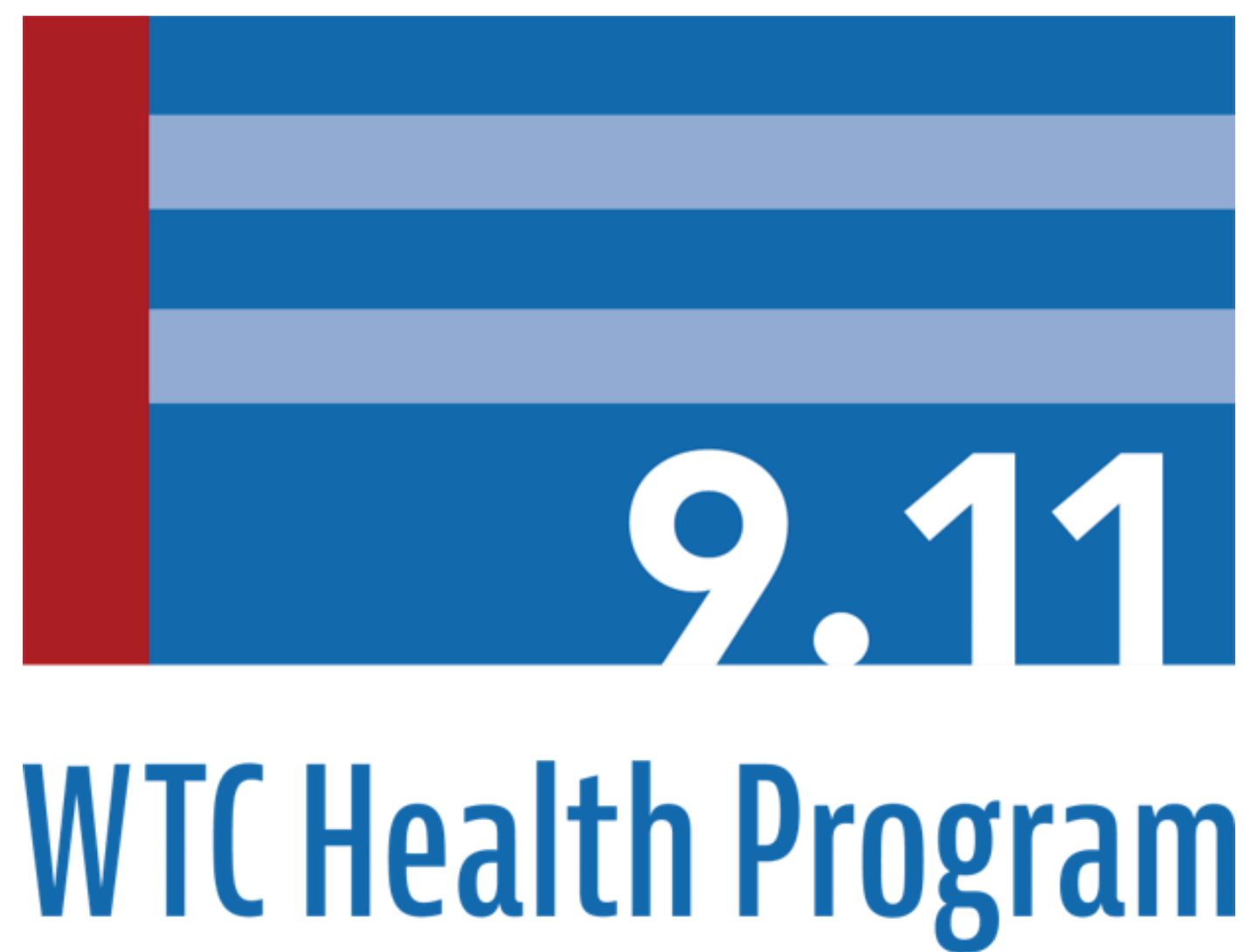


World Trade Center Health Program

External Quarterly Program Summary

Publication Date:
August 1, 2025

Program Data Through:
June 30, 2025



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 Do not cite or rely on this information for official or research purposes; this data should not be used to evaluate performance.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

Table of Contents



[Click Here for Navigation Instructions](#)

Trends/Features of Member Population

- [3. Total Enrollment Trends](#)
- [4. Trends in New Enrollments](#)
- [5. Enrollment by Type/CCE](#)
- [6. Demographics - Language/Sex](#)
- [7. Demographics - Age](#)
- [8. Member Geography](#)

Application & New Enrollment Trends

- [9. In Process Applications - Received](#)
- [10. In Process Applications - Suspend](#)
- [11. In Process Applications - Suspend Reasons](#)
- [12. Finalized Applications - Responders](#)
- [13. Finalized Applications - Survivors](#)
- [14. Application Demographics - Geography](#)
- [15. Application Demographics - Language](#)
- [16. Application Demographics - Sex](#)
- [17. Responder Enrollments by Location](#)
- [18. Survivor Enrollments by Location](#)
- [19. Transfers](#)

Certification Trends

- [20. Certification Status](#)
- [21. Certification Categories](#)
- [22. Cancer Certifications](#)
- [23. Top Certifications](#)
- [24. Top Certifications - 12 Months](#)

Medical Utilization Trends

- [25. Overall Medical Claims](#)
- [26. Medical Utilization - Responder](#)
- [27. Medical Utilization - Survivor](#)

Pharmacy Utilization Trends

- [28. Overall Rx](#)
- [29. RxClaims - Generic](#)
- [30. Top Rx - Count](#)
- [31. Top Rx - Cost](#)
- [32. Rx - Top Therapeutic Classes](#)
- [33. RxClaims - Retail/Mail](#)
- [34. RxClaims - Specialty - Responder](#)
- [35. RxClaims - Specialty - Survivor](#)
- [36. RxClaims - 90 Day Supply](#)

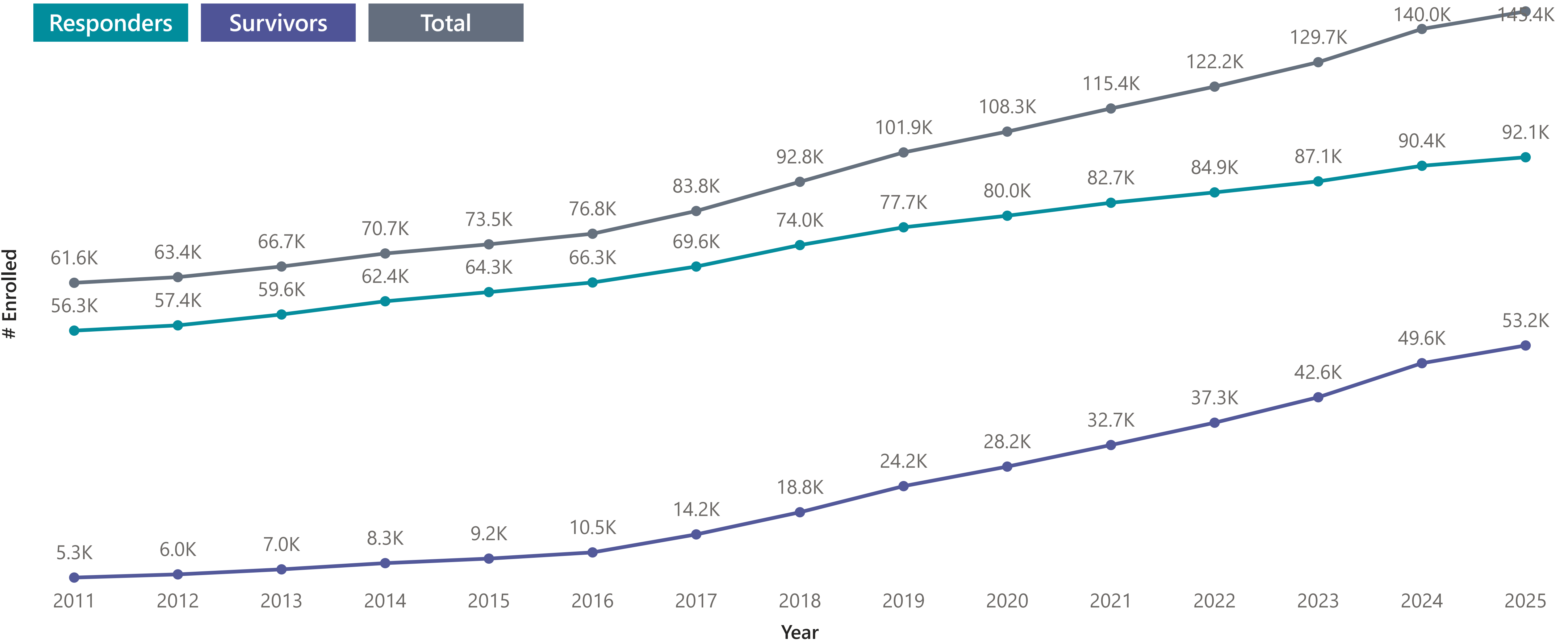
Member Feedback/Interactions

- [37. Member Feedback Form](#)
- [38. Call Center](#)

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



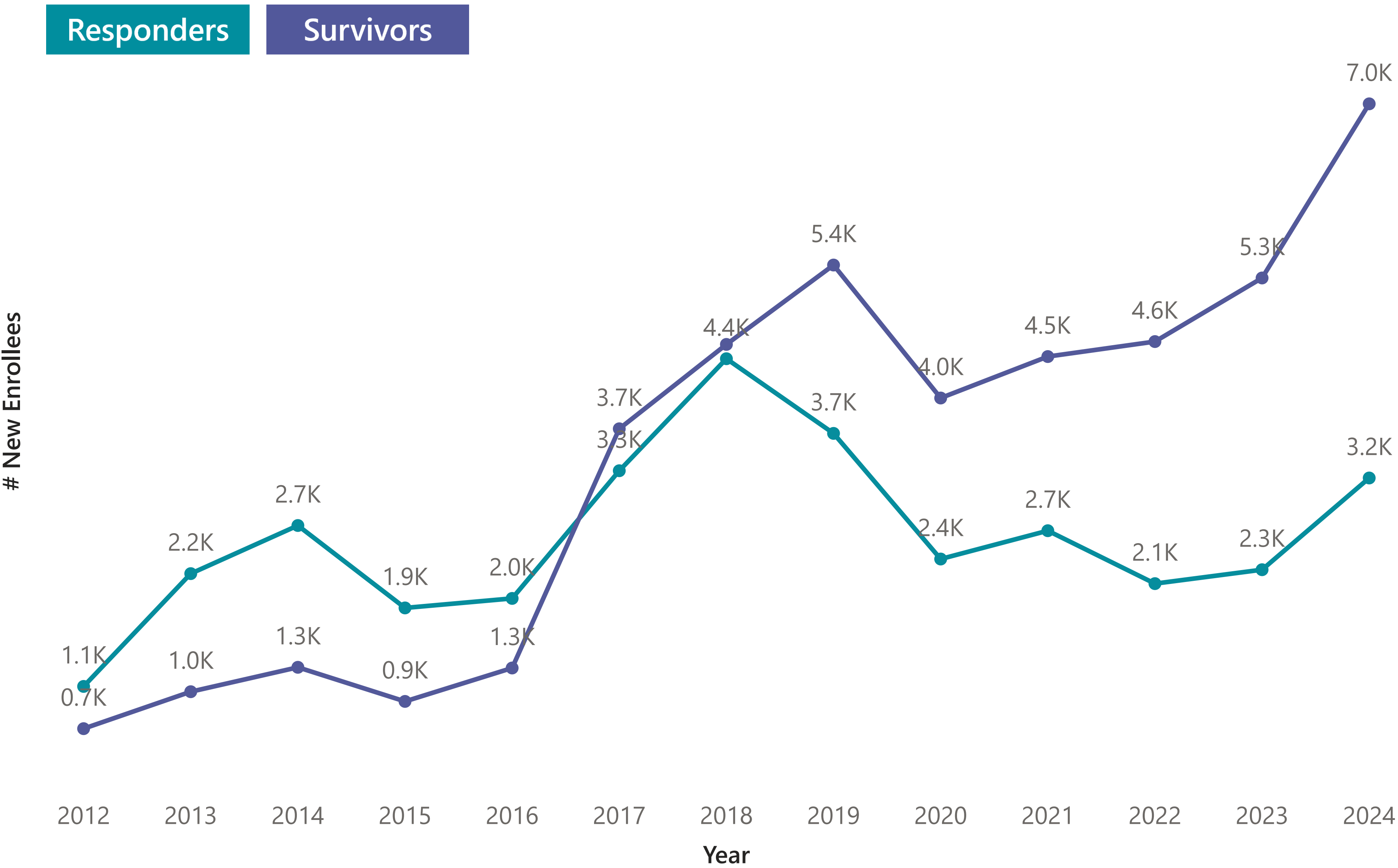
Enrollment over Lifetime of Program consists of all unique individuals ever enrolled in the Program, including those individuals who have been subsequently disenrolled or died. Deceased members include all causes of death; cause of death may or may not be WTC-related.

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

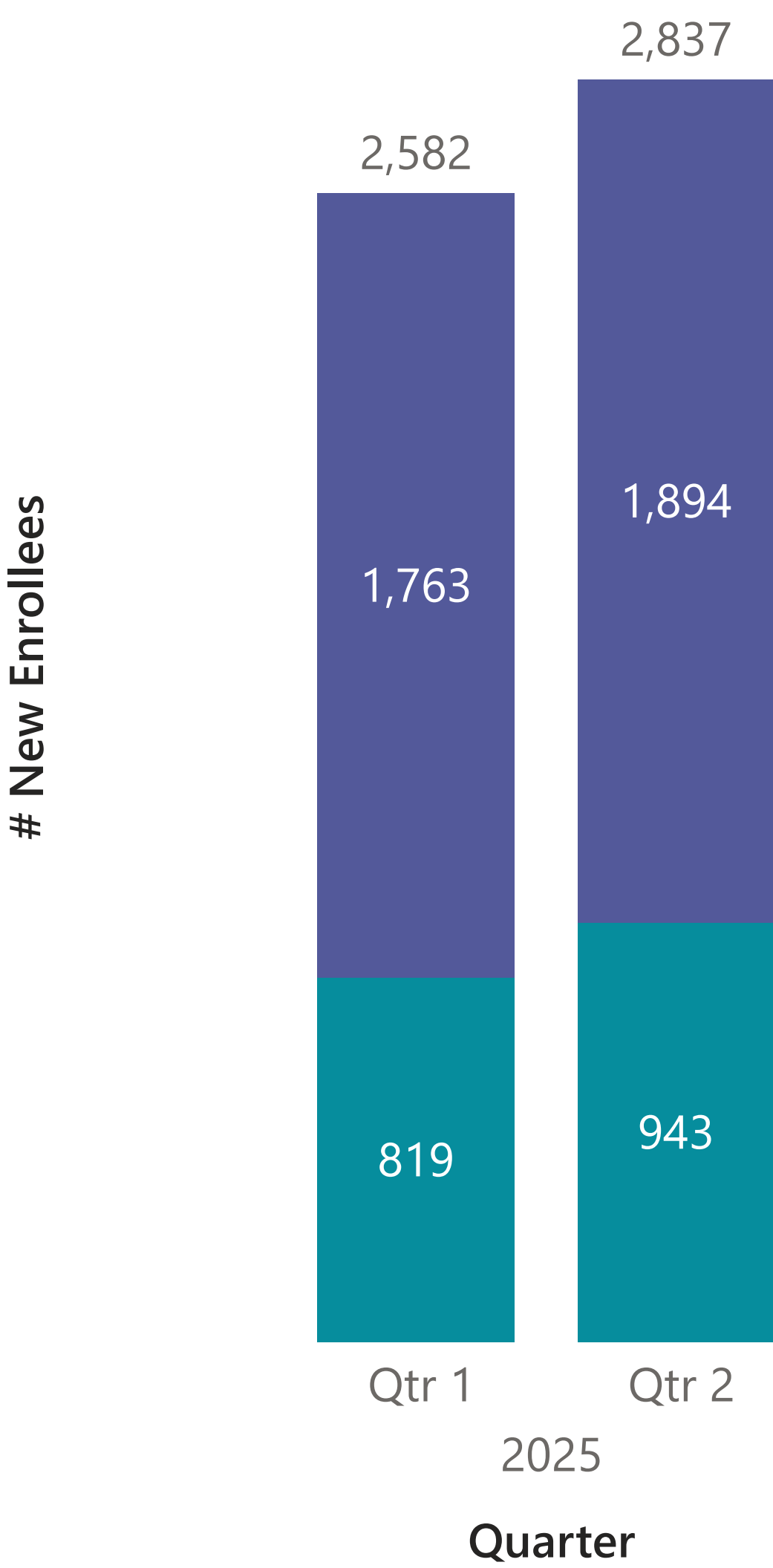
Enrollment Data Thru:
June 30, 2025

WTC Health Program Enrollment

2. New Enrollments Per Year Over Time



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

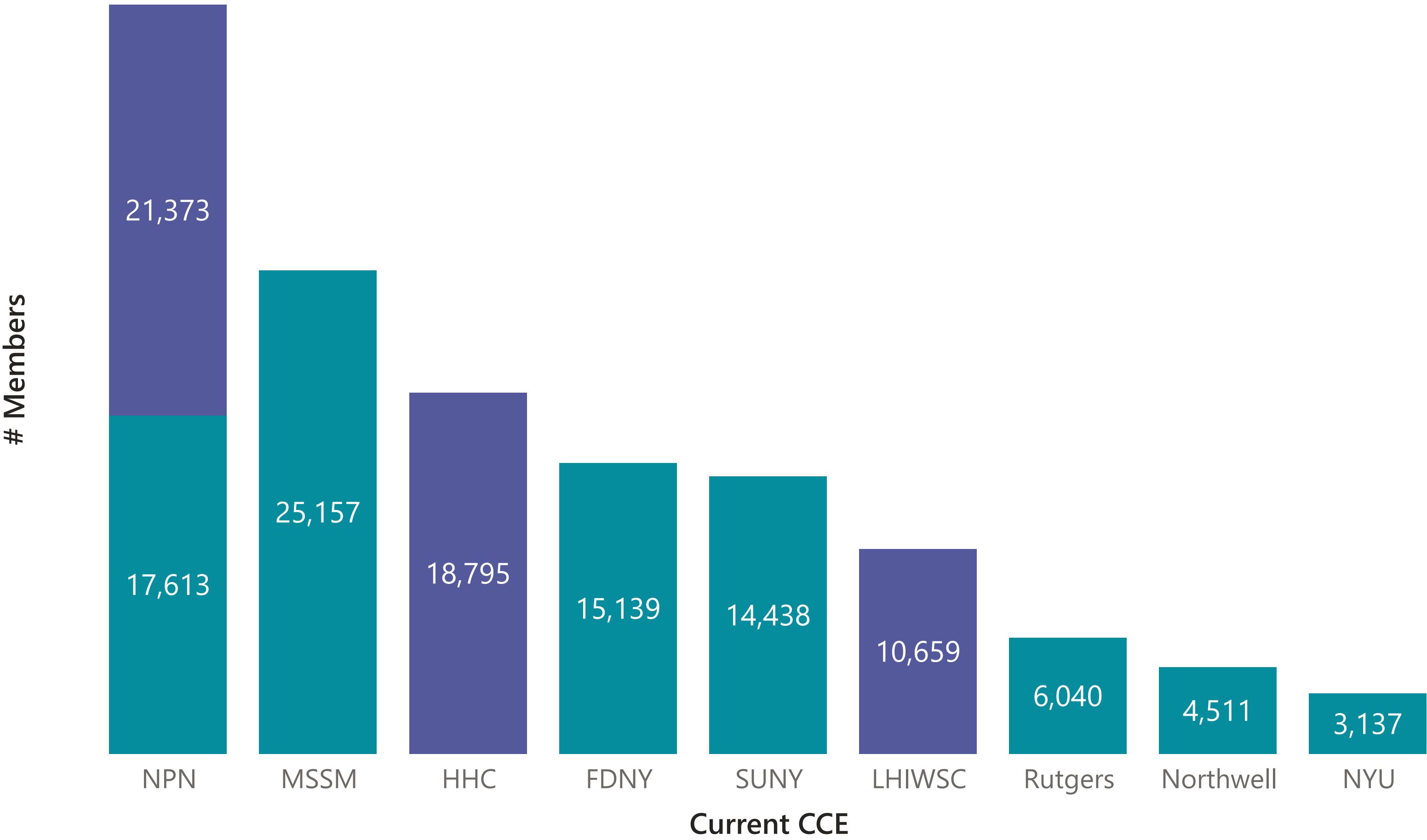


Note on Figure 2: 'New Enrollees' are those new members enrolled in the stated calendar year; numbers are not cumulative.

