

# World Trade Center Health Program

## External Quarterly Program Summary

Publication Date:  
May 1, 2025

Program Data Through:  
March 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 Do not cite or rely on this information for official purposes; this data should not be used to evaluate performance.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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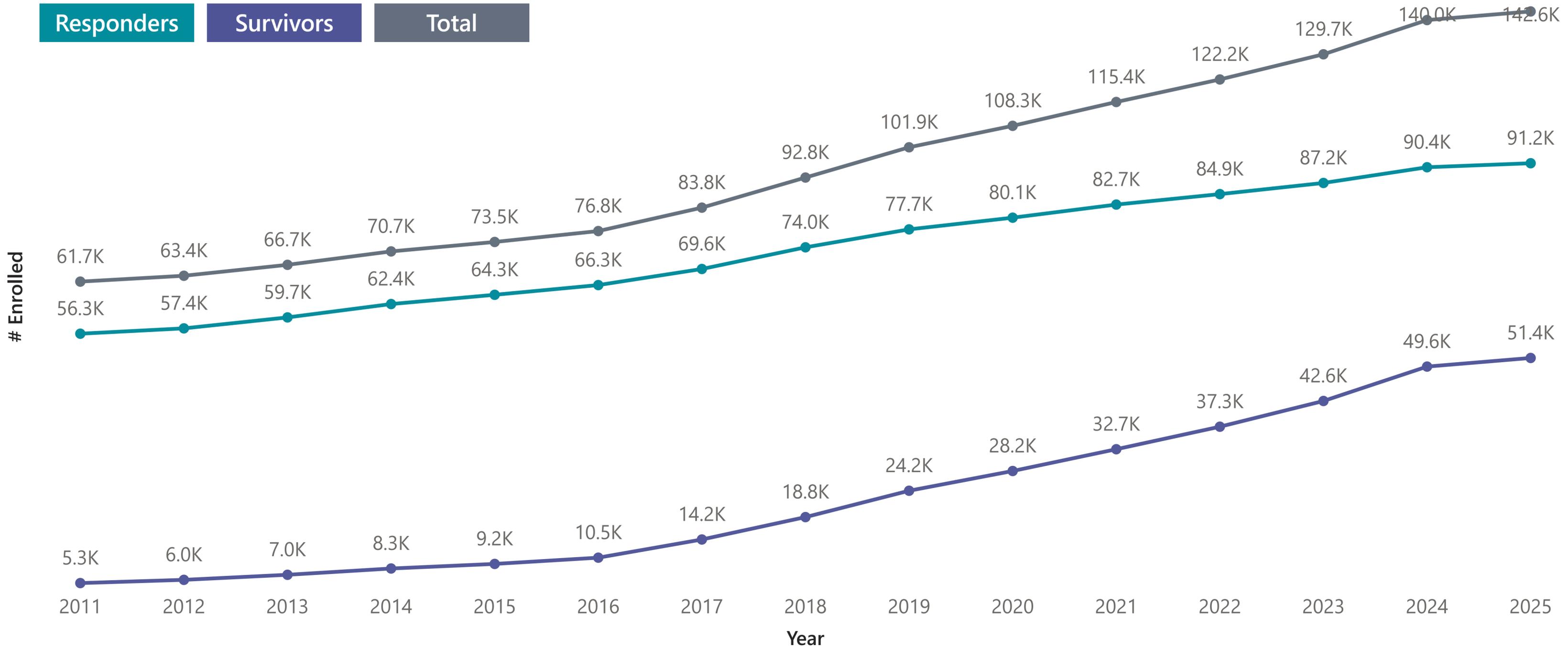
*\*The following note applies to several pages on this dashboard.\**

**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



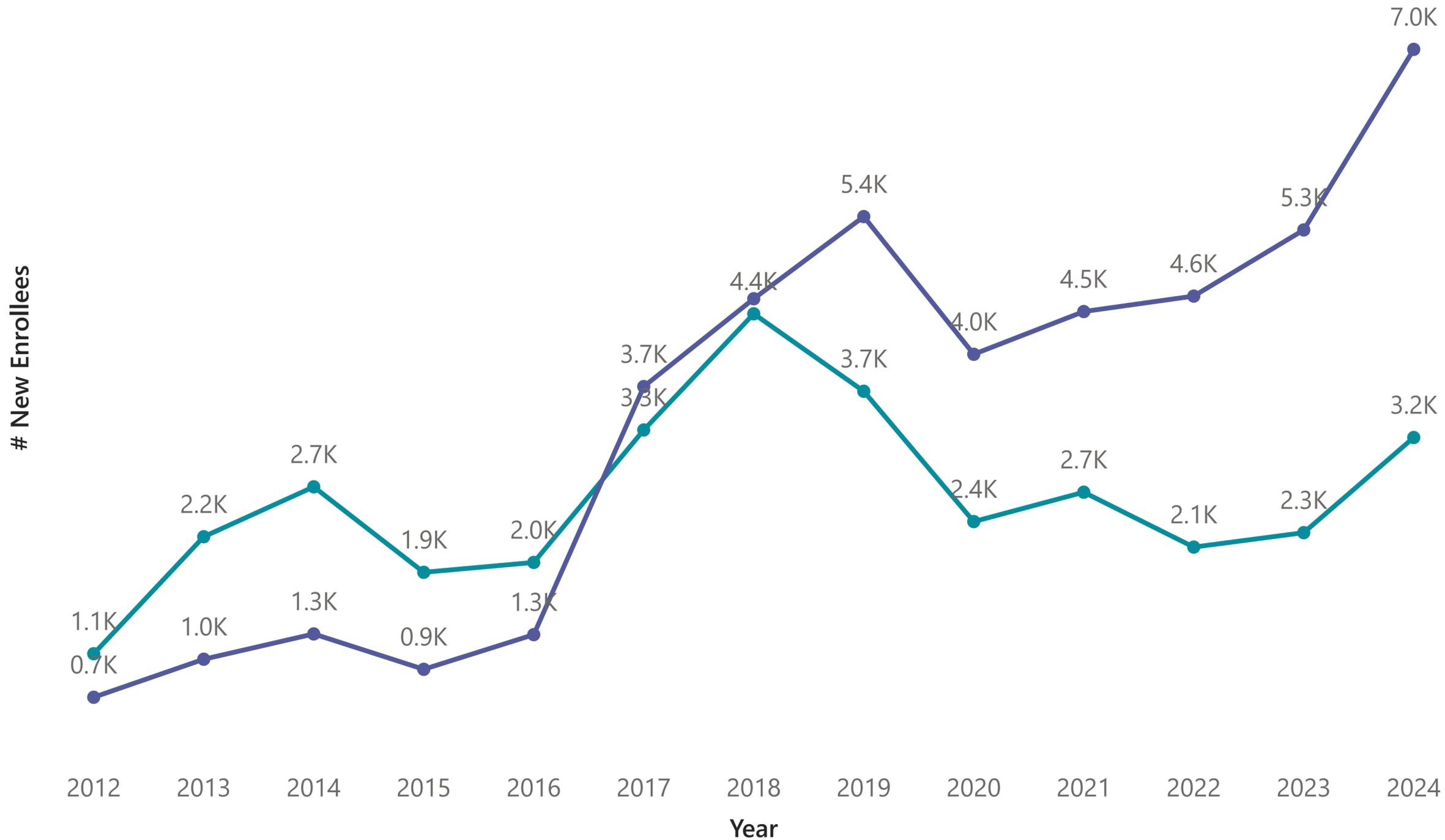
**Enrollment over Lifetime of Program** consists of all unique individuals ever enrolled in the Program, including those individuals who have been subsequently disenrolled or died. Deceased members include all causes of death; cause of death may or may not be WTC-related.

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

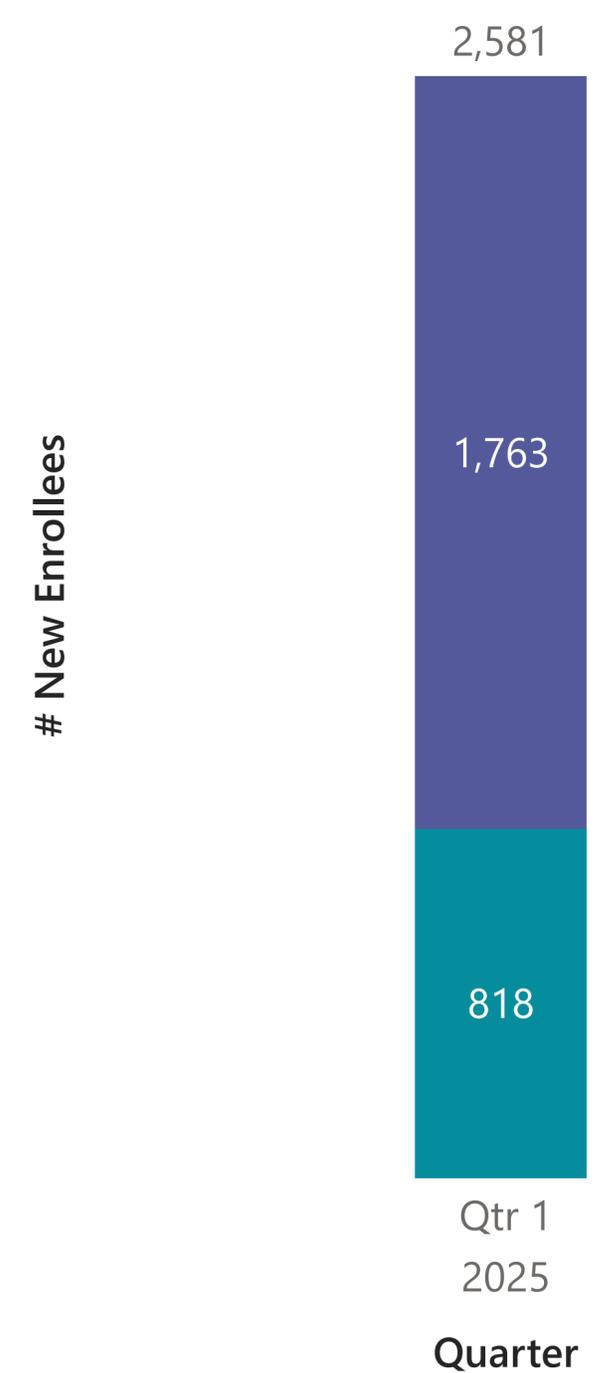
# WTC Health Program Enrollment

## 2. New Enrollments Per Year Over Time

**Responders**   **Survivors**



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



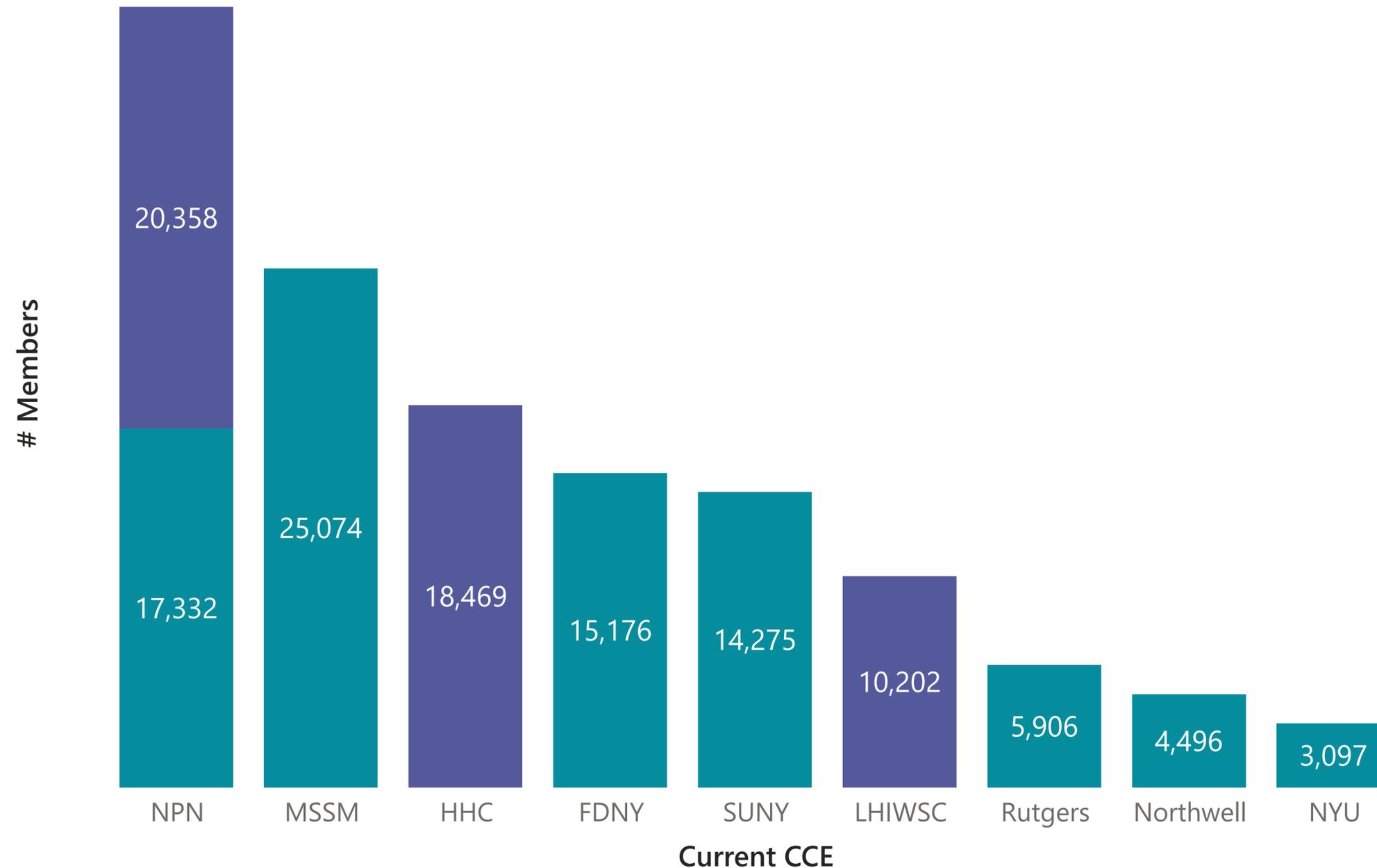
**Note on Figure 2:** 'New Enrollees' are those new members enrolled in the stated calendar year; numbers are not cumulative.

