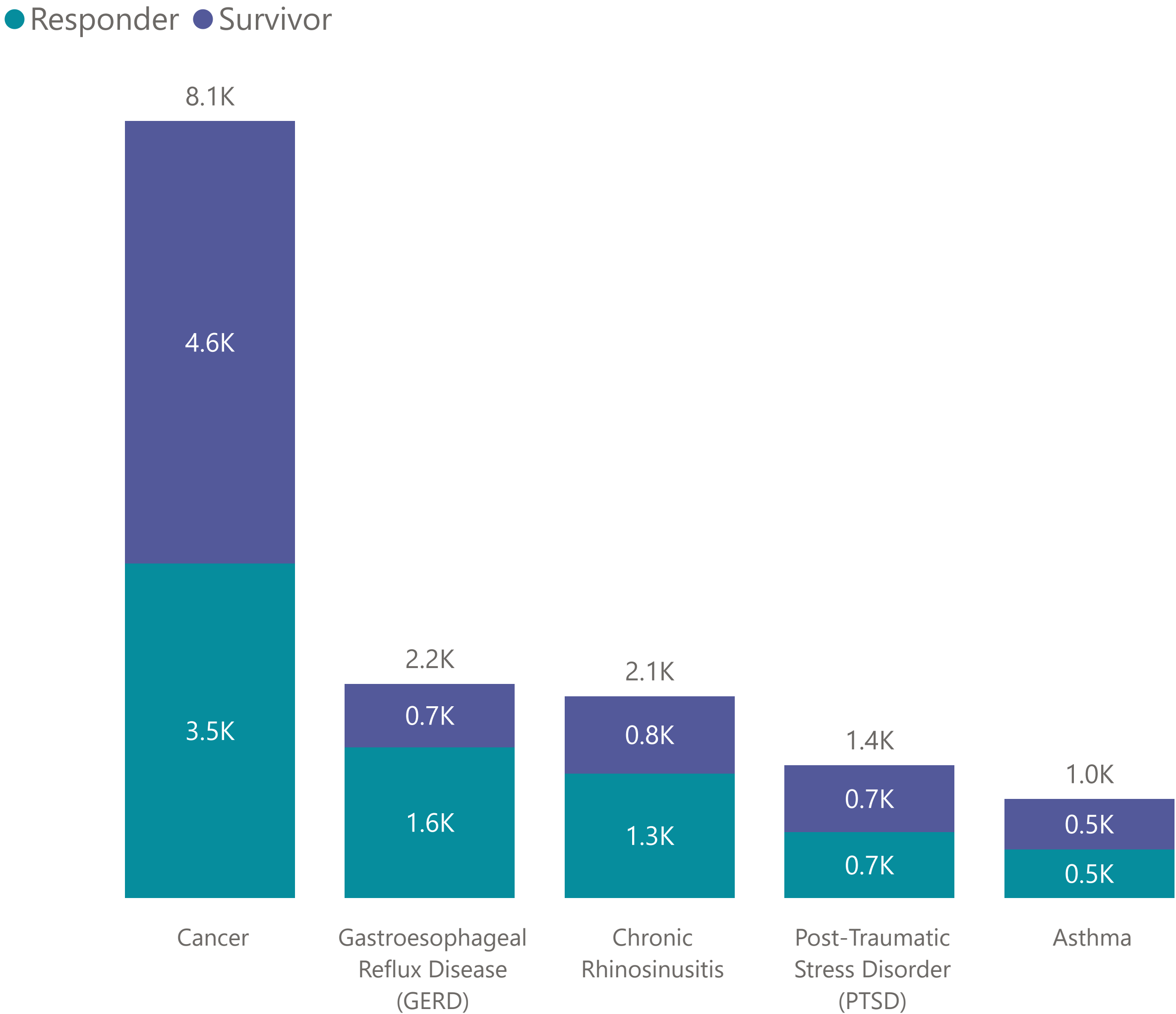
Note on Sleep Apnea: The count of sleep apnea certifications is an underestimate due to a system change that recorded sleep apnea as only a medically associated condition prior to 2023.

Certification Data Thru:
September 26, 2024

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

Condition	Responder	Survivor	Total ▼
Cancer	3,475	4,594	**8,069**
Gastroesophageal Reflux Disease (GERD)	1,568	656	**2,224**
Chronic Rhinosinusitis	1,295	801	**2,096**
Post-Traumatic Stress Disorder (PTSD)	684	695	**1,379**
Asthma	507	521	**1,028**
Chronic Obstructive Pulmonary Disease (COPD)	185	312	**497**
Major Depressive Disorder	121	216	**337**
Chronic Respiratory Disorder - Fumes / Vapors	175	49	**224**
Generalized Anxiety Disorder	113	108	**221**
Interstitial Lung Diseases	114	106	**220**
Anxiety Disorder (not otherwise specified)	53	155	**208**
Sleep Apnea	60	84	**144**
Panic Disorder	23	14	**37**
Total	**6,574**	**6,449**	**13,023**

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

● Responder ● Survivor

Cancer: 8.1K (Survivor 4.6K, Responder 3.5K)
Gastroesophageal Reflux Disease (GERD): 2.2K (Survivor 0.7K, Responder 1.6K)
Chronic Rhinosinusitis: 2.1K (Survivor 0.8K, Responder 1.3K)
Post-Traumatic Stress Disorder (PTSD): 1.4K (Survivor 0.7K, Responder 0.7K)
Asthma: 1.0K (Survivor 0.5K, Responder 0.5K)

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

Certification Data Thru:
September 26, 2024

Total Number & Cost of Medical Claims

42. Count of Approved Medical Claims for Past Year

● Responder ● Survivor

 # Claims

- 200K
- 150K
- 100K
- 50K
- 0K

Responder: 137.6K, 107.2K, 141.8K, 134.7K

Survivor: 18.0K, 15.0K, 21.7K, 20.5K

Qtr 4 2023 — Qtr 1 — Qtr 2 2024 — Qtr 3

43. Cost of Approved Medical Claims for Past Year

● Responder ● Survivor

Total $ (Paid by Program)