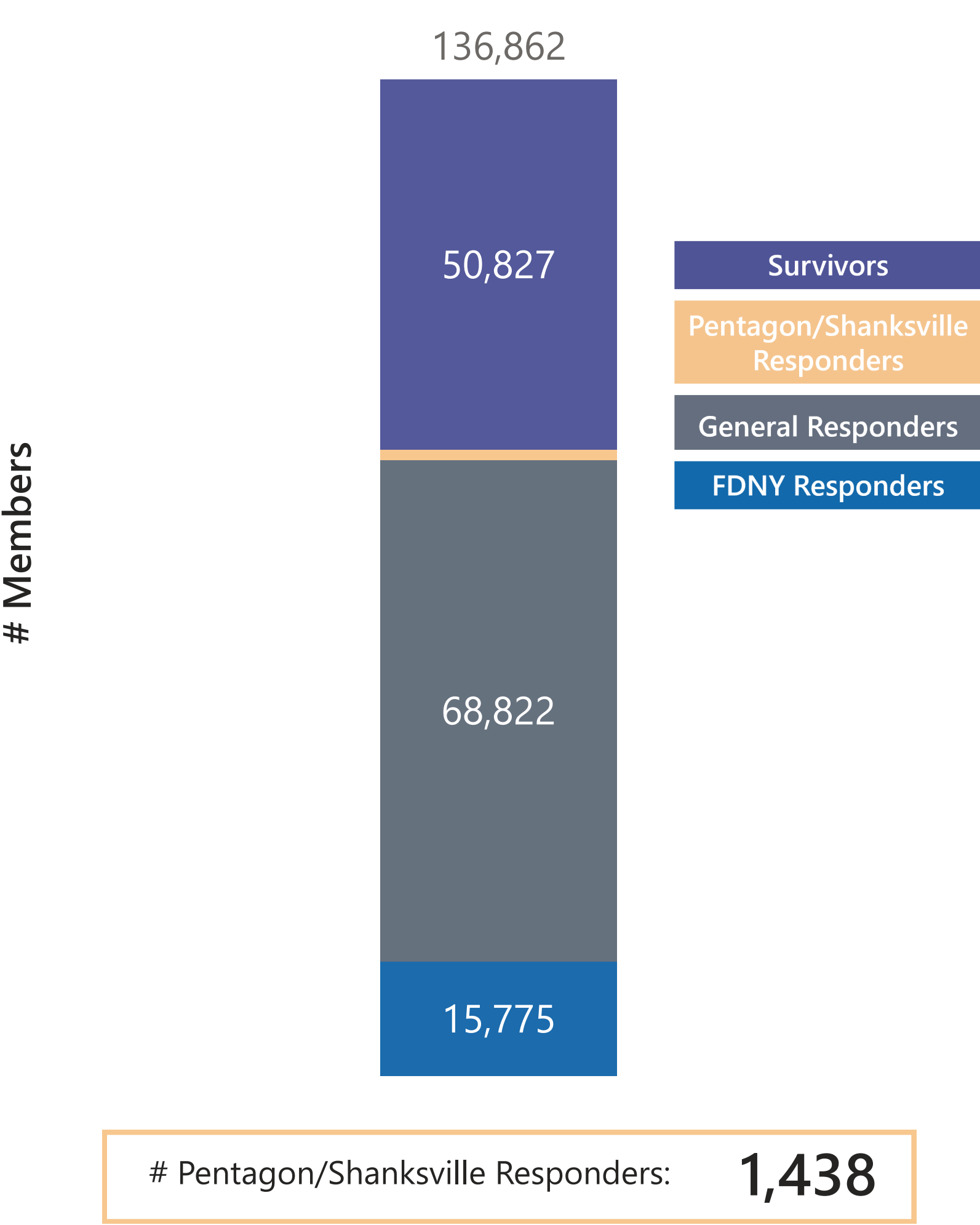
CCE Enrollment and Member Type

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

Member Type ● Responder ● Survivor



5. Currently Enrolled Members by Type

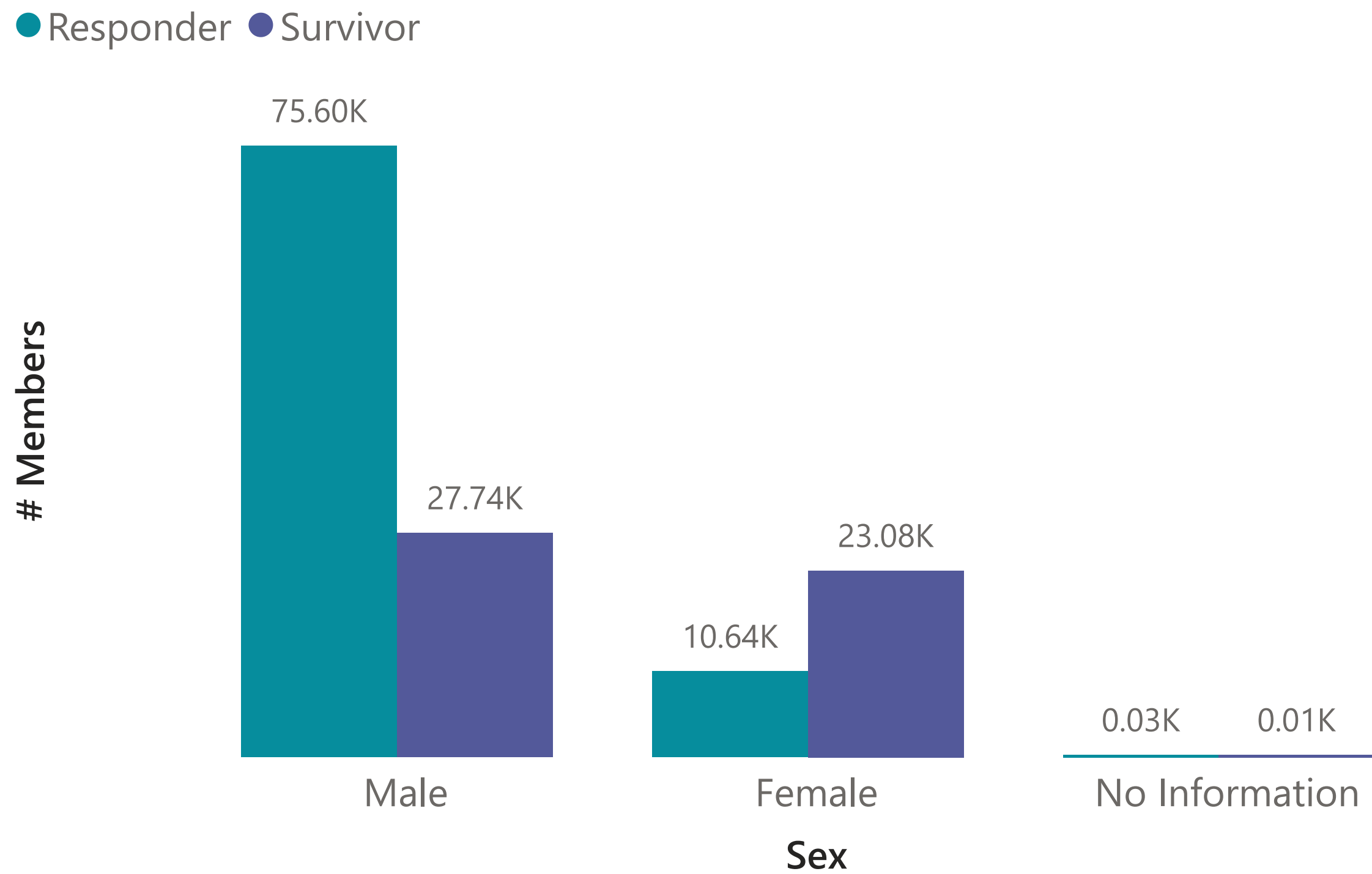


Note on CCEs and Nationwide Provider Network (NPN): CCEs serve specific survivor or responder populations in the New York metropolitan area; the NPN serves both responder and survivor members residing outside of the New York metropolitan area. Members who are not actively assigned to a CCE are not included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



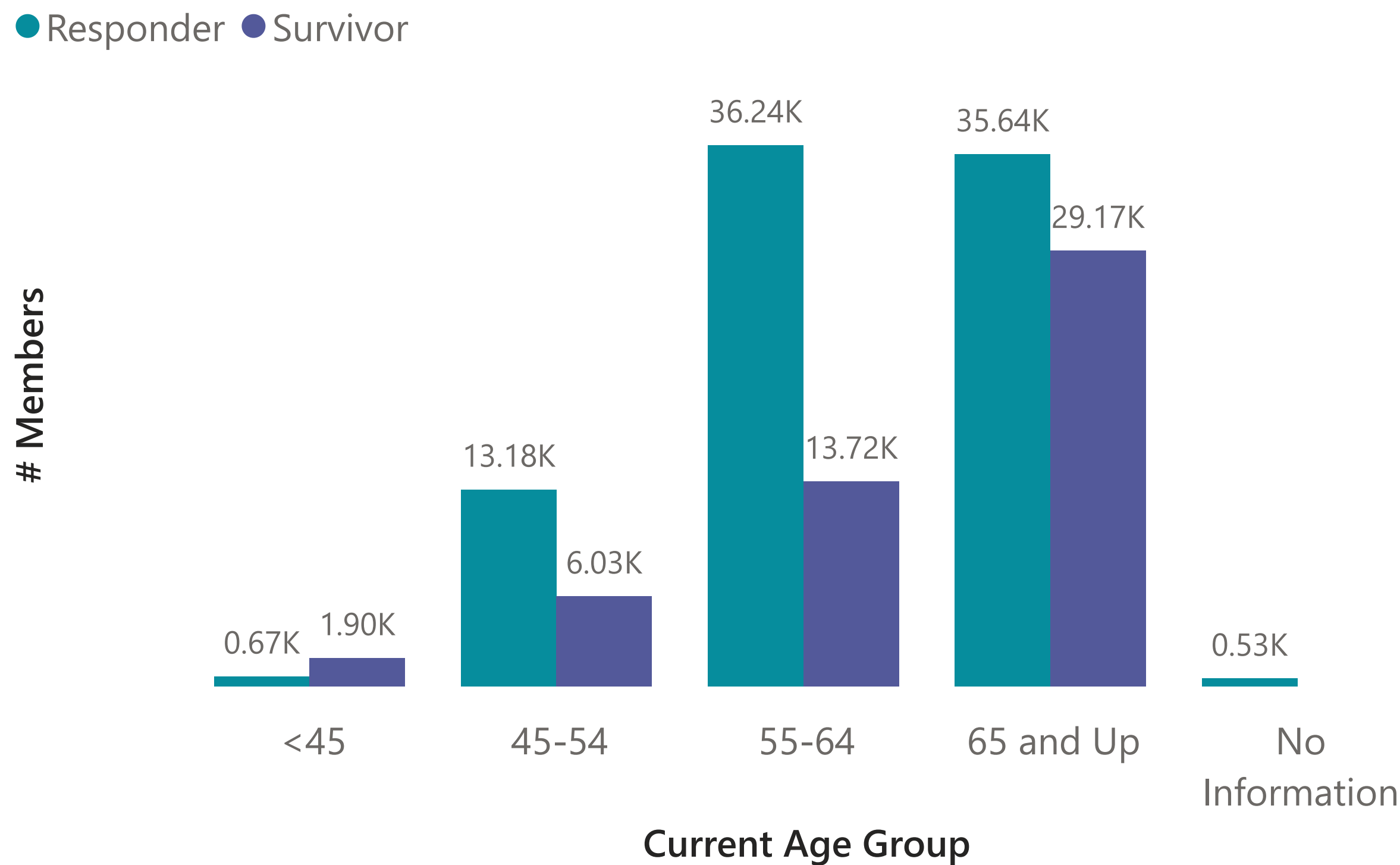
Percent of Total Membership: Preferred Language



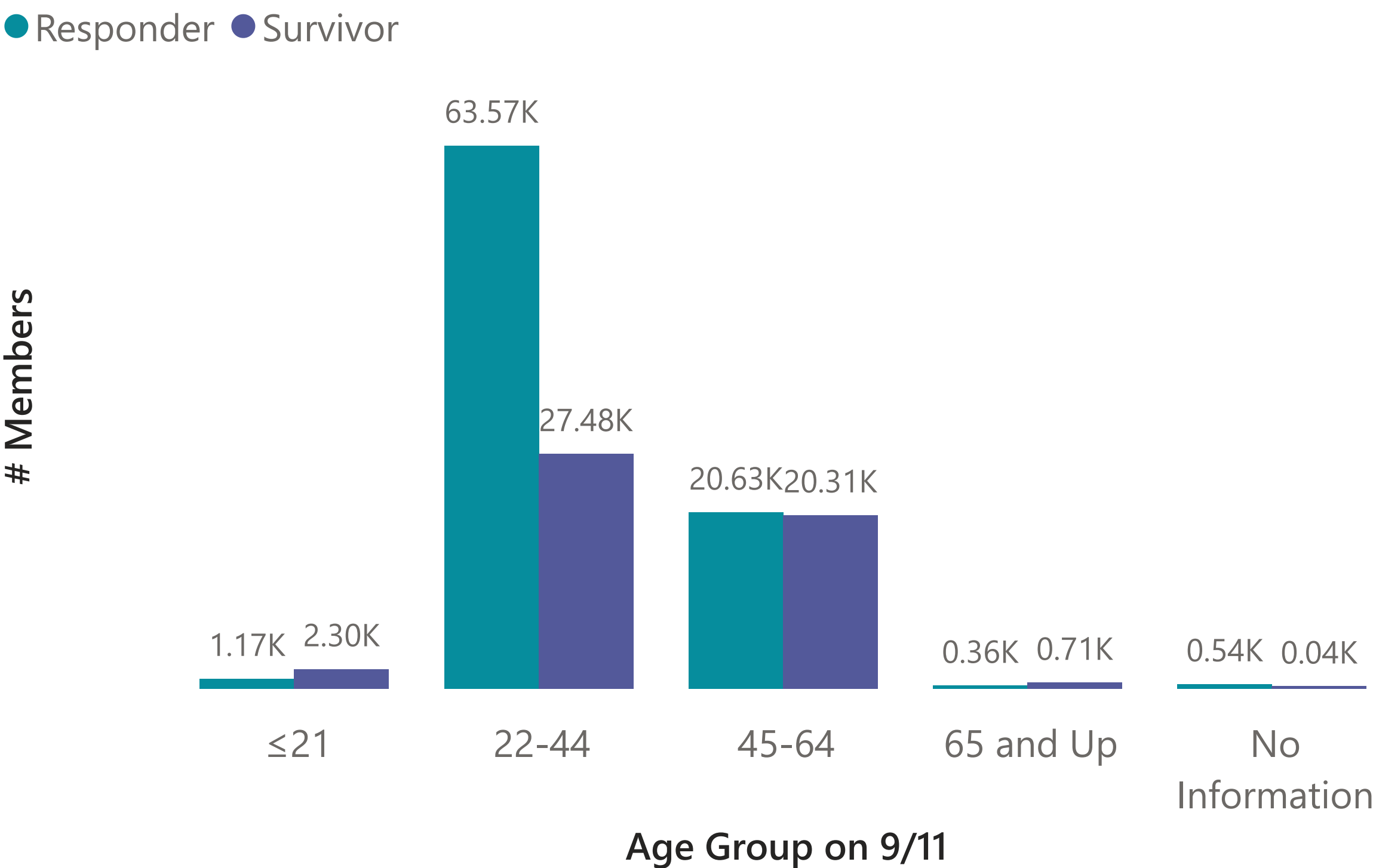
Member Language ● Chinese ● English ● No Information ● Polish ● Spanish

Age Distribution of Currently Enrolled Members

8. Current Member Age



9. Member Age on 9/11



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

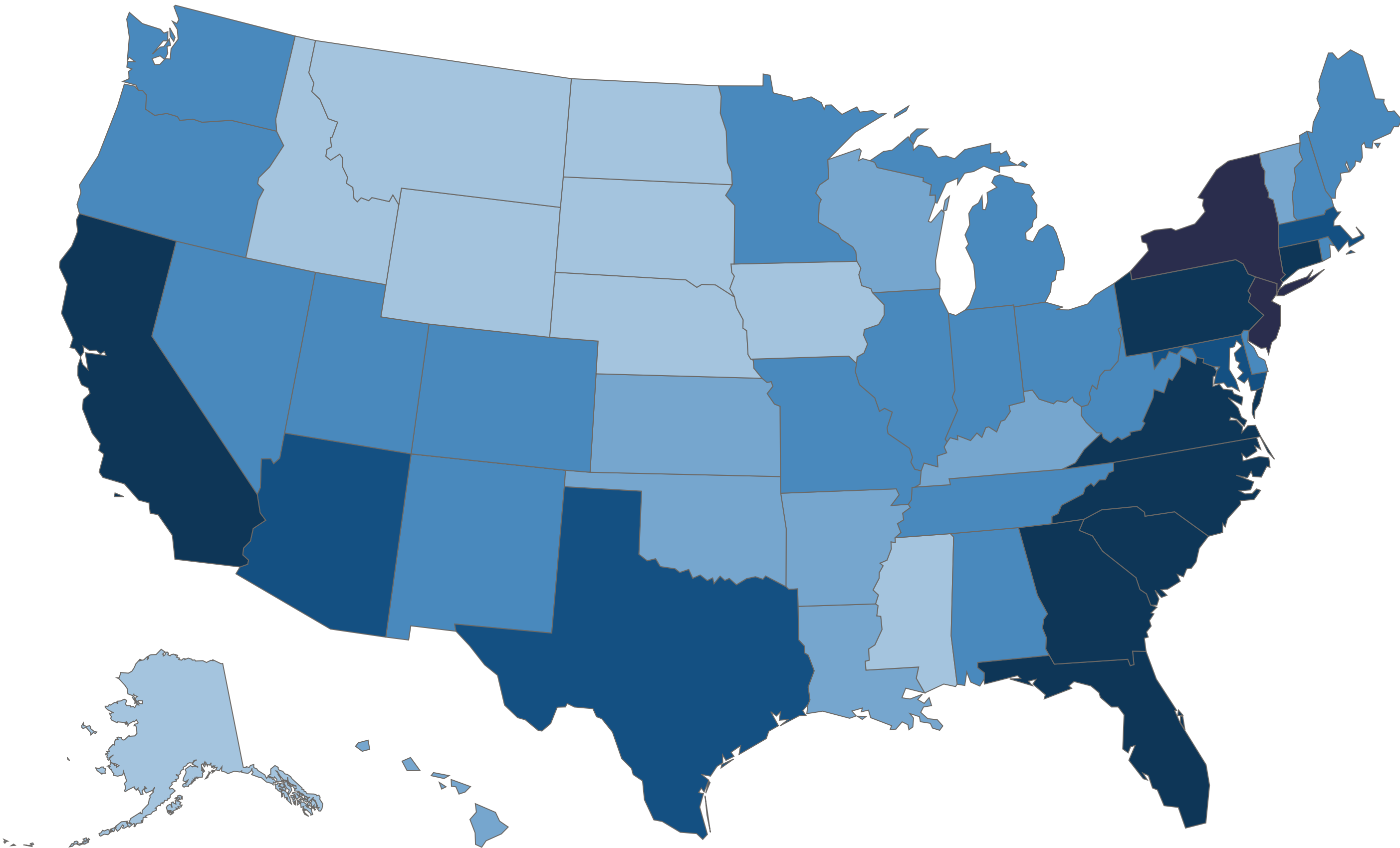


Age Group on 9/11 ● ≤21 ● 22-44 ● 45-64 ● 65 and Up ● No Information

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	55,554	35,417	90,971
New Jersey	8,352	7,370	15,722
Florida	7,102	2,668	9,770
Pennsylvania	1,970	793	2,763
North Carolina	1,555	569	2,124
South Carolina	1,316	353	1,669
Connecticut	809	768	1,577
Virginia	1,233	261	1,494
California	649	402	1,051
Georgia	652	369	1,021

136K

Members in the US (incl. territories)