Enrollment Data Thru:  
March 31, 2025

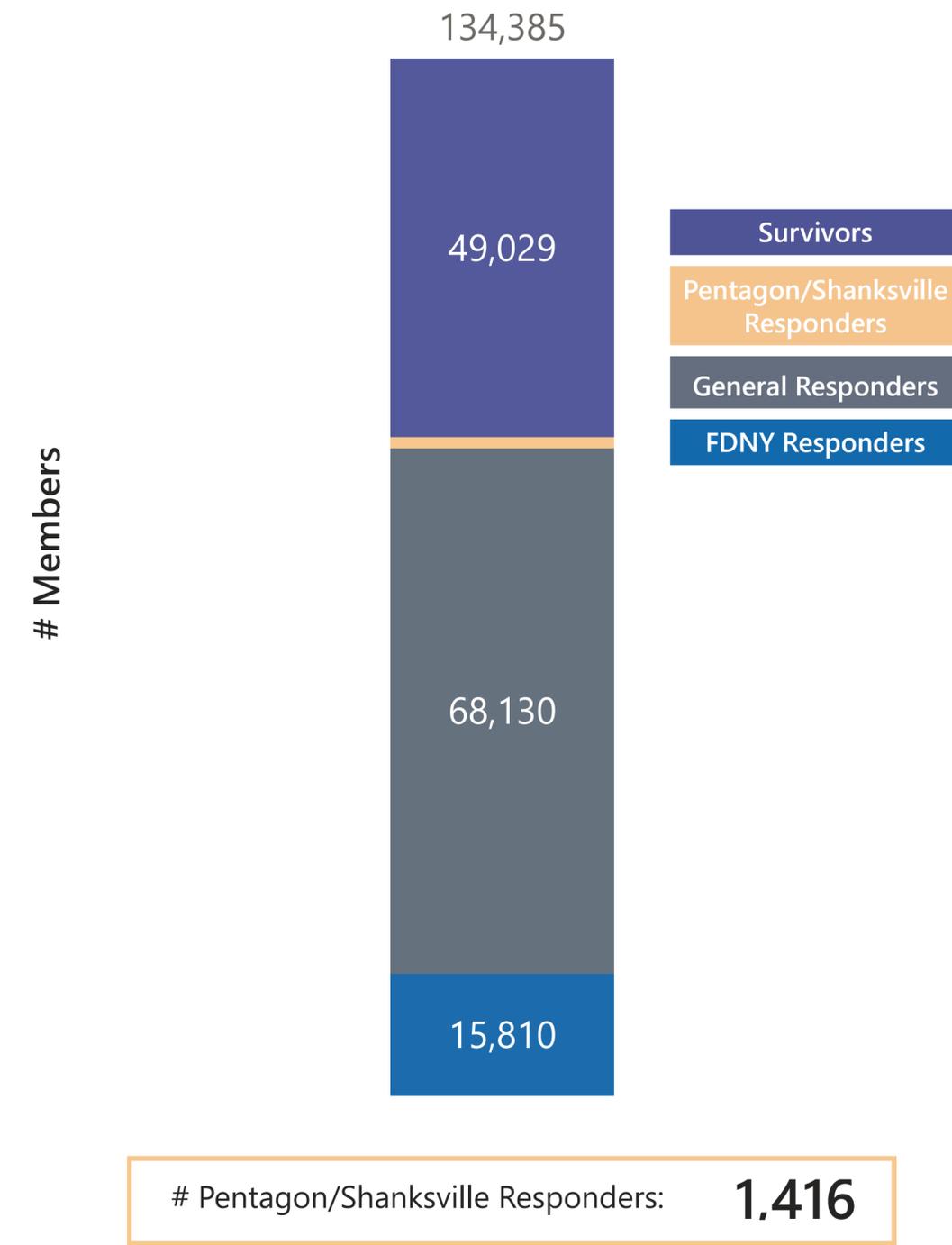
# CCE Enrollment and Member Type

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

Member Type ● Responder ● Survivor



## 5. Currently Enrolled Members by Type

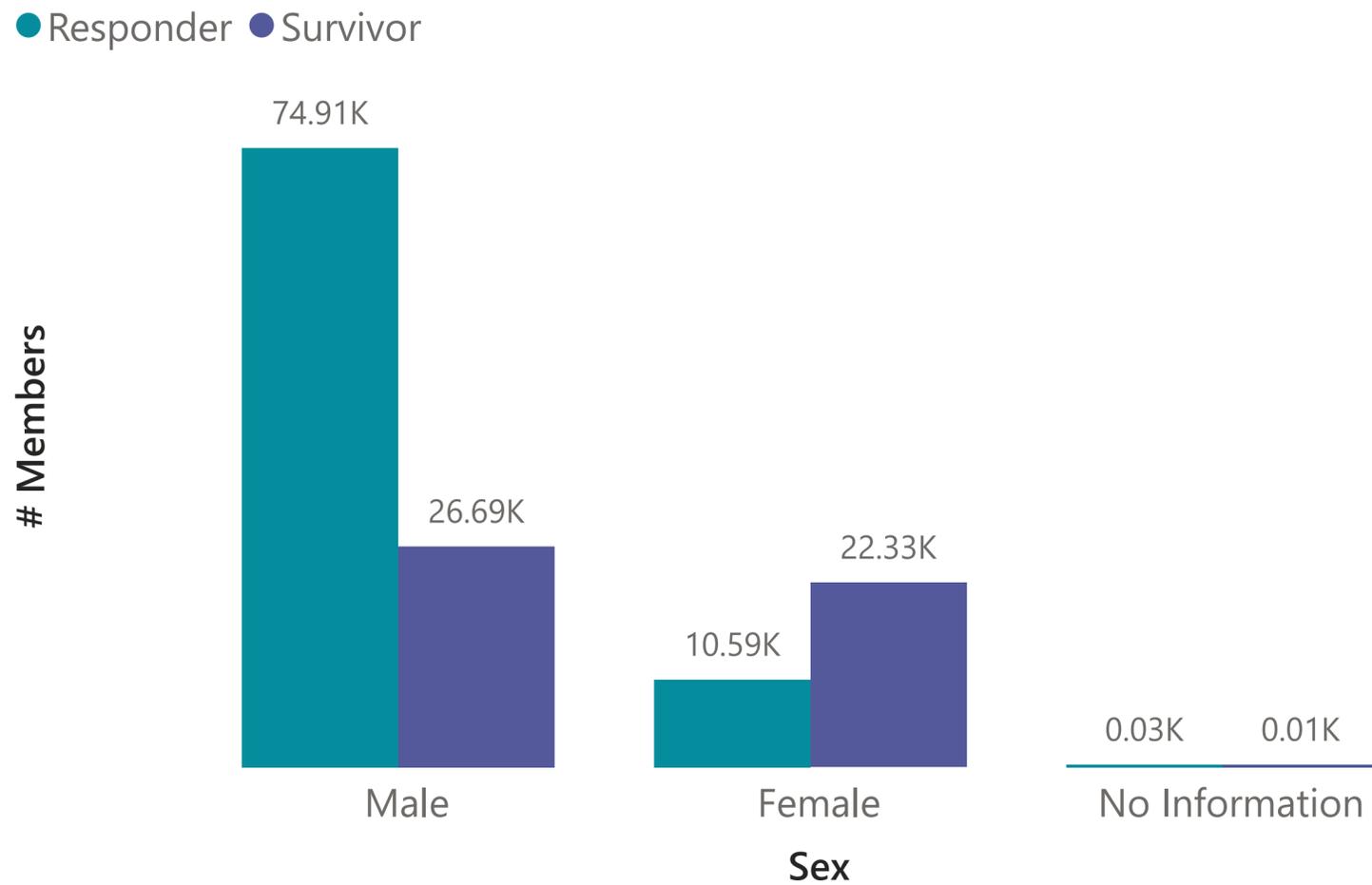


# Pentagon/Shanksville Responders: **1,416**

**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.

# Demographics of Currently Enrolled Members

## 6. Total Membership: Sex

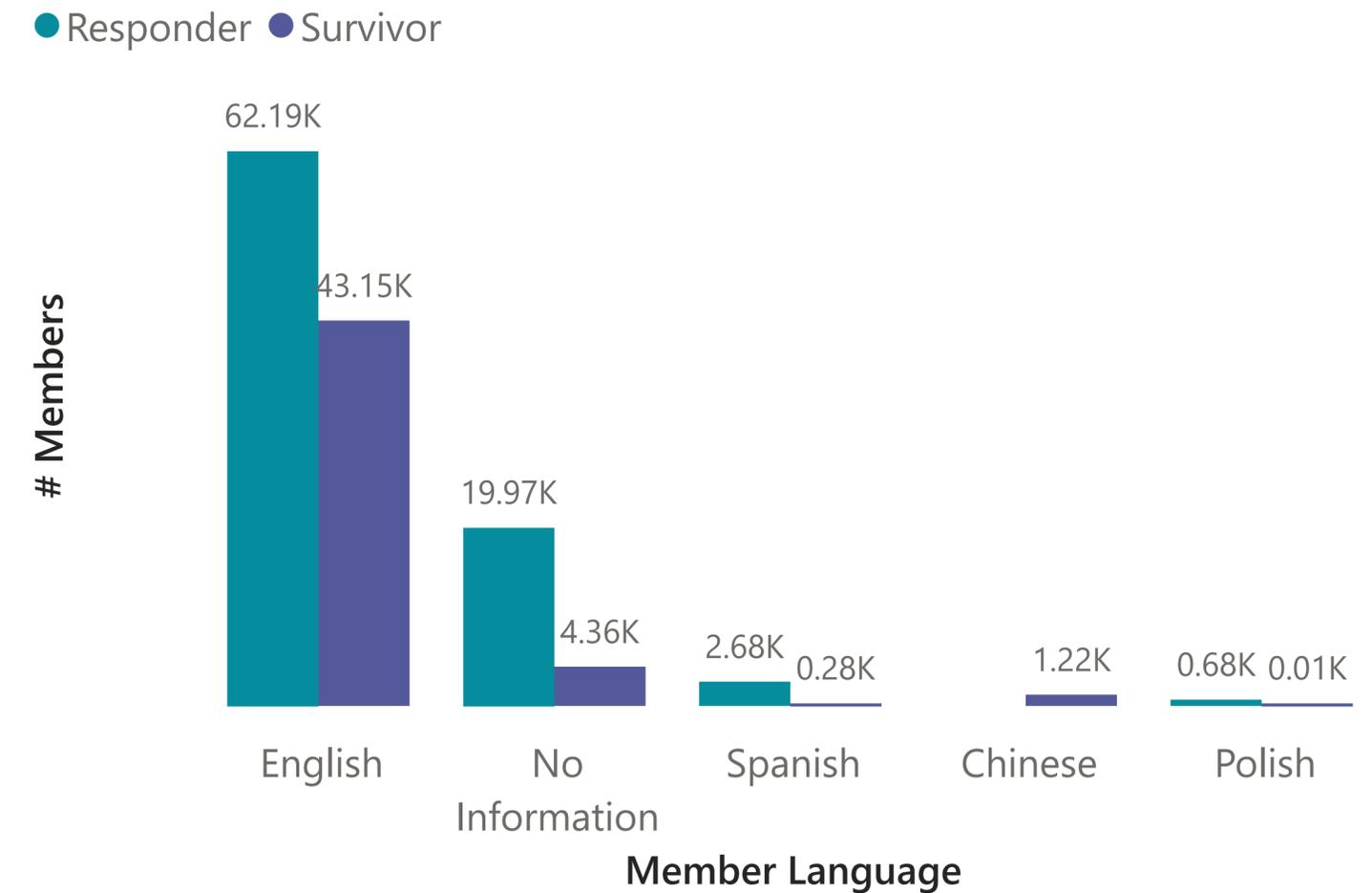


## Percent of Total Membership: Sex



Sex ● Female ● Male ● No Information

## 7. Total Membership: Preferred Language



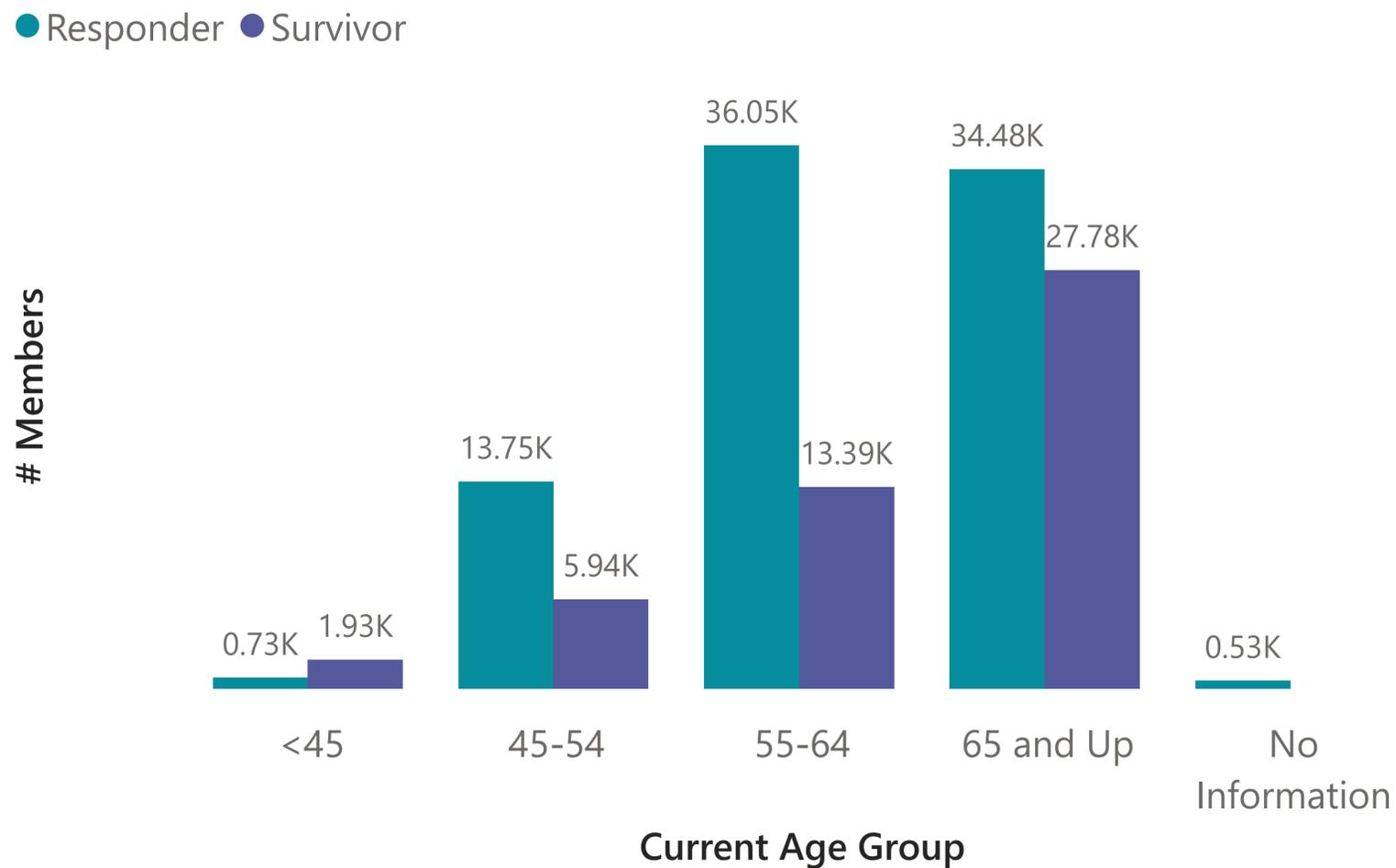
## Percent of Total Membership: Preferred Language



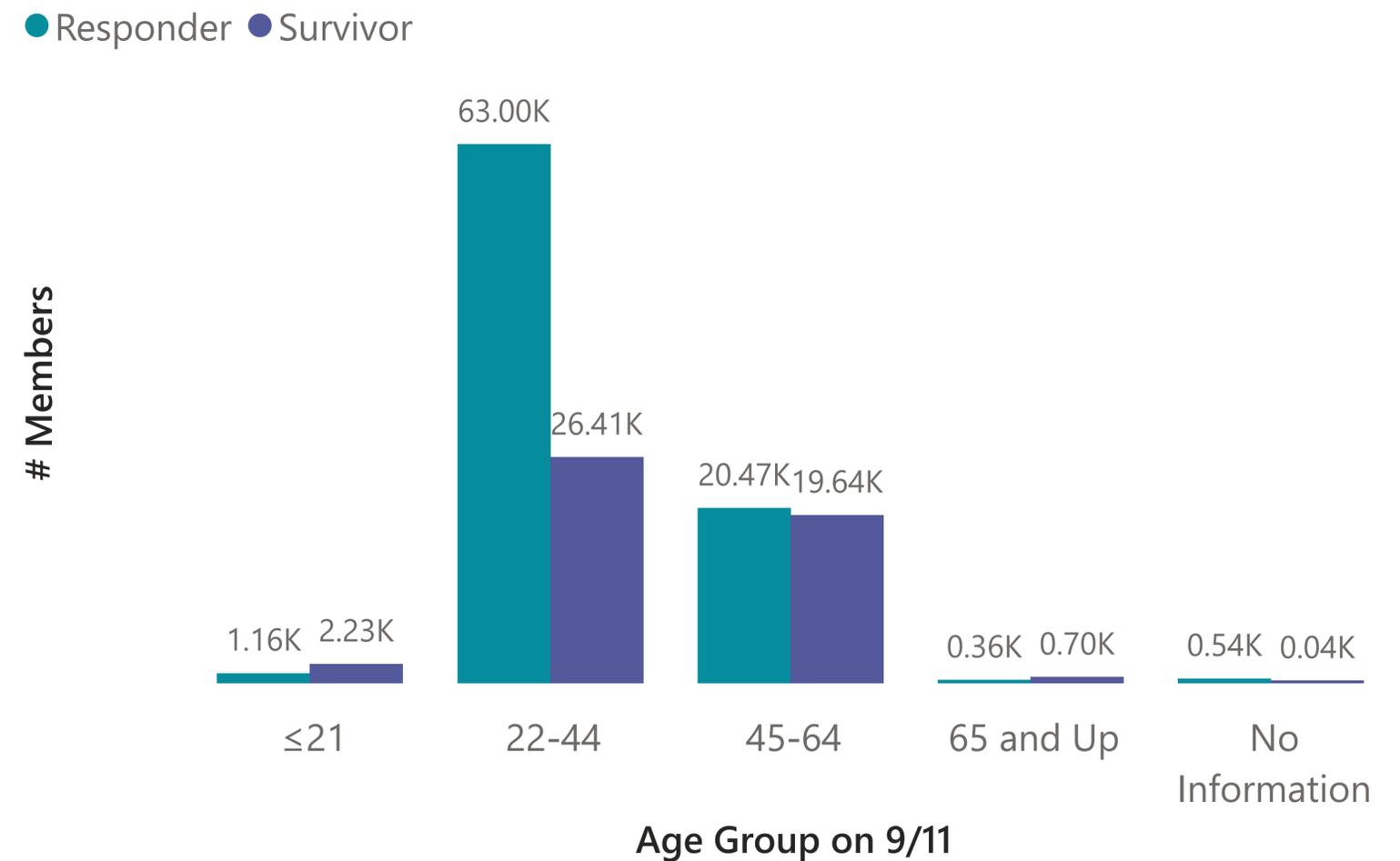
Member Language ● Chinese ● English ● No Information ● Polish ● Spanish

# Age Distribution of Currently Enrolled Members

## 8. Current Member Age



## 9. Member Age on 9/11



## Percent of Total Membership: Current Age



## Percent of Total Membership: Age on 9/11



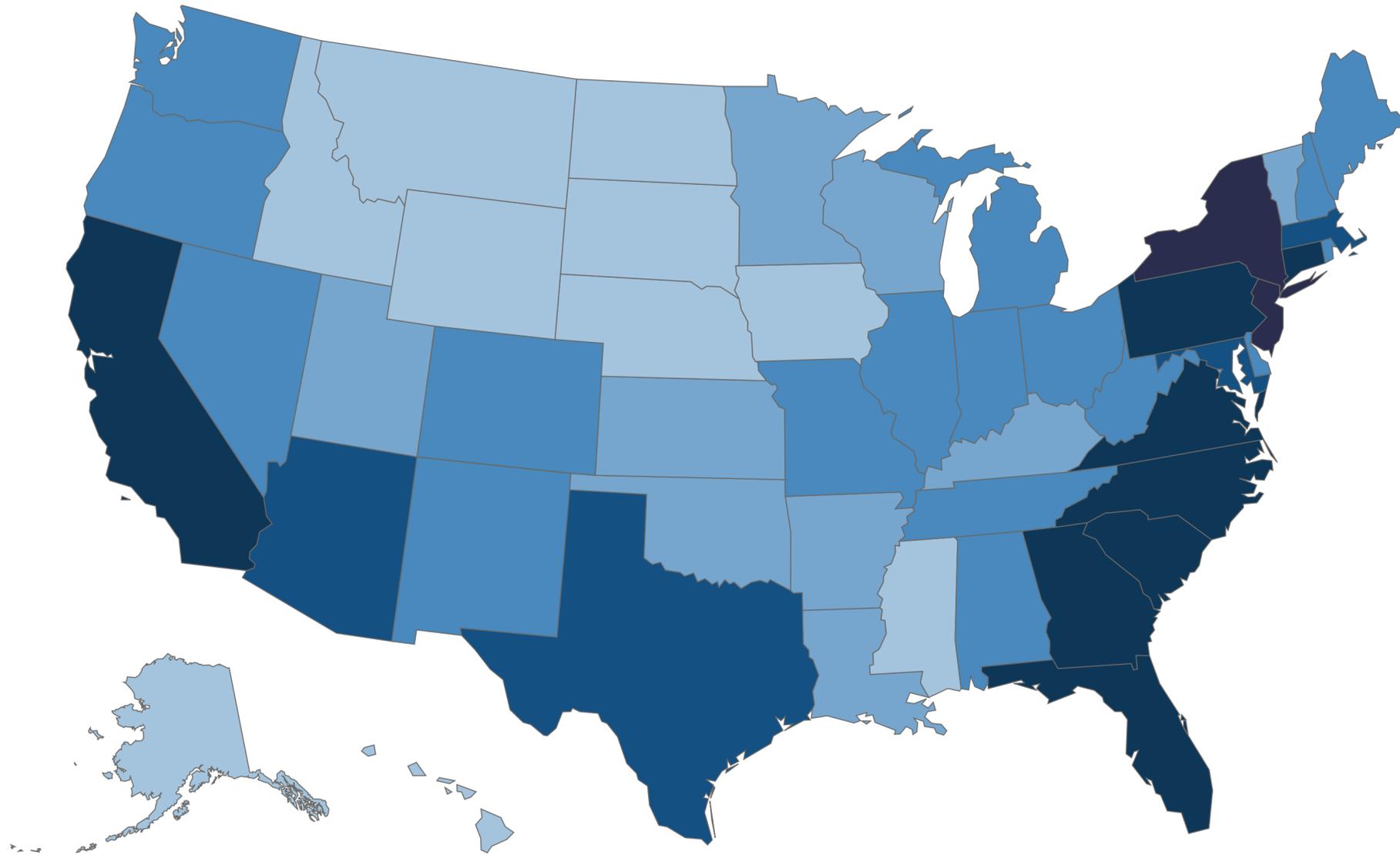
Current Age Group ● <45 ● 45-54 ● 55-64 ● 65 and Up ● No Information

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

# 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	55,400	34,246	<b>89,646</b>
New Jersey	8,154	7,072	<b>15,226</b>
Florida	6,944	2,563	<b>9,507</b>
Pennsylvania	1,916	749	<b>2,665</b>
North Carolina	1,519	550	<b>2,069</b>
South Carolina	1,278	340	<b>1,618</b>
Connecticut	804	739	<b>1,543</b>
Virginia	1,217	253	<b>1,470</b>
California	646	385	<b>1,031</b>
Georgia	640	352	<b>992</b>

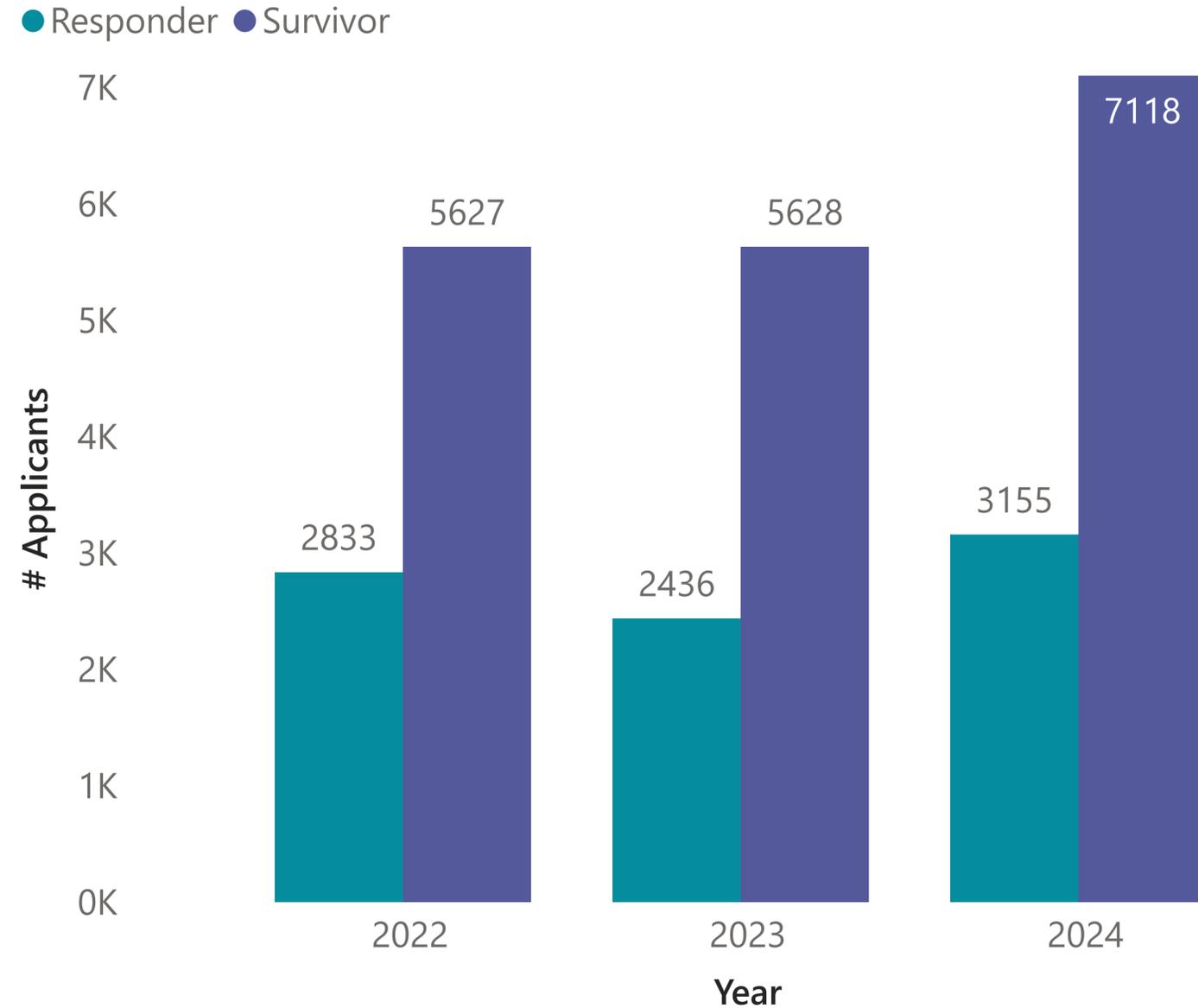
**133K**  
Members in the US (incl. territories)