- $100M
- $50M
- $0M

Responder: $71.0M, $62.3M, $84.0M, $83.0M

Survivor: $4.5M, $2.3M, $5.3M, $4.7M

Qtr 4 2023 — Qtr 1 — Qtr 2 2024 — Qtr 3
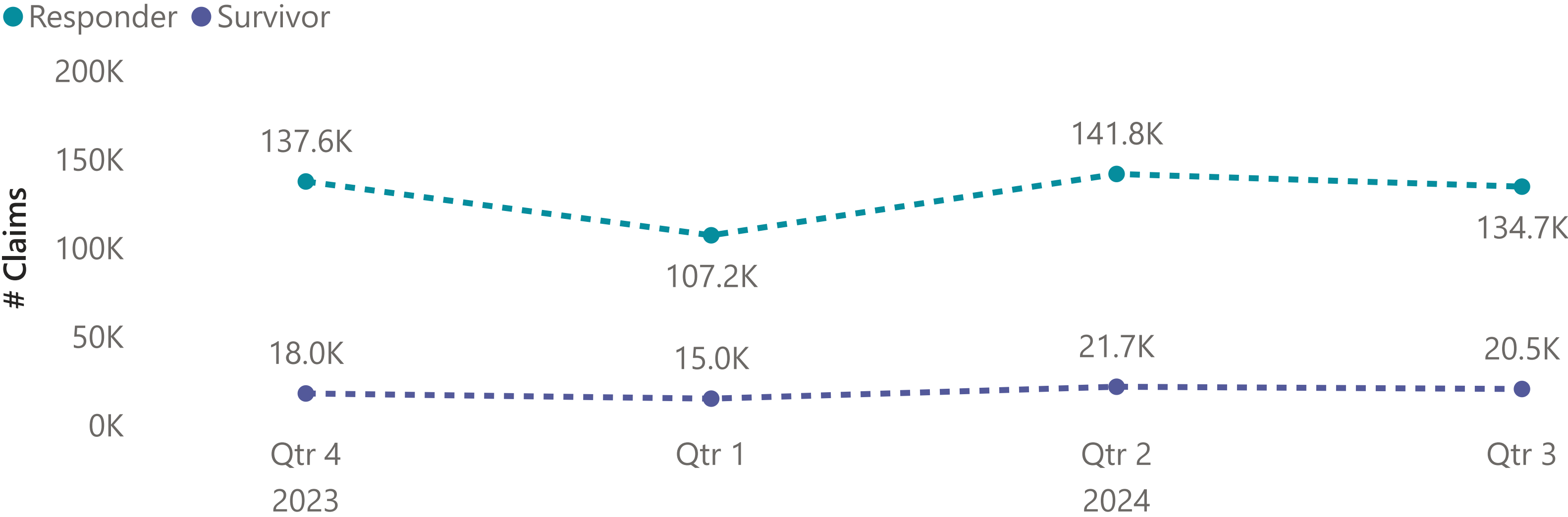
58.33K
Certified Members with Approved Medical Treatment Paid in Past Year
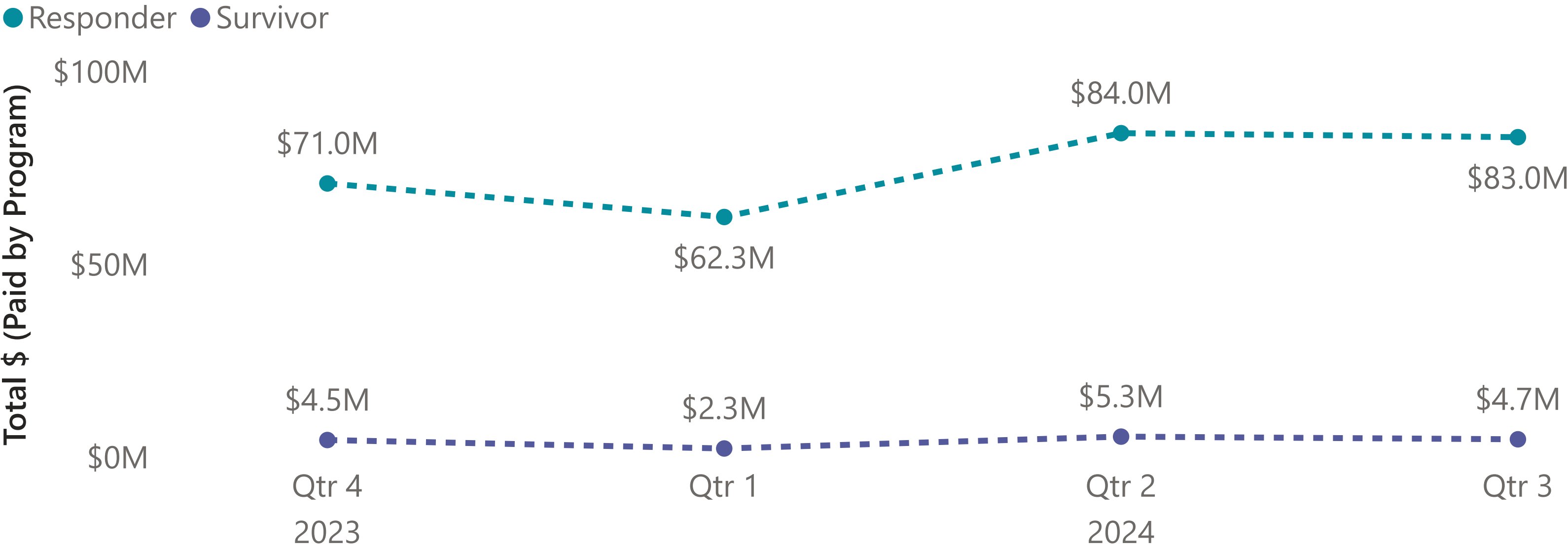
594.64K
Approved Medical Claims in Past Year

$317.13M
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.*
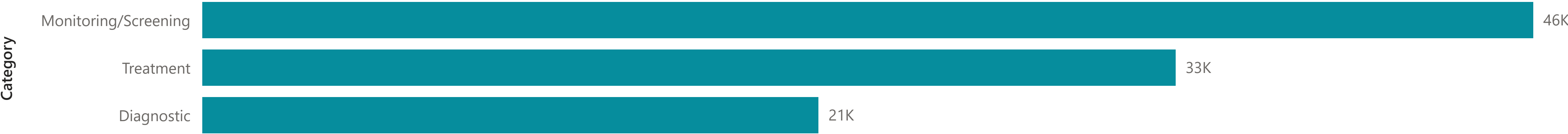
Claims Data Thru:
September 30, 2024

52,088
Responders with Approved Claims

519,959
Overall Claims for Responders

44. Responders with Approved Claims by Category (Member Count)

Category

Monitoring/Screening	46K
Treatment	33K
Diagnostic	21K

45. Approved Responder Claims by Category (Claim Count)

Category

Treatment	337K
Monitoring/Screening	136K
Diagnostic	46K
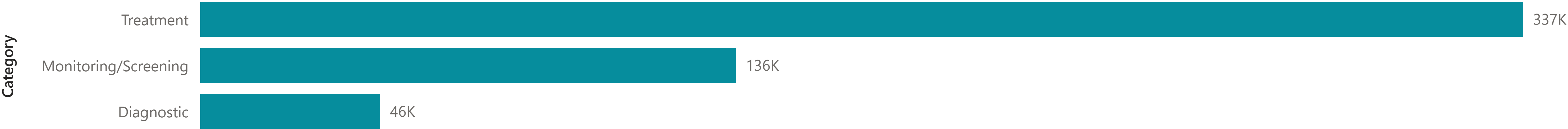
46. Responder Claims by Adjudication Status (Claim Count)

Status

Approved	520K
Denied	22K

Claims Data Timeline: *Medical claims and cost data are presented based on the paid date of the claim.*
Notes on Claims Counts: *Approved Claim Lines tables do not contain inpatient professional, emergency, or claims for FDNY family members. Counts of members with claims by category may exceed total counts of members with claims because categories are not mutually exclusive/members may have claims approved under multiple categories. Because data are shown by date paid, there are no pended claims. Adjudication status refers to the process related to rendering a final decision about a claim.*

Claims Data Thru:
September 30, 2024

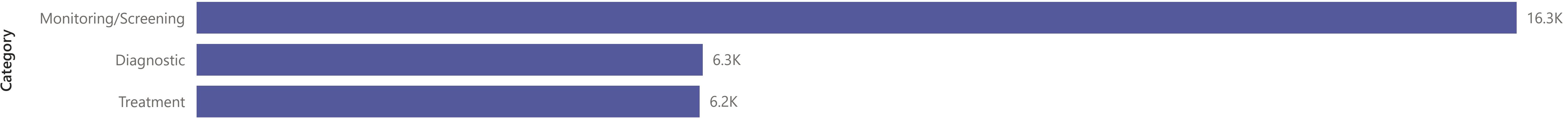# Survivor Medical Utilization Patterns in Past 12 Months

