

Interested in transferring to another World Trade Center (WTC) Health Program Clinical Center of Excellence (CCE) or into the Nationwide Provider Network (NPN)?

Follow these steps for a smooth transfer:

- 1. Talk to your current CCE/NPN:** As soon as you decide that you want to transfer clinics, talk with your current CCE/NPN¹ to make a transfer request. They will discuss the transfer process with you and let you know if you are eligible. In most cases, a member can transfer once a year.
- 2. Authorize the release of your medical records:** Your current CCE/NPN will give you a form to authorize the release of your medical records to the new CCE/NPN. It is important to complete the form as soon as possible and return to your current CCE/NPN.



The transfer process will not begin until you sign the authorization release and return it to your current CCE/NPN.

- 3. Plan ahead:** It may take 30 to 60 days after a completed transfer for you to see a provider at the new CCE/NPN. Think about what you need for your care, including prescriptions, before your first appointment at the new CCE/NPN.

If you anticipate any urgent WTC-related health needs in the next couple of months, consider these tips:

- *Schedule an appointment:* If your last monitoring exam was over a year ago, or if you need treatment, try scheduling an appointment with your current CCE/NPN before you transfer.
- *Check for pending certifications:* Talk to your current CCE/NPN about any pending certifications. You may want to wait until you receive a final decision on any pending certifications before you transfer.
- *Ensure sufficient medication:* Talk to your current CCE/NPN to make sure that you have sufficient medication throughout the transfer process. Refill any prescriptions you are taking.
- *Tie up loose ends:* If you are waiting for a referral or authorization to see a certain provider, discuss your options with your current CCE/NPN. When your transfer is complete, your new CCE/NPN will help you obtain new authorizations and referrals.

- 4. Be patient:** The transfer process can take up to 30 days. You will receive a letter from the WTC Health Program once your transfer is complete. The letter will include point of contact information for your new CCE/NPN. It can take 30-60 additional days for you to have your first appointment at the new clinic.

What if I have questions about my care during the processing of my transfer?



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

¹ Check the program website at <https://www.cdc.gov/wtc/clinics.html> for Responder and Survivor CCE locations and for Nationwide Provider Network information for members who live outside the New York Metropolitan Area.