**112**  
Members in US Territories

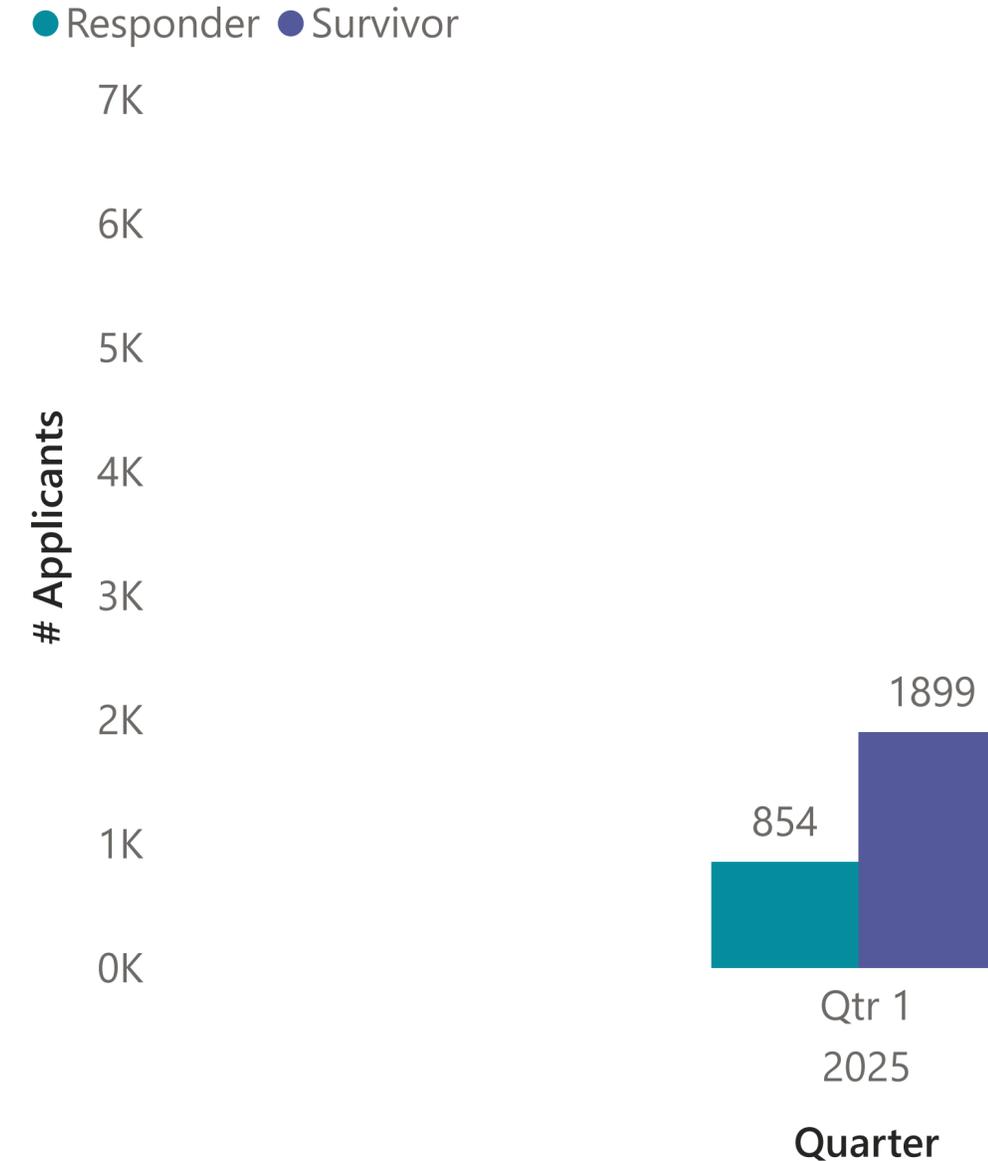
**1395**  
Members Outside of the US

# Applications in Process - Received

## 12. Applications Received in Past Years



## 13. Applications Received in Current Calendar Year

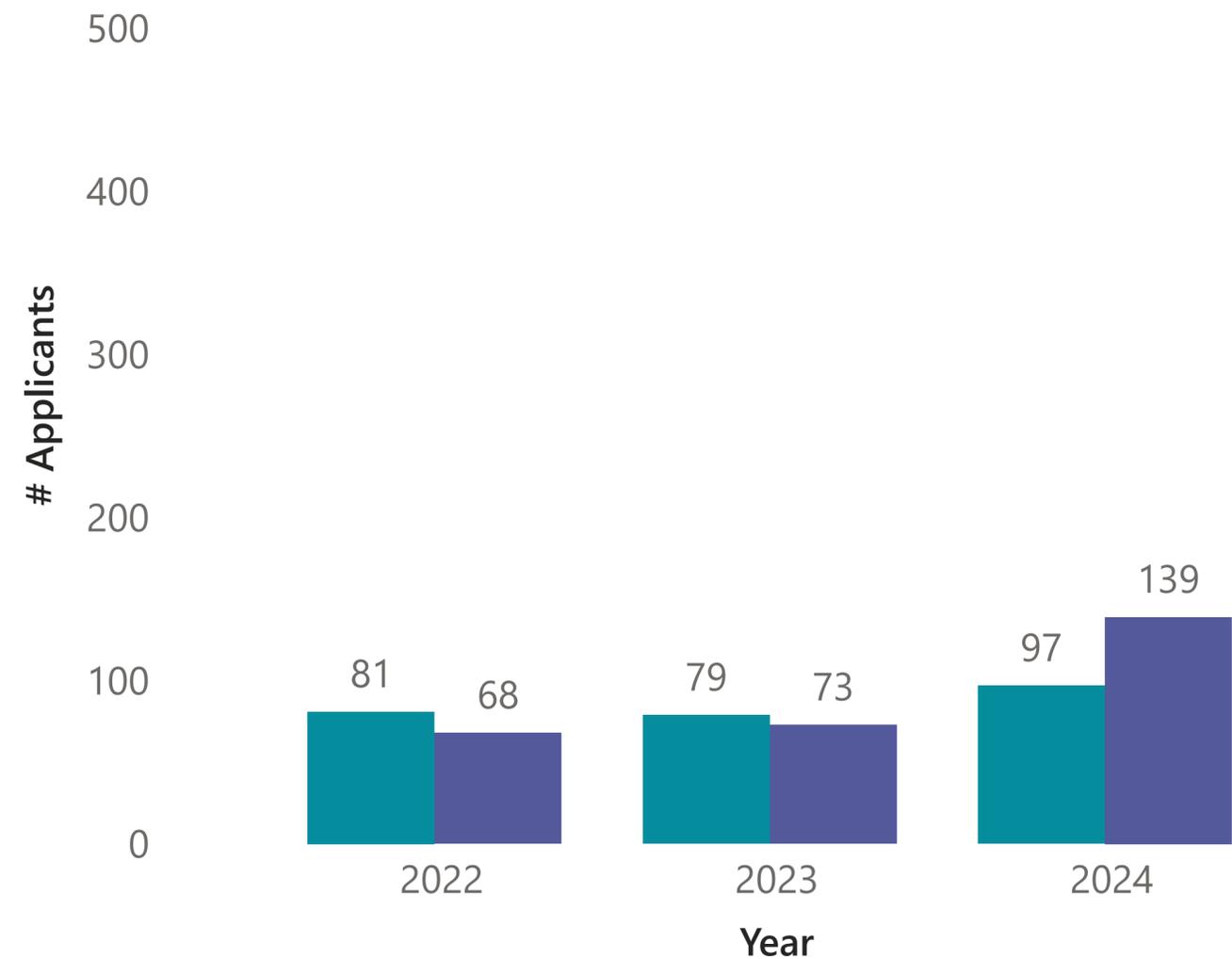


**Note on Date Range for Application Data:** In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.

# Applications in Process - Suspended

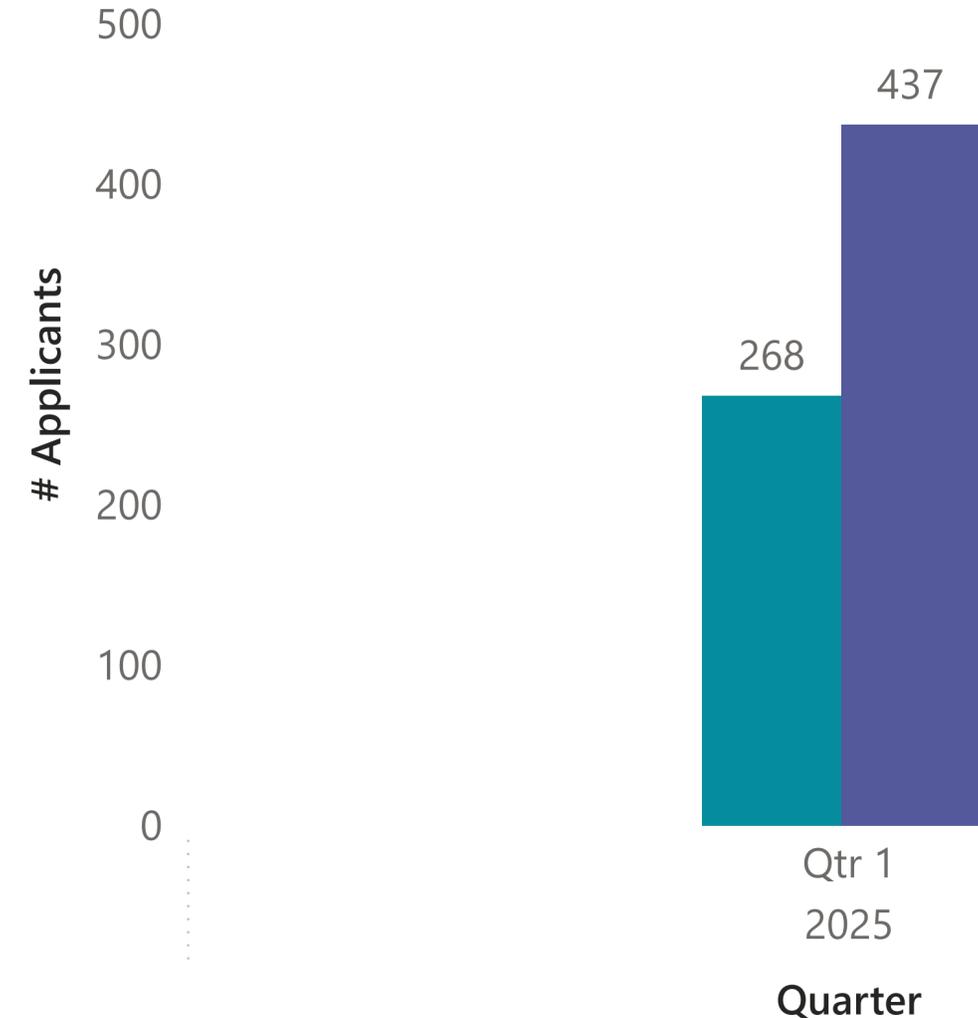
## 14. Prior Year Applications Currently in Suspend Status

● 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.

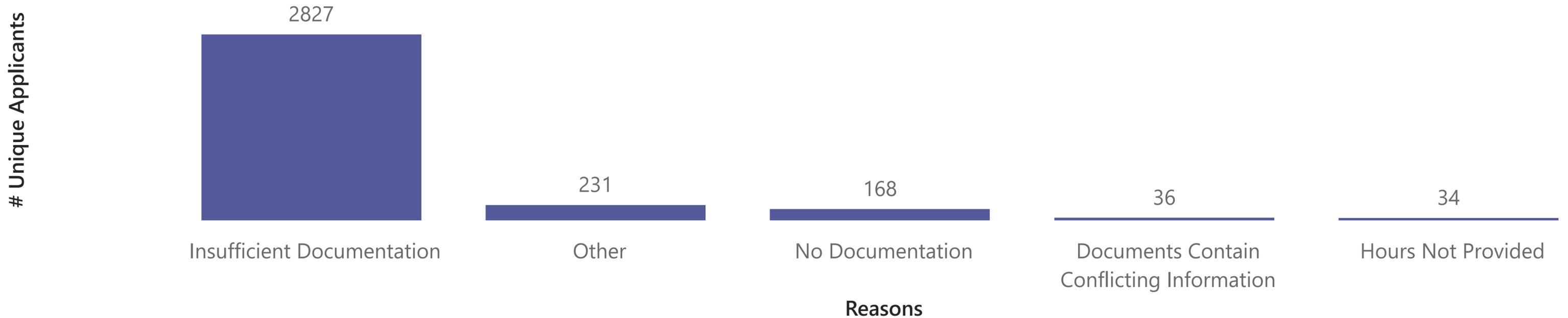
**Note on Suspended Applications:** Incomplete applications are generally "suspended" but still considered "in process" until sufficient documentation is received to determine enrollment eligibility. An application may move in and out of suspend status throughout the application process. The number of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

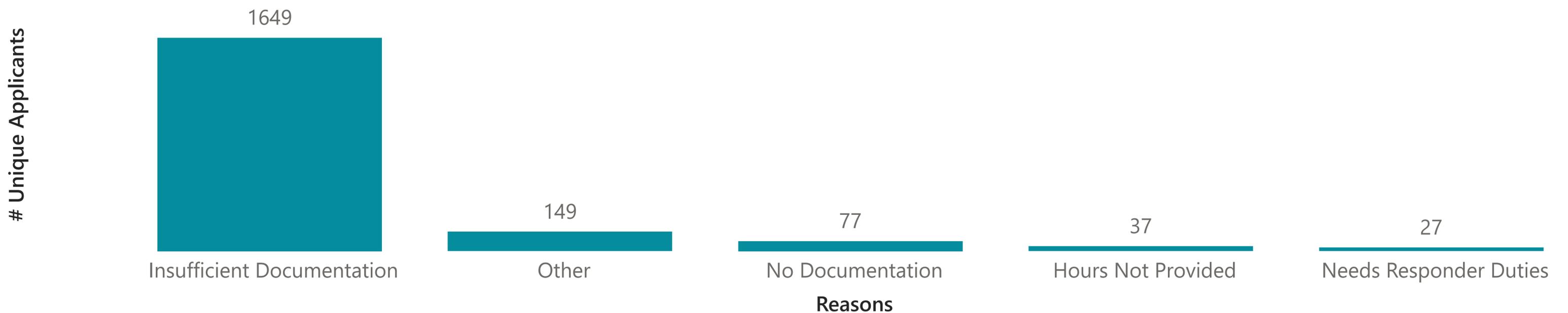
March 31, 2025

# Primary Reasons for Applications being Suspended

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



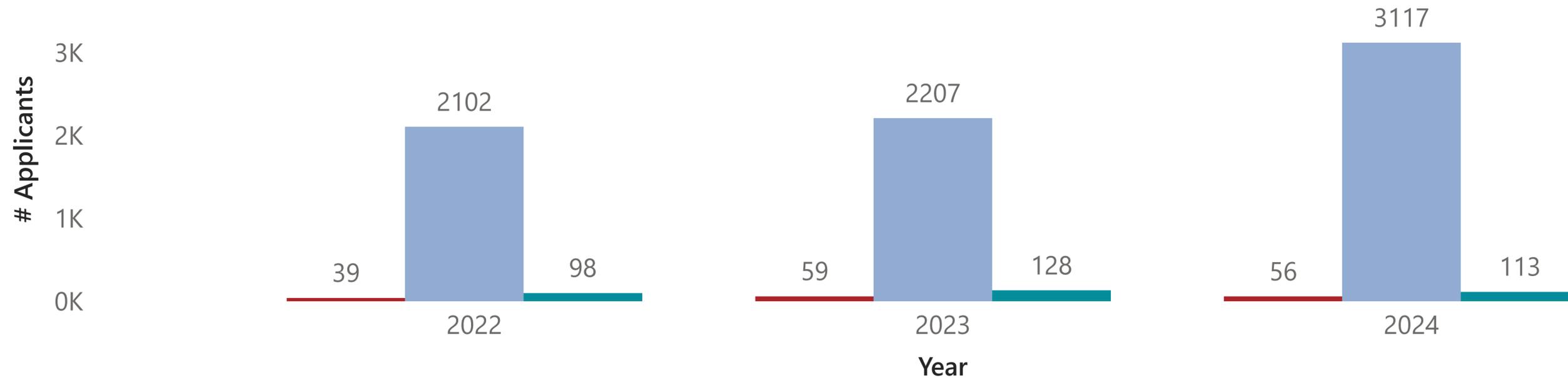
## 17. Top 5 Reasons for Suspended Responder Applications in Past Year



**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.

## 18. Responder Application Decisions in Past Years

● Deny ● Enroll ● Suspend



## 19. Responder Application Decisions in Current Calendar Year

Decision	Qtr 1
Deny	18
Enroll	805
Suspend	62

Top Denial Reason for Responder Apps in Past Year

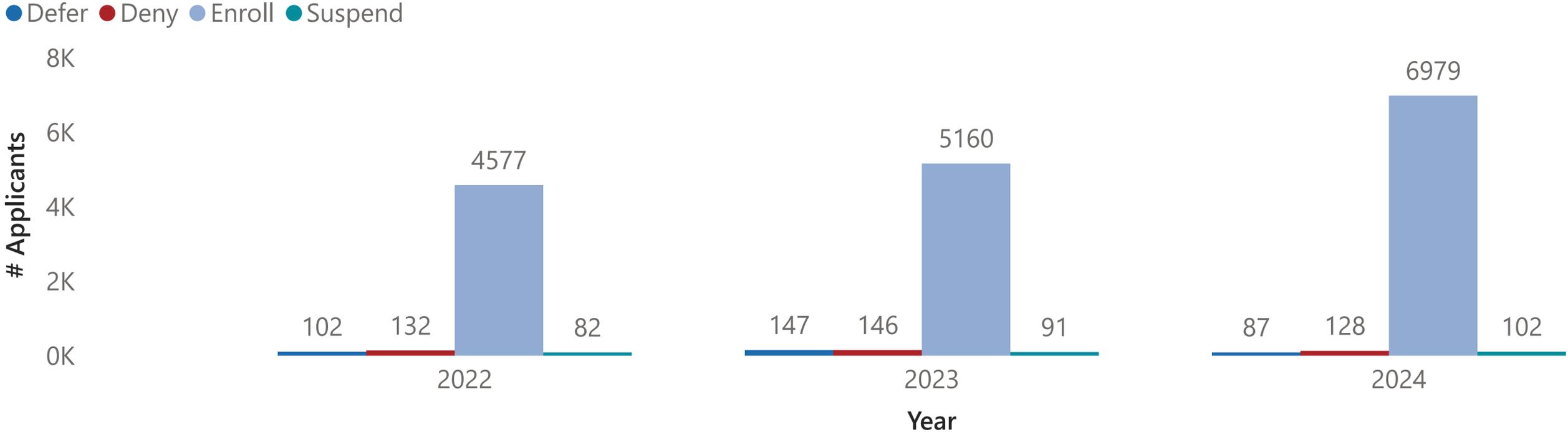
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Insufficient Time