19,644
Survivors with Approved Claims

74,677
Overall Claims for Survivors

47. Survivors with Approved Claims by Category (Member Count)

Category	
Monitoring/Screening	16.3K
Diagnostic	6.3K
Treatment	6.2K

48. Approved Survivor Claims by Category (Claim Count)

Category	
Treatment	33.1K
Monitoring/Screening	31.6K
Diagnostic	9.5K

49. Survivor Claims by Adjudication Status (Claim Count)

Status	
Approved	75K
Denied	14K

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.*
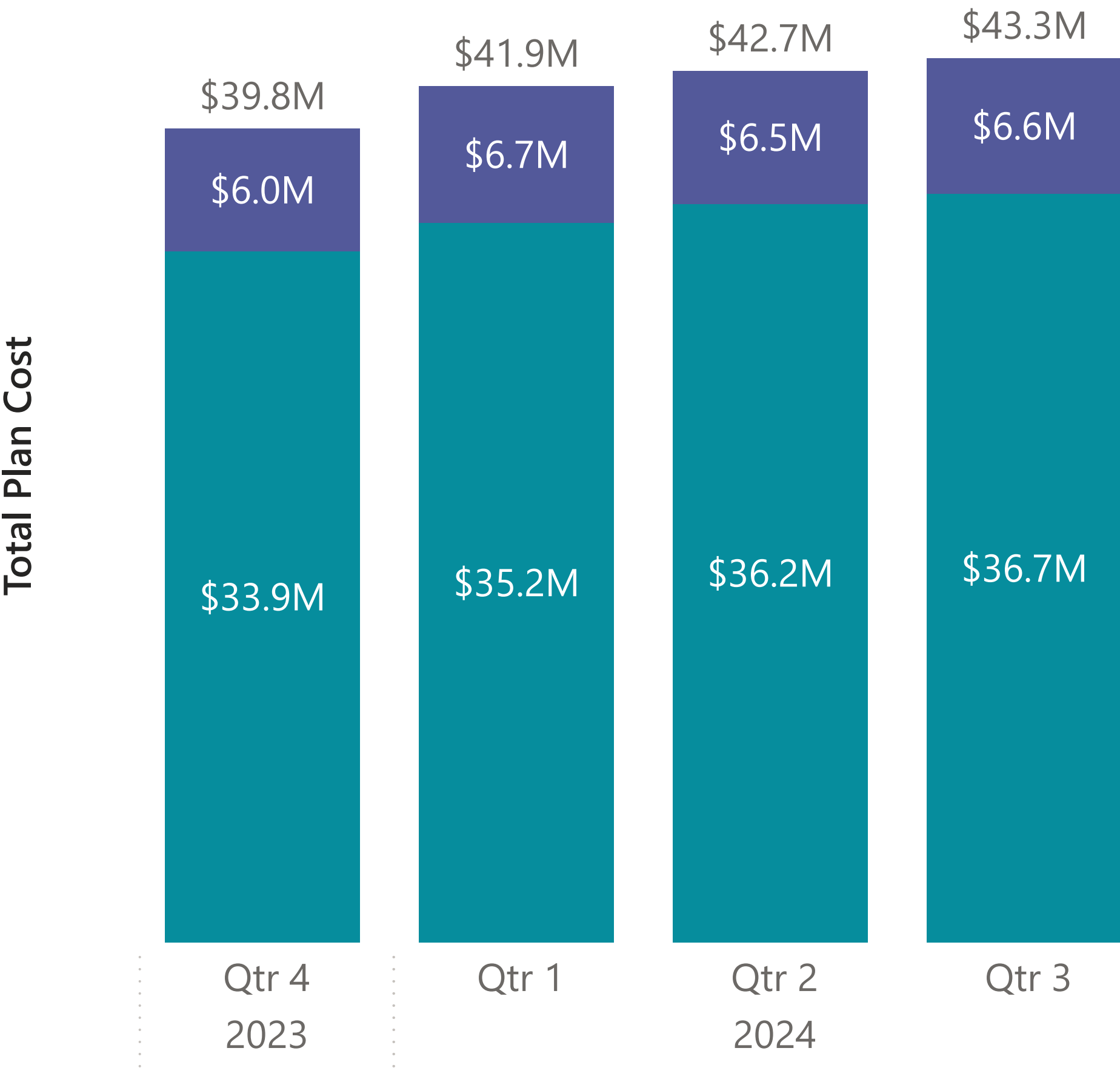
Claims Data Thru:
September 30, 2024

50. Approved Pharmacy Claims Over Past 12 Months

● Responders ● Survivors

Rx

121K	124K	125K	124K
20K	20K	20K	20K
101K	103K	105K	104K
Qtr 4 2023	Qtr 1	Qtr 2 2024	Qtr 3

51. Pharmacy Plan Cost Over Past 12 Months

● Responders ● Survivors

Total Plan Cost

$39.8M	$41.9M	$42.7M	$43.3M
$6.0M	$6.7M	$6.5M	$6.6M
$33.9M	$35.2M	$36.2M	$36.7M
Qtr 4 2023	Qtr 1	Qtr 2 2024	Qtr 3

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

Rx Claims Data Thru:
September 30, 2024

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

● Brand ● Generic
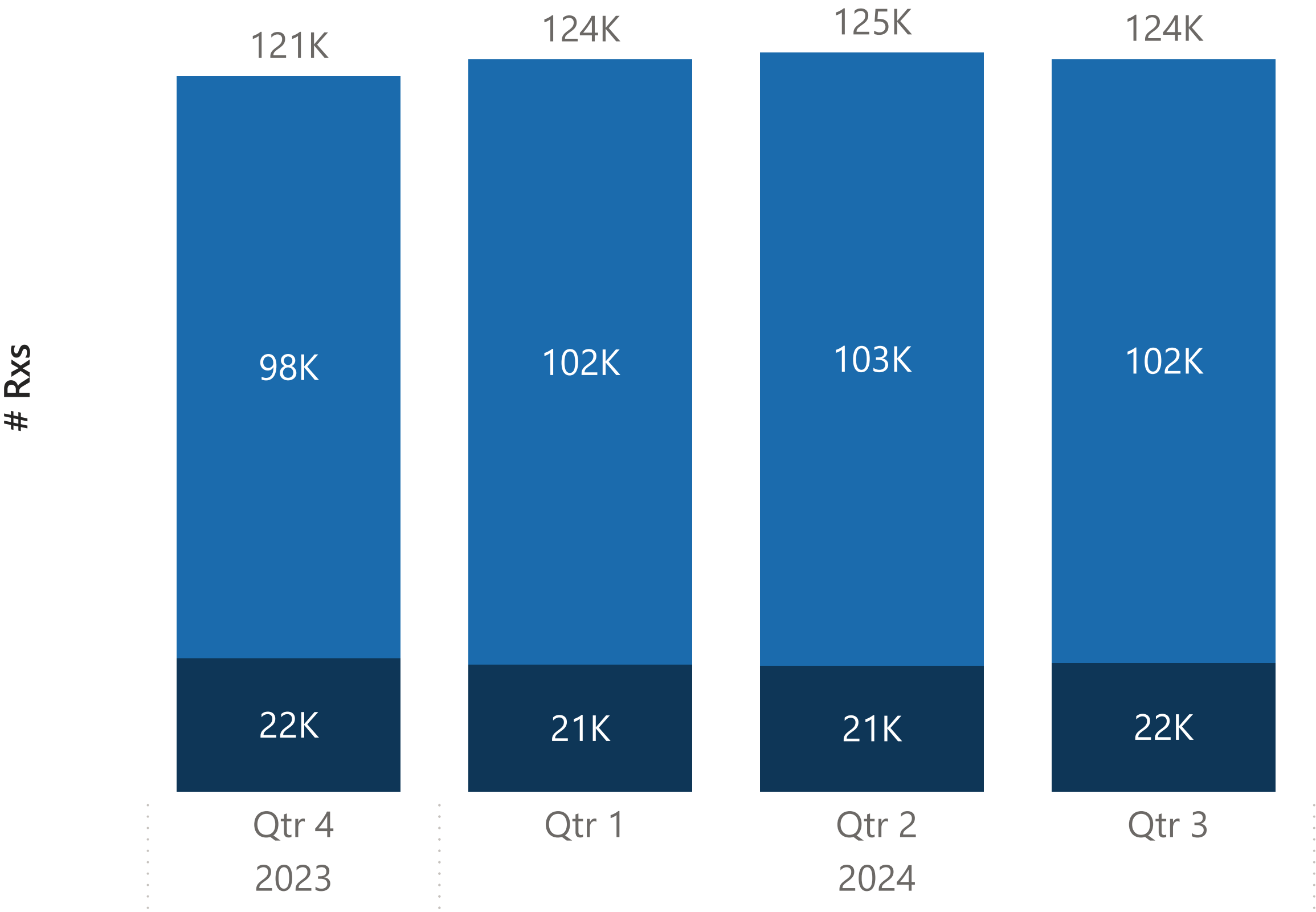
53. Overall % of Brand vs Generic Pharmacy Claims in Past 12 Months
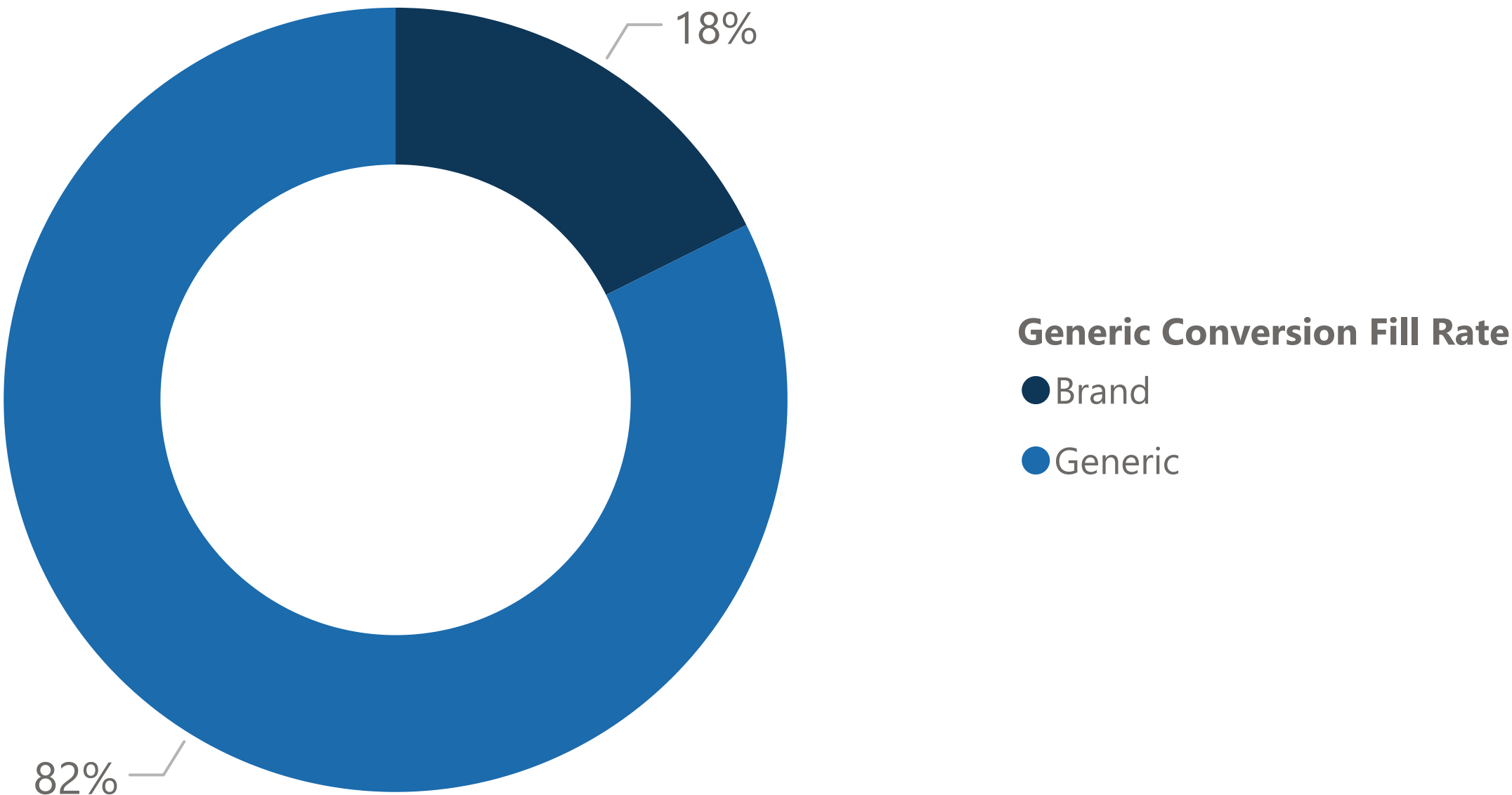
18%