120

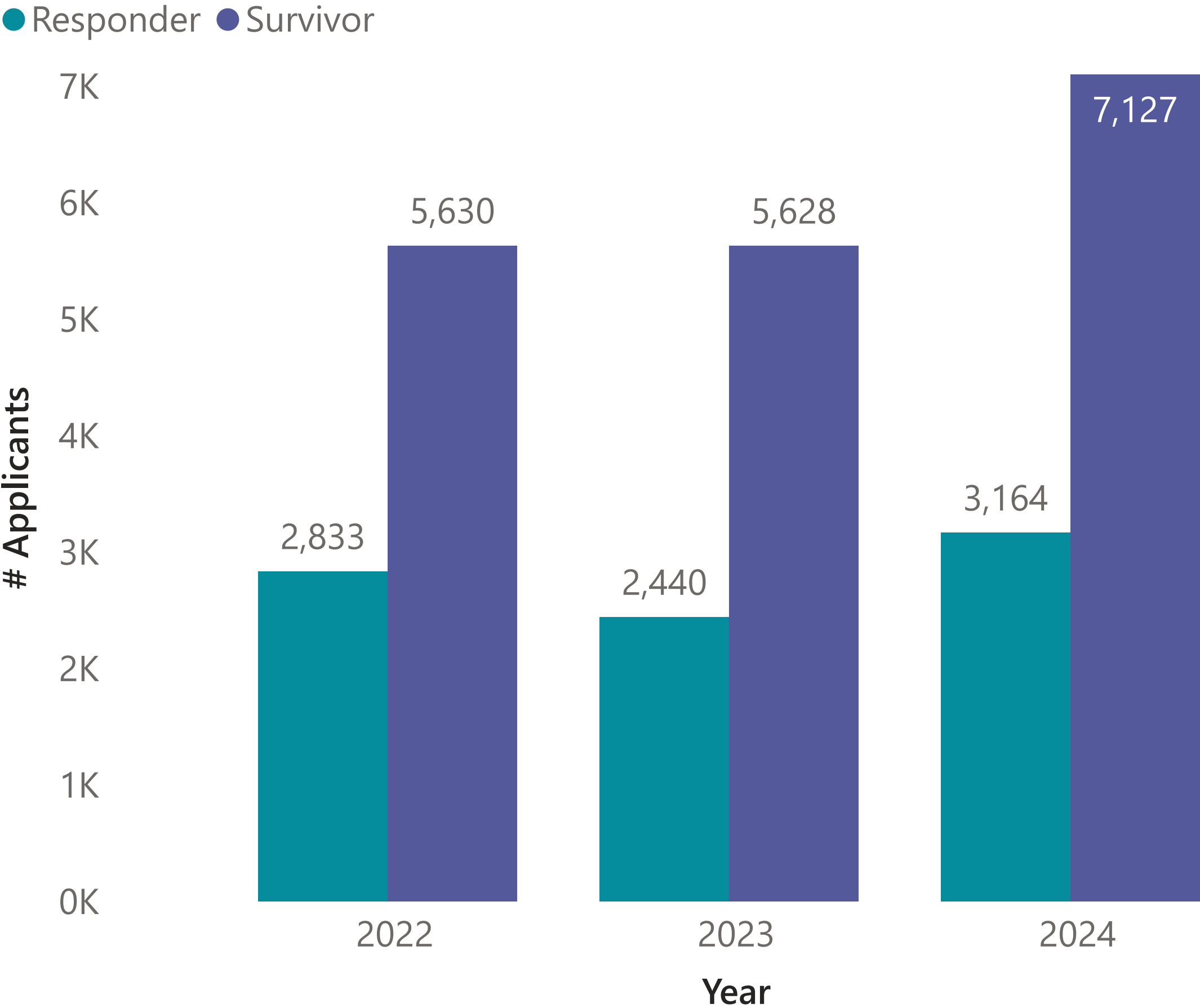
Members in US Territories

1387

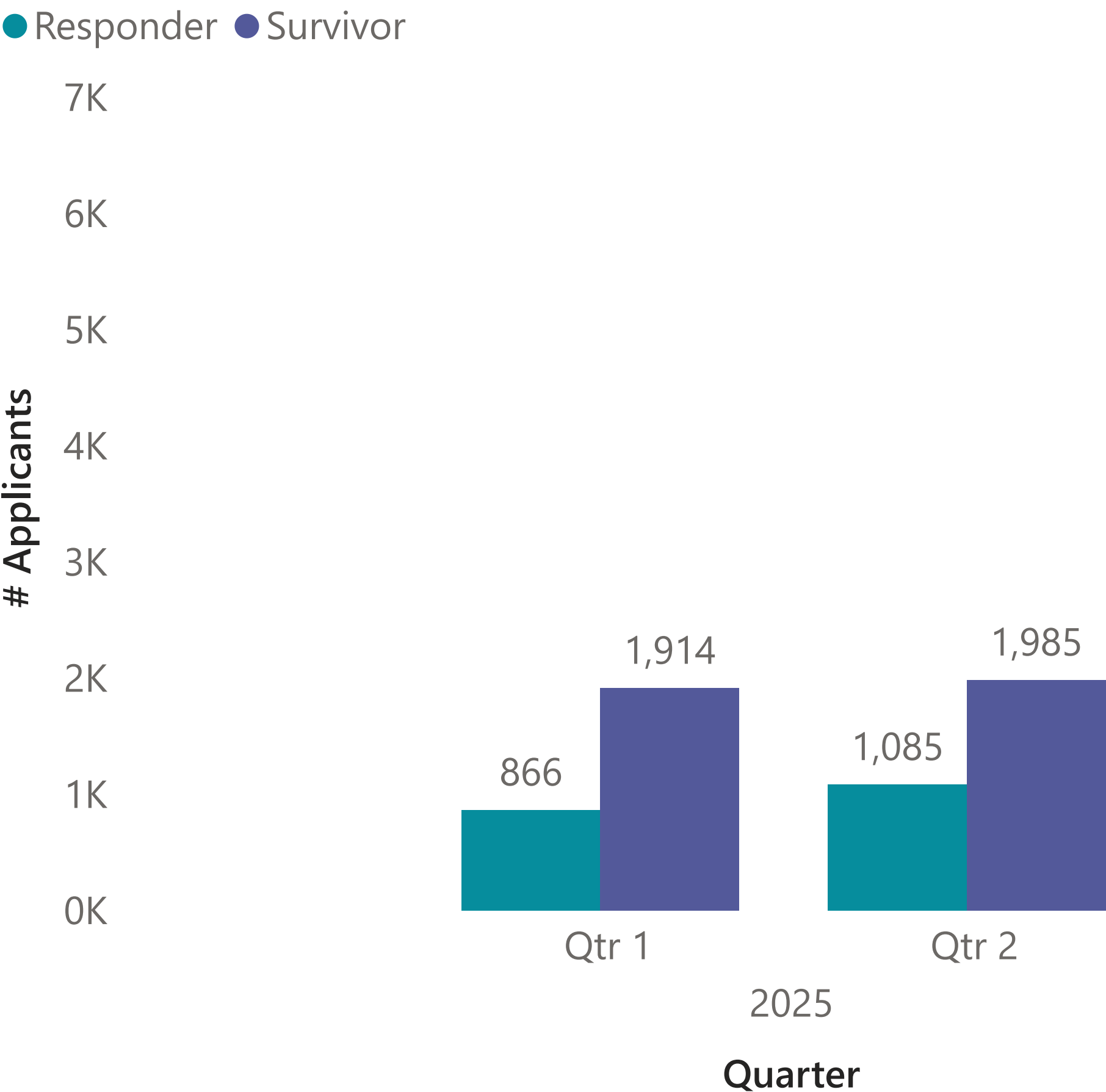
Members Outside of the US

Applications in Process - Received

12. Applications Received in Past Years



13. Applications Received in Current Calendar Year

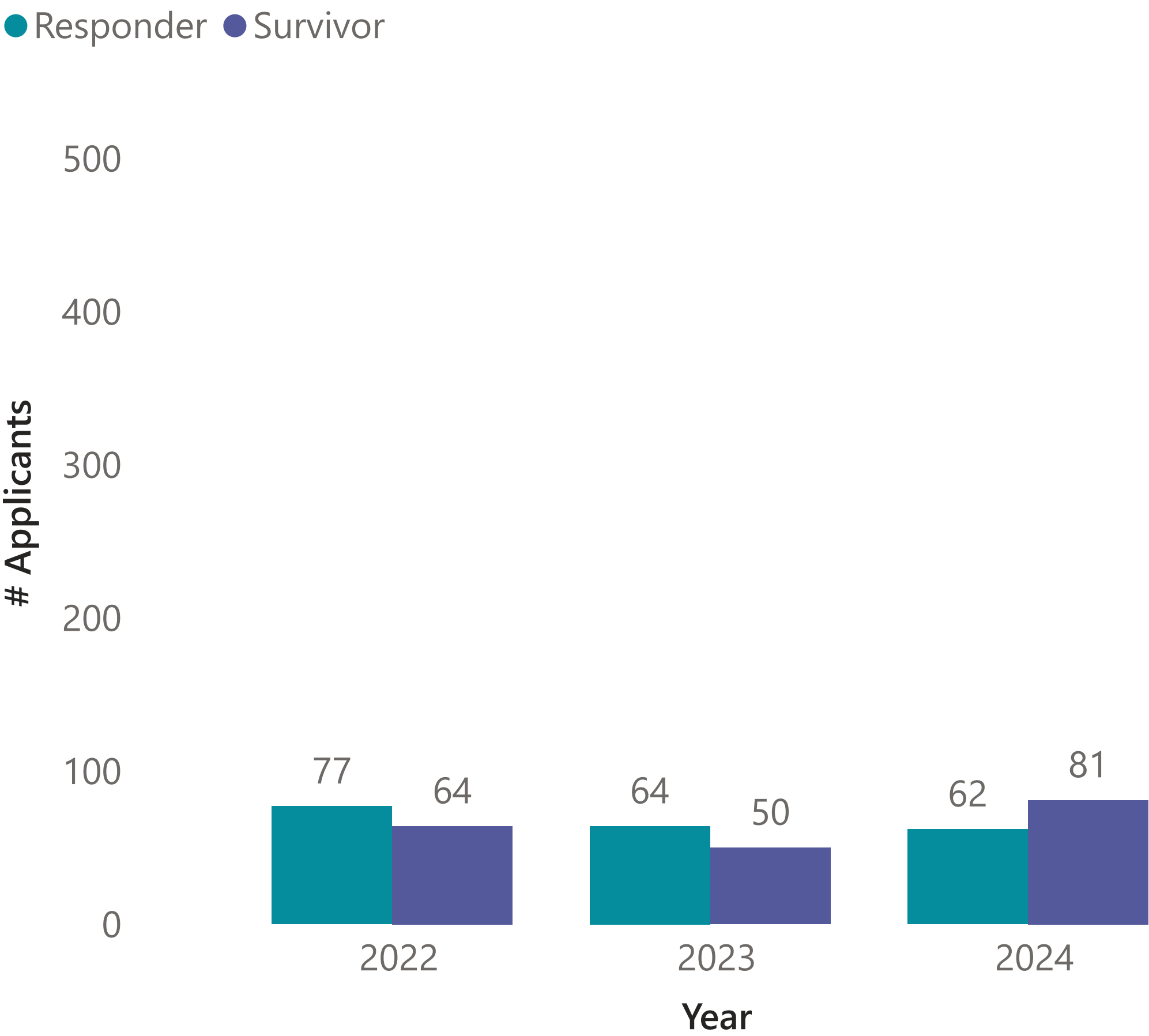


Note on Date Range for Application Data: In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.

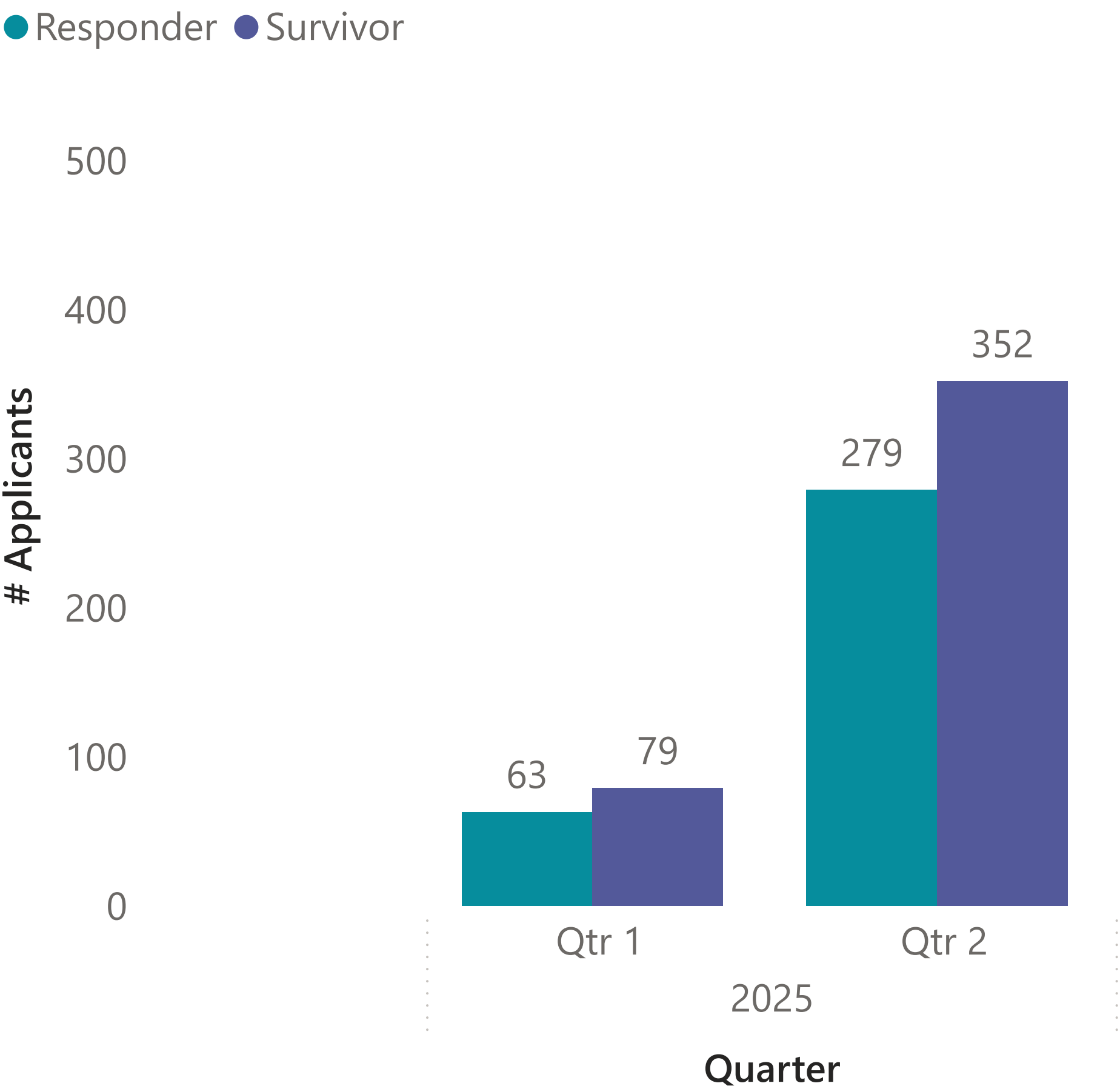
Application Data Thru: June 30, 2025

Applications in Process - Suspended

14. Prior Year Applications Currently in Suspend Status



15. Current Year Applications in Suspend Status



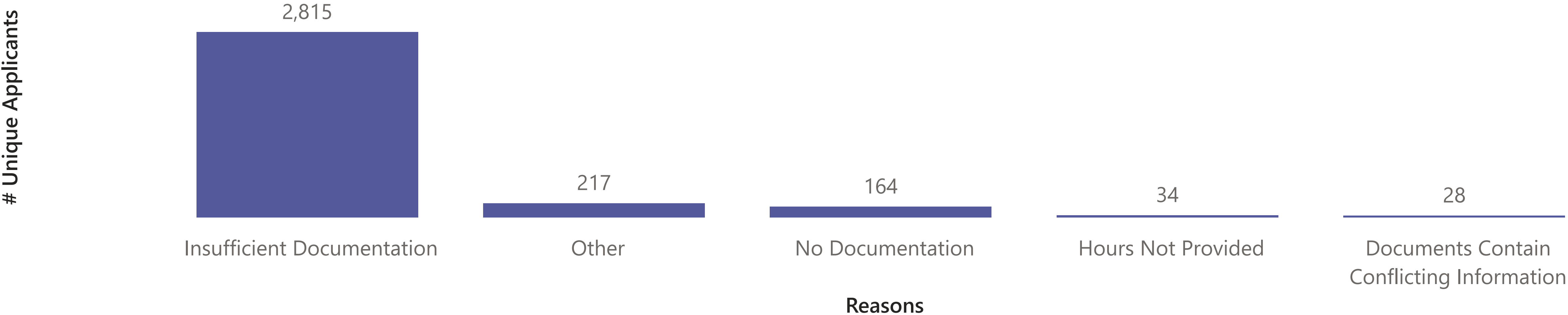
Note on Date Range for Application Data: In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.

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.

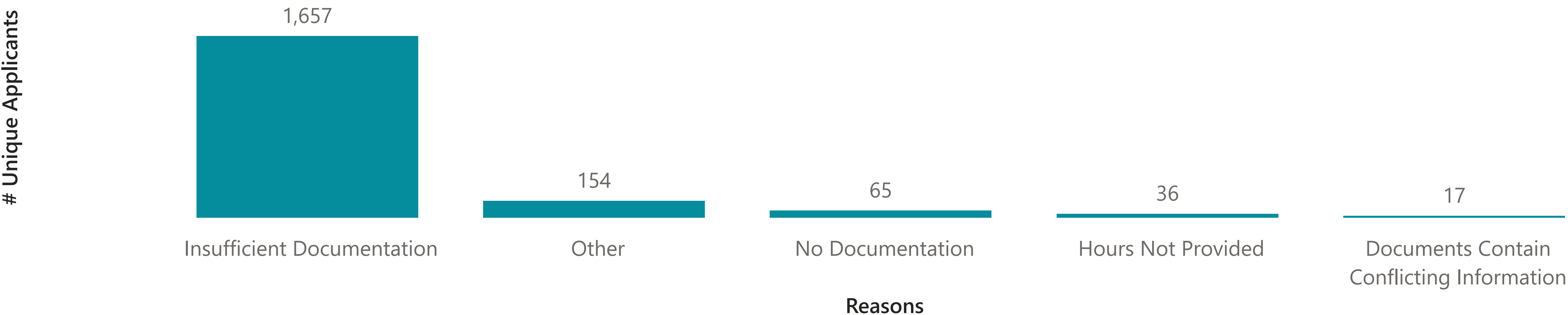
Application Data Thru:
June 30, 2025

Primary Reasons for Applications being Suspended

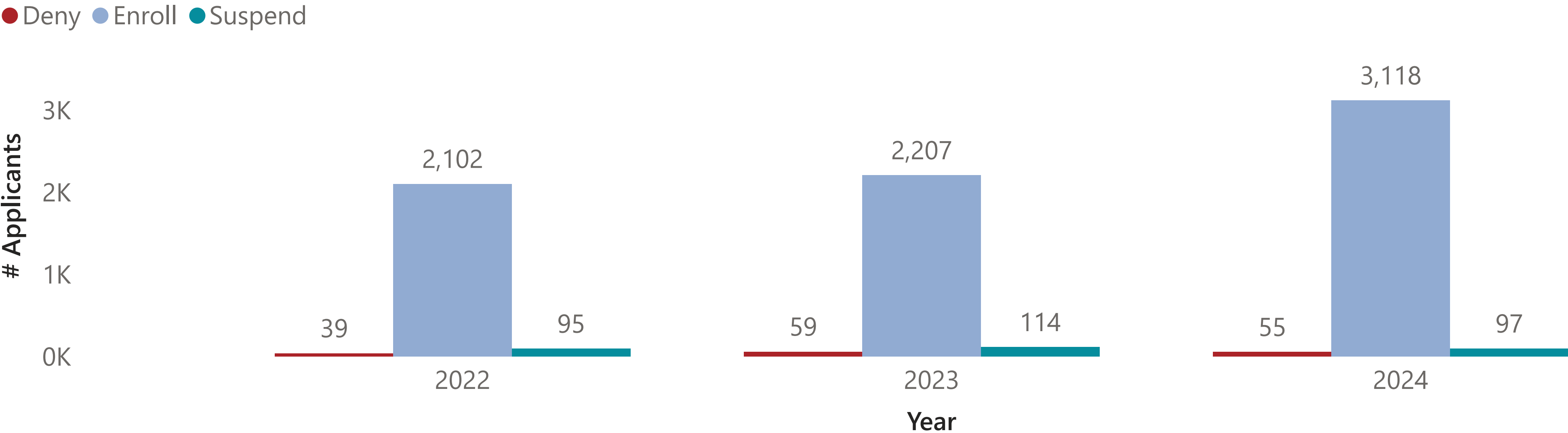
16. Top 5 Reasons for Suspended Survivor Applications in Past Year



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



18. Responder Application Decisions in Past Years



19. Responder Application Decisions in Current Calendar Year

Decision	Qtr 1	Qtr 2
Deny	18	14
Enroll	805	922
Suspend	32	75

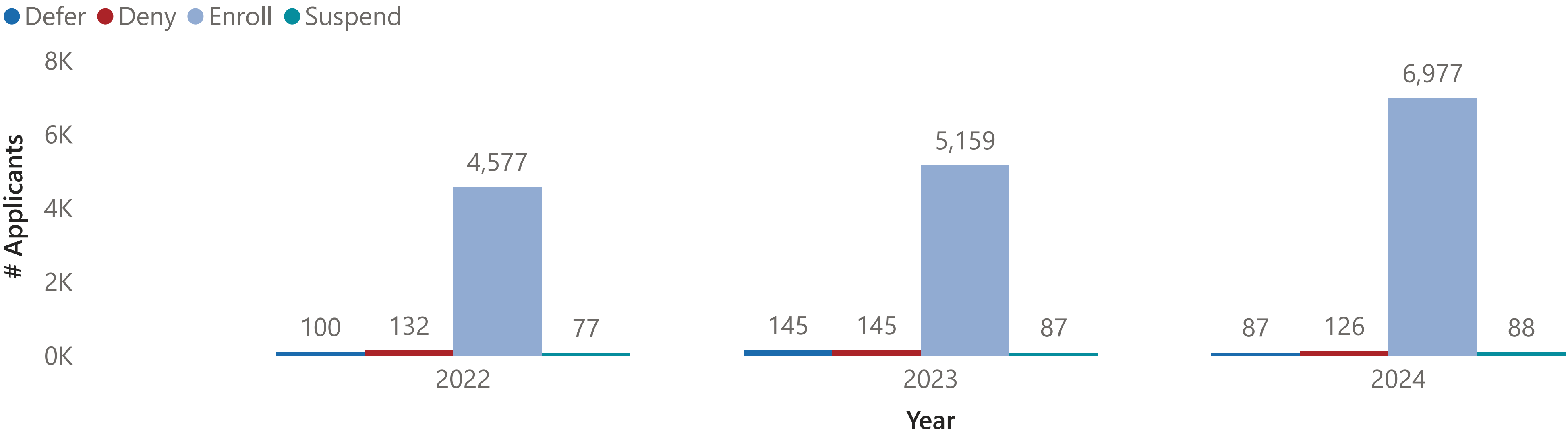
Top Denial Reason for
Responder Apps in Past Year

▲
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	Qtr 2
Defer	33	35
Deny	31	23
Enroll	1,726	1,872
Suspend	27	60