**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".

## 20. Survivor Application Decisions in Past Years



## 21. Survivor Application Decisions in Current Calendar Year

Decision	Qtr 1
Defer	36
Deny	31
Enroll	1676
Suspend	53

Top Denial Reason for Survivor Apps in Past Year

▲

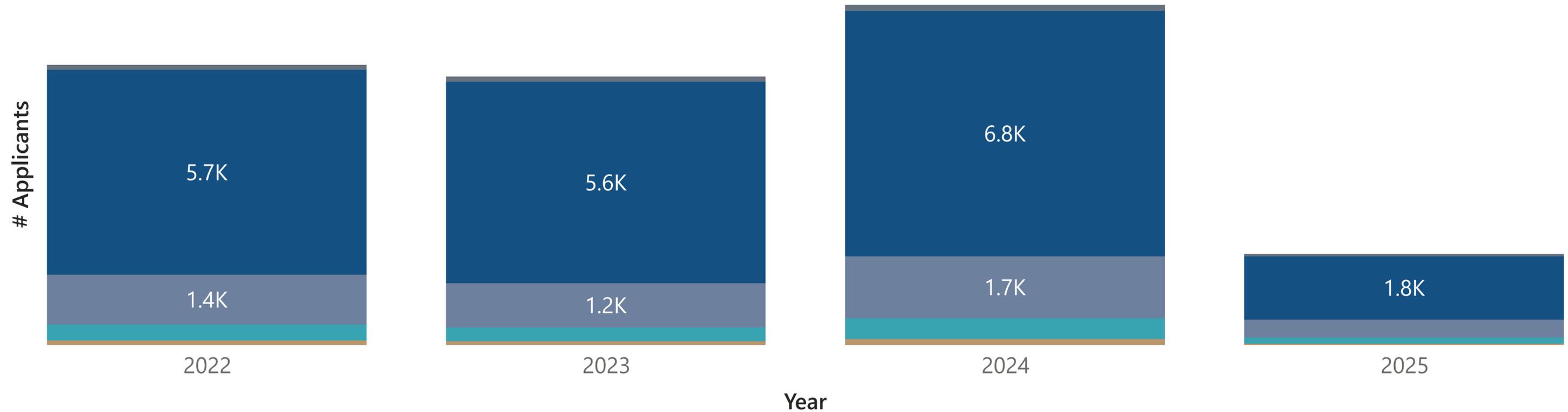
**Ineligible Activity**

**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".

## 22. Top 5 States by Applications Received in Past Years

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



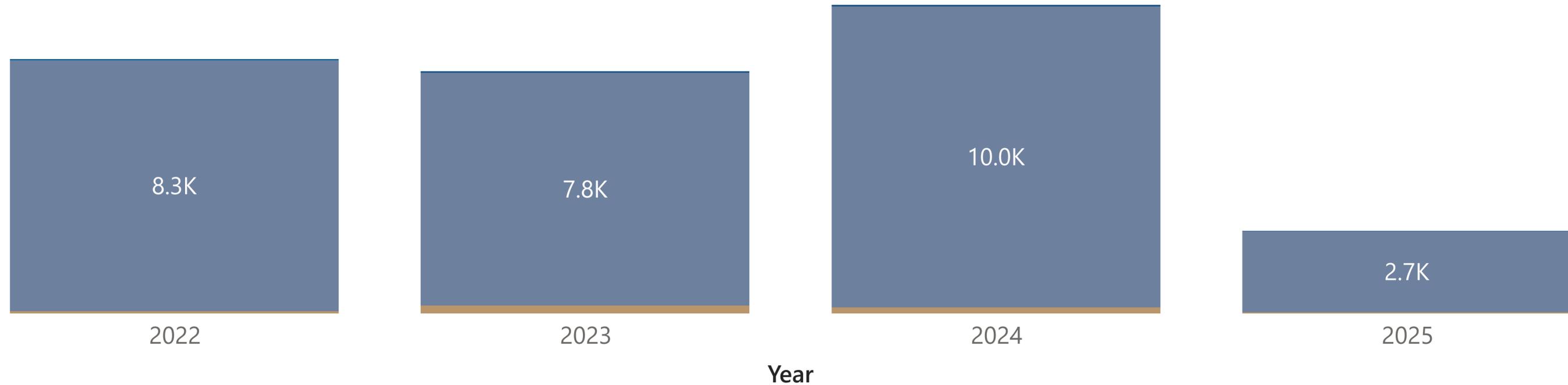
## 23. Top 5 States by Applications Received in Past Years - Detailed

State	2022	2023	2024	2025
New York	5678	5575	6801	1751
New Jersey	1371	1222	1707	504
Florida	444	376	579	157
Pennsylvania	129	138	162	60
Connecticut	125	111	164	43

**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.

## 24. Applications Received in Past Years by Language

● Chinese ● English ● Other ● Polish ● Spanish



## 25. Applications Received in Past Years by Language - Detailed

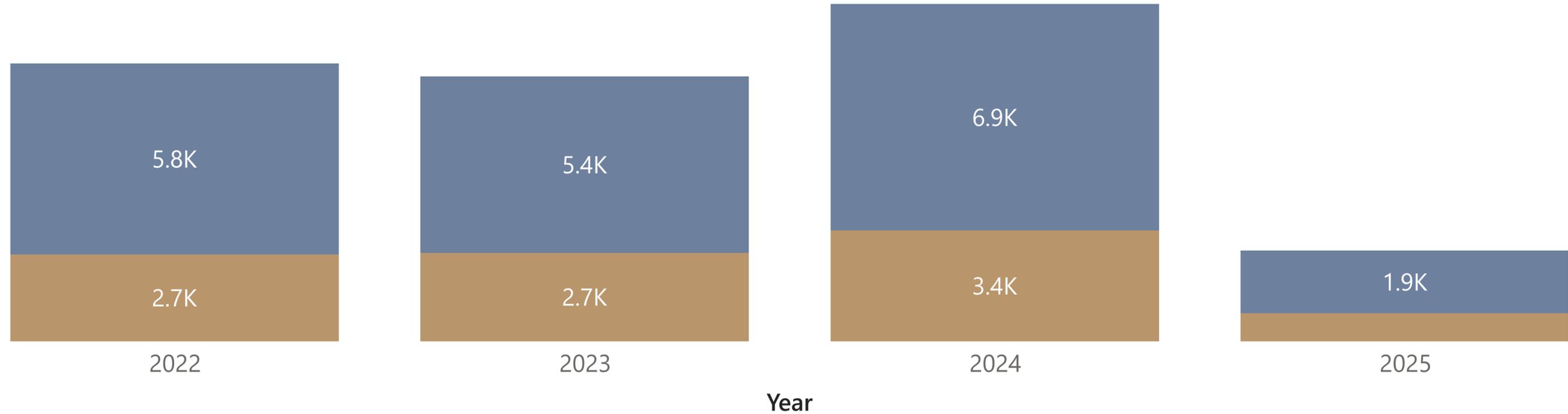
Language	2022	2023	2024	2025
Chinese	81	265	209	36
English	8341	7750	10015	2708
Other	<10	<10	<10	<10
Polish	<10	<10	<10	<10
Spanish	31	46	46	<10
Unknown	<10	<10	<10	<10

**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:  
March 31, 2025

## 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	5805	5364	6887	1888
Female	2650	2697	3376	864
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.

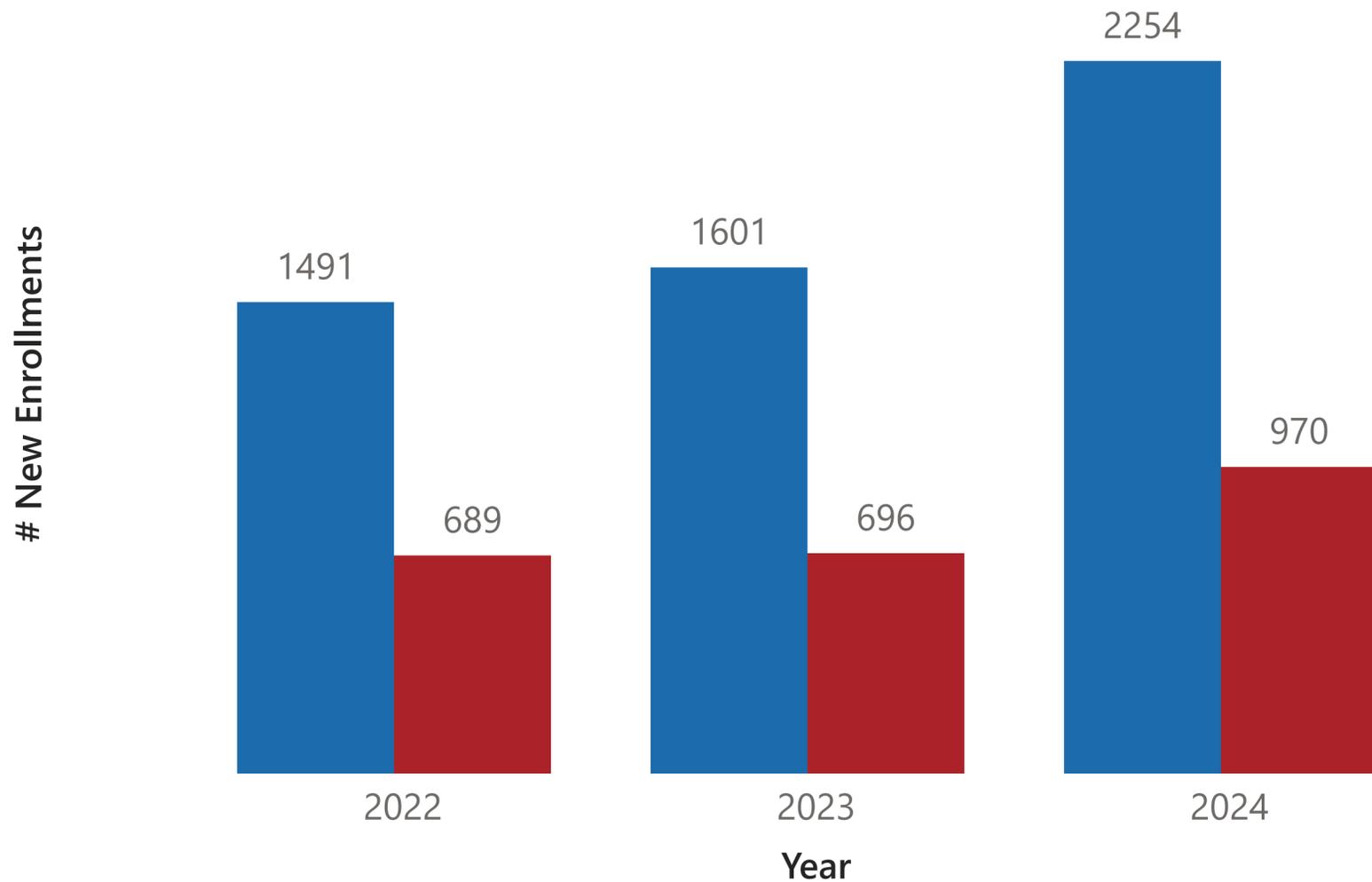
Application Data Thru:  
March 31, 2025

# New Enrollment Trends by Location

## Responders

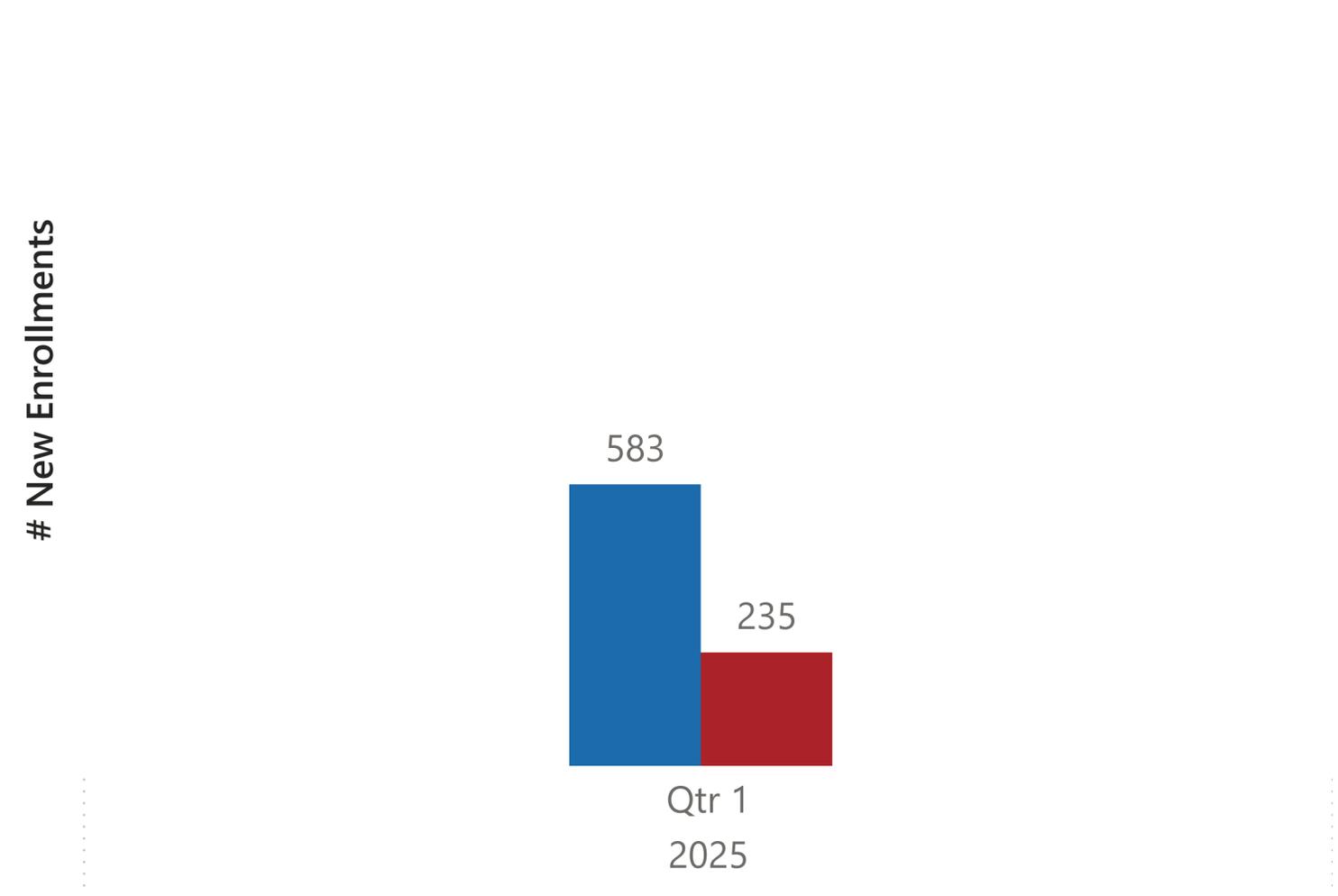
### 28. New Responder Members by Location at Time of Enrollment

● 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.

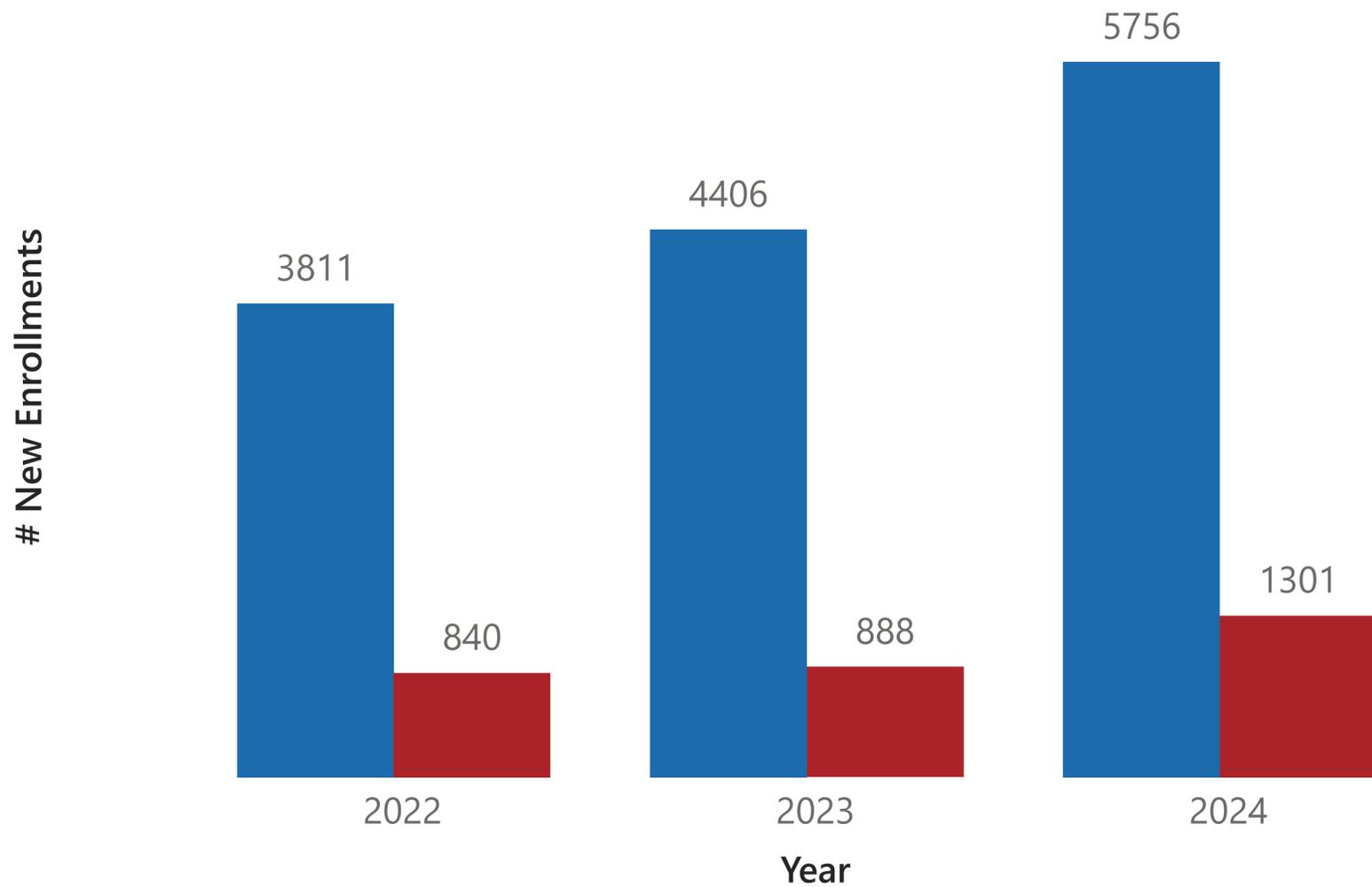
**Note on Date Range for Application Data:** In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.