82%

Generic Conversion Fill Rate
● Brand
● Generic

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
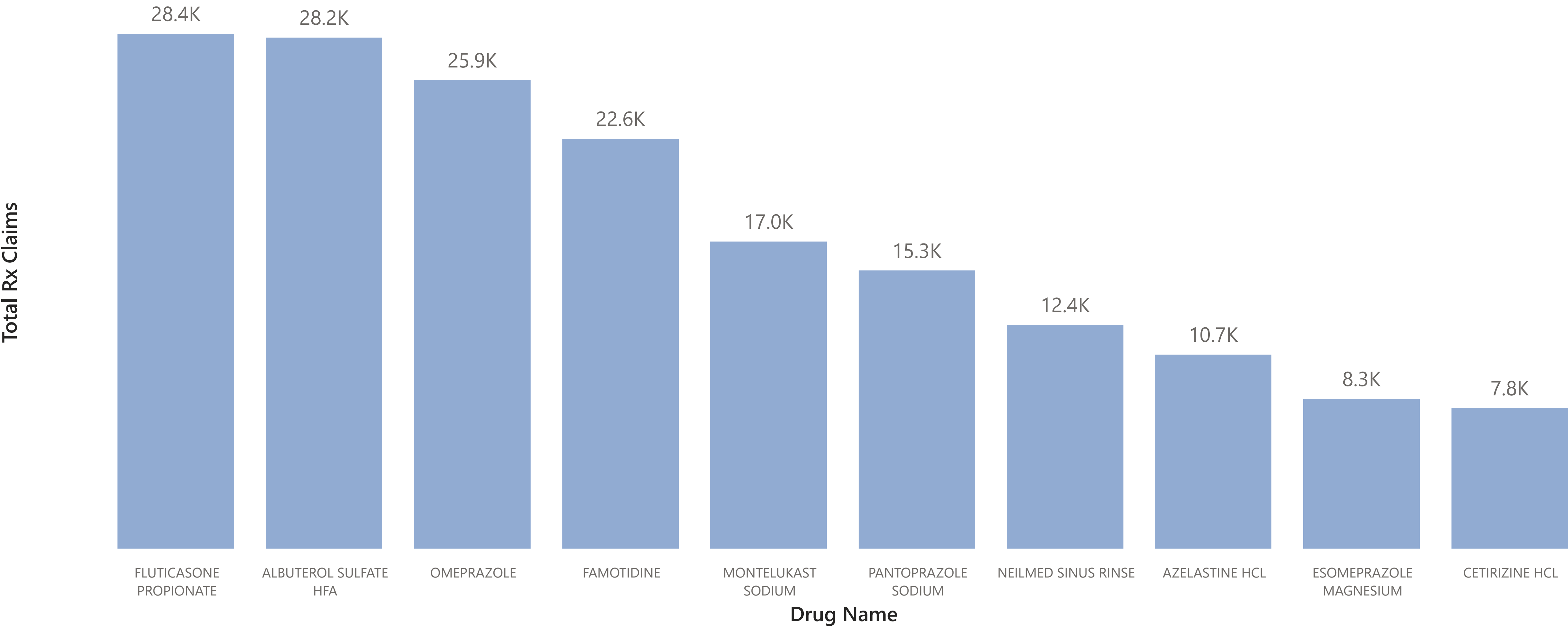
Pharmacy Data Timeline: *Pharmacy claims and cost data are presented based on the date of service/date filled.*
Disclaimer of Endorsement: *Mention of any company or product does not constitute endorsement by CDC, NIOSH, or the WTC Health Program.*

Rx Claims Data Thru:
September 30, 2024

55. Top 10 Drugs by Cost in Past 12 Months

Total Plan Cost (y-axis)

Drug Name	Total Plan Cost
REVLIMID	$7.2M
XTANDI	$7.1M
TRELEGY ELLIPTA	$7.0M
DUPIXENT PEN	$5.8M
LENALIDOMIDE	$5.6M
POMALYST	$5.5M
IMBRUVICA	$4.7M
OFEV	$4.2M
ABIRATERONE ACETATE	$4.0M
CABOMETYX	$3.9M

Drug Name (x-axis)