Top Denial Reason for Survivor Apps in Past Year

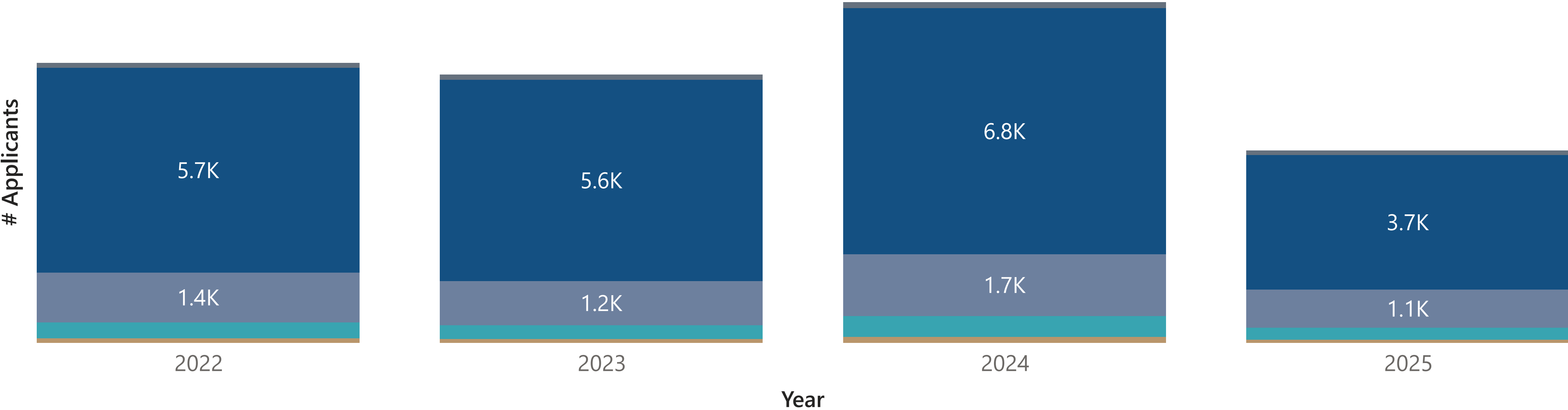
▲
Ineligible Activity

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

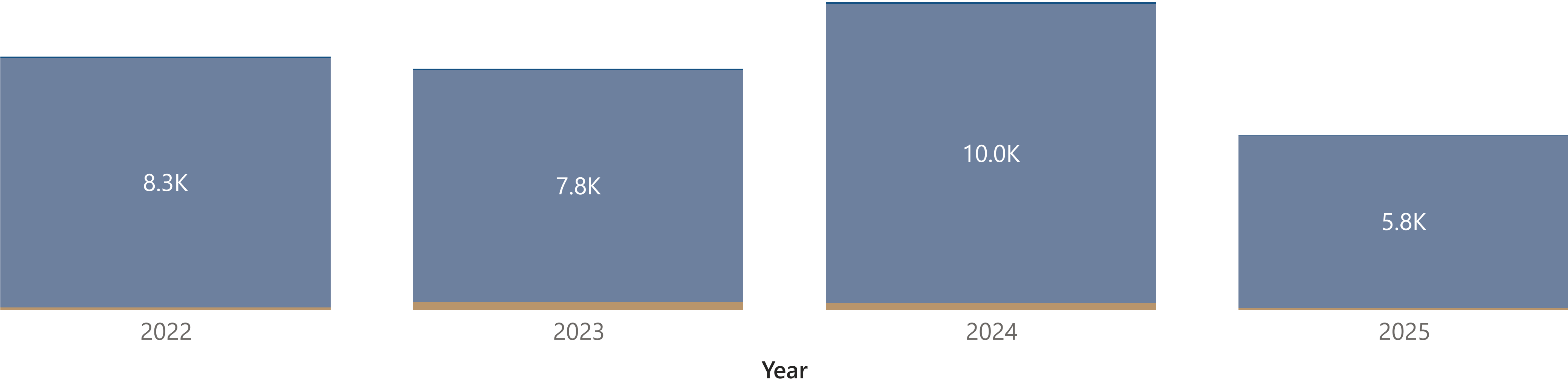
State	2022	2023	2024	2025
New York	5,679	5,577	6,810	3,734
New Jersey	1,371	1,221	1,711	1,050
Florida	444	377	580	330
Pennsylvania	130	138	164	119
Connecticut	125	111	164	90

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:
June 30, 2025

24. Applications Received in Past Years by Language

Chinese English Other Polish Spanish

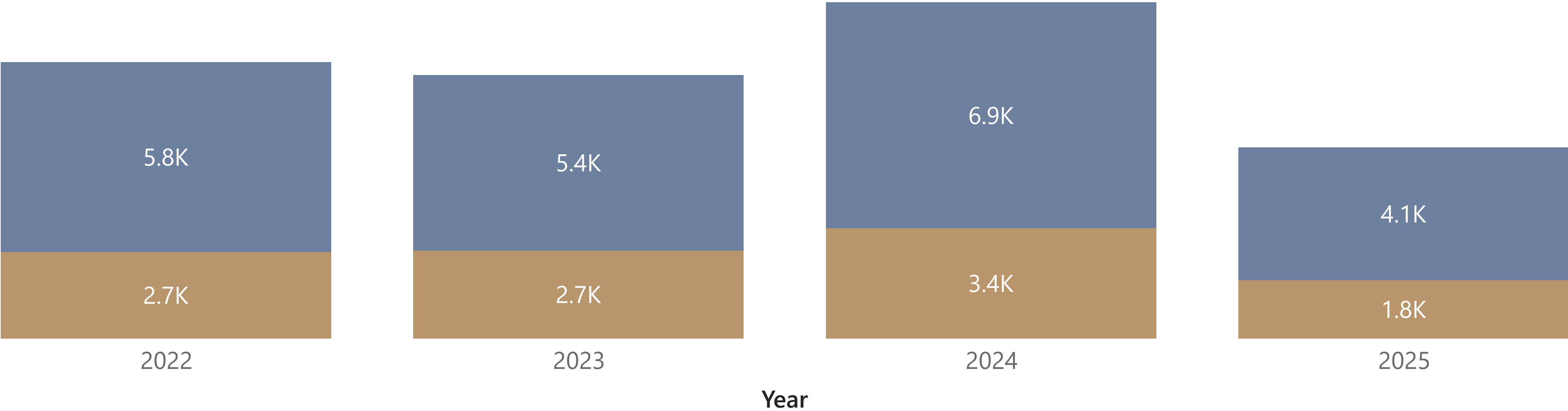


25. Applications Received in Past Years by Language - Detailed

Language	2022	2023	2024	2025
Chinese	81	265	208	63
English	8,344	7,753	10,034	5,771
Other	<10	<10	<10	<10
Polish	<10	<10	<10	<10
Spanish	31	47	46	11
Unknown	<10	<10	<10	<10

26. Applications Received in Past Years by Sex

● Female ● Male ● Unknown



27. Applications Received in Past Years by Sex - Detailed

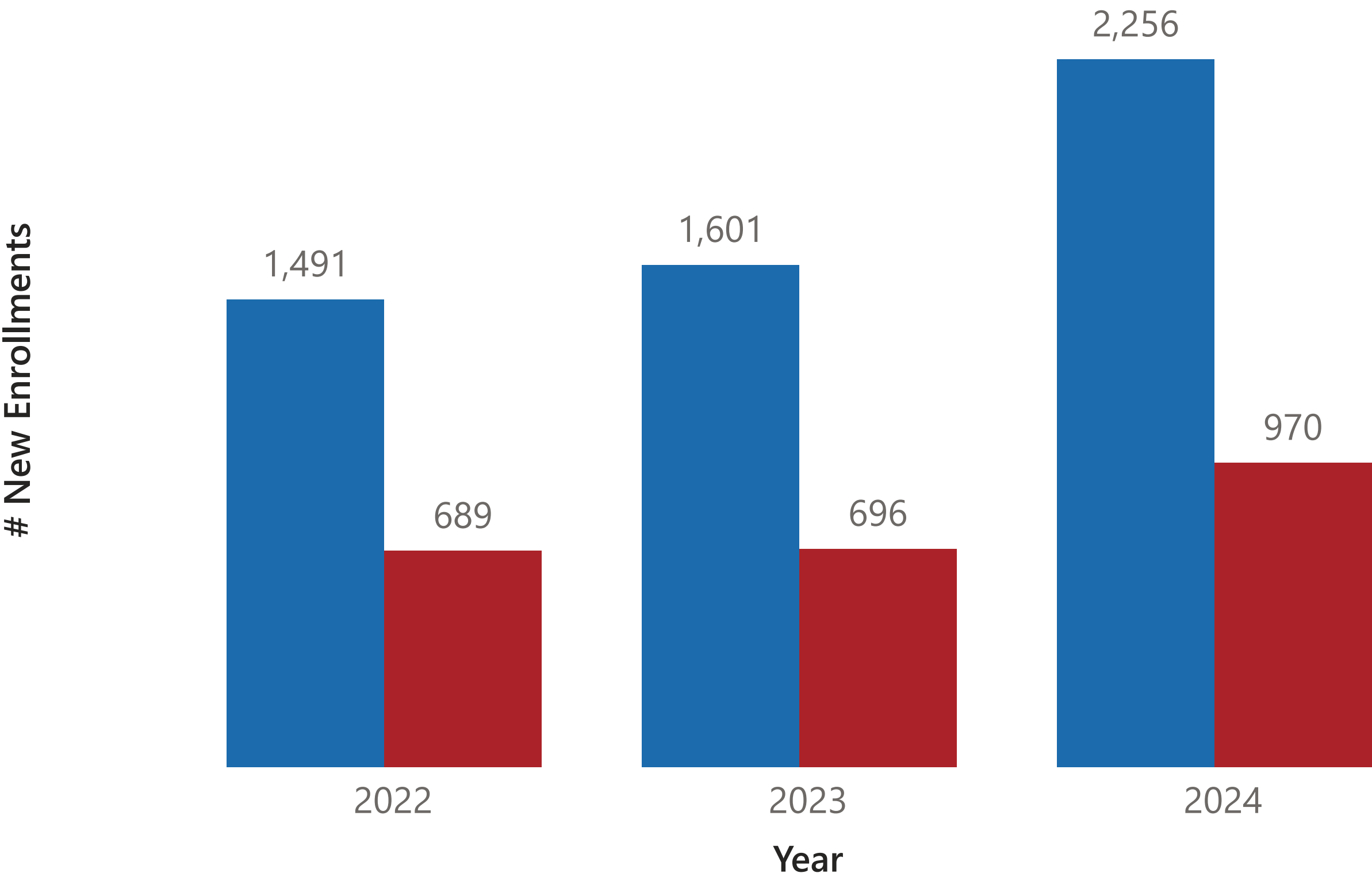
Sex	2022	2023	2024	2025
Male	5,807	5,368	6,904	4,062
Female	2,651	2,697	3,377	1,785
Unknown	<10	<10	<10	<10

New Enrollment Trends by Location

Responders

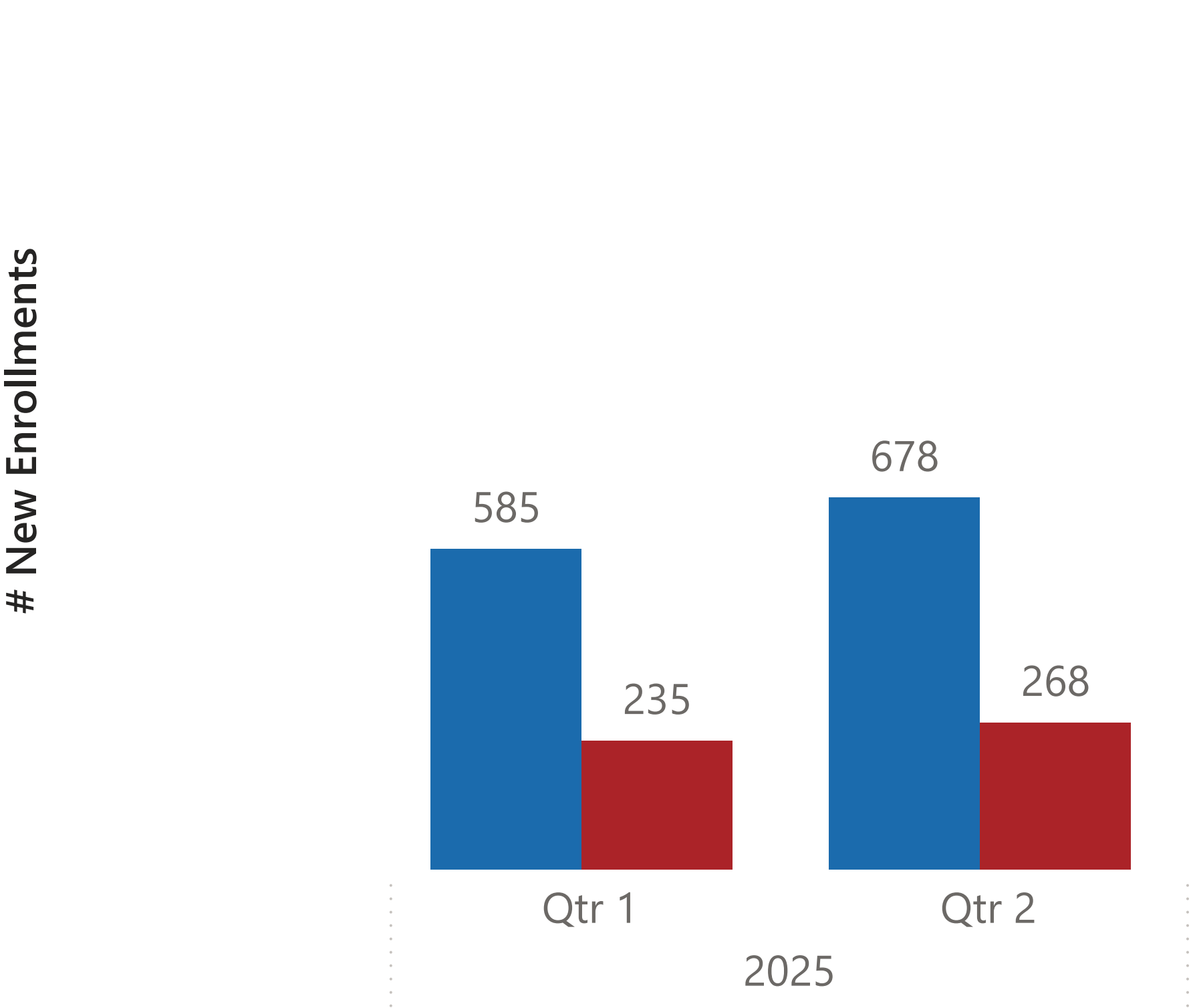
28. New Responder Members by Location at Time of Enrollment

● 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.

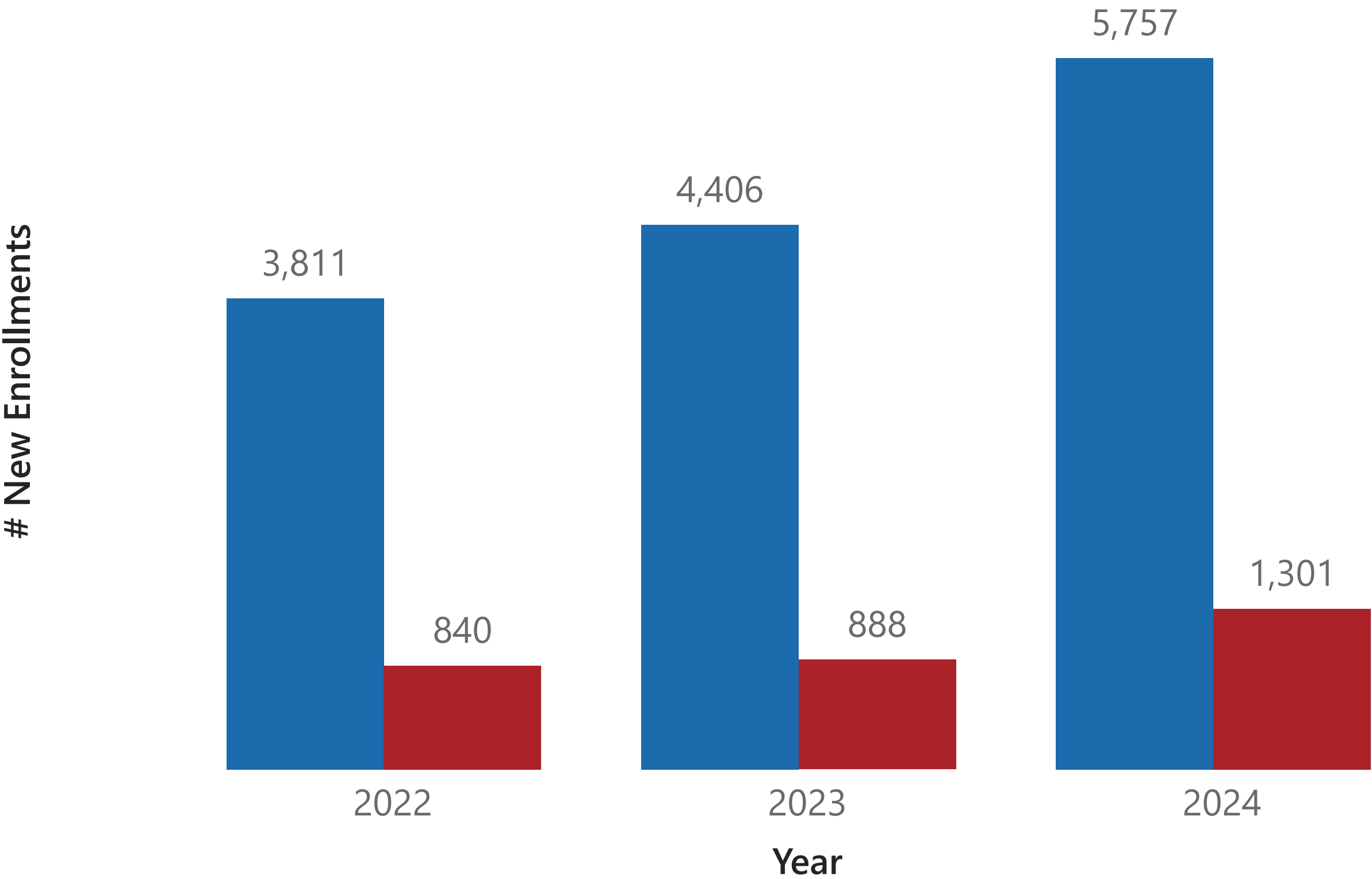
Note on Date Range for Application Data: In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.

New Enrollment Trends by Location

Survivors

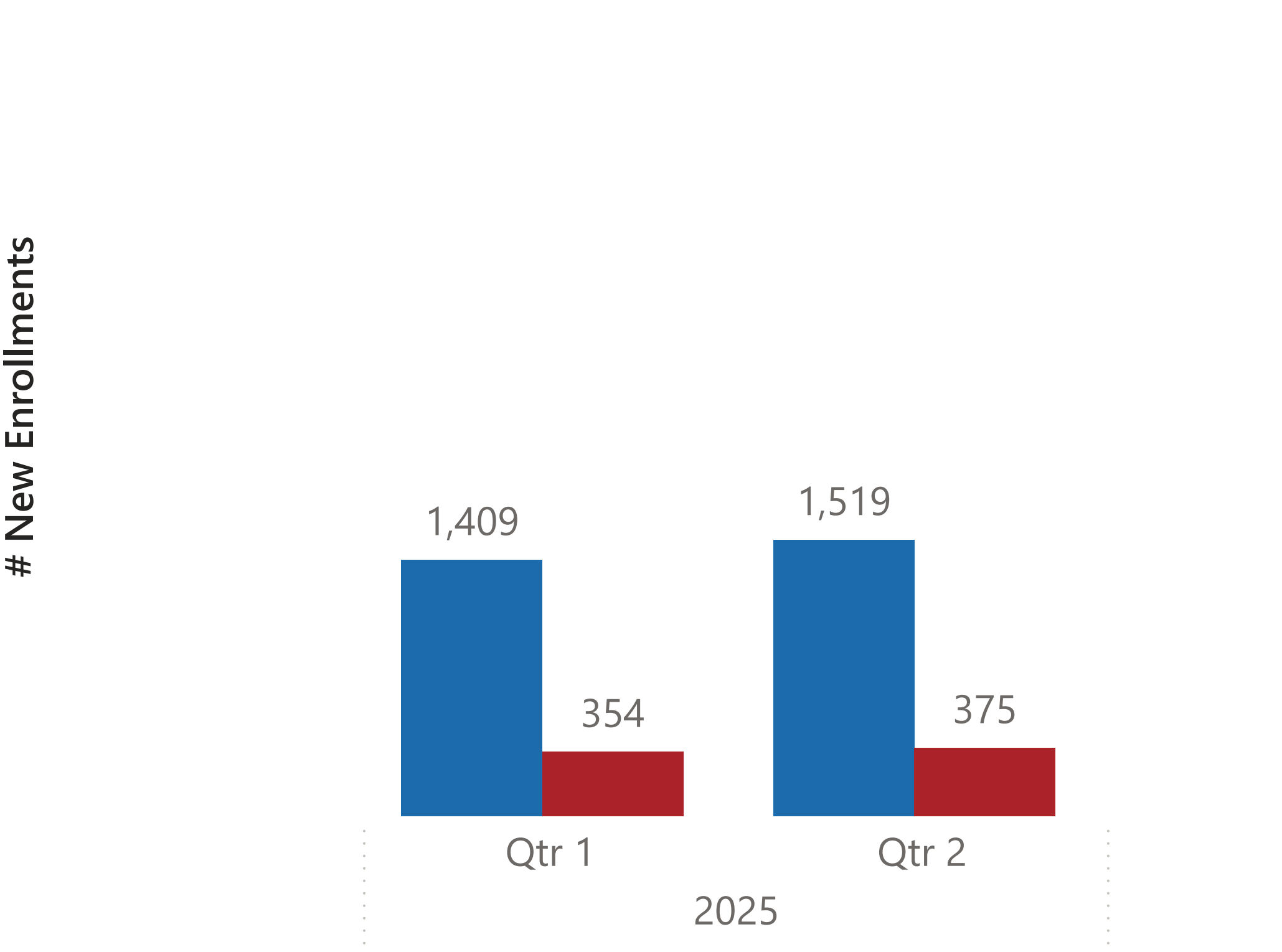
28. New Survivor Members by Location at Time of Enrollment