# New Enrollment Trends by Location

## Survivors

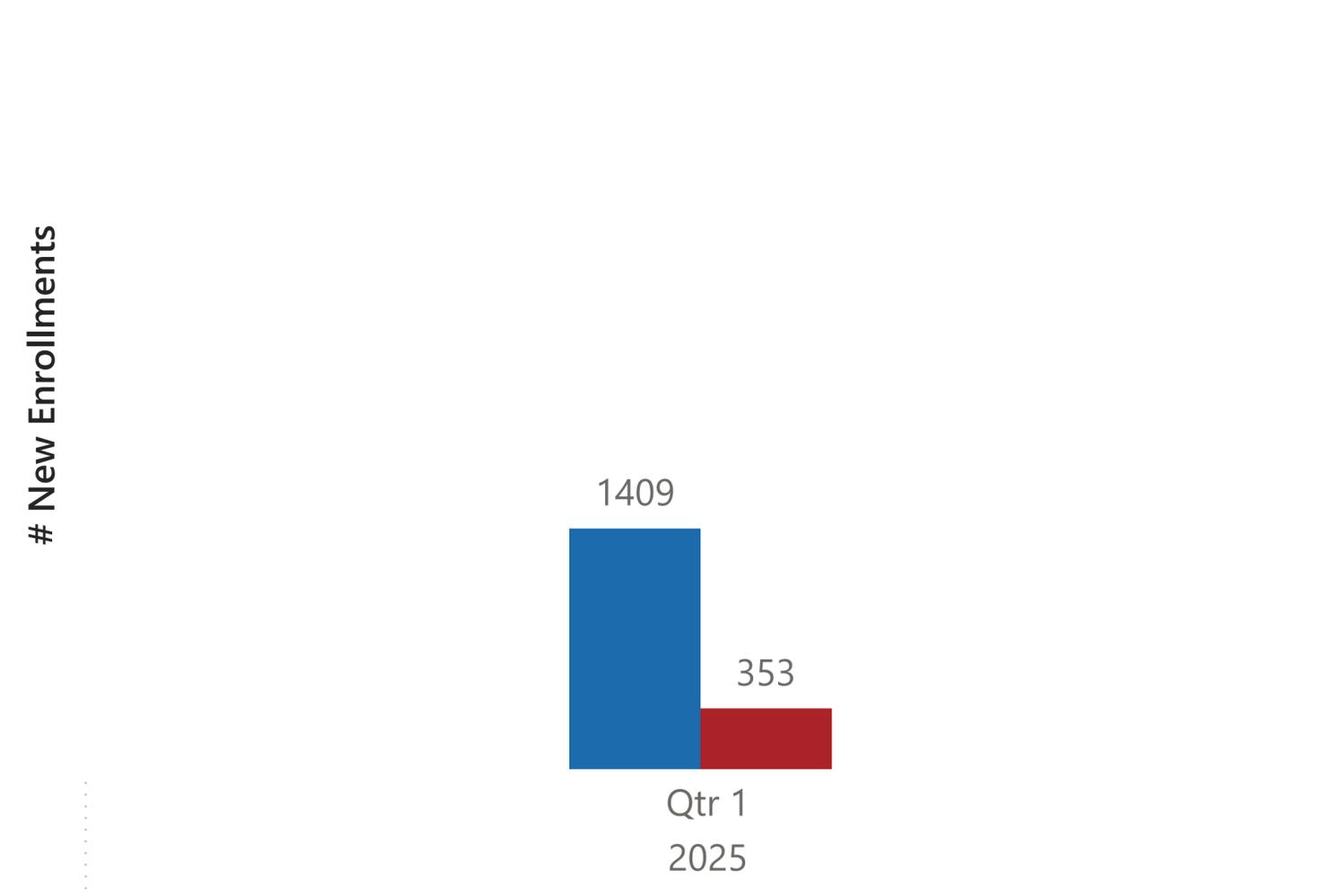
### 28. New Survivor Members by Location at Time of Enrollment

● Inside NYMA ● Outside NYMA



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

● Inside NYMA ● Outside NYMA

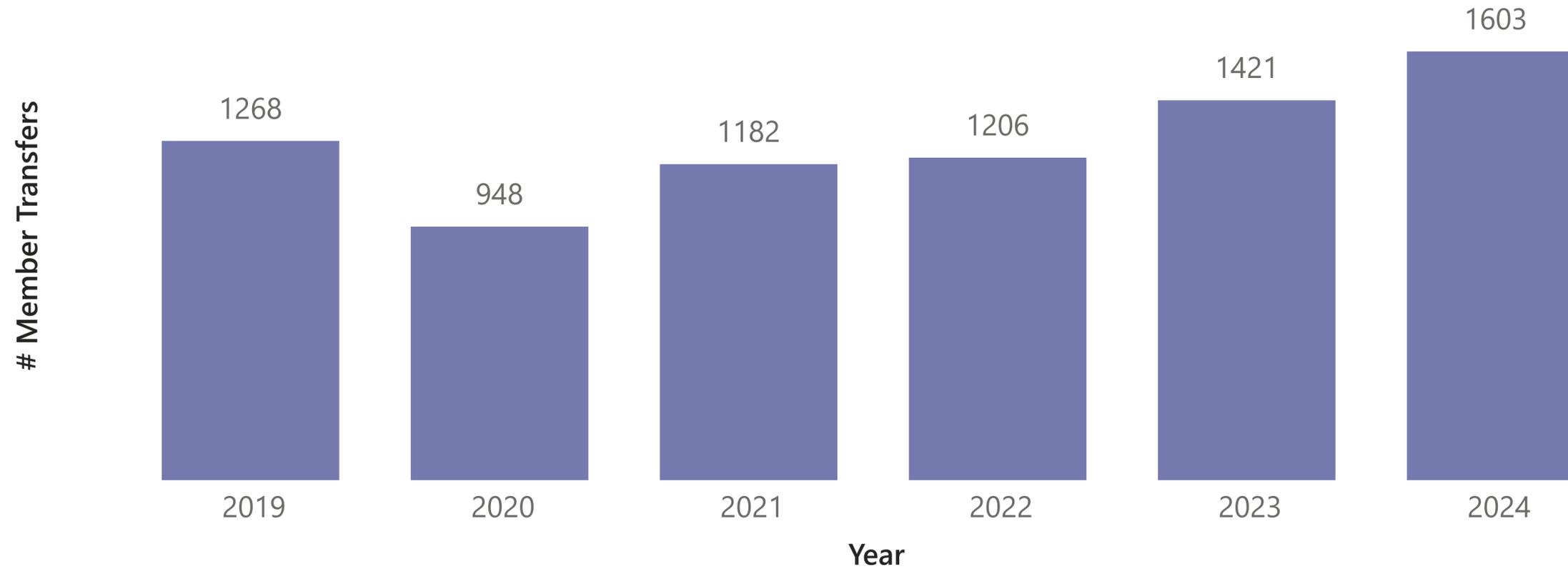


**NYMA:** The combined statistical areas comprising the Bridgeport-Stamford-Norwalk, CT Metropolitan Statistical Area; Kingston, NY Metropolitan Statistical Area; New Haven-Milford, CT Metropolitan Statistical Area; New York-Northern New Jersey-Long Island, NY-NJ-PA Metropolitan Statistical Area; Poughkeepsie-Newburgh-Middletown, 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:  
March 31, 2025

# Member Population Certification Status

65%

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

## 34. Certification Status of Currently Enrolled Members by Member Type

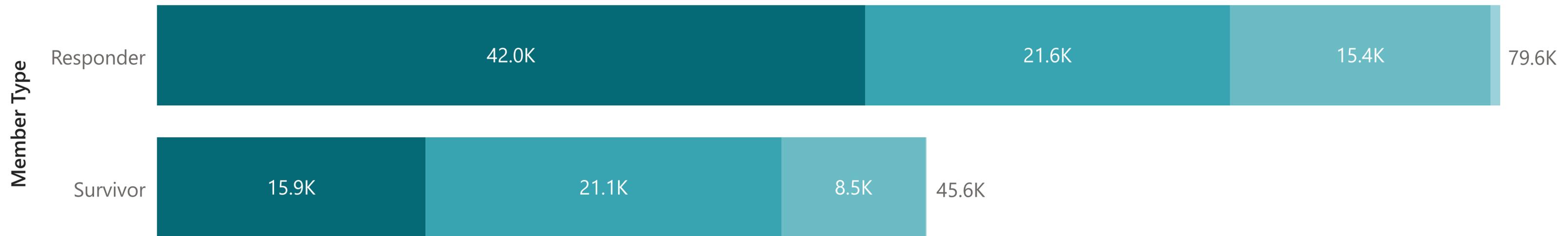
● Responder ● Survivor



# Certifications by Zadroga Categories

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

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



# Certified Members

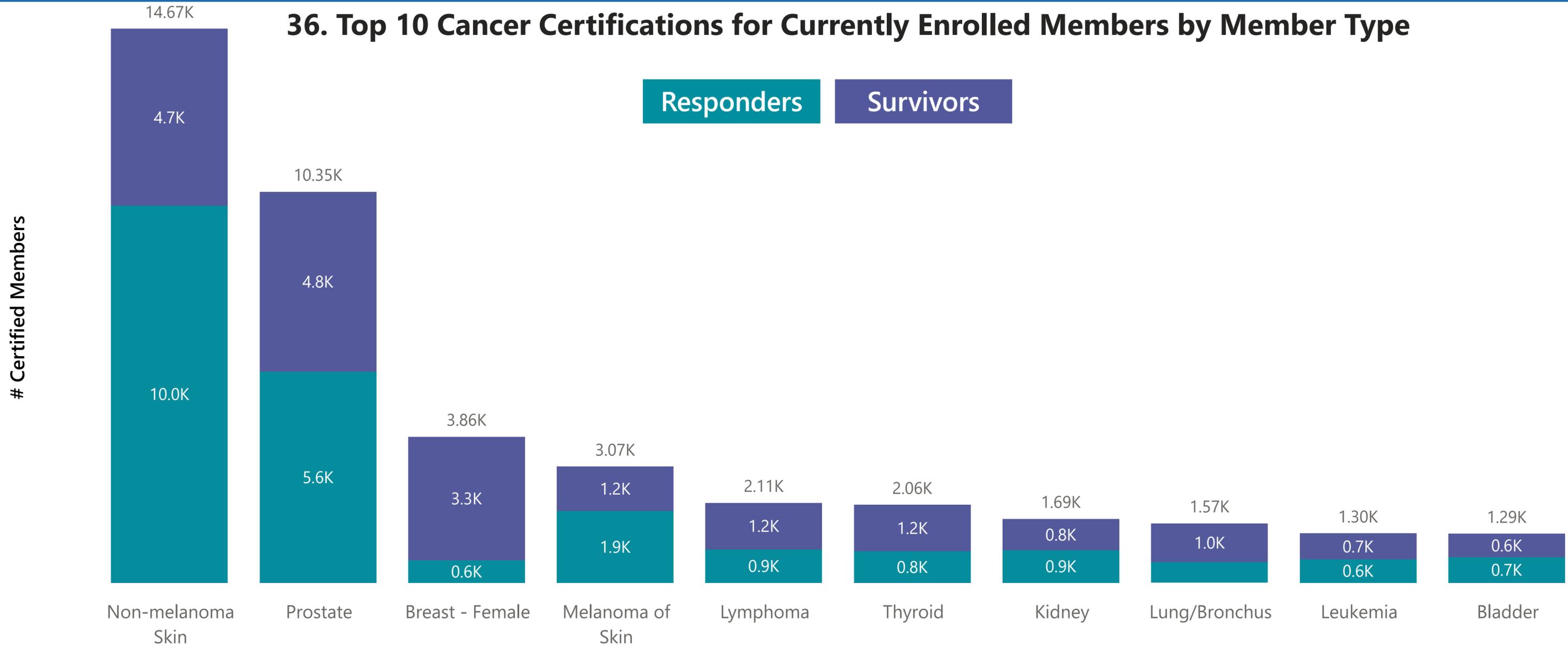
# Responder Musculoskeletal/ATI\* Certifications: 568  
# Survivor ATI Certifications: 54

\*ATI: Acute Traumatic Injury

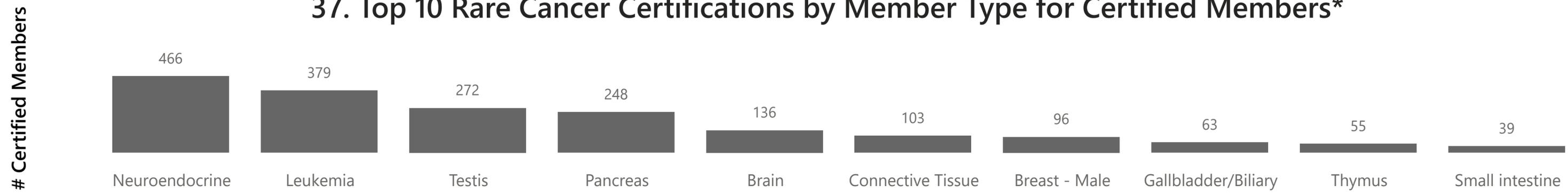
**Note on Certification Counts:** The number of certified members per condition type may not match the total number of certified members because members may be certified for multiple conditions. Members may also be certified for multiple health conditions within a given category. The number of certifications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

# 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.

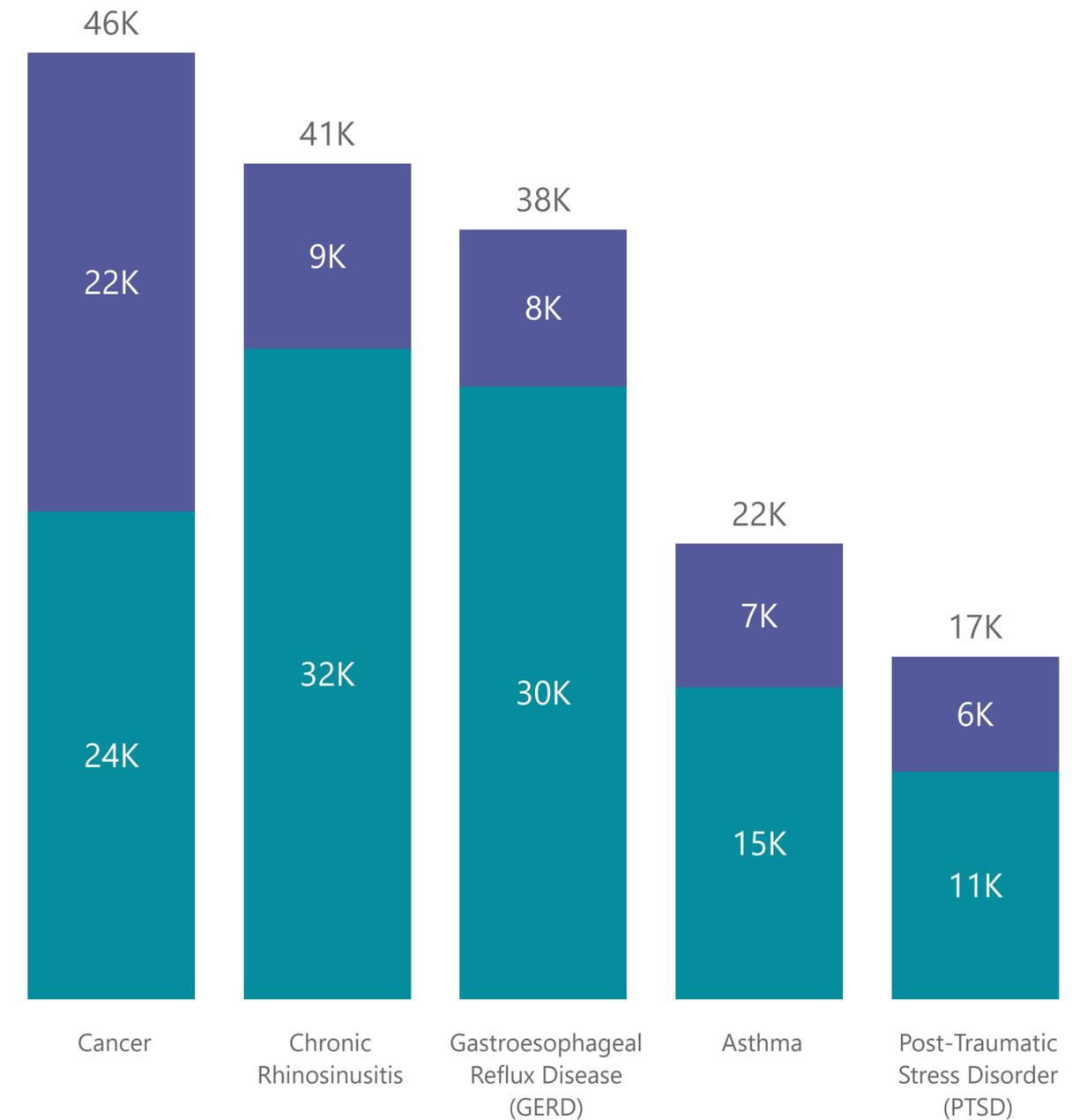
# Certifications for WTC-Related Health Conditions

## 38. Overall Counts of Certifications by Member Type

Condition	Responder	Survivor	Total
Cancer	23,818	22,369	<b>46,187</b>
Chronic Rhinosinusitis	31,758	9,024	<b>40,782</b>
Gastroesophageal Reflux Disease (GERD)	29,932	7,632	<b>37,564</b>
Asthma	15,234	6,987	<b>22,221</b>
Post-Traumatic Stress Disorder (PTSD)	11,127	5,592	<b>16,719</b>
Chronic Respiratory Disorder - Fumes / Vapors	8,387	1,429	<b>9,816</b>
Chronic Obstructive Pulmonary Disease (COPD)	3,882	1,729	<b>5,611</b>
Major Depressive Disorder	2,925	1,354	<b>4,279</b>
Anxiety Disorder (not otherwise specified)	2,825	1,447	<b>4,272</b>
Depression (not otherwise specified)	2,624	578	<b>3,202</b>
Interstitial Lung Diseases	1,595	881	<b>2,476</b>
Adjustment Disorder	1,395	1,013	<b>2,408</b>
Generalized Anxiety Disorder	1,359	563	<b>1,922</b>
Chronic Laryngitis	1,678	72	<b>1,750</b>
Substance Abuse	1,378	316	<b>1,694</b>
Chronic Nasopharyngitis	780	107	<b>887</b>
Panic Disorder	554	179	<b>733</b>
Dysthymic Disorder	309	358	<b>667</b>
Other Musculoskeletal Disorder	572	55	<b>627</b>
Upper Airway Hyperreactivity	421	102	<b>523</b>
Sleep Apnea	90	143	<b>233</b>

## 39. Top 5 Certified Conditions by # Members

● 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.