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:
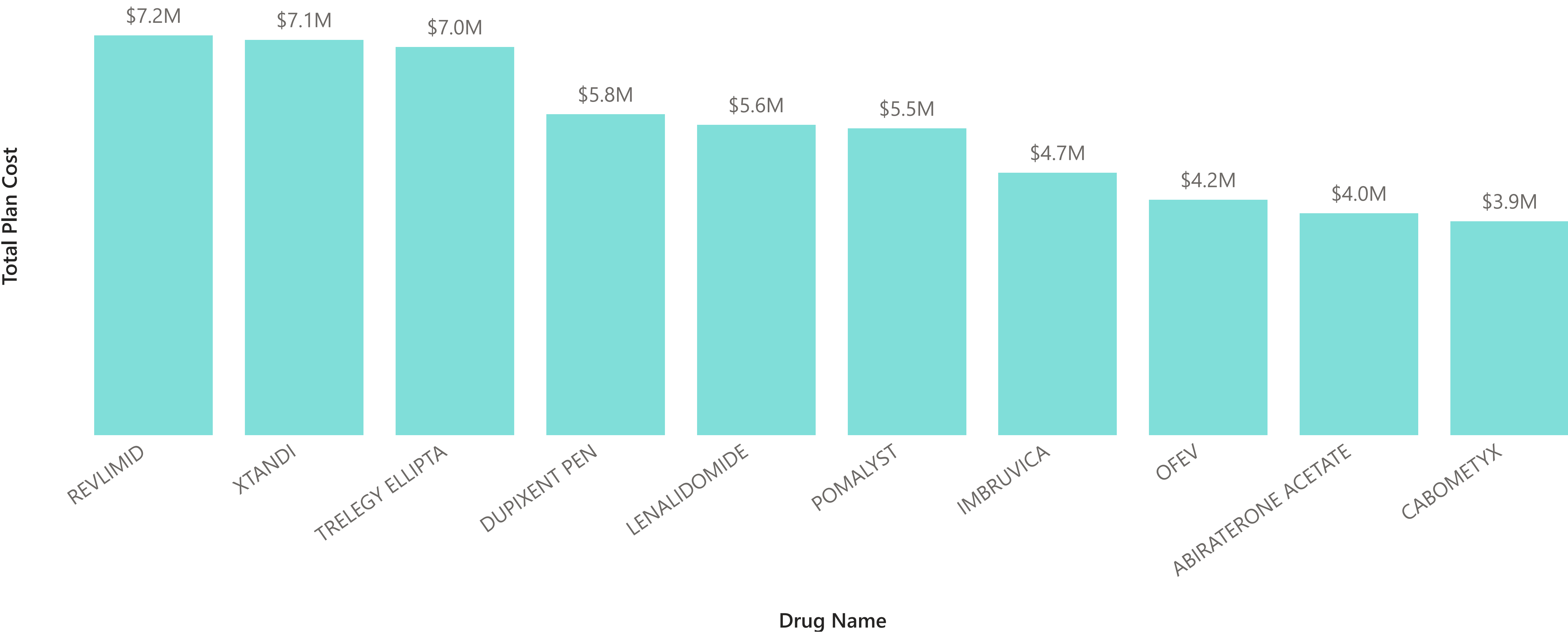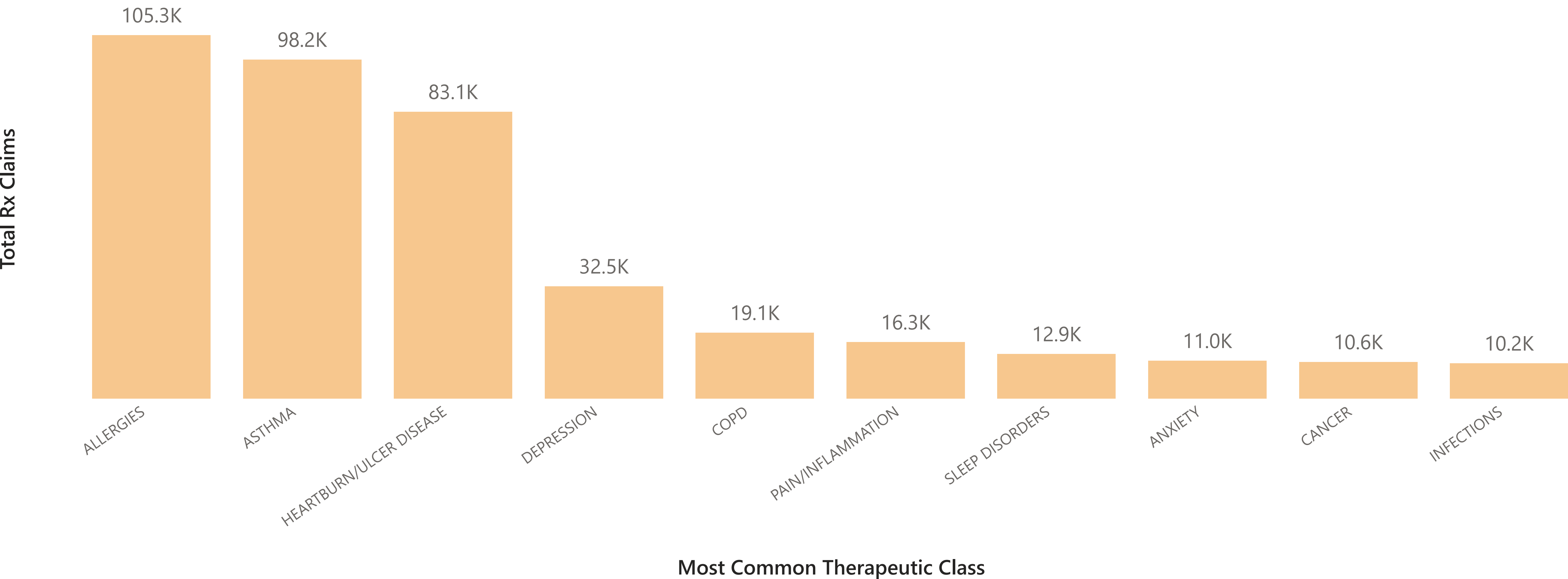September 30, 2024

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

Pharmacy Data Timeline: Pharmacy claims and cost data are presented based on the date of service/date filled.
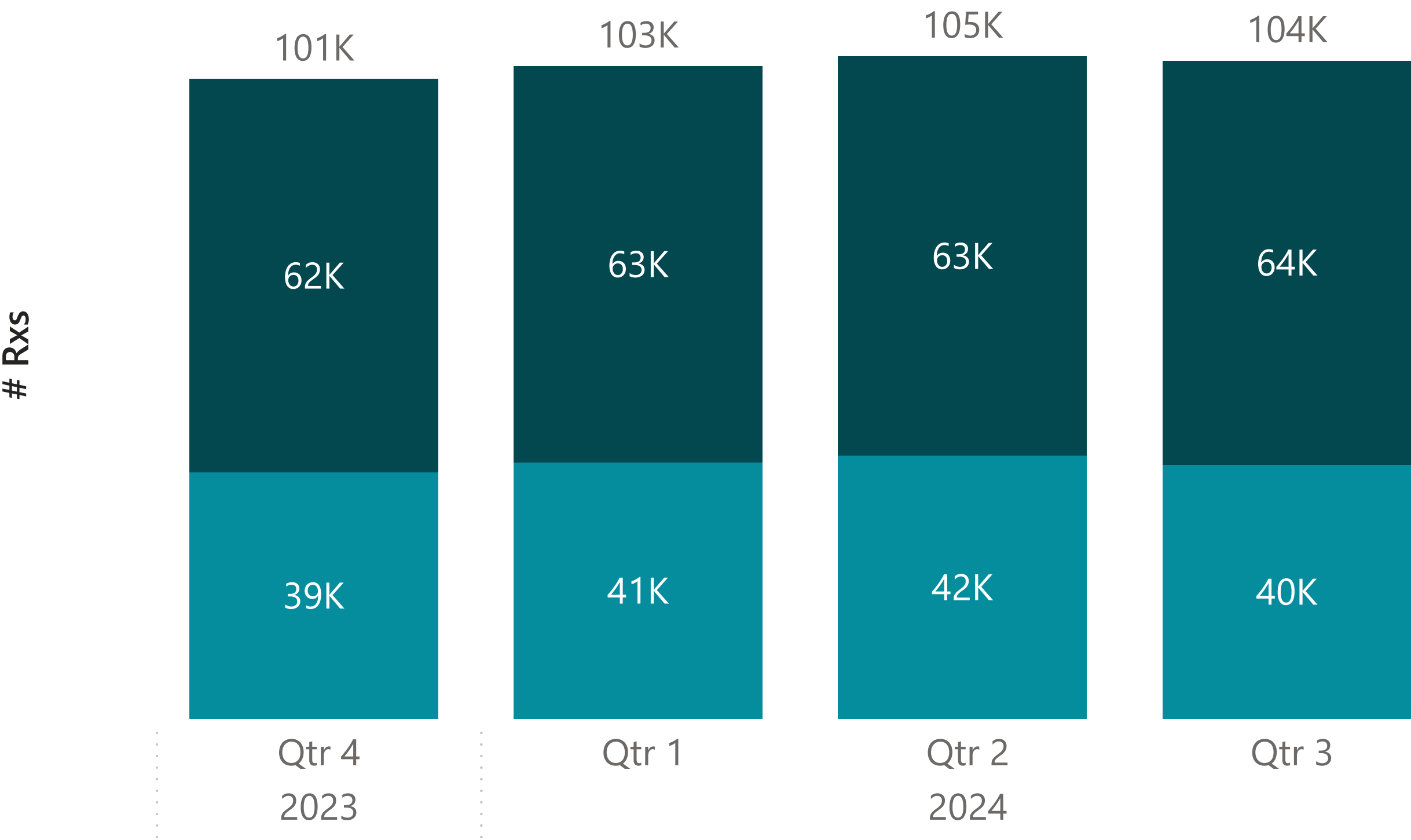
Note on therapeutic classes: Certain medications approved for covered conditions are listed under therapeutic classes that are not necessarily a covered condition for the Program. For example, although allergies are not a covered condition, medications under this therapeutic class may be used to treat covered conditions.

