

2023 Member Feedback Survey

Results Highlights

About the Survey

In late 2023, the World Trade Center (WTC) Health Program conducted a Member Feedback Survey. Members were invited to anonymously share feedback through 30 questions related to their experience with the Program. Over 22,000 members participated in the survey over three months from September 18, 2023 through December 15, 2023.

Why is Member Feedback Important?

The responses from this survey helped the WTC Health Program understand what members experience and how they feel about various aspects of the Program. The Program is using this feedback to address concerns, inform decisions, and plan for the future of the Program. This feedback will help the WTC Health Program meet the goal of providing quality care and a positive member experience.

What Did Members Say?

A vast majority of members expressed satisfaction with their experience in the WTC Health Program overall. Members were satisfied or somewhat satisfied with the Program's enrollment process, certification process, pharmacy services, and call center (Figure 1). Many members expressed gratitude for the benefits provided by the Program and praised the professionalism and compassion of the staff who serve them.

Members expressed dissatisfaction about turnaround times for certifications and prior authorizations, coverage for preventive care and testing, communication with Program representatives, and geographic availability of providers.

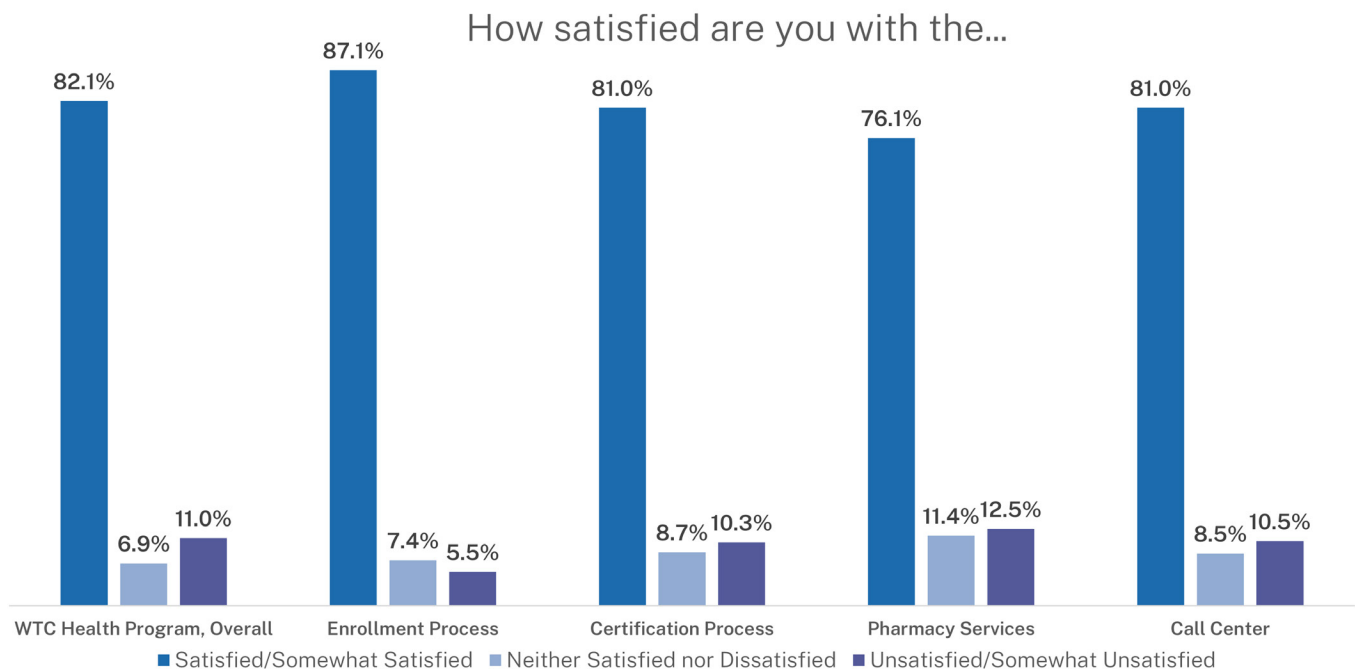


Figure 1. Program Satisfaction by the Numbers. More than 22,000 members replied to the survey. About 75-80% of members reported being satisfied with the WTC Health Program overall, the enrollment process, certification process, pharmacy services, and call center.

How is the WTC Health Program Responding?

In response to member feedback, the WTC Health Program developed an action plan to address the key themes identified in the survey. The action plan includes the initiatives below:

Enrollment

To improve the enrollment process and improve turnaround times, the Program is:

- Dedicating more resources to processing applications to reduce application wait times, and
- Developing an online Application & Resource Center to simplify the application process. This includes allowing applicants to upload documents.

Certification

To improve the certification process and improve turnaround times, the Program is:

- Collaborating with Clinical Centers of Excellence (CCEs) and the Nationwide Provider Network (NPN) to identify solutions to improve the certification process, and
- Developing additional publicly available communication materials to clarify the certification process. This includes contact information for inquiries about certification timelines and the types of illnesses the Program certifies.

Pharmacy Benefits

To improve **pharmacy** benefit services, the Program is working with the Pharmacy Benefit Manager, Express Scripts, by:

- Streamlining the prior authorization process through automation, and
- Developing new educational materials for dispensing pharmacies and CCEs/NPN to enhance understanding of processes, such as coordination of benefits.

Member Coverage and Care

To improve member coverage and care, the Program is:

- Reviewing and evaluating coverage of new therapies and treatments for WTC-related health conditions, and
- Continuously processing valid petitions and evaluating the medical evidence to determine if a new health condition should be added to the List of WTC-Related Conditions.

Nationwide Network Coverage

To improve care for members outside of the New York (NY) metropolitan area, the Program is:

- Improving provider outreach and education,
- Exploring partnerships with providers to increase the number of providers available in the network, and
- Receiving input from industry experts to improve the care provided to members outside of the NY metropolitan area.

Call Center

To deliver the best call center experience the Program is:

- Working with staff to ensure that they are providing correct and timely information.

Member Communications and Outreach

To improve member communications and outreach, the Program is:

- Developing new **online materials** and flyers,
- Creating a printable outreach kit for the Program's outreach partners,
- Updating the **WTC Health Program Member Handbook**, and
- Planning for future surveys and feedback.

Related Content

- ***Member Handbook***
- ***Program Statistics***
- ***Program Glossary***