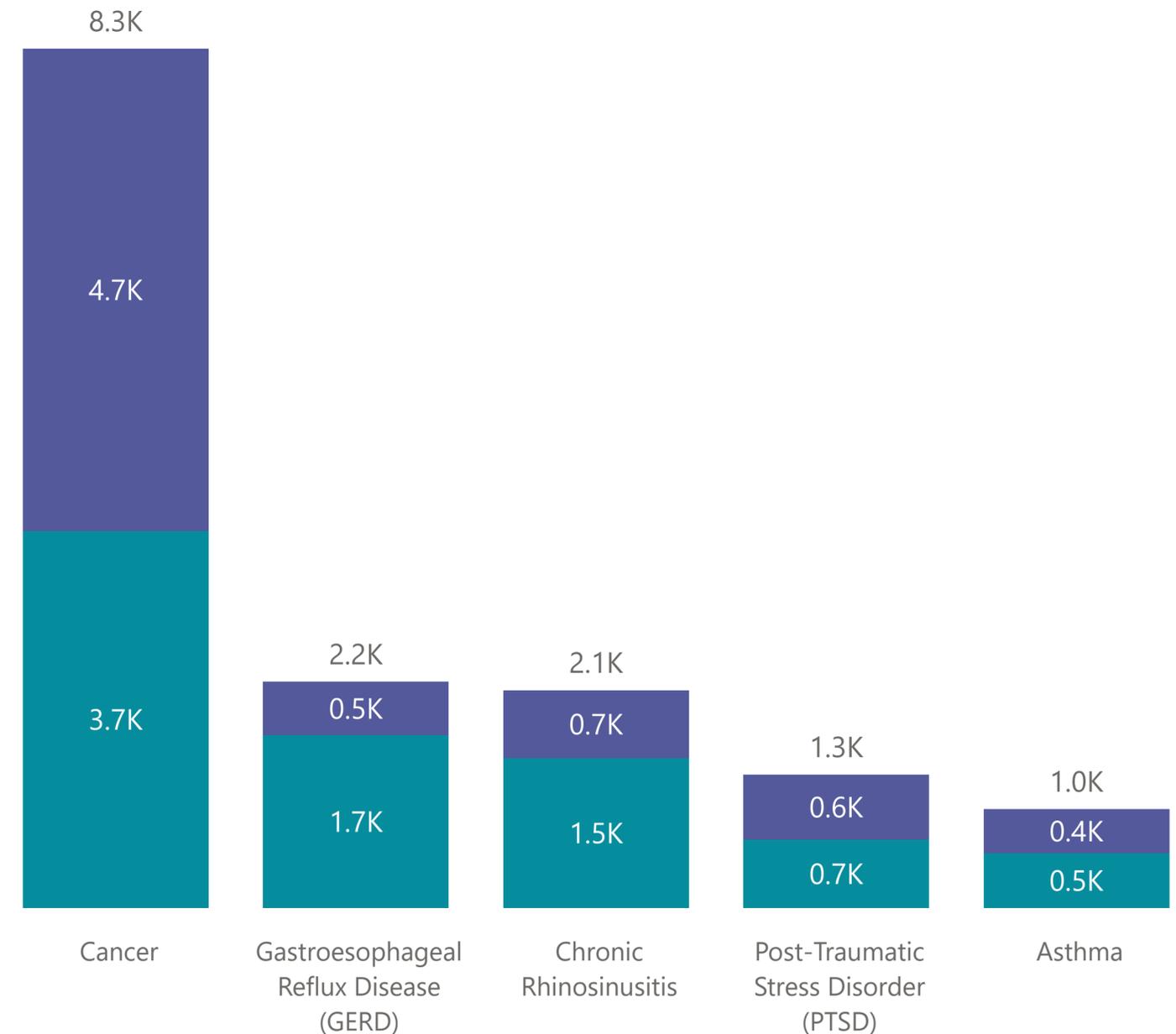
# Health Conditions Certified in Past 12 Months

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

Condition	Responder	Survivor	Total
Cancer	3,660	4,678	<b>8,338</b>
Gastroesophageal Reflux Disease (GERD)	1,678	517	<b>2,195</b>
Chronic Rhinosinusitis	1,456	657	<b>2,113</b>
Post-Traumatic Stress Disorder (PTSD)	665	629	<b>1,294</b>
Asthma	534	425	<b>959</b>
Chronic Obstructive Pulmonary Disease (COPD)	201	267	<b>468</b>
Major Depressive Disorder	137	206	<b>343</b>
Chronic Respiratory Disorder - Fumes / Vapors	216	51	<b>267</b>
Interstitial Lung Diseases	123	124	<b>247</b>
Generalized Anxiety Disorder	97	124	<b>221</b>
Anxiety Disorder (not otherwise specified)	39	139	<b>178</b>
Sleep Apnea	53	100	<b>153</b>
Panic Disorder	20	19	<b>39</b>
<b>Total</b>	<b>6,794</b>	<b>6,301</b>	<b>13,095</b>

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

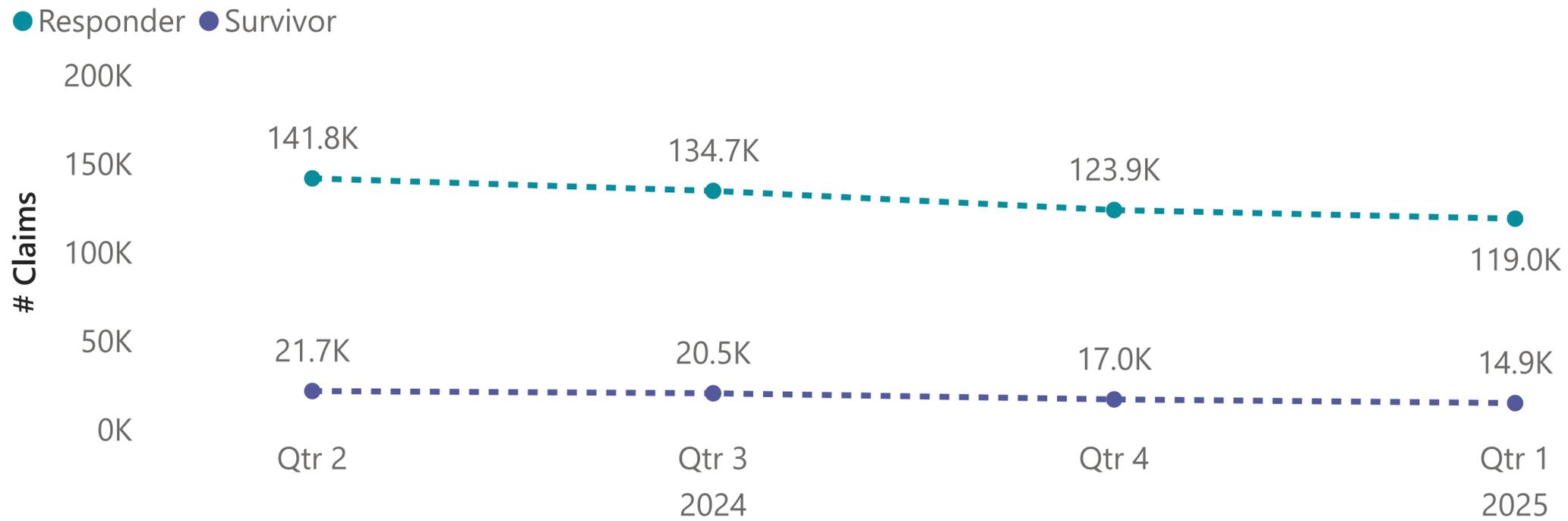
● Responder ● Survivor



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

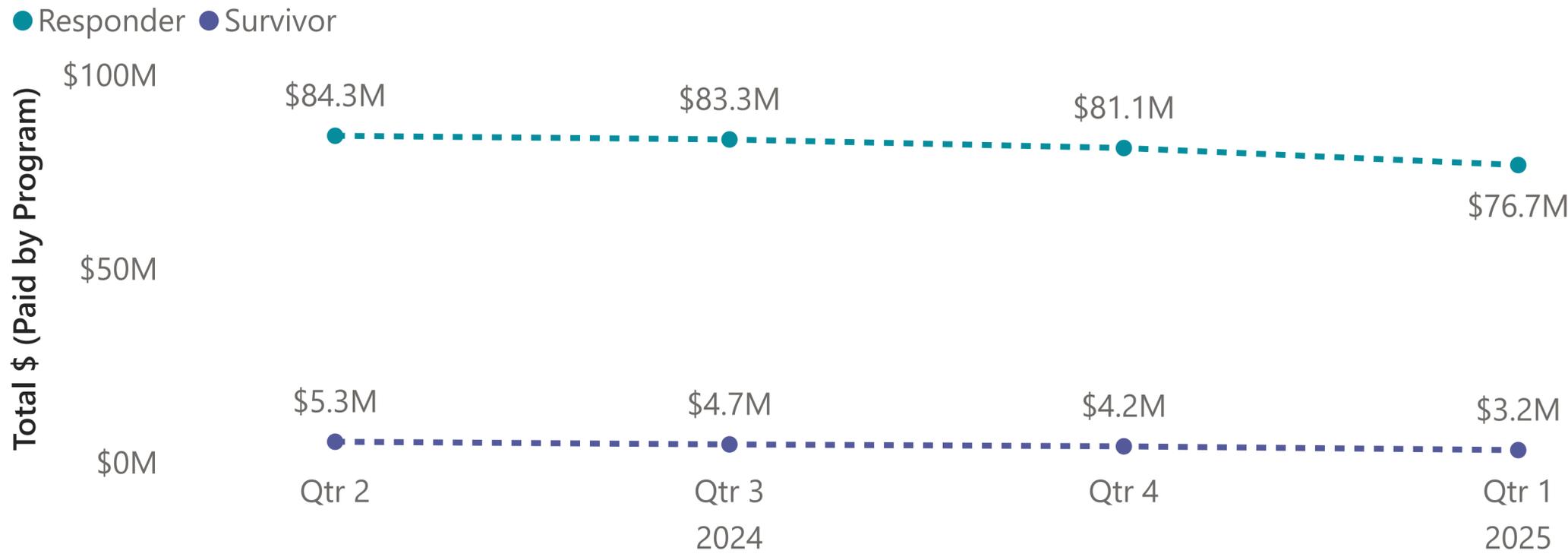
# Total Number & Cost of Medical Claims

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



**58.90K**  
Certified Members with Approved Medical Treatment Paid in Past Year

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



**587.32K**  
Approved Medical Claims in Past Year

**\$342.87M**  
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.

**52,058**

Responders with Approved Claims

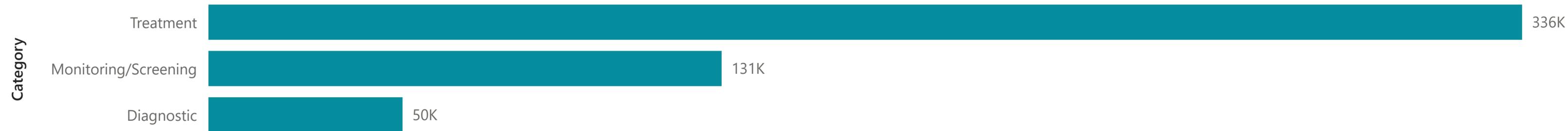
**515,031**

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

# Survivor Medical Utilization Patterns in Past 12 Months

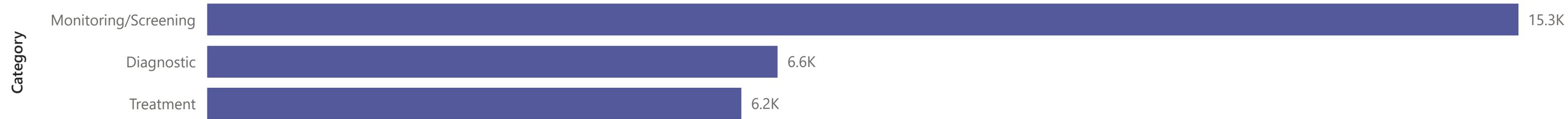
19,282

Survivors with Approved Claims

72,290

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)



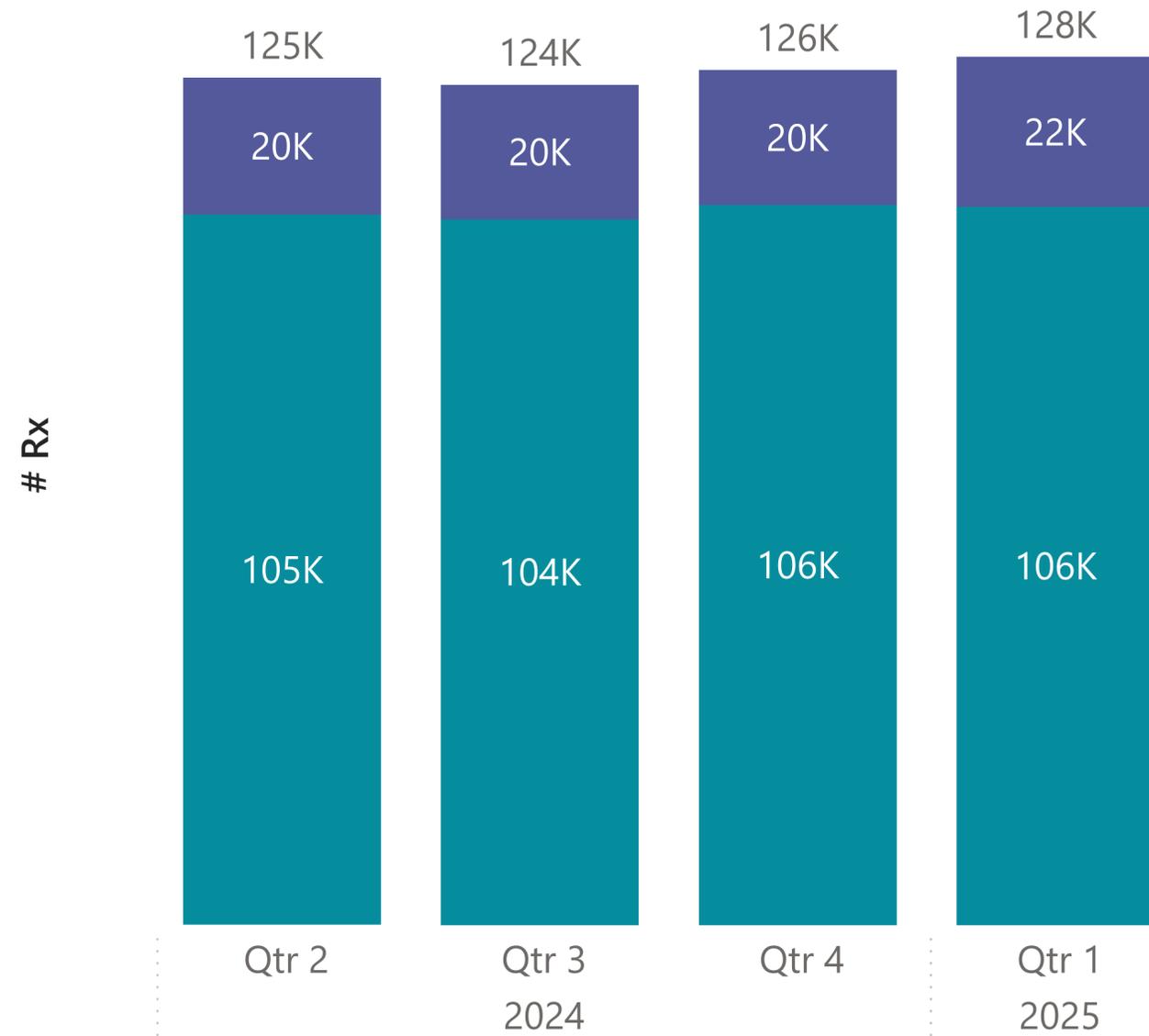
**Claims Data Timeline:** Medical claims and cost data are presented based on the paid date of the claim.

**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

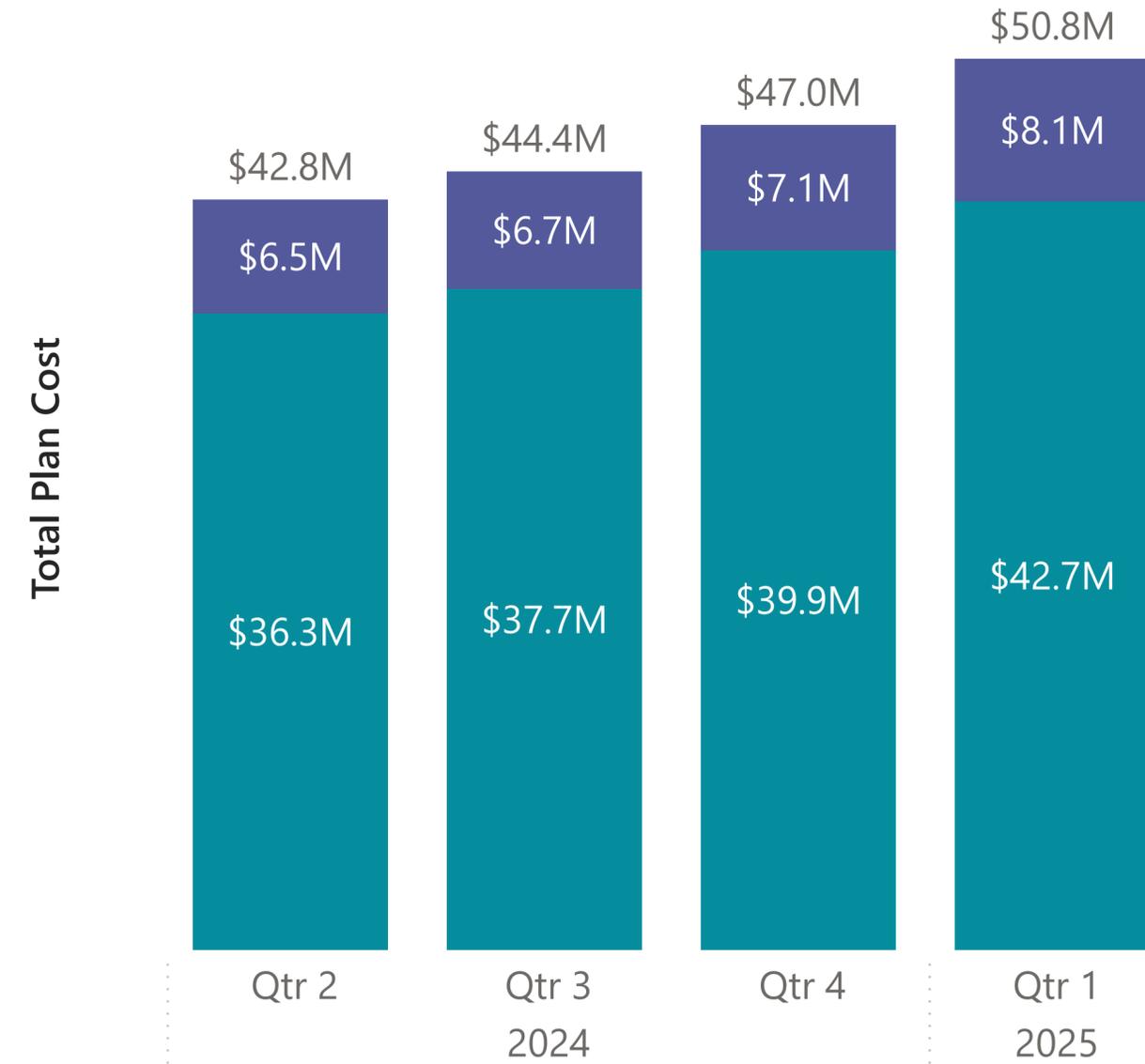
## 50. Approved Pharmacy Claims Over Past 12 Months