Disclaimer of Endorsement: Mention of any company or product does not constitute endorsement by CDC, NIOSH, or the WTC Health Program.
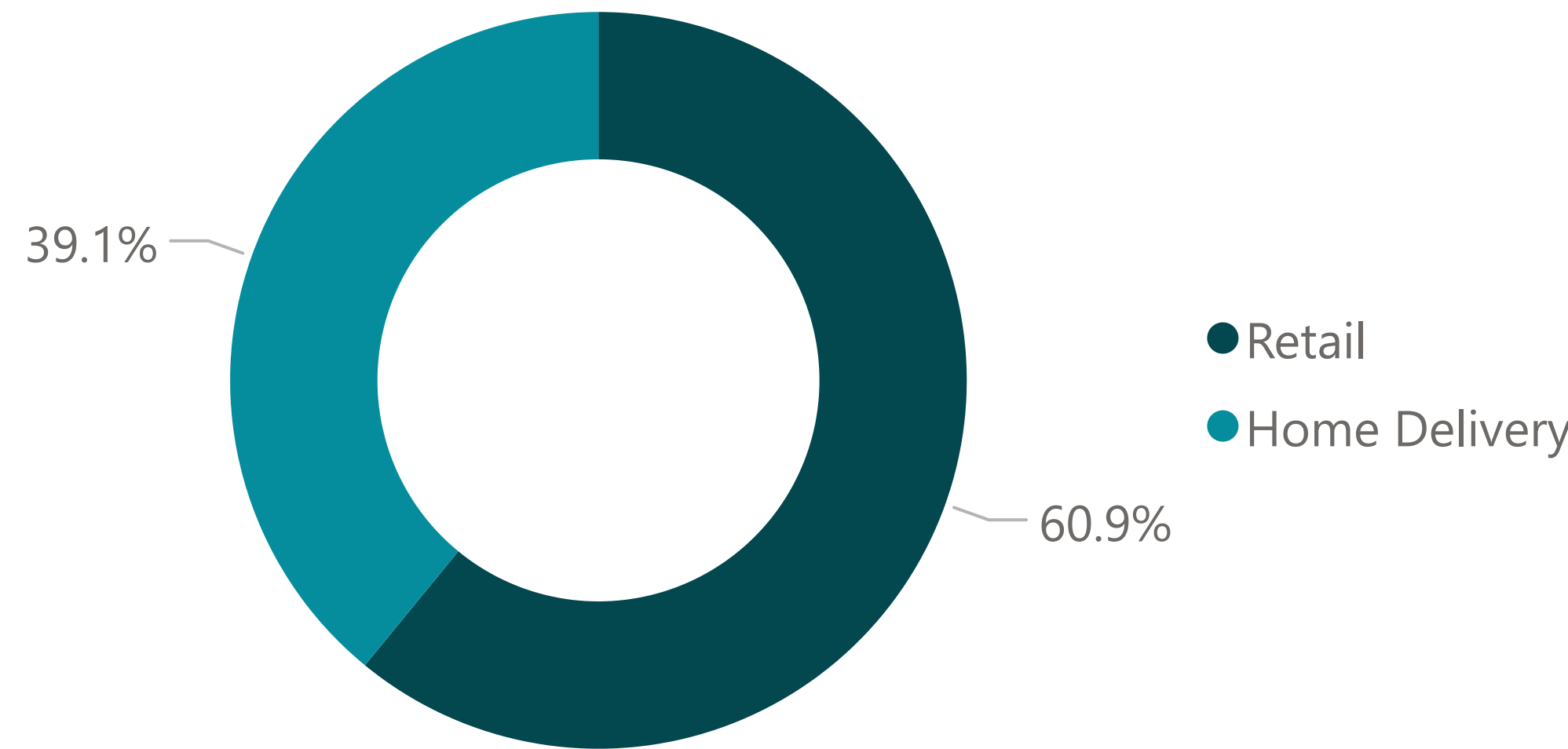
Rx Claims Data Thru:
September 30, 2024

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

● Home Delivery ● Retail

Rxs

|	101K	103K	105K	104K
Retail	62K	63K	63K	64K
Home Delivery	39K	41K	42K	40K
	Qtr 4 2023	Qtr 1	Qtr 2 2024	Qtr 3

58. Percentage of Pharmacy Retail/Home Delivery Utilization

39.1%

60.9%

● Retail
● Home Delivery

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.*

Rx Claims Data Thru:
September 30, 2024

61. Frequency of Walgreens/Duane Reade 90-Day Utilization by Responders in Past 12 Months
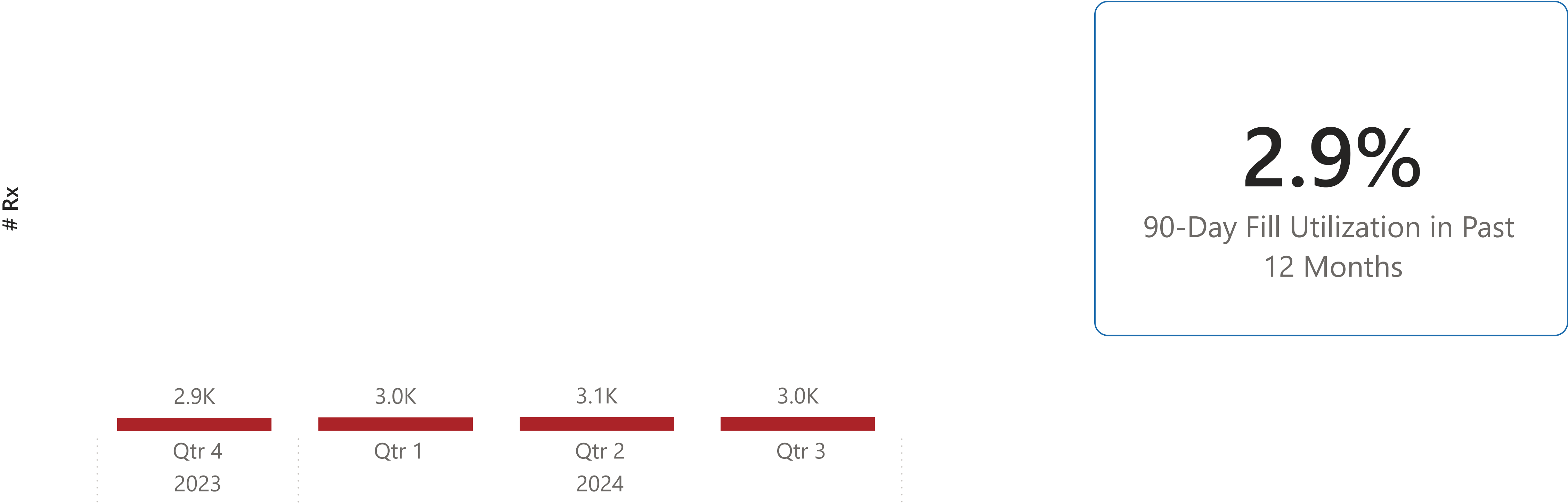
 # Rx