● Inside NYMA ● Outside NYMA



29. New Survivor Members by Location in Current CY

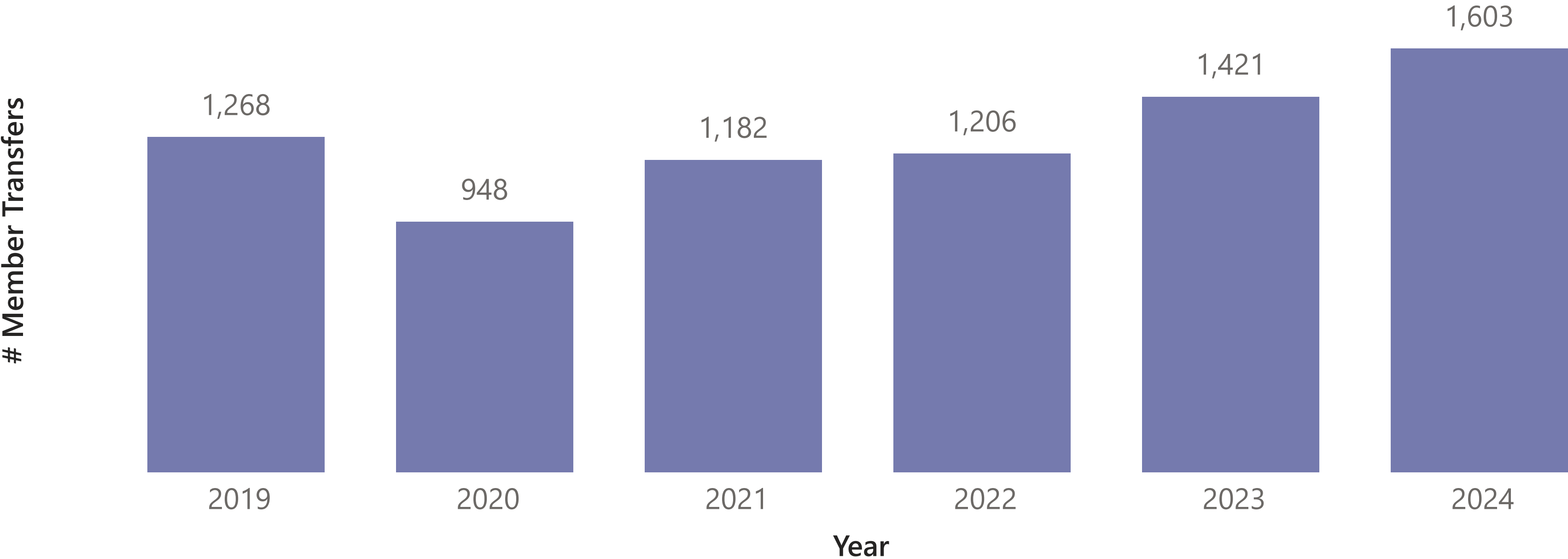
● Inside NYMA ● Outside NYMA



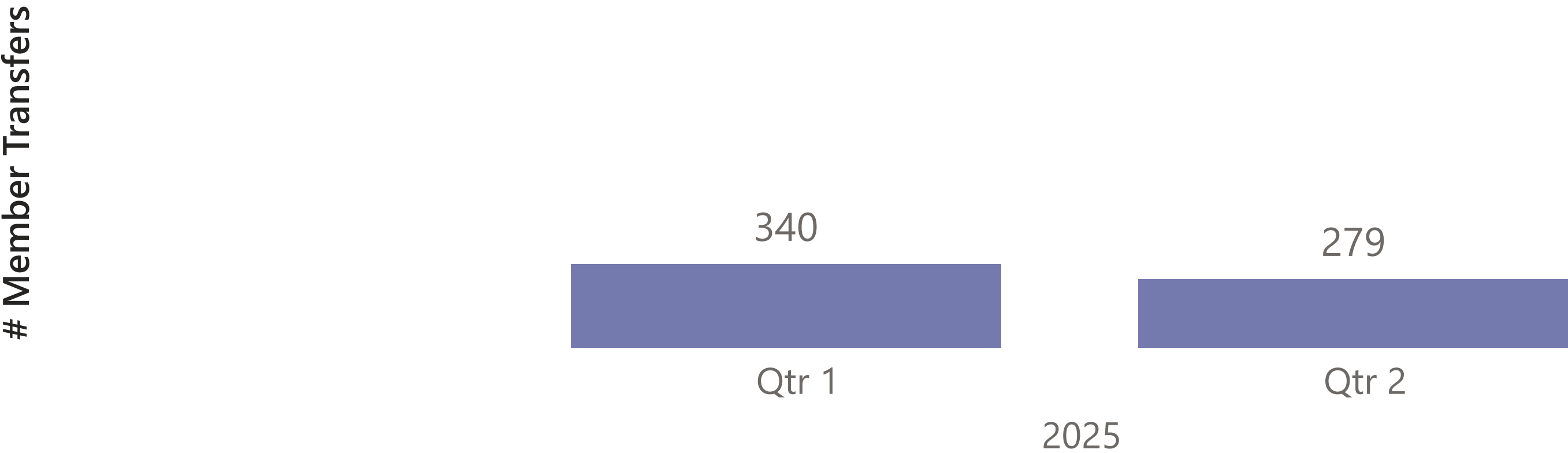
NYMA: The combined statistical areas comprising the Bridgeport-Stamford-Norwalk, CT Metropolitan Statistical Area; Kingston, NY Metropolitan Statistical Area; New Haven-Milford, CT Metropolitan Statistical Area; New York-Northern New Jersey-Long Island, NY-NJ-PA Metropolitan Statistical Area; Poughkeepsie-Newburgh-Middletown,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

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.

65.6%

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

34. Certification Status of Currently Enrolled Members by Member Type

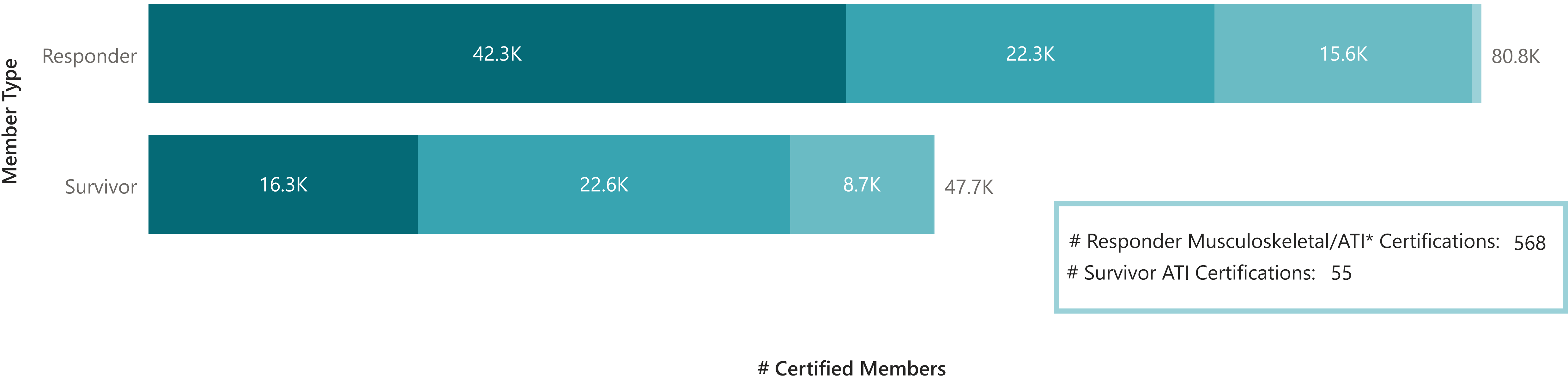
● Responder ● Survivor



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



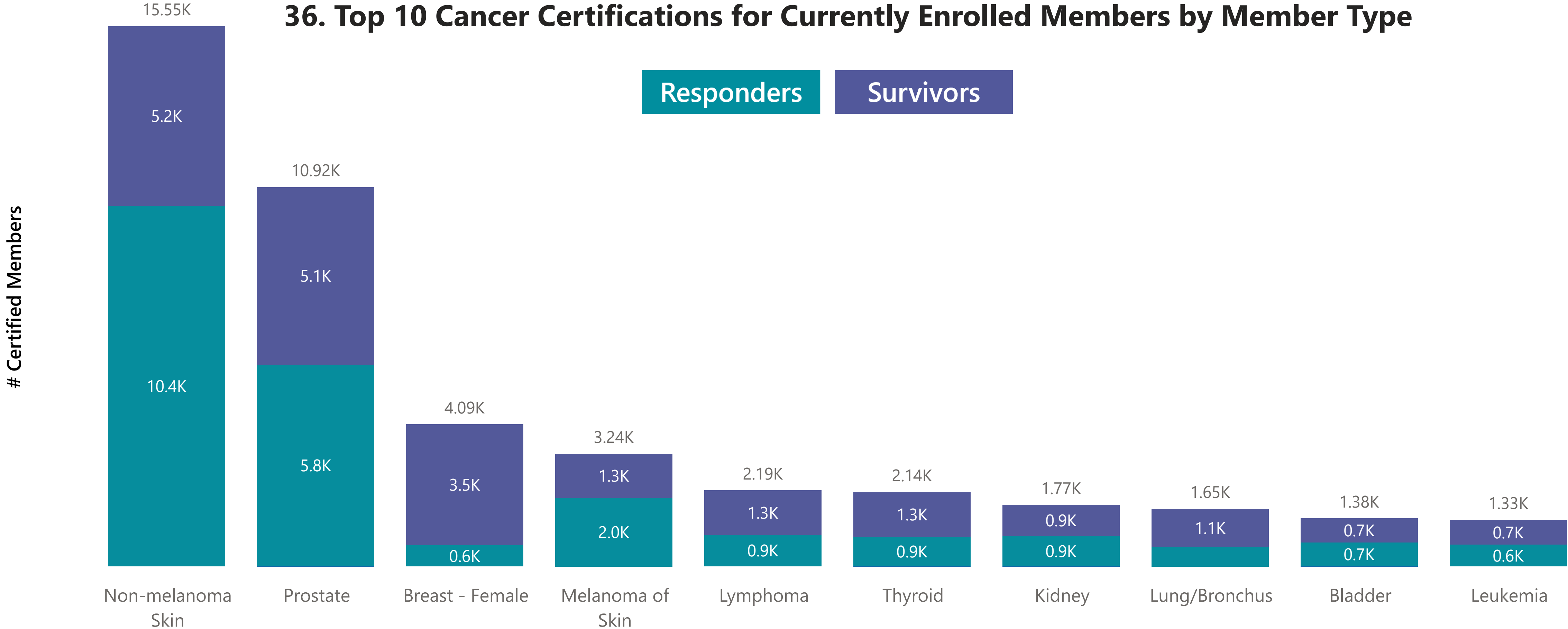
***ATI:** Acute Traumatic Injury

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.

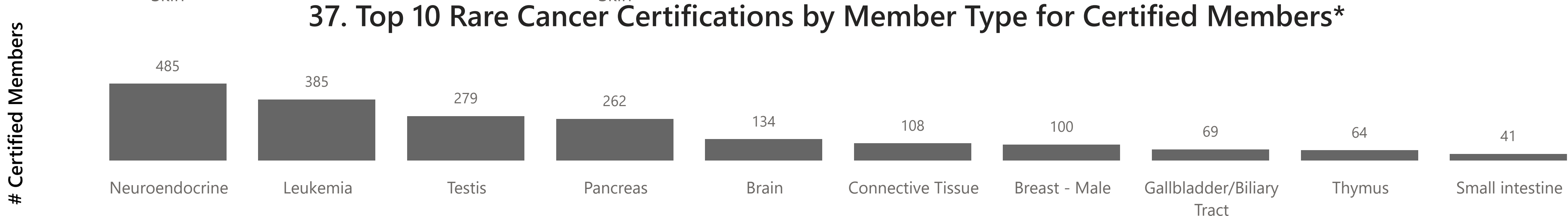
Note on Certification Counts: The number of certified members per condition type may not match the total number of certified members because members may be certified for multiple conditions. Members may also be certified for multiple health conditions within a given category. The number of certifications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

Certifications for WTC-Related Health Conditions

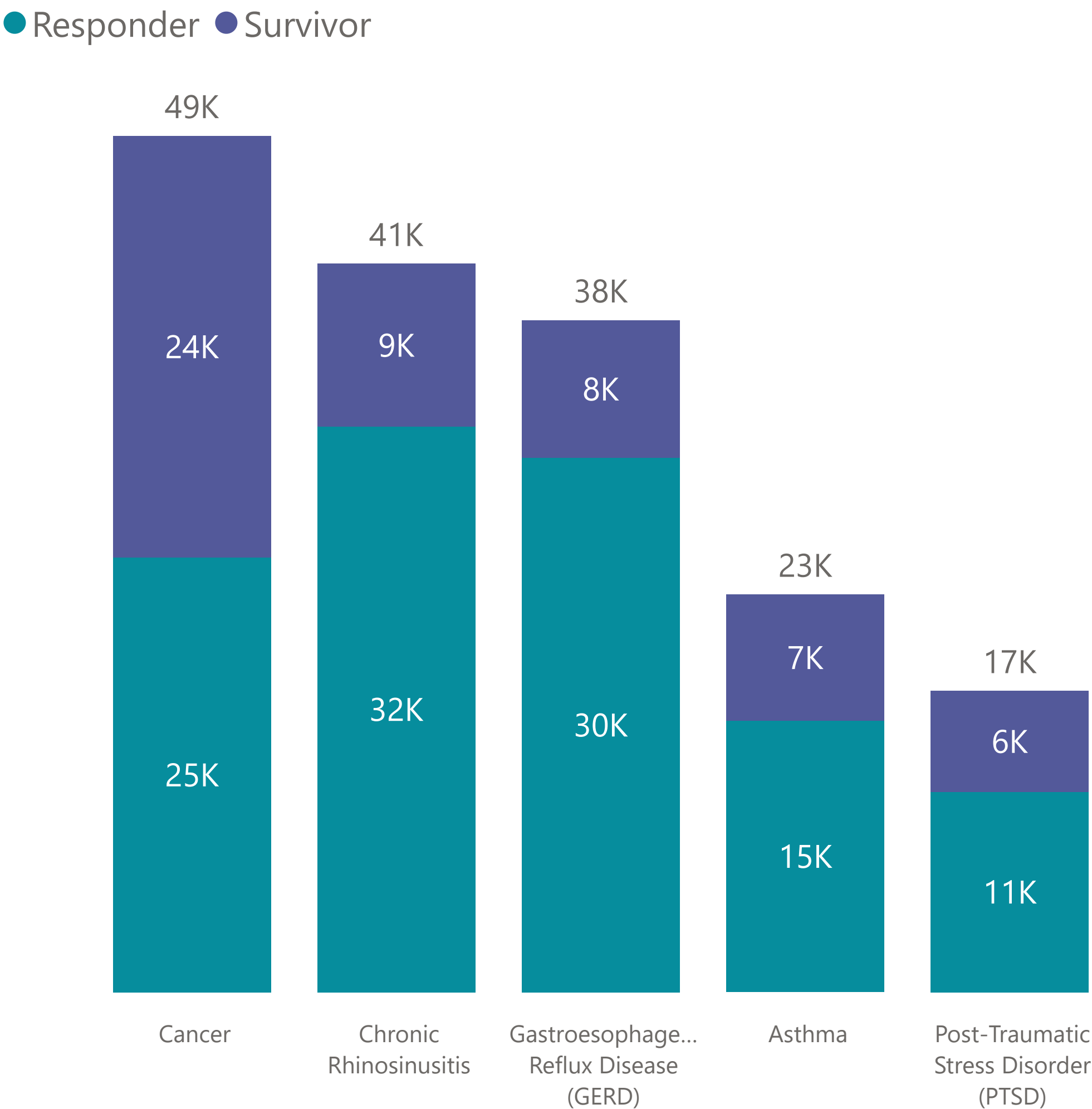
38. Overall Certification Counts by Member Type, Over Program Lifetime

Condition	Responder	Survivor	Total
Cancer	24,660	23,919	48,579
Chronic Rhinosinusitis	32,088	9,234	41,322
Gastroesophageal Reflux Disease (GERD)	30,318	7,804	38,122
Asthma	15,415	7,142	22,557
Post-Traumatic Stress Disorder (PTSD)	11,364	5,729	17,093
Chronic Respiratory Disorder - Fumes / Vapors	8,460	1,437	9,897
Chronic Obstructive Pulmonary Disease (COPD)	3,959	1,821	5,780
Major Depressive Disorder	2,971	1,396	4,367
Anxiety Disorder (not otherwise specified)	2,852	1,485	4,337
Depression (not otherwise specified)	2,777	593	3,370
Interstitial Lung Diseases	1,677	918	2,595
Adjustment Disorder	1,399	1,023	2,422
Generalized Anxiety Disorder	1,389	594	1,983
Chronic Laryngitis	1,684	75	1,759
Substance Abuse	1,394	316	1,710
Chronic Nasopharyngitis	784	110	894
Other Musculoskeletal Disorder	766	57	823
Panic Disorder	559	181	740
Dysthymic Disorder	309	360	669
Upper Airway Hyperreactivity	423	103	526
Sleep Apnea	107	188	295

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.

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

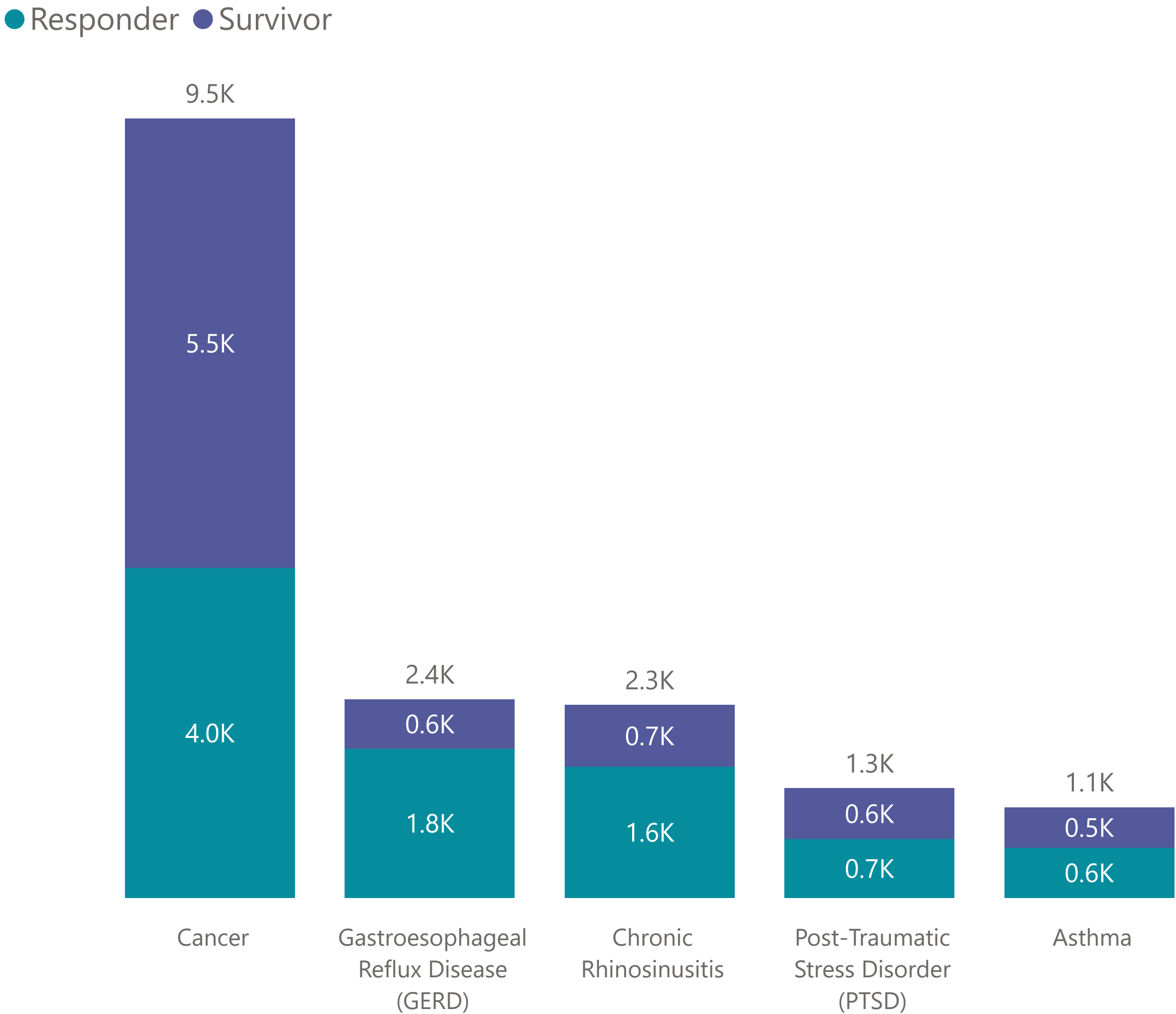


Health Conditions Certified in Past 12 Months

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

Condition	Responder	Survivor	Total
Cancer	4,013	5,466	9,479
Gastroesophageal Reflux Disease (GERD)	1,817	598	2,415
Chronic Rhinosinusitis	1,597	748	2,345
Post-Traumatic Stress Disorder (PTSD)	717	616	1,333
Asthma	612	491	1,103
Chronic Obstructive Pulmonary Disease (COPD)	222	292	514
Major Depressive Disorder	161	199	360
Chronic Respiratory Disorder - Fumes / Vapors	242	51	293
Interstitial Lung Diseases	144	132	276
Generalized Anxiety Disorder	108	130	238
Anxiety Disorder (not otherwise specified)	49	148	197
Sleep Apnea	59	129	188
Panic Disorder	19	18	37
Total	7,375	7,200	14,575

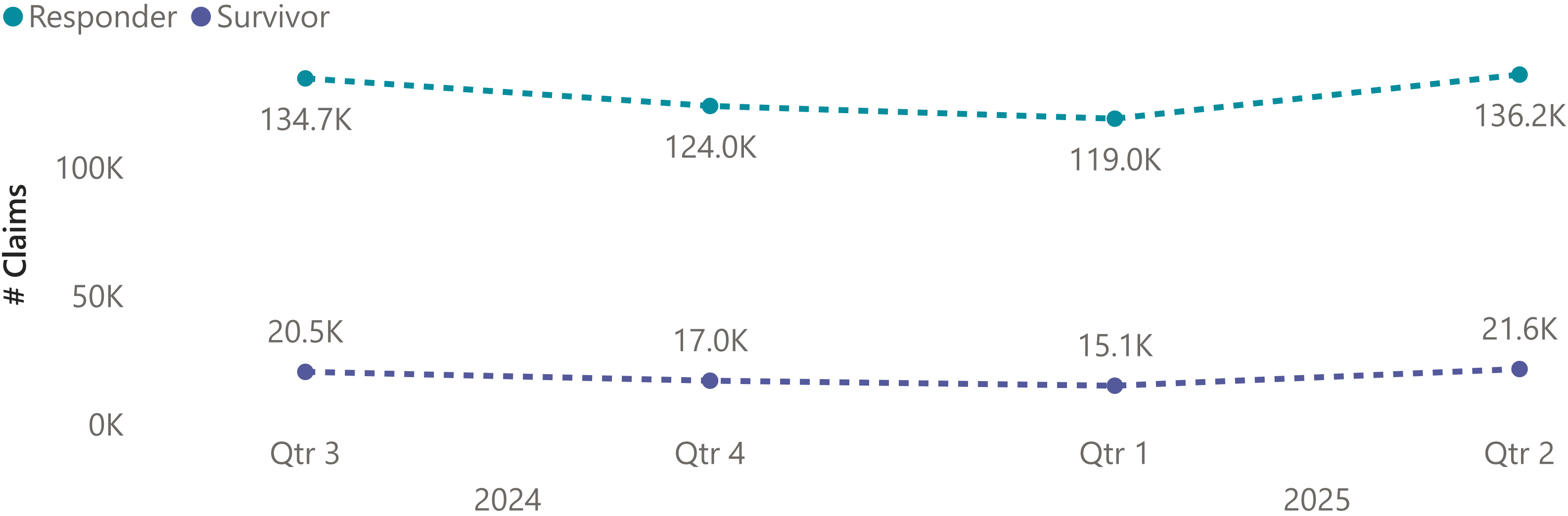
41. Top 5 Health Conditions Certified in Past 12 Months by Member Type