● Responders ● Survivors



## 51. Pharmacy Plan Cost Over Past 12 Months

● Responders ● Survivors

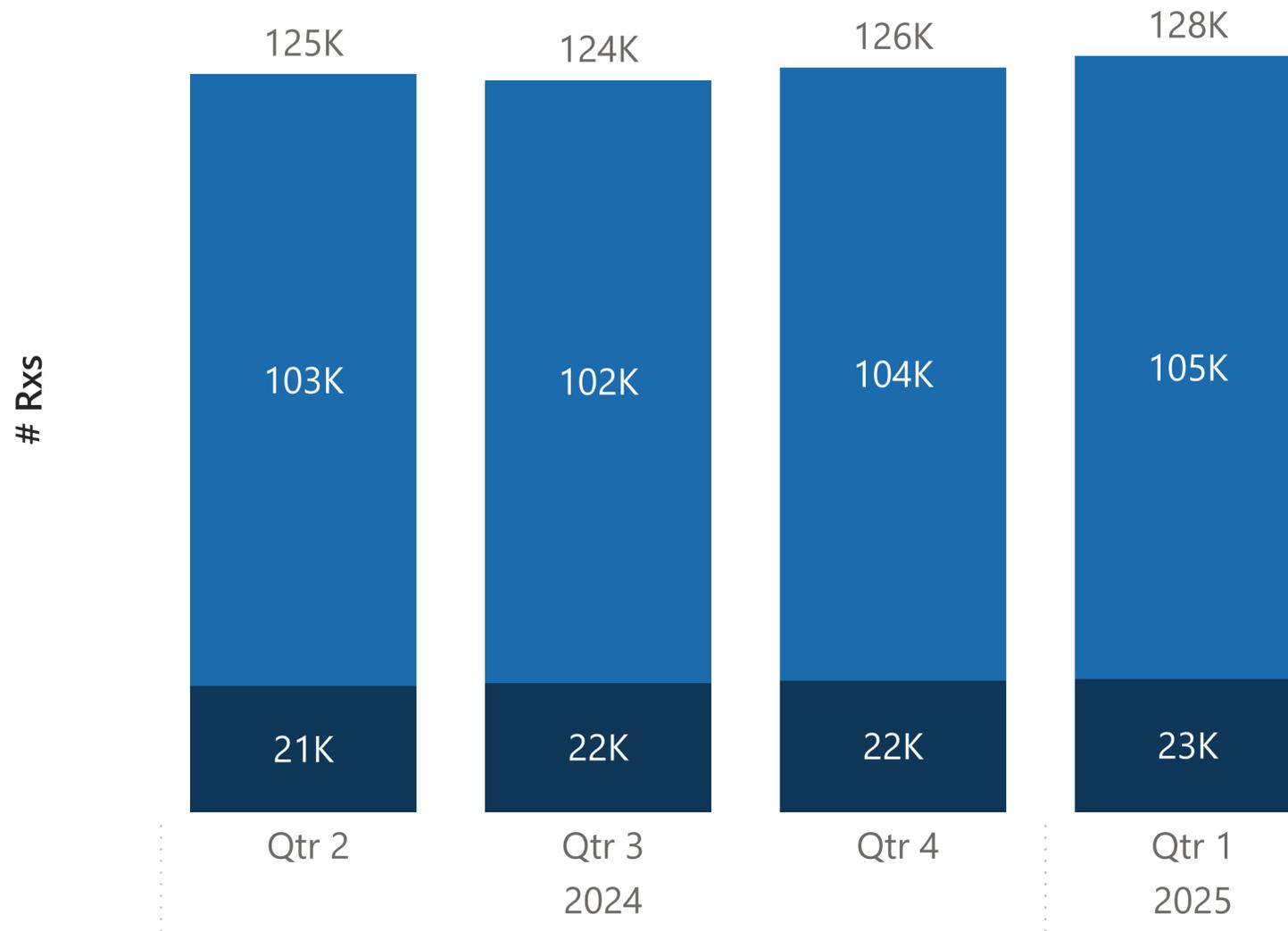


**Pharmacy Data Timeline:** Pharmacy claims and cost data are presented based on the date of service/date filled.

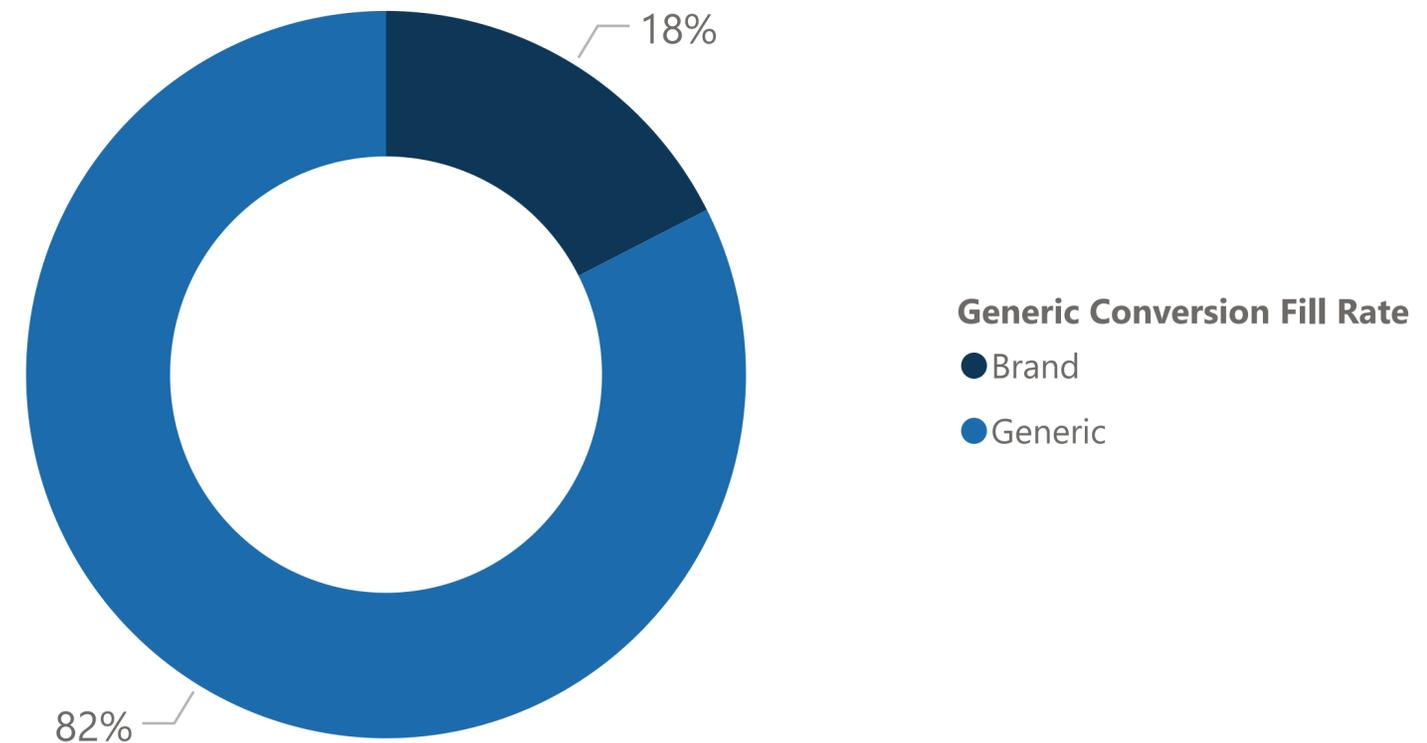
# Brand vs Generic Trends for Past 12 Months

## 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

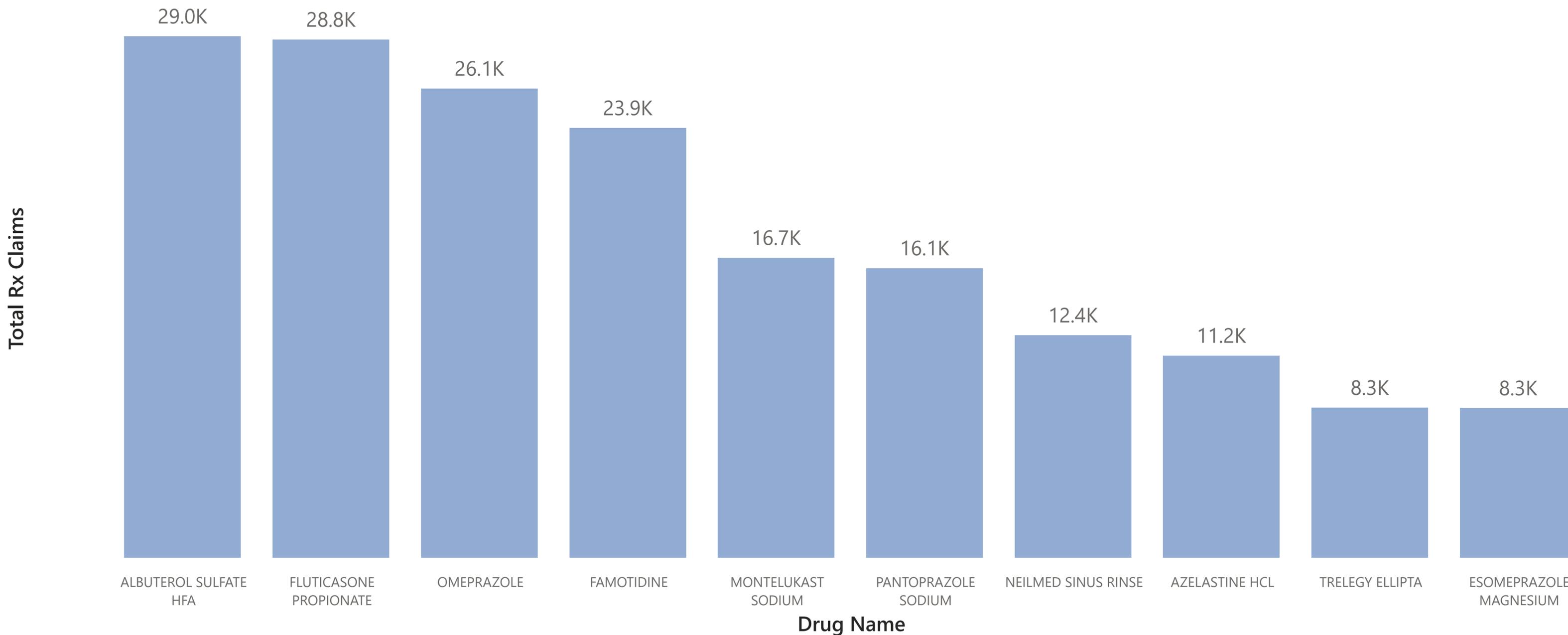


**Pharmacy Data Timeline:** Pharmacy claims and cost data are presented based on the date of service/date filled.

Rx Claims Data Thru:  
March 31, 2025

# Pharmacy Utilization in Last 12 Months

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



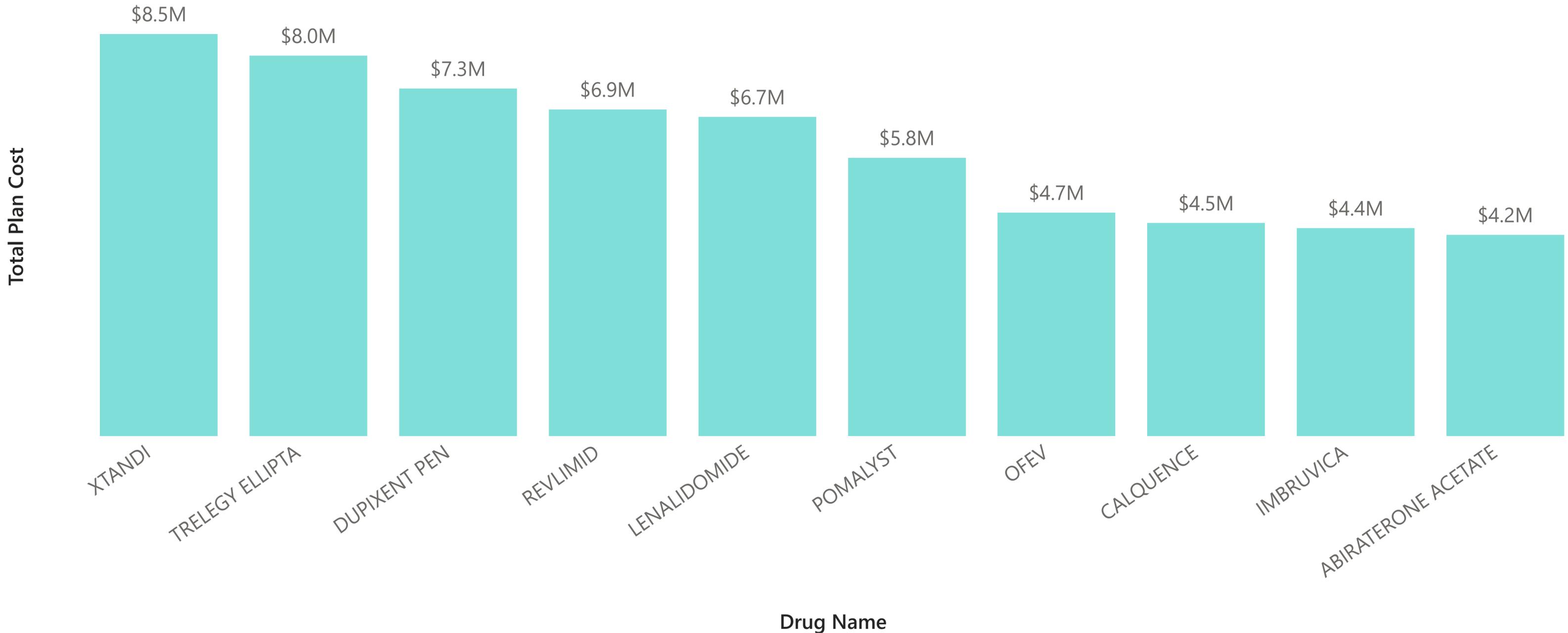
**Pharmacy Data Timeline:** Pharmacy claims and cost data are presented based on the date of service/date filled.

**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:  
March 31, 2025

# Pharmacy Utilization in Last 12 Months

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



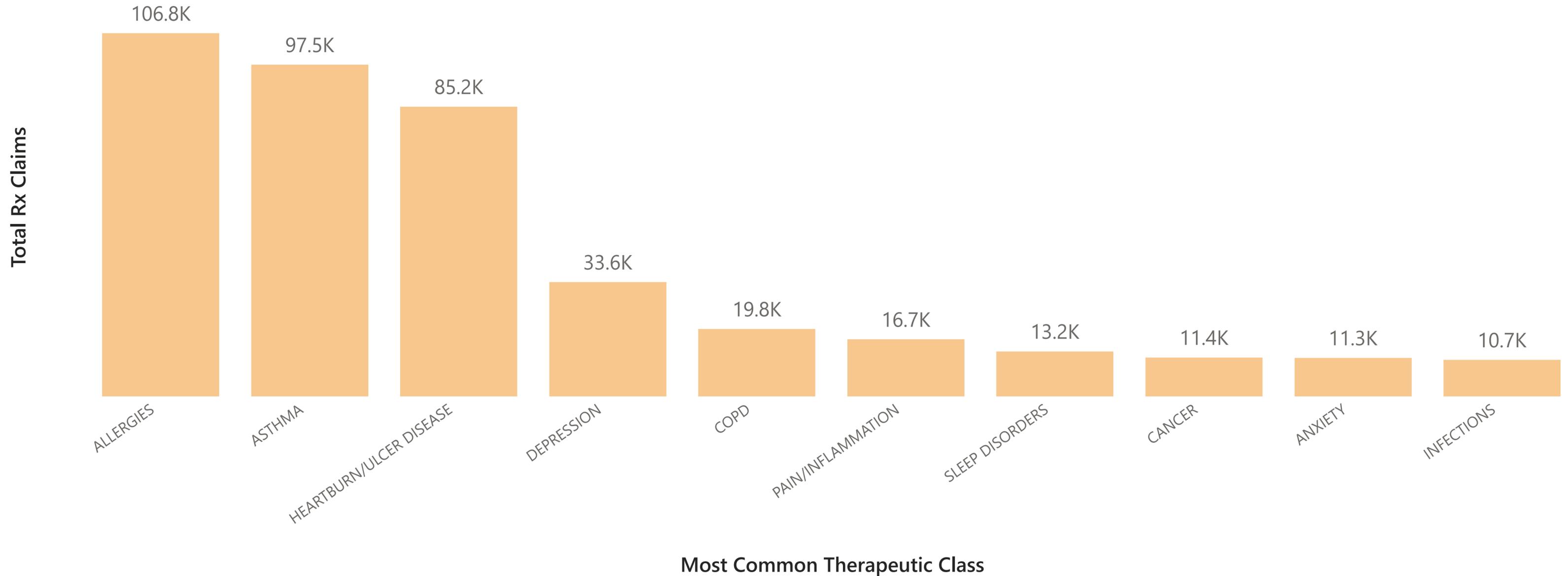
**Pharmacy Data Timeline:** Pharmacy claims and cost data are presented based on the date of service/date filled.

**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:  
March 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.

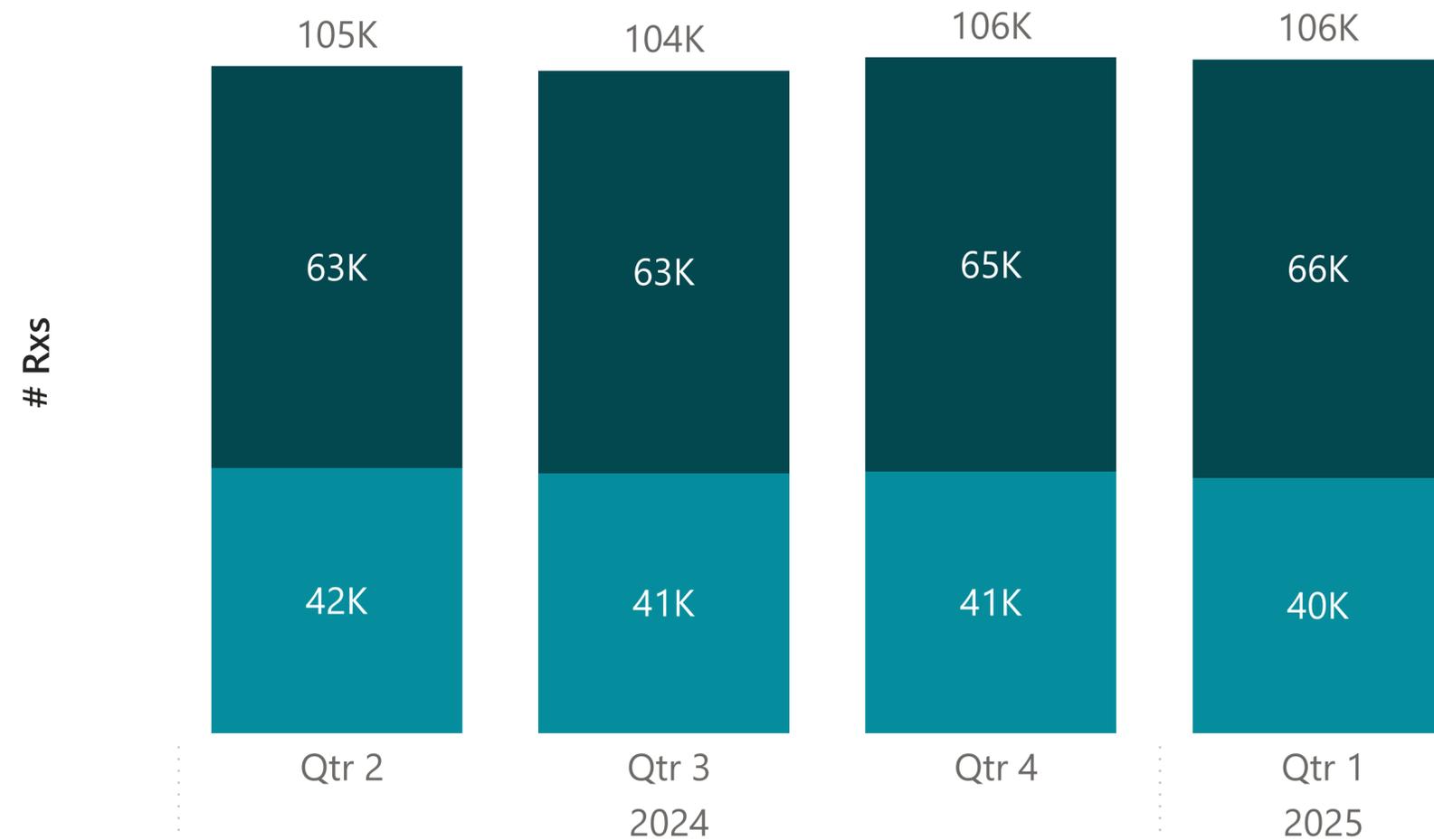
**Disclaimer of Endorsement:** Mention of any company or product does not constitute endorsement by CDC, NIOSH, or the WTC Health Program.