2.9%

90-Day Fill Utilization in Past 12 Months

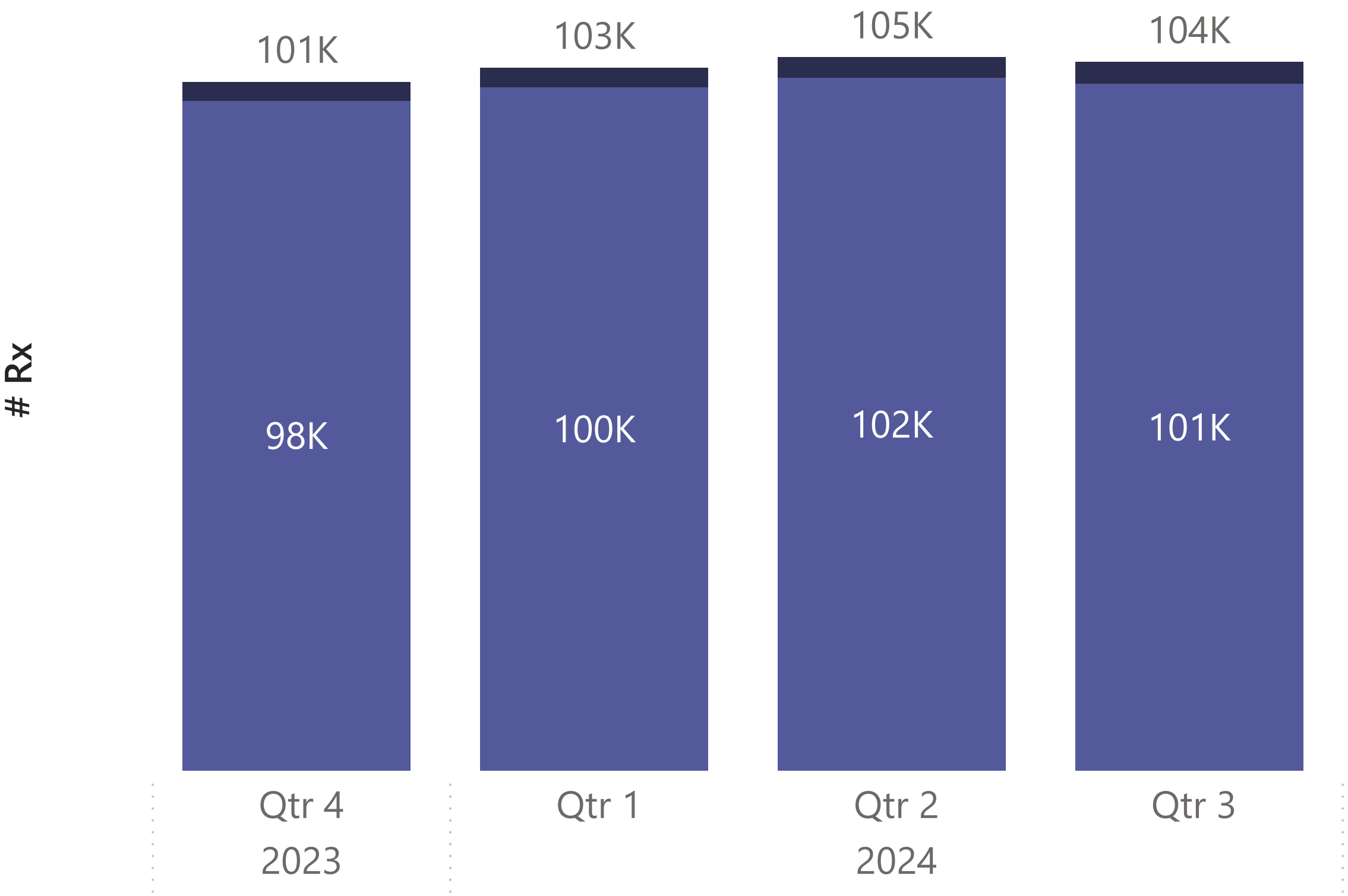| 2.9K	3.0K	3.1K	3.0K
Qtr 4 2023	Qtr 1	Qtr 2 2024	Qtr 3

Pharmacy Data Timeline: Pharmacy claims and cost data are presented based on the date of service/date filled.
Note on Pharmacy Network for Survivors: Pharmacy claims for survivors must be coordinated with their primary insurance. Due to this requirement, the Program allows Survivors to use a larger pharmacy network than Responders to allow easier processing with Survivor members' primary insurance. The Program does not track pharmacy network utilization for Survivors.
Disclaimer of Endorsement: Mention of any company or product does not constitute endorsement by CDC, NIOSH, or the WTC Health Program.

Rx Claims Data Thru:
September 30, 2024

59. Specialty Fill Frequency in Past 12 Months

Specialty Drug ●Non-Specialty ●Specialty

	101K	103K	105K	104K
# Rx	98K	100K	102K	101K
	Qtr 4 2023	Qtr 1	Qtr 2 2024	Qtr 3

60. Overall Specialty Drug Status for Rx Claims

2.9%

97.1%

Specialty Drug
●Non-Specialty
●Specialty

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.*
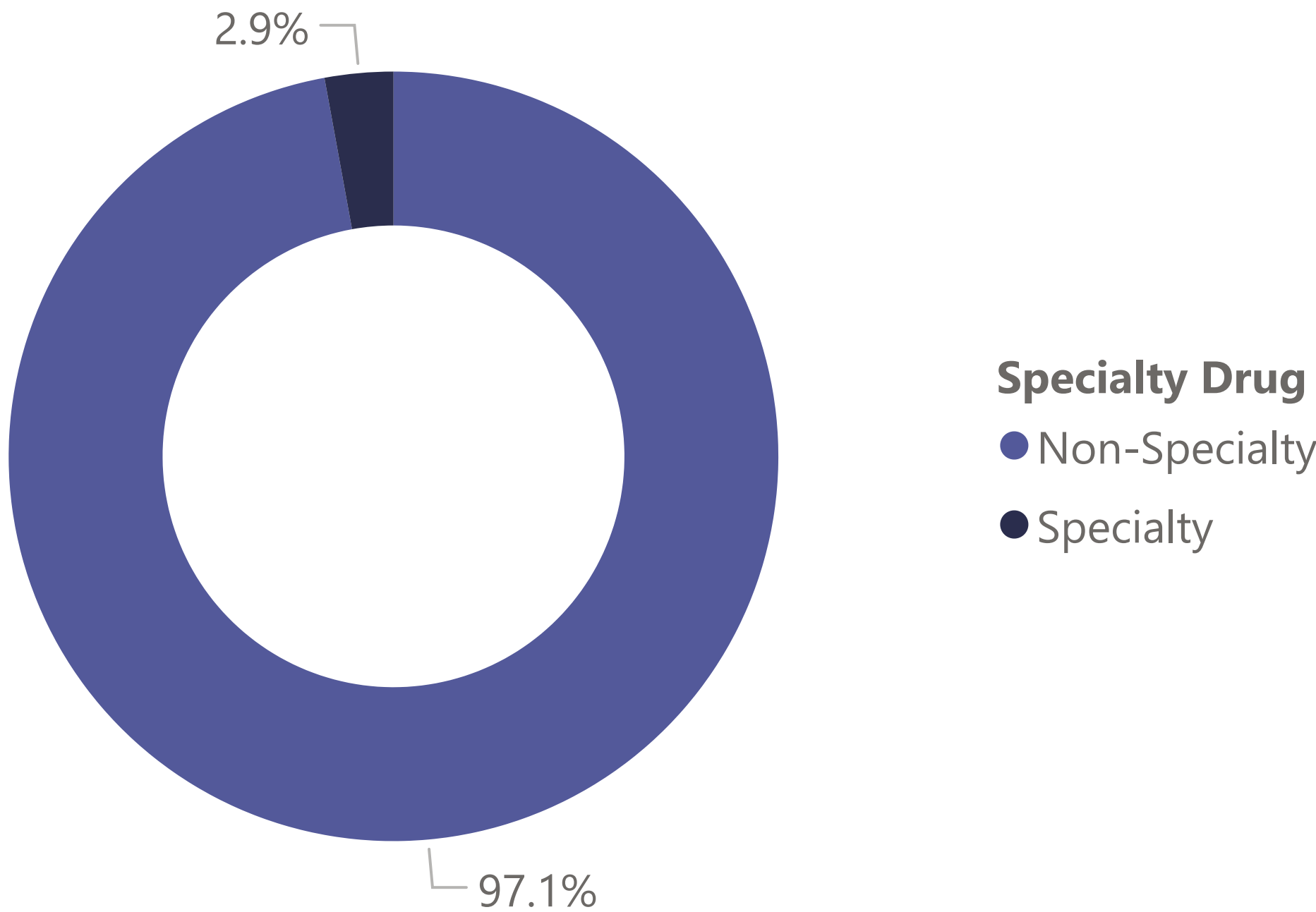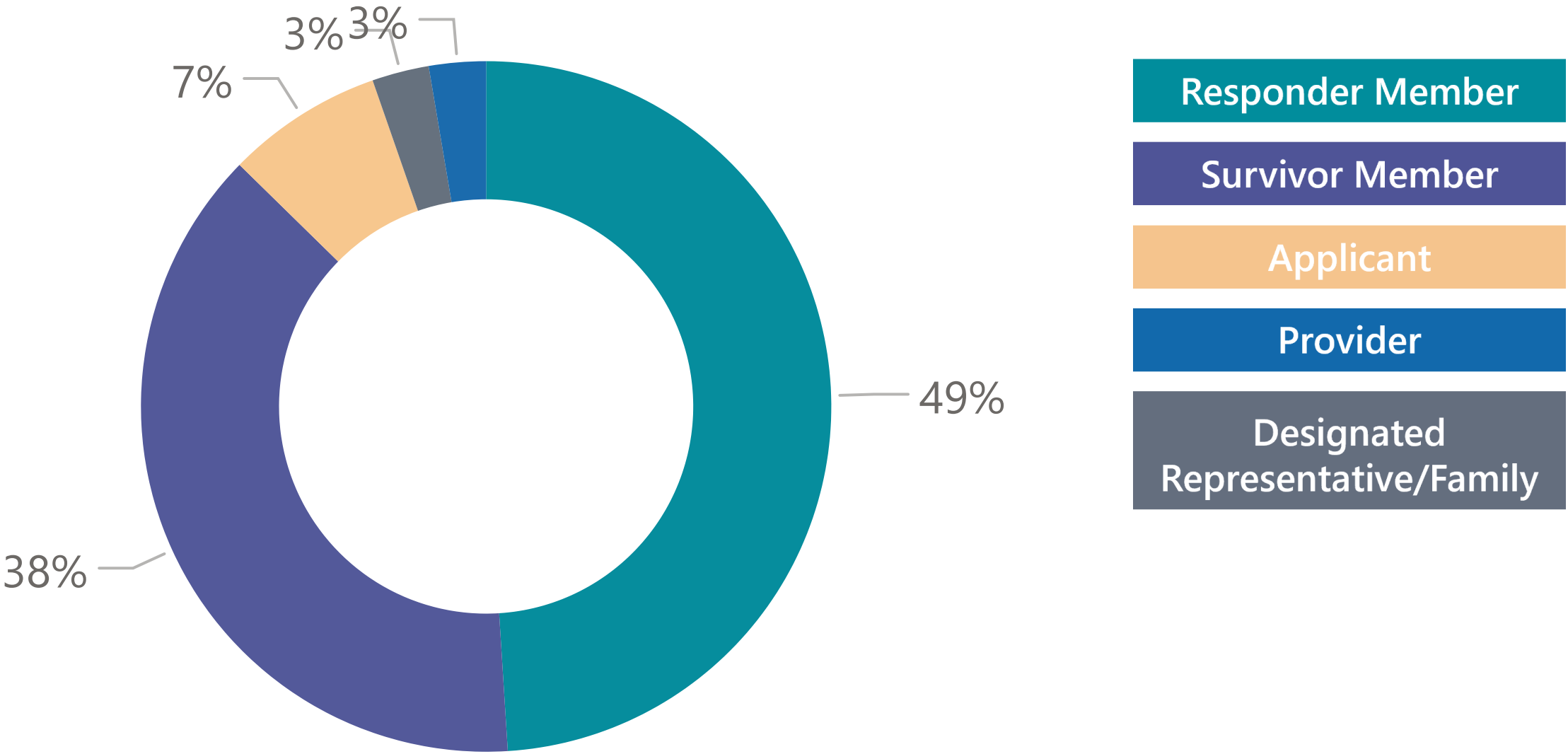
Rx Claims Data Thru:
September 30, 2024