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

Total Number & Cost of Medical Claims

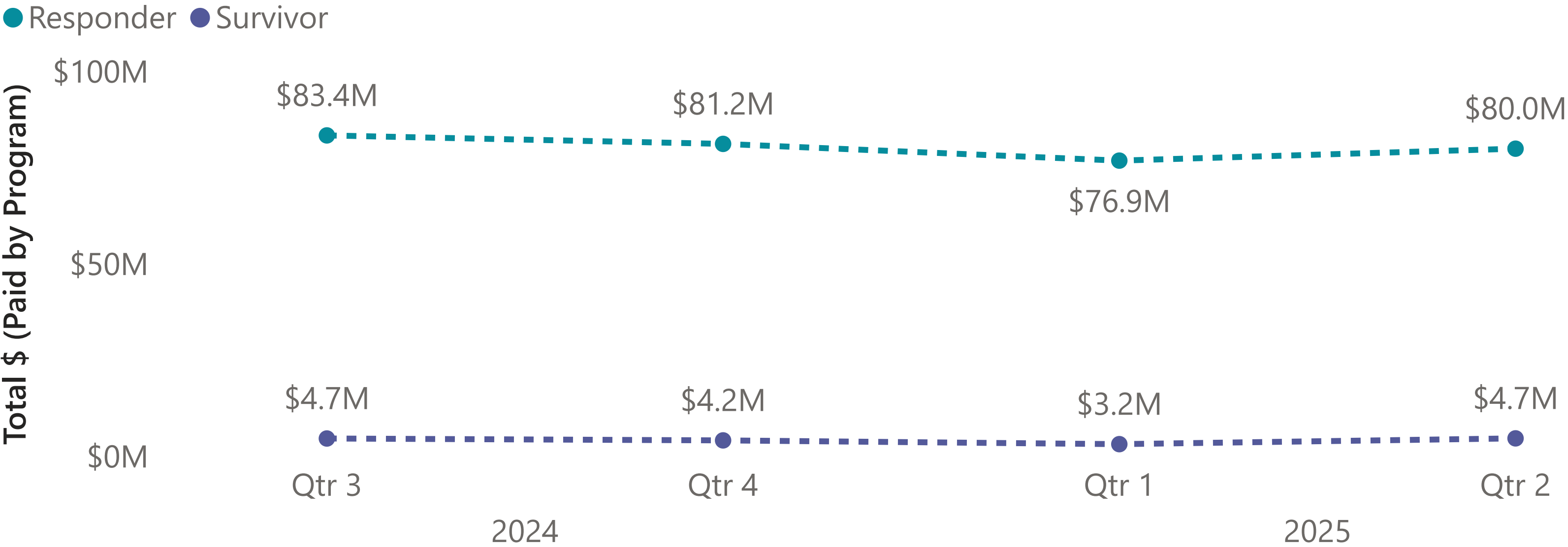
42. Count of Approved Medical Claims for Past Year



58.97K

Certified Members with Approved Medical Treatment Paid in Past Year

43. Cost of Approved Medical Claims for Past Year



576.92K

Approved Medical Claims in Past Year

\$338.12M

Total Cost of Approved Medical Claims in Past Year

Responder Medical Utilization Patterns in Past 12 Months

51,427

Responders with Approved Claims

504,819

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

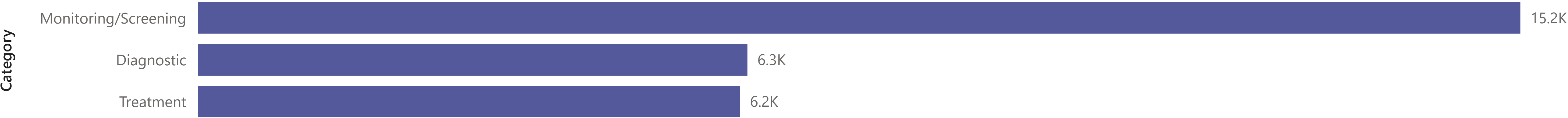
19,359

Survivors with Approved Claims

72,104

Approved Claims for Survivors

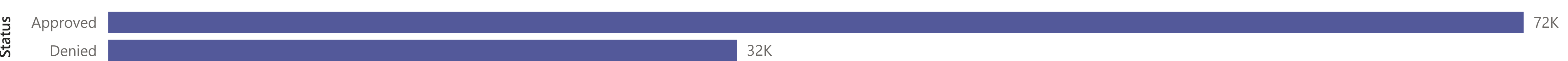
47. Survivors with Approved Claims by Category (Member Count)



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

29,895

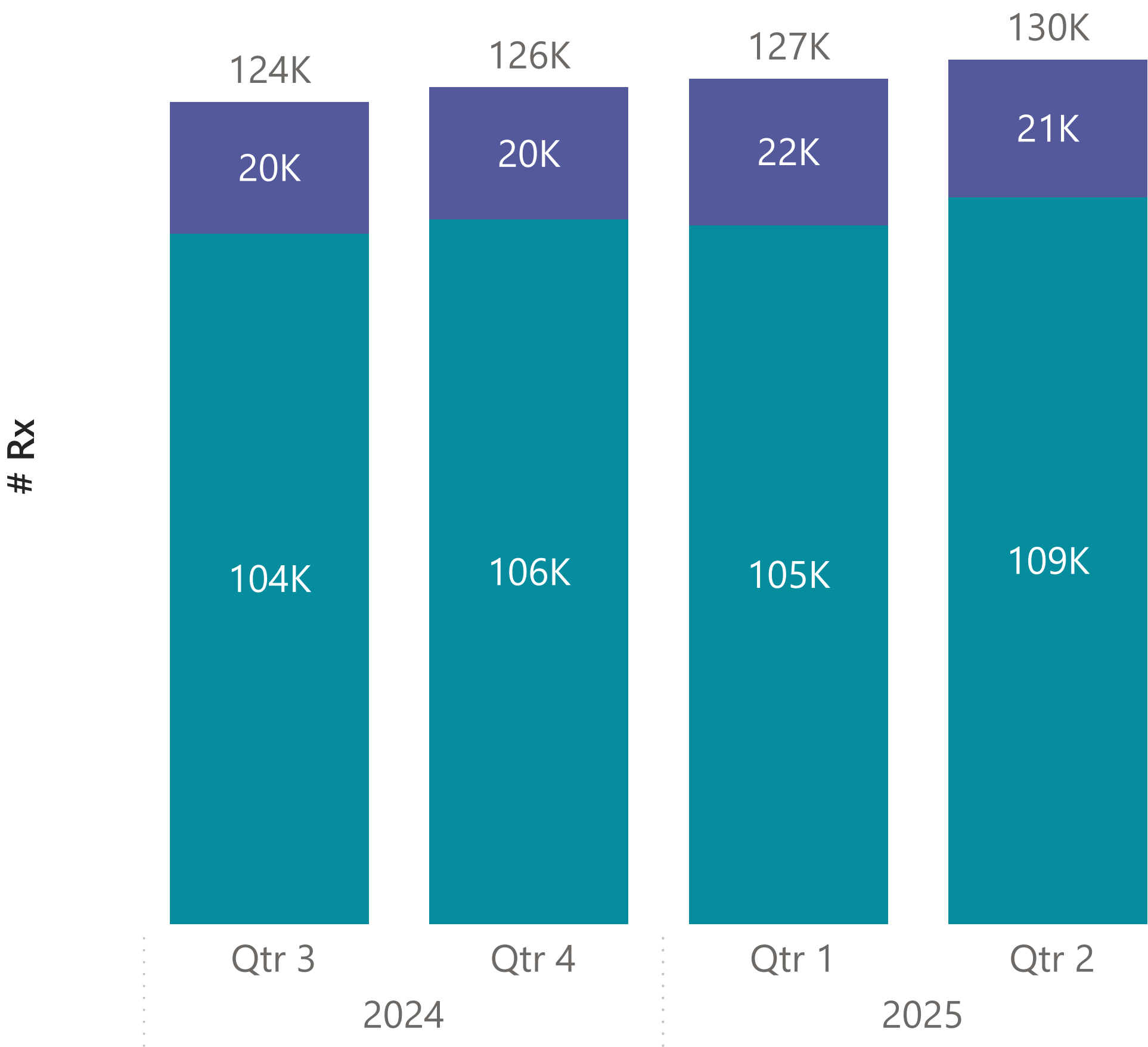
Responders with Approved Pharmacy Claim in Past Year

8,473

Survivors with Approved Pharmacy Claim in Past Year

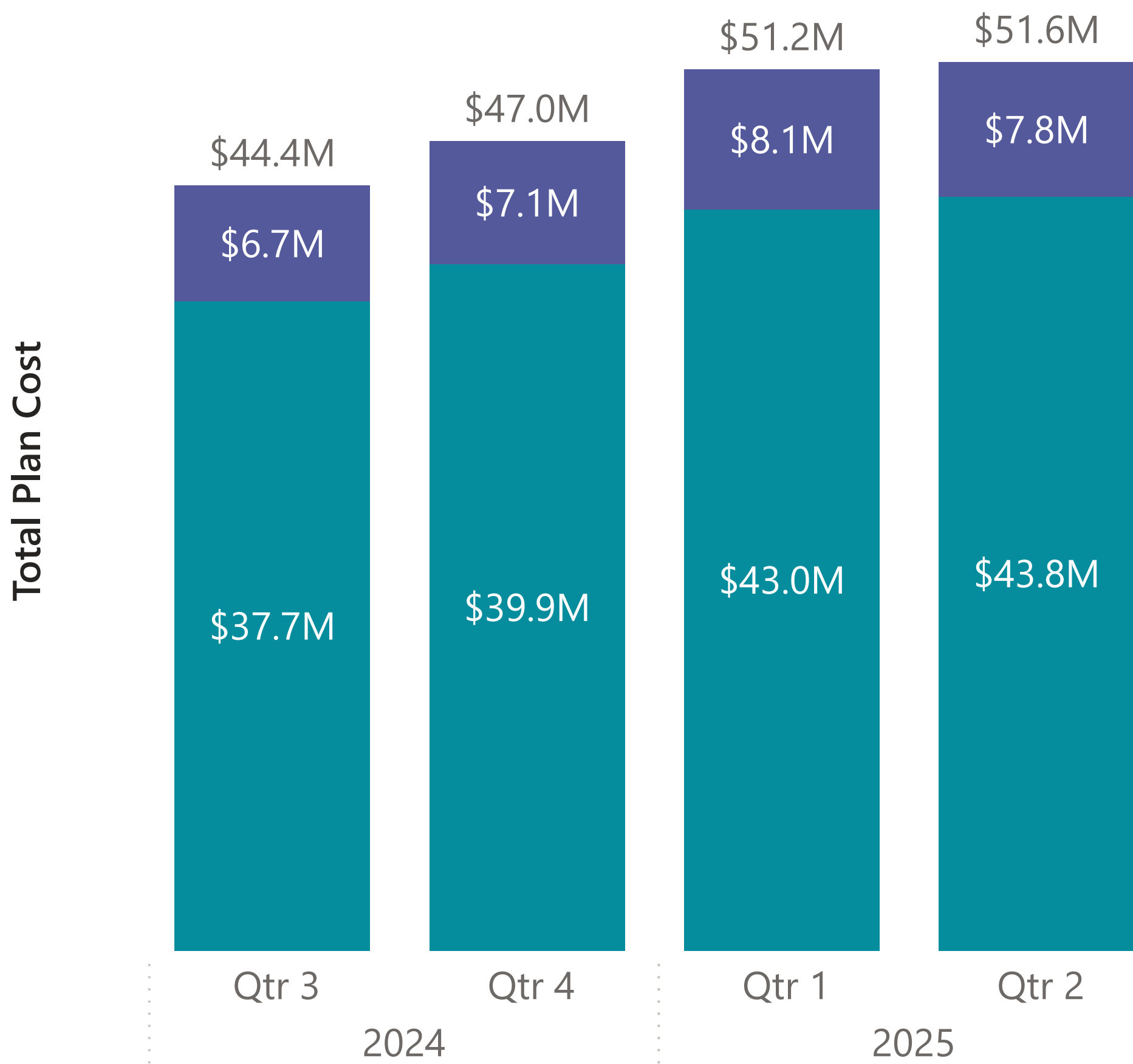
50. Approved Pharmacy Claims Over Past 12 Months

● Responders ● Survivors



51. Pharmacy Plan Cost Over Past 12 Months

● Responders ● Survivors



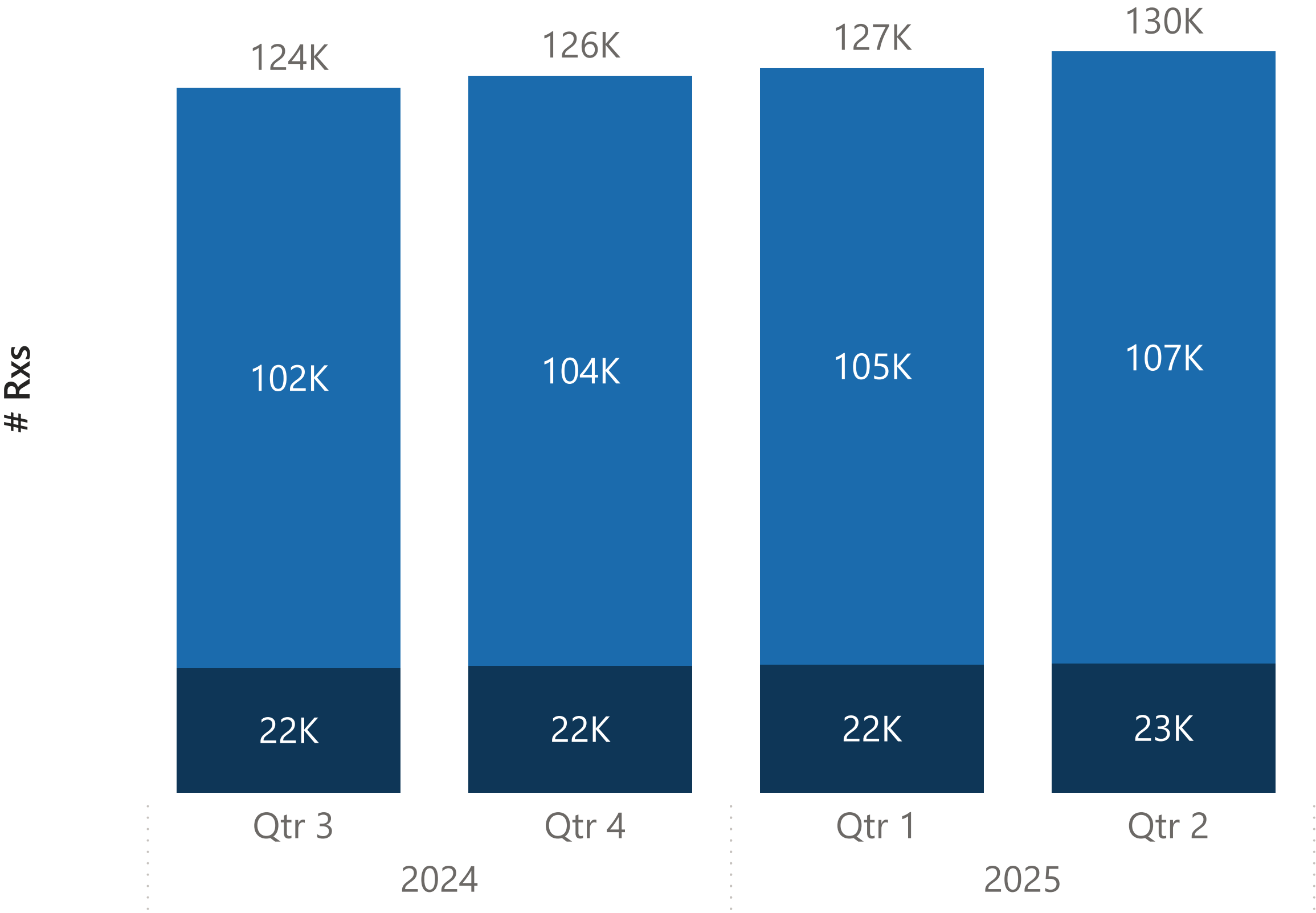
Pharmacy Data Timeline: Pharmacy claims and cost data are presented based on the date of service/date filled.

Rx Claims Data Thru:
June 30, 2025

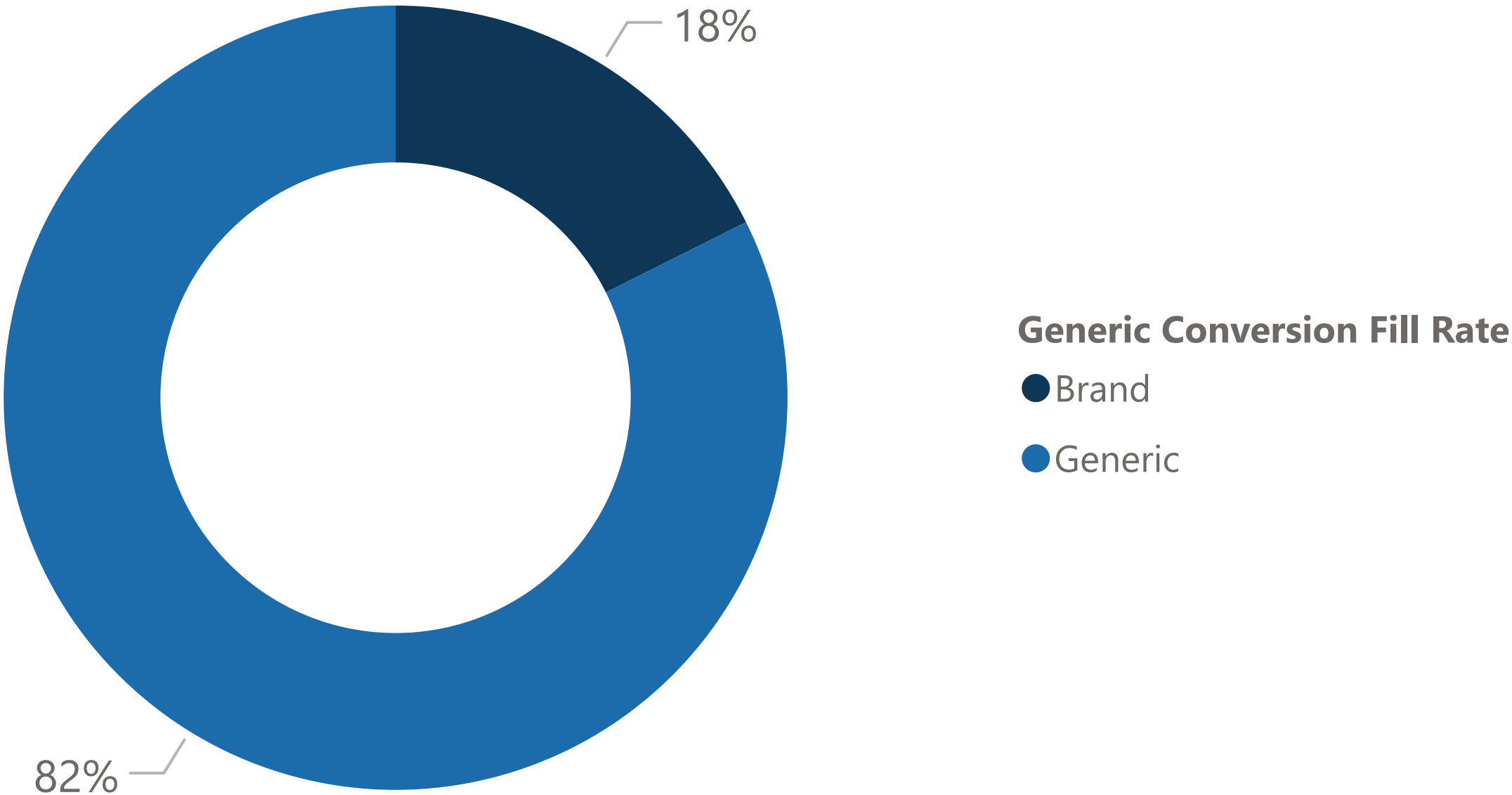
Brand vs Generic Trends for Past 12 Months