Rx Claims Data Thru:  
March 31, 2025

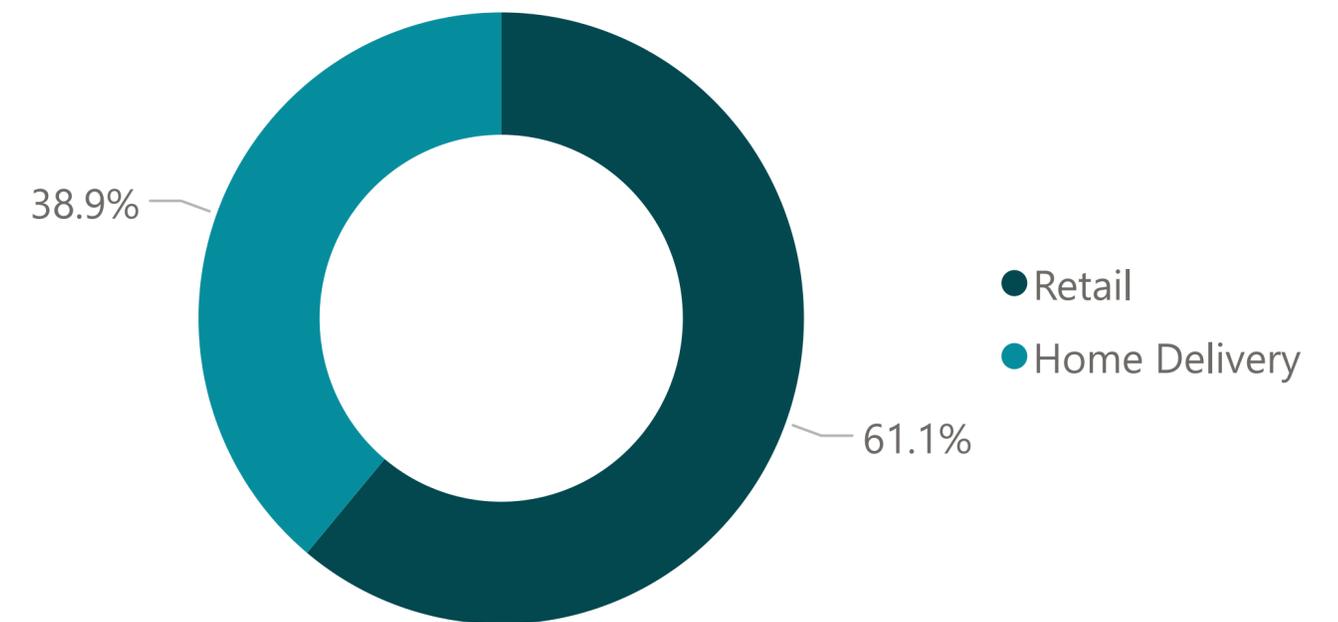
# Responder Pharmacy Claims for Past 12 Months

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

● Home Delivery ● Retail



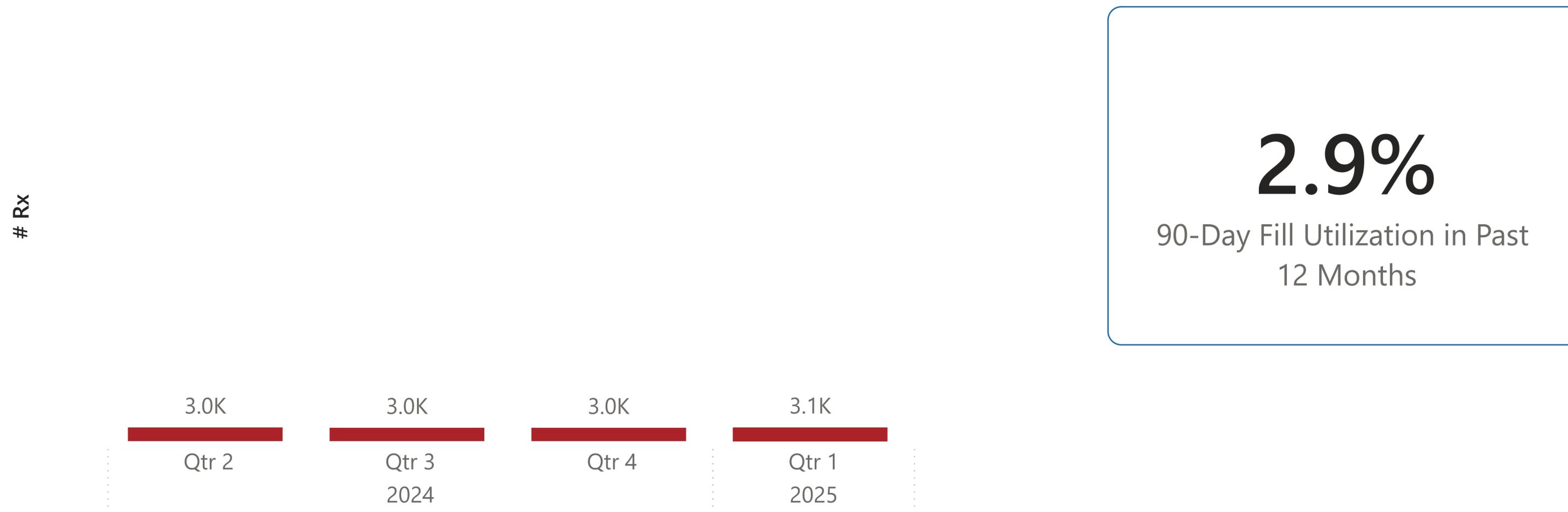
## 58. Percentage of Pharmacy Retail/Home Delivery Utilization



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

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



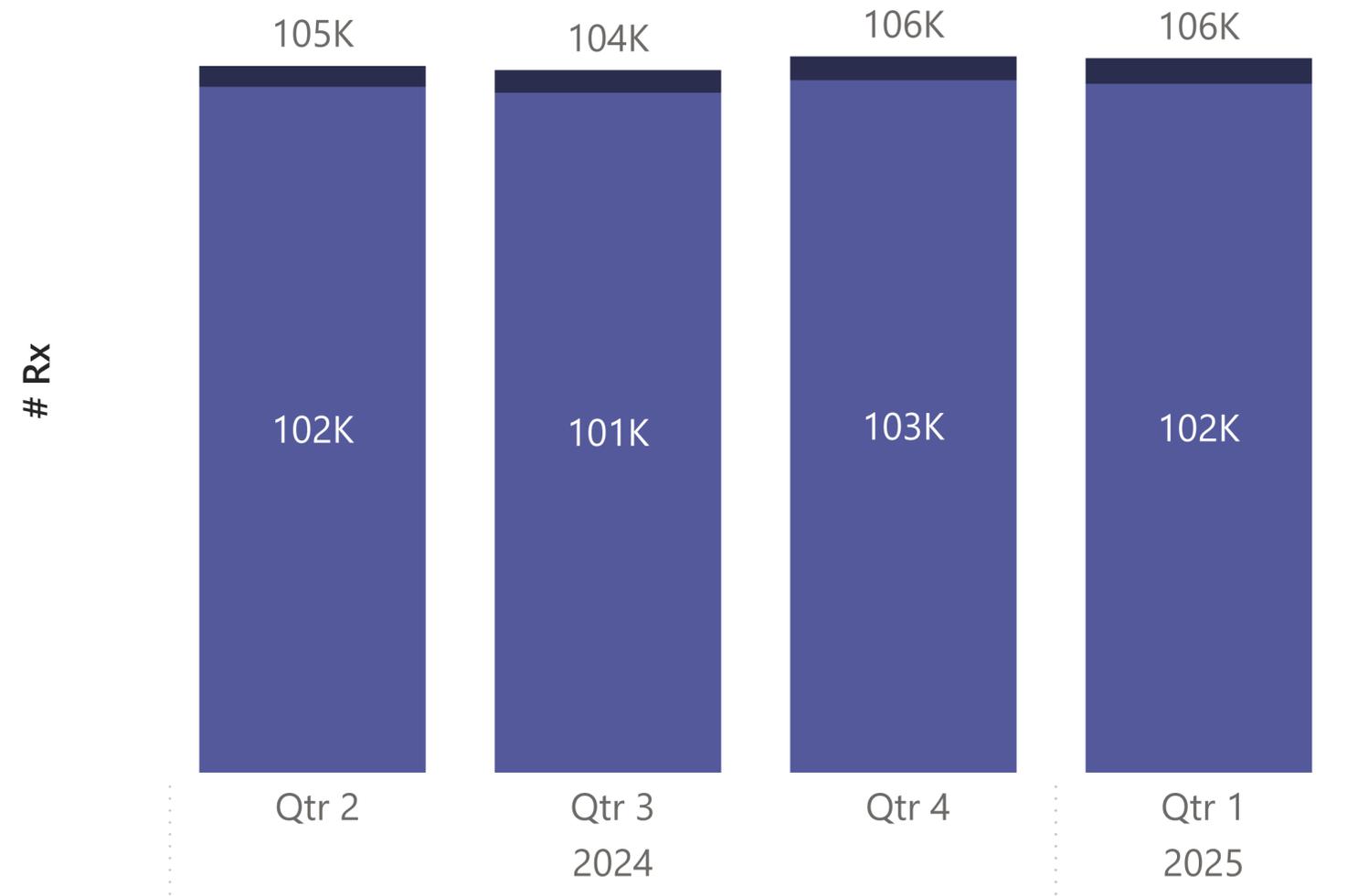
**Pharmacy Data Timeline:** Pharmacy claims and cost data are presented based on the date of service/date filled.

**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.

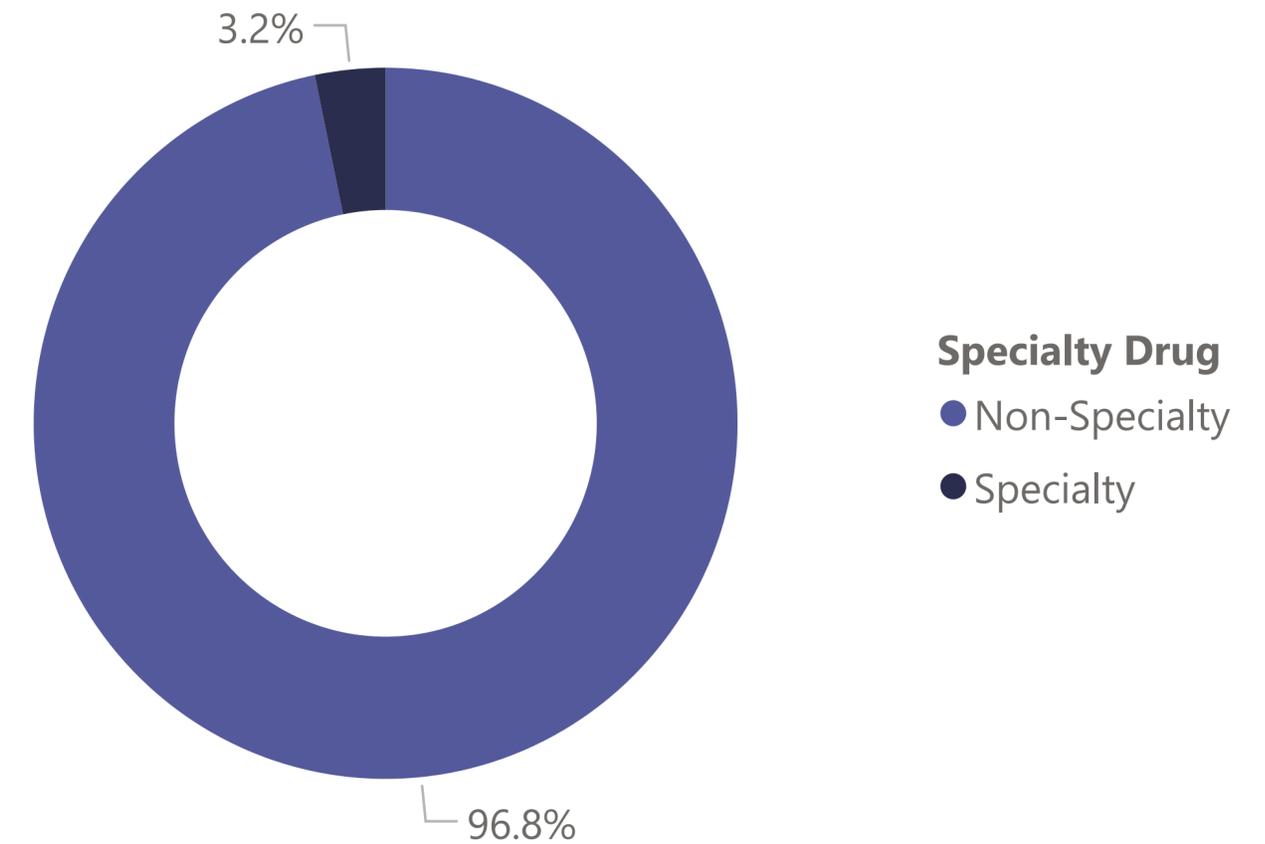
**Disclaimer of Endorsement:** Mention of any company or product does not constitute endorsement by CDC, NIOSH, or the WTC Health Program.

## 59. Specialty Fill Frequency in Past 12 Months

Specialty Drug ● Non-Specialty ● Specialty



## 60. Overall Specialty Drug Status for Rx Claims



**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.

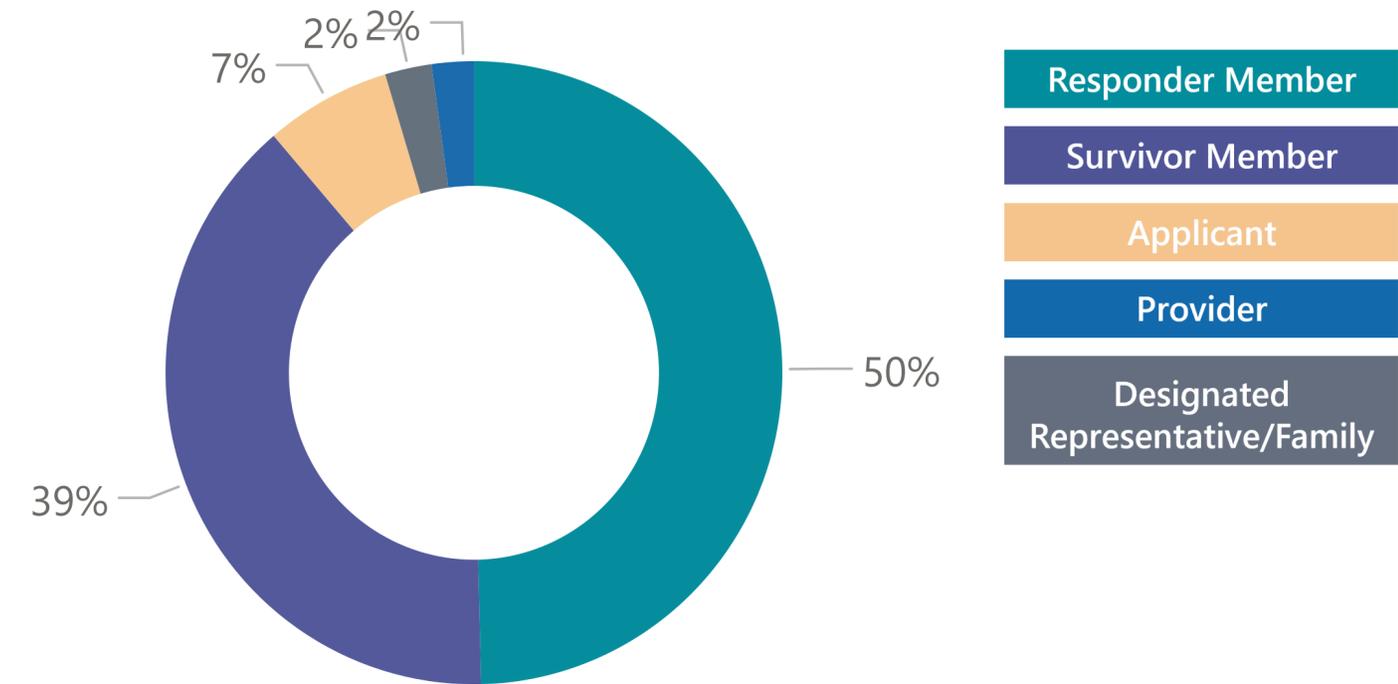
## 62. Top 10 Topics of Feedback by Calendar Year

Data since feedback form opened in July 2023

Main Topic	2023	2024	2025	Total
Treatment	31.30%	26.55%	11.43%	<b>26.79%</b>
Certification/WTC3	6.11%	16.81%	31.43%	<b>14.54%</b>
Billing	13.74%	13.27%	5.71%	<b>12.76%</b>
CCE/NPN	15.27%	11.50%	2.86%	<b>11.99%</b>
Policy/Process	12.21%	9.29%	2.86%	<b>9.69%</b>
Enrollment	13.74%	5.75%	11.43%	<b>8.93%</b>
Other	3.05%	5.75%	8.57%	<b>5.10%</b>
Pharmacy/Medication	0.76%	5.31%	14.29%	<b>4.59%</b>
Case Management	0.76%	3.10%	8.57%	<b>2.81%</b>
Records Request	3.05%	2.65%	2.86%	<b>2.81%</b>

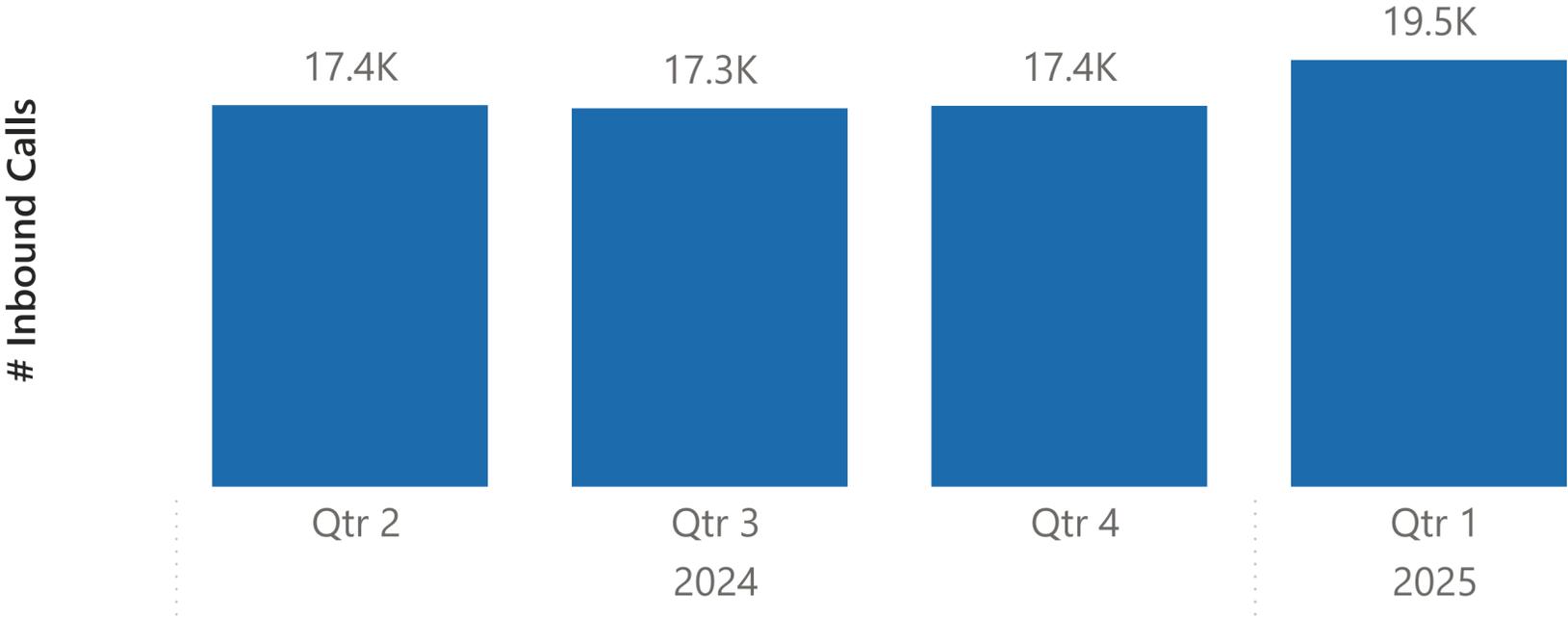
## 63. Type of Submitter for Feedback on Top 5 Categories, Cumulative

Data since feedback form opened in July 2023



# Member Communications - Call Center

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



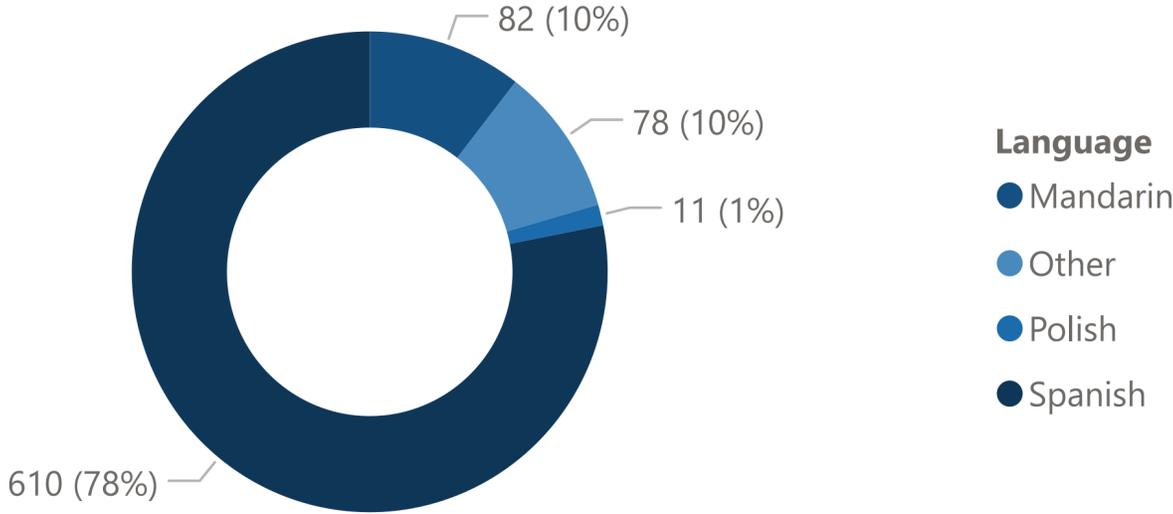
## 65. Call Center Language Line Usage in Last Year

Translation services provided through language line

Year	Mandarin	Other	Polish	Spanish
<b>2024</b>				
Qtr 2	38	38	<10	159
Qtr 3	38	32	<10	168
Qtr 4	27	31	<10	181
<b>2025</b>				
Qtr 1	33	26	<10	201

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

Translation services provided through language line



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