62. Top 10 Topics of Feedback by Calendar Year

Data since feedback form opened in July 2023

Main Topic	2023	2024	Total
Treatment	30.37%	22.64%	**26.19%**
Billing	13.33%	15.72%	**14.63%**
CCE/NPN	14.81%	10.06%	**12.24%**
Certification/WTC3	5.93%	16.35%	**11.56%**
Enrollment	13.33%	8.18%	**10.54%**
Policy/Process	11.85%	9.43%	**10.54%**
Other	2.96%	5.66%	**4.42%**
Records Request	2.96%	3.14%	**3.06%**
Pharmacy/Medication	0.74%	4.40%	**2.72%**
Case Management	0.74%	3.14%	**2.04%**
Website	2.96%	1.26%	**2.04%**

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

Data since feedback form opened in July 2023

Legend:
- Responder Member — 49%
- Survivor Member — 38%
- Applicant — 7%
- Provider — 3%
- Designated Representative/Family — 3%

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

Feedback Data Thru:
September 26, 2024

Member Communications - Call Center

64. Inbound Calls To Call Center in Last Year

18.0K — Qtr 4 2023
17.8K — Qtr 1
17.4K — Qtr 2 2024
17.3K — Qtr 3

Inbound Calls
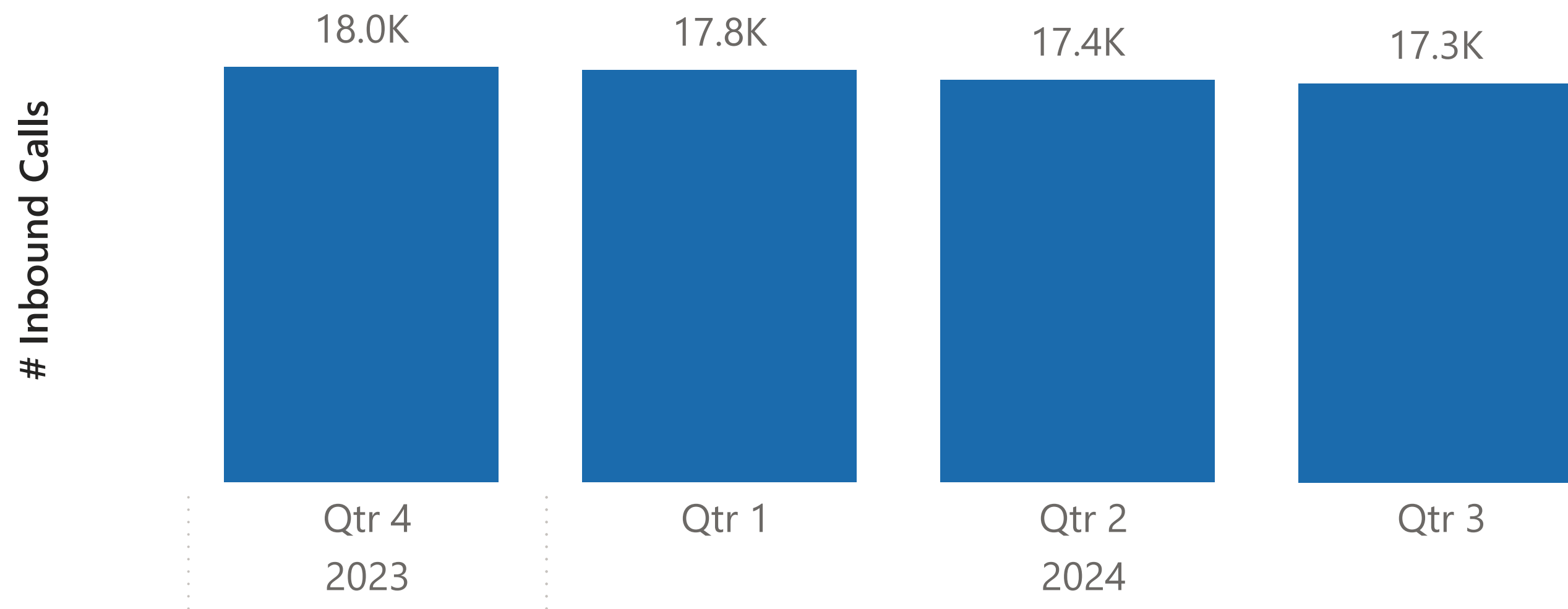
65. Call Center Language Line Usage in Last Year

Translation services provided through language line

Year	Mandarin	Other	Polish	Spanish
2023				
Qtr 4	49	30	<10	156
2024				
Qtr 1	39	29	<10	153
Qtr 2	38	38	<10	159
Qtr 3	<10	<10	<10	<10

66. % Language Line Usage by Language in Last Year

Translation services provided through language line

77 (13%)
64 (11%)
15 (3%)
418 (73%)

Language
- Mandarin
- Other
- Polish
- Spanish

Note on Call Center: *The data shown are calls to the WTC Health Program call center at 1-888-982-4748.*

Call Center Data Thru:
September 30, 2024