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

● Brand ● Generic

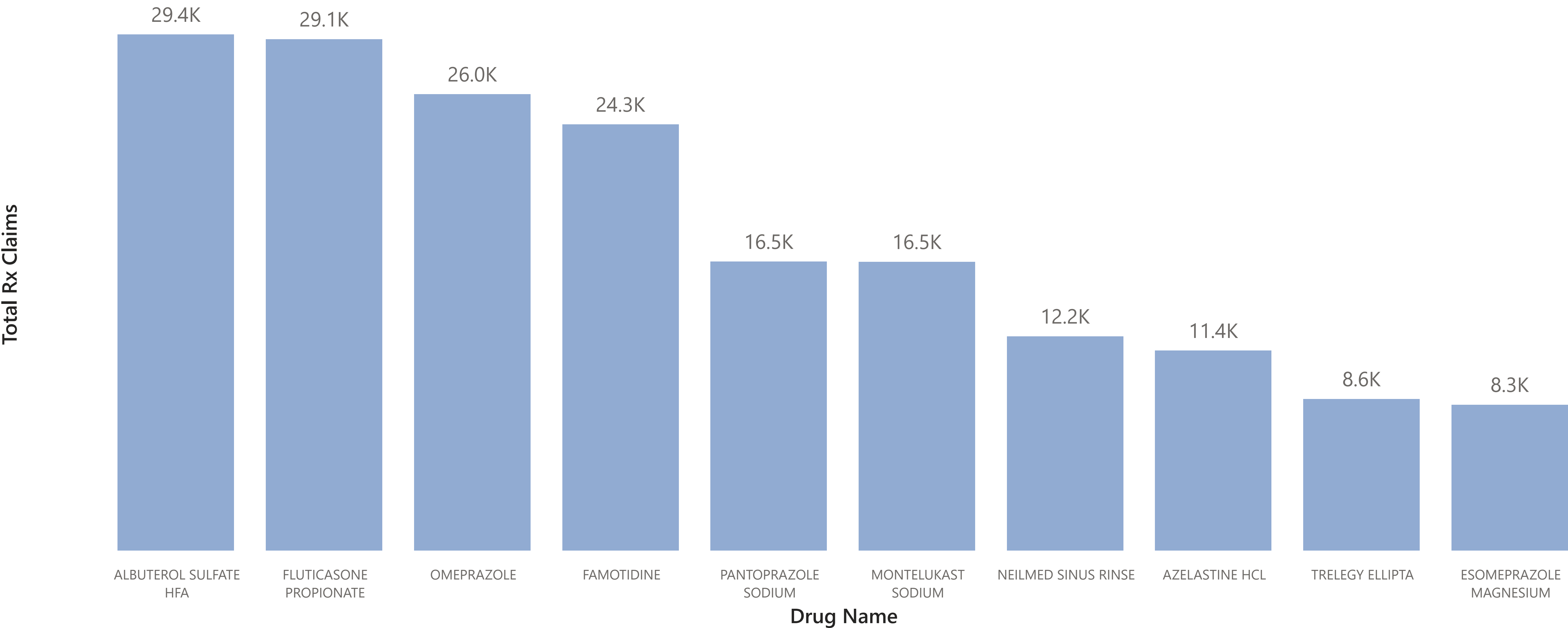


53. Overall % of Brand vs Generic Pharmacy Claims in Past 12 Months

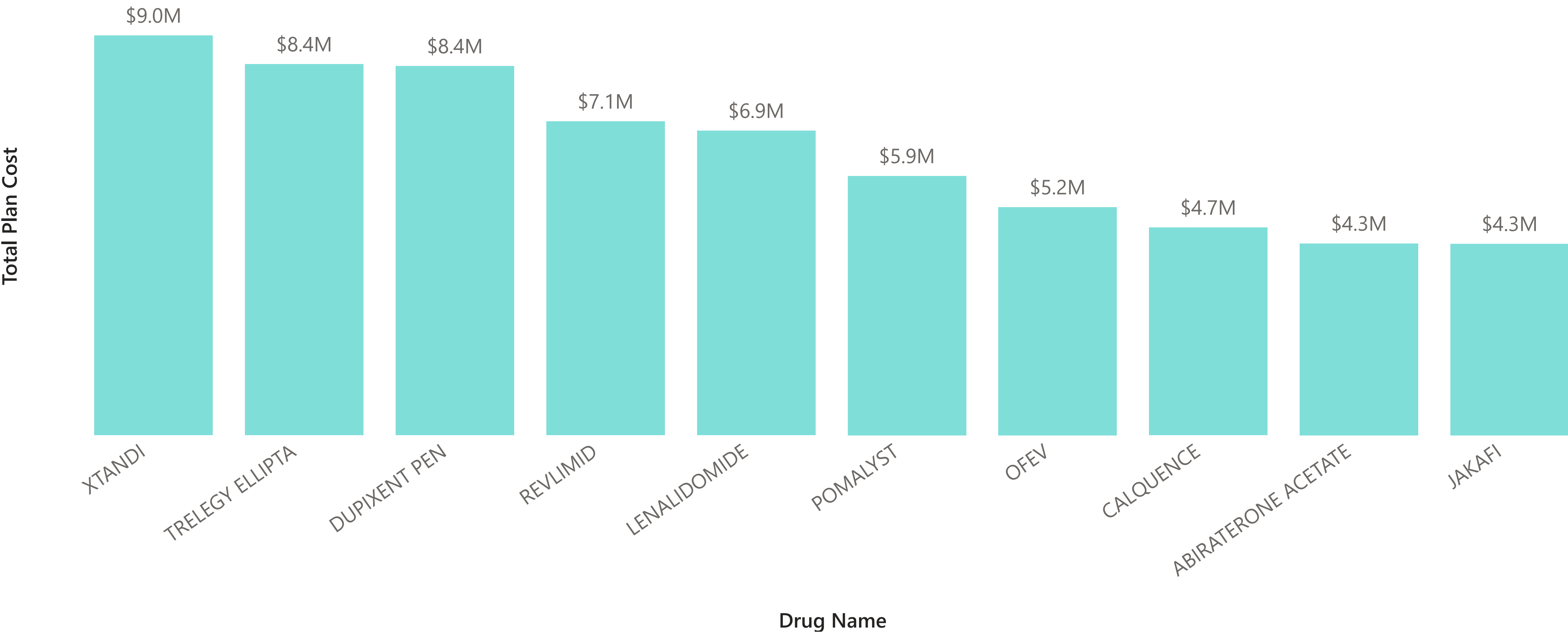


Pharmacy Data Timeline: Pharmacy claims and cost data are presented based on the date of service/date filled.

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



55. Top 10 Drugs by Cost in Past 12 Months

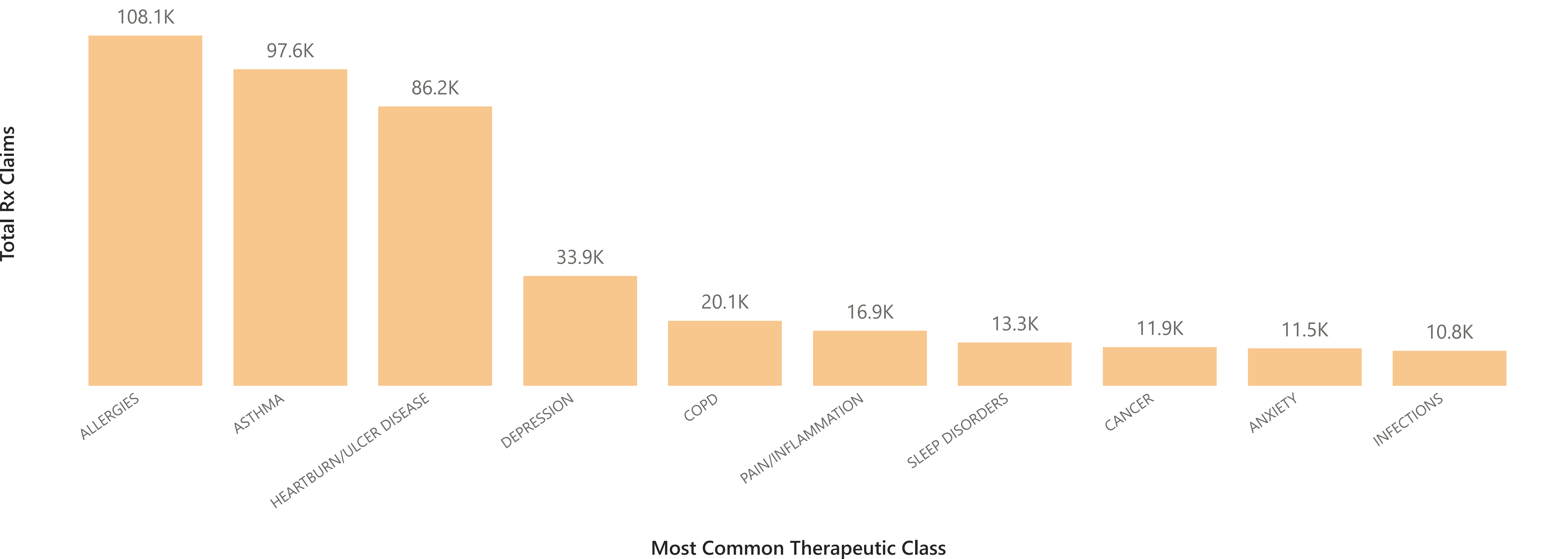


Pharmacy Data Timeline: Pharmacy claims and cost data are presented based on the date of service/date filled.

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:
June 30, 2025

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.

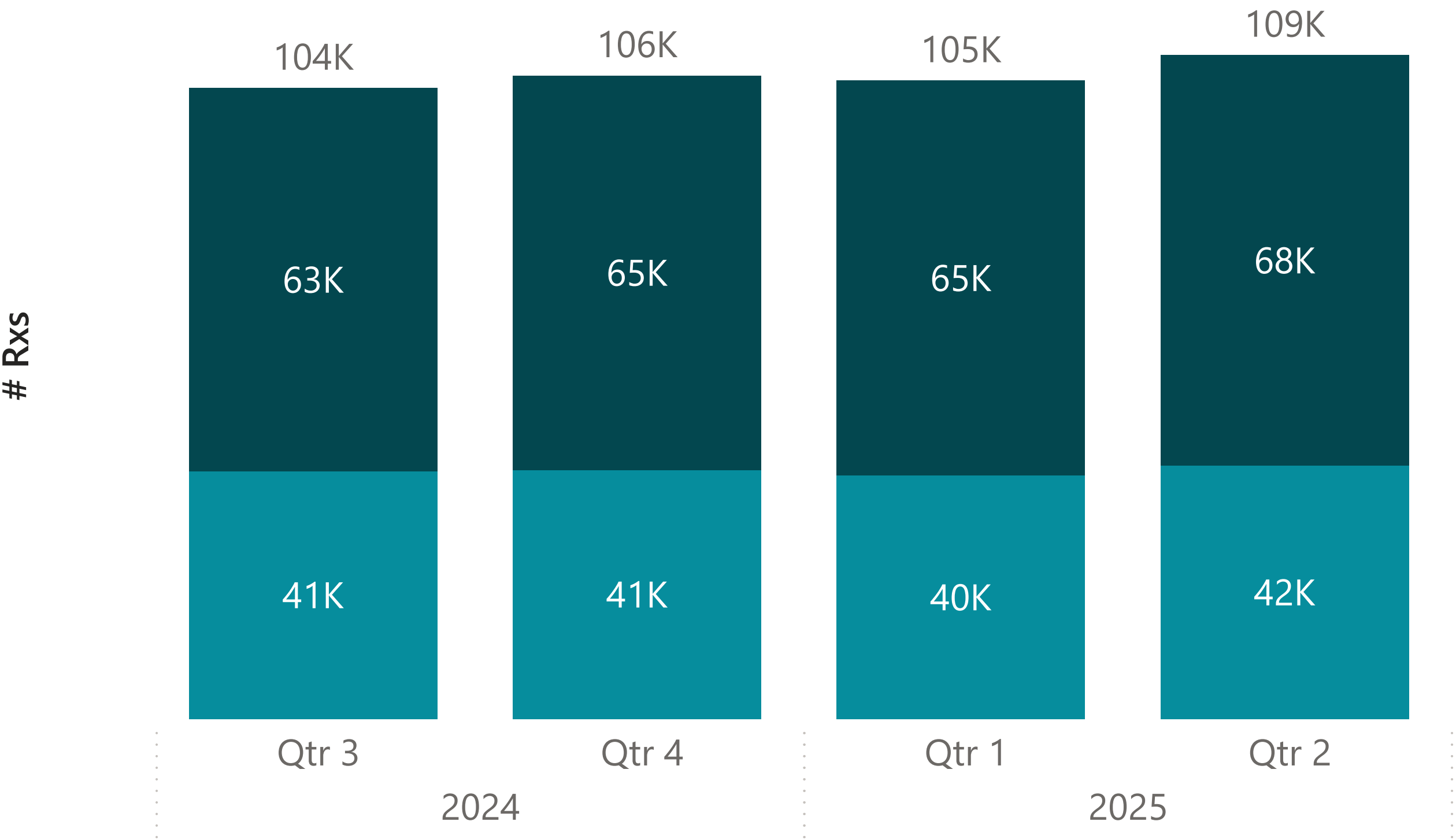
Disclaimer of Endorsement: Mention of any company or product does not constitute endorsement by CDC, NIOSH, or the WTC Health Program.

Rx Claims Data Thru:
June 30, 2025

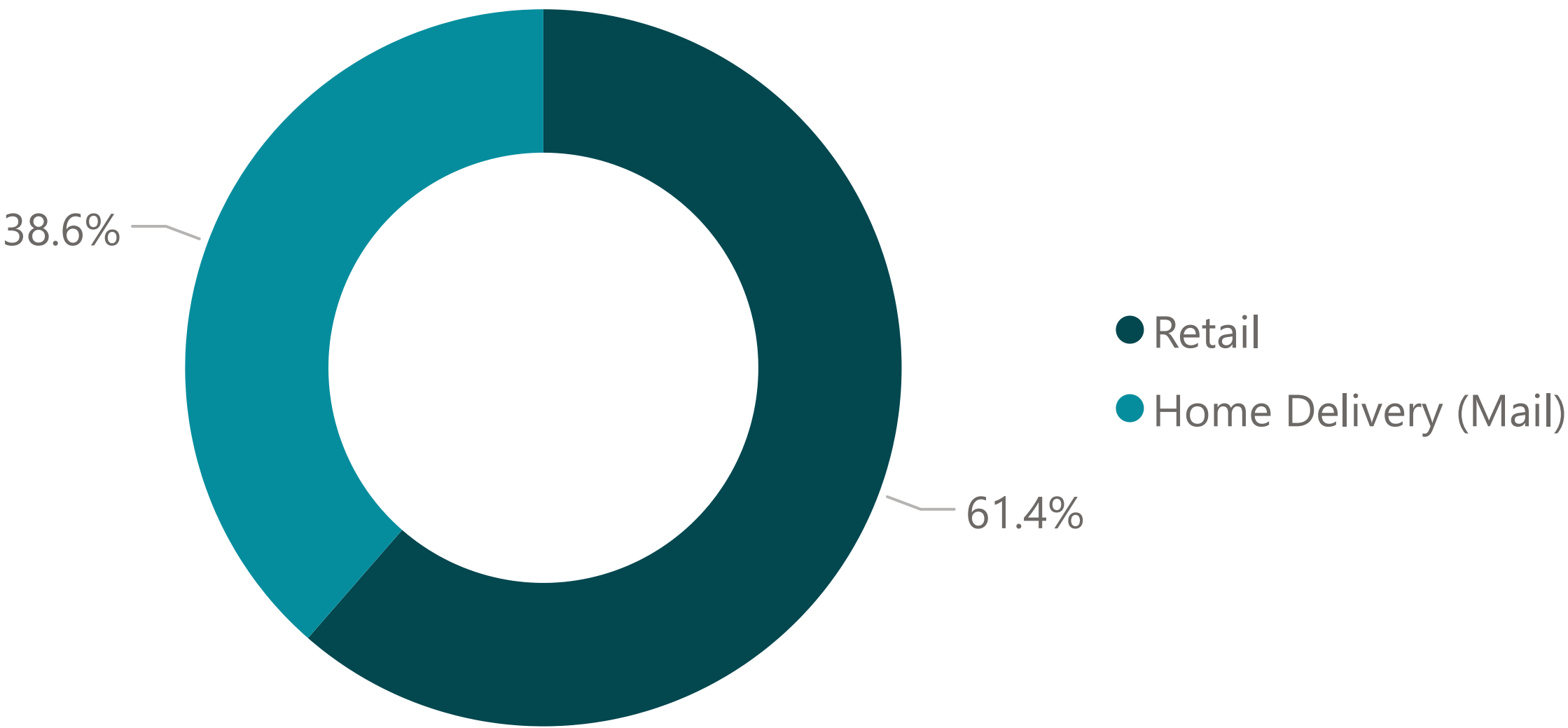
Responder Pharmacy Claims for Past 12 Months

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

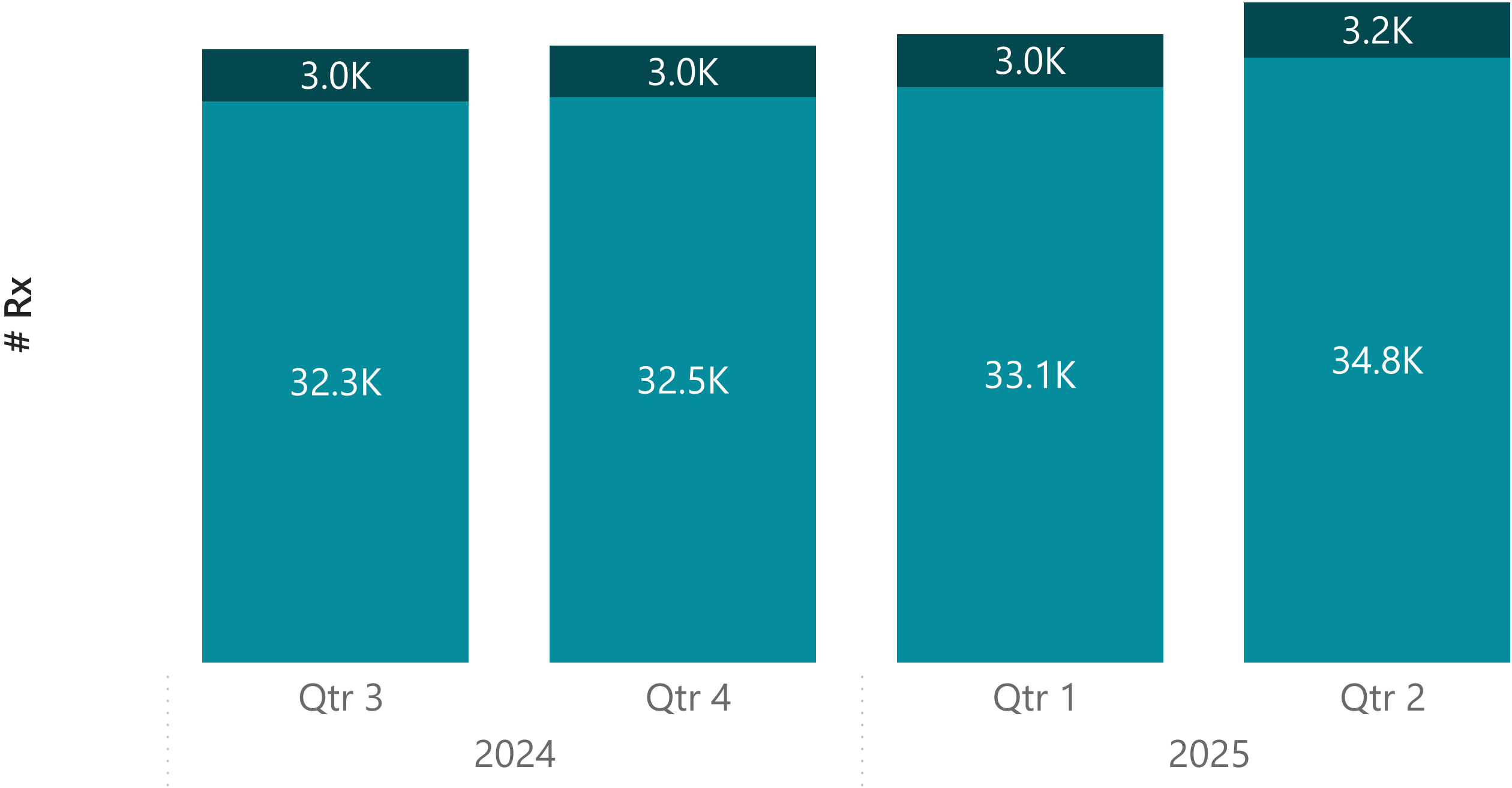


Pharmacy Data Timeline: Pharmacy claims and cost data are presented based on the date of service/date filled.

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.

63. Frequency of 90-Day Fill Utilization by Responders in Past 12 Months

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



34.1%
of prescriptions dispensed in
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.

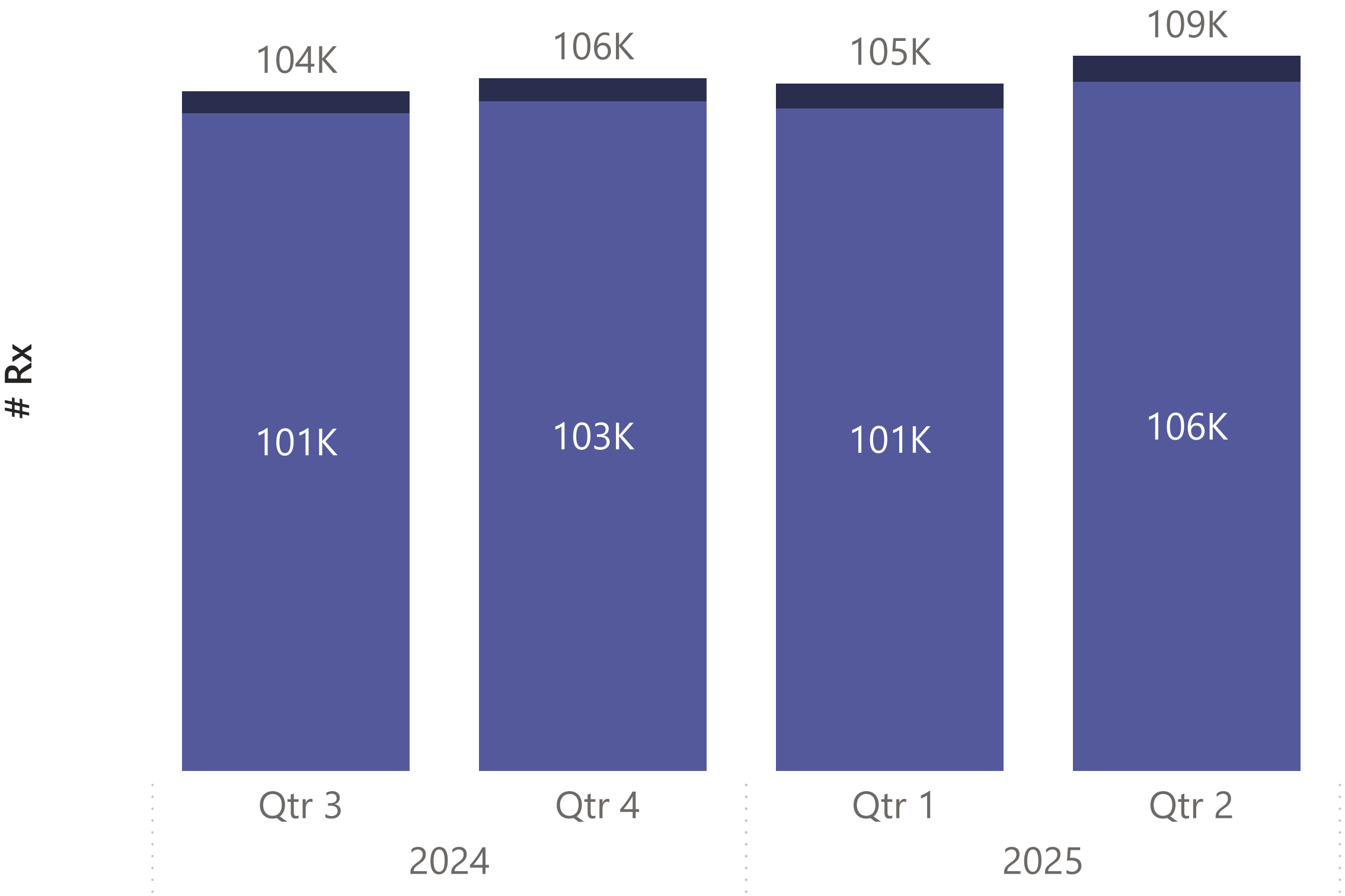
Note on Pharmacy Network for Survivors: Pharmacy claims for survivors must be coordinated with their primary insurance. Due to this requirement, the Program allows Survivors to use a larger pharmacy network than Responders for a 90-day supply to allow easier processing with Survivor members' primary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

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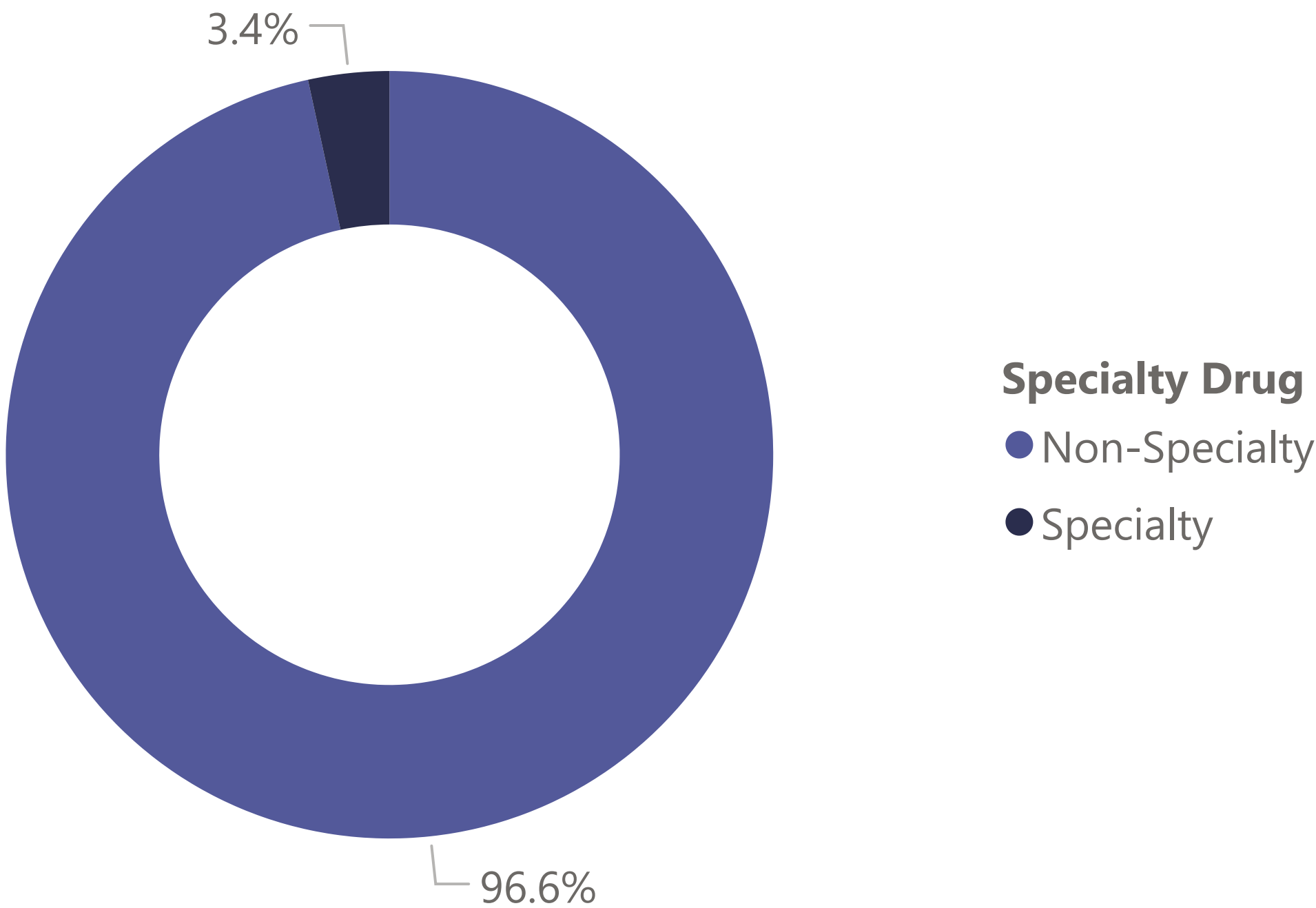
Rx Claims Data Thru:
June 30, 2025

59. Responder Specialty Fill Frequency in Past 12 Months

Specialty Drug ● Non-Specialty ● Specialty



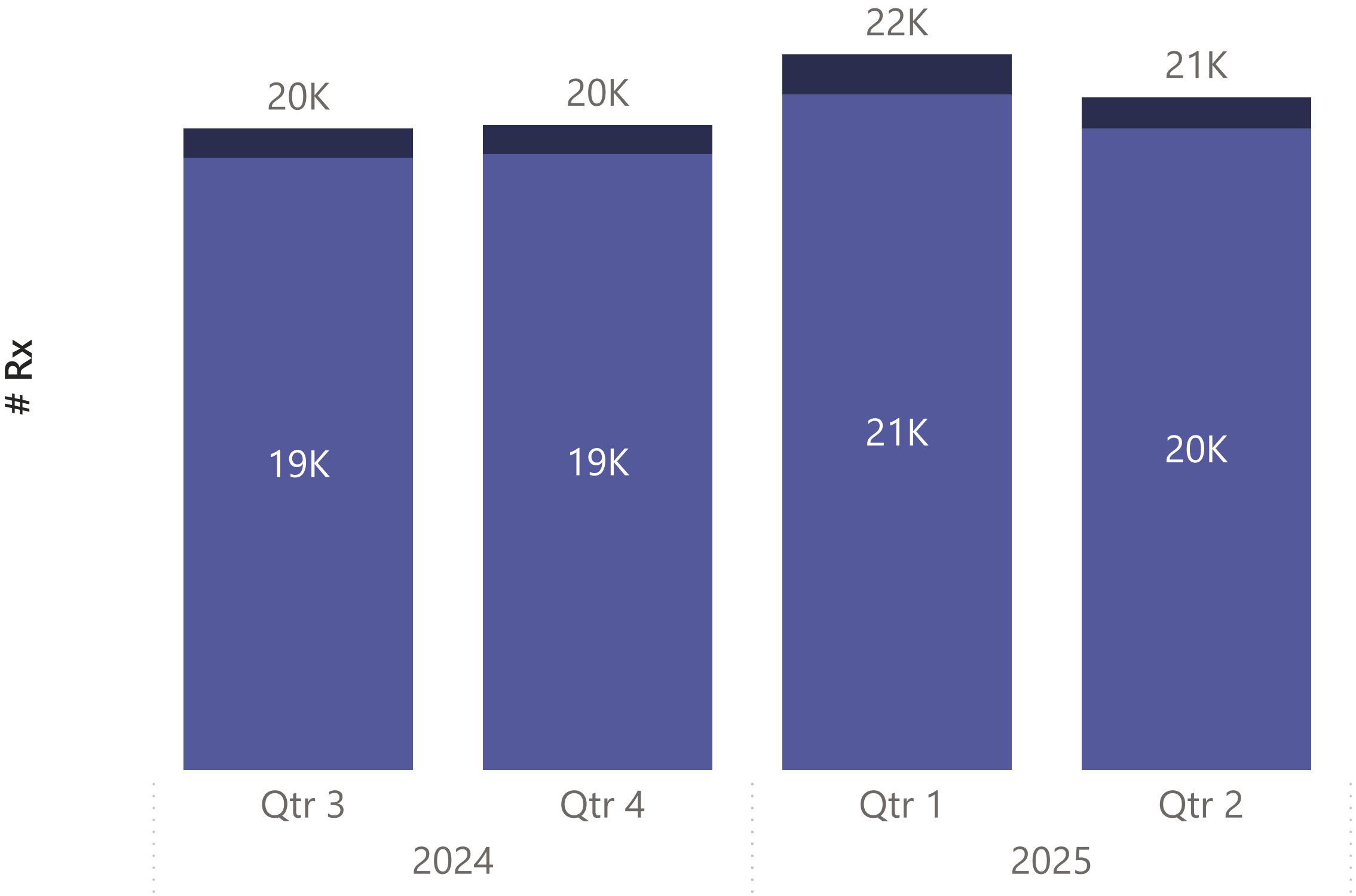
60. Overall Specialty Drug Status for Responder Rx Claims



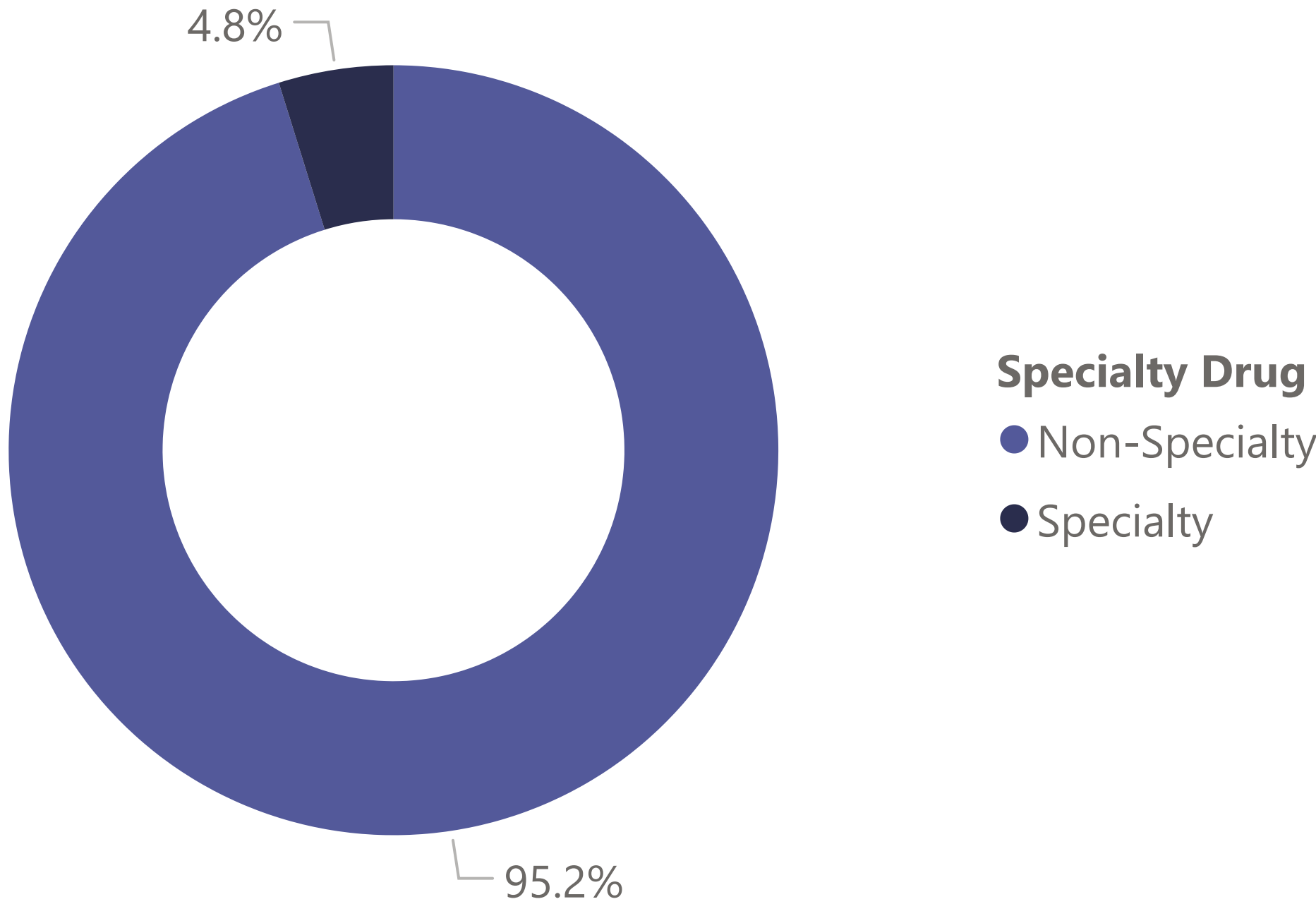
Survivor Specialty Pharmacy Claims for Past 12 Months

61. Survivor Specialty Fill Frequency in Past 12 Months

Specialty Drug ● Non-Specialty ● Specialty



62. Overall Specialty Drug Status for Survivor Rx Claims



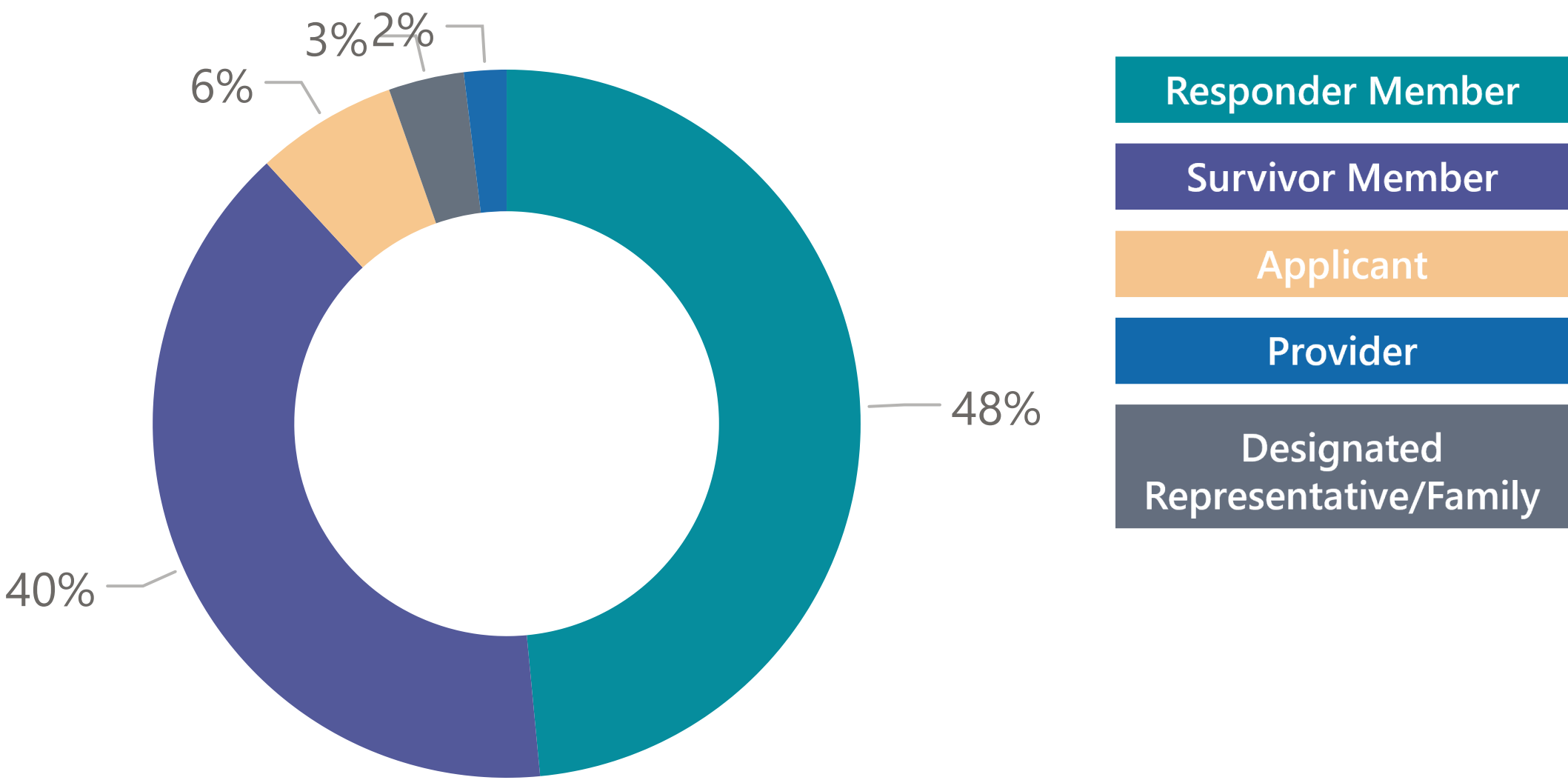
64. Top 10 Topics of Feedback by Calendar Year

Data since feedback form opened in July 2023

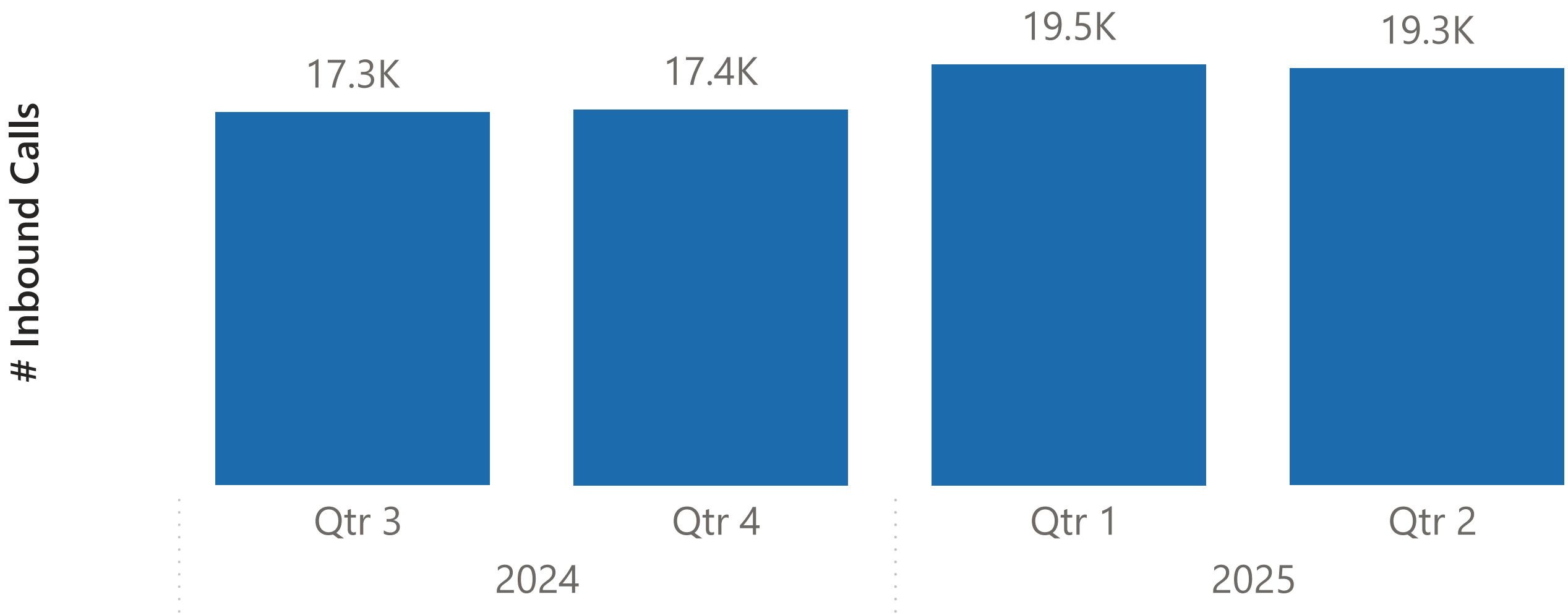
Main Topic	2023	2024	2025	Total
Treatment	31.30%	26.55%	12.50%	25.17%
Certification/WTC3	6.11%	16.81%	36.36%	17.53%
Billing	13.74%	13.27%	7.95%	12.36%
CCE/NPN	15.27%	11.50%	6.82%	11.69%
Policy/Process	12.21%	9.29%	6.82%	9.66%
Enrollment	13.74%	5.75%	11.36%	9.21%
Other	3.05%	5.75%	5.68%	4.94%
Pharmacy/Medication	0.76%	5.31%	7.95%	4.49%
Case Management	0.76%	3.10%	3.41%	2.47%
Records Request	3.05%	2.65%	1.14%	2.47%

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

Data since feedback form opened in July 2023



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
2024					
	Qtr 3	38	32	<10	168
	Qtr 4	27	31	<10	181
2025					
	Qtr 1	33	26	<10	201
	Qtr 2	35	28	<10	105

68. % Language Line Usage by Language in Last Year

Translation services provided through language line

