World Trade Center Health Program
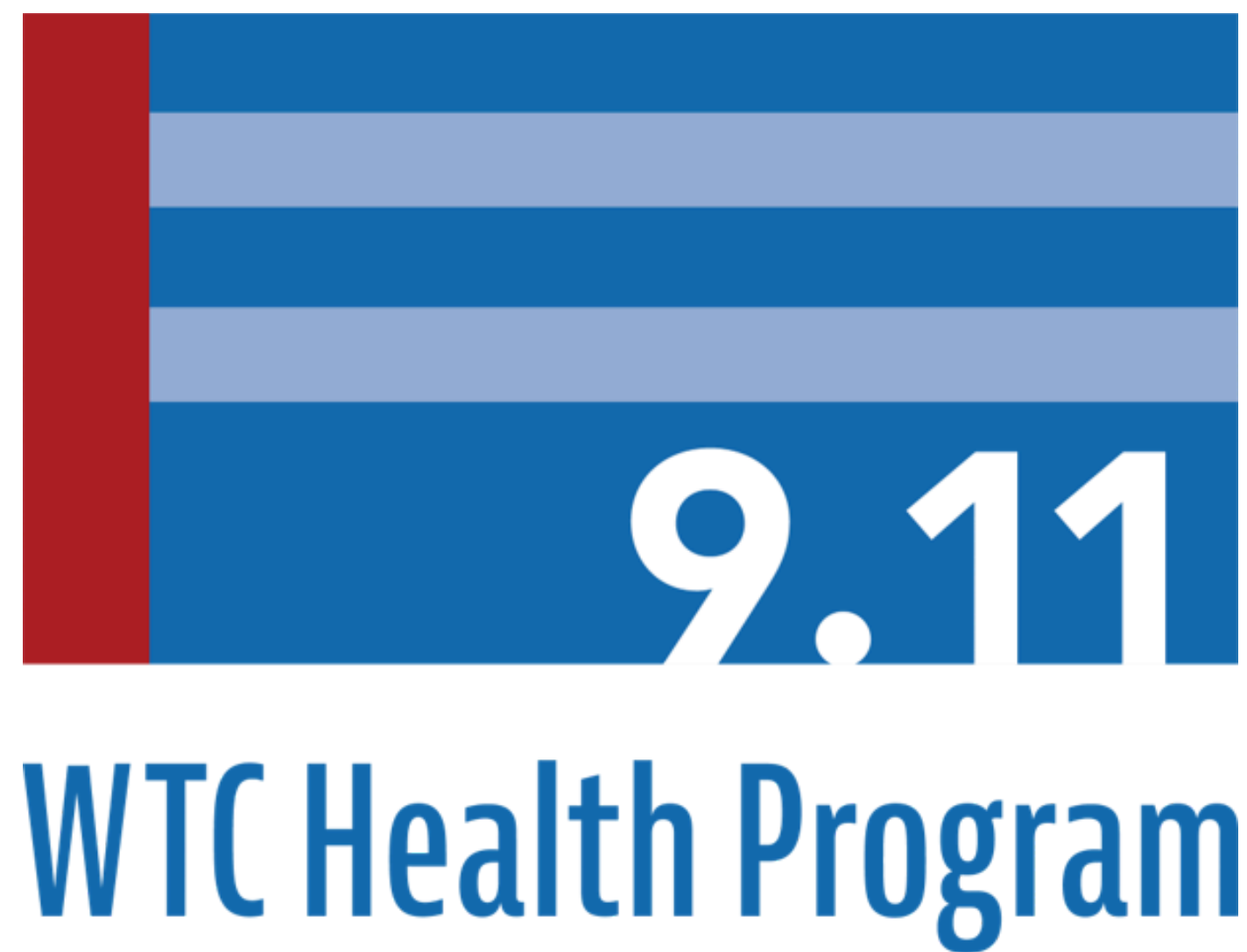## External Quarterly Program Summary

Publication Date:

November 1, 2025

Program Data Through:

September 30, 2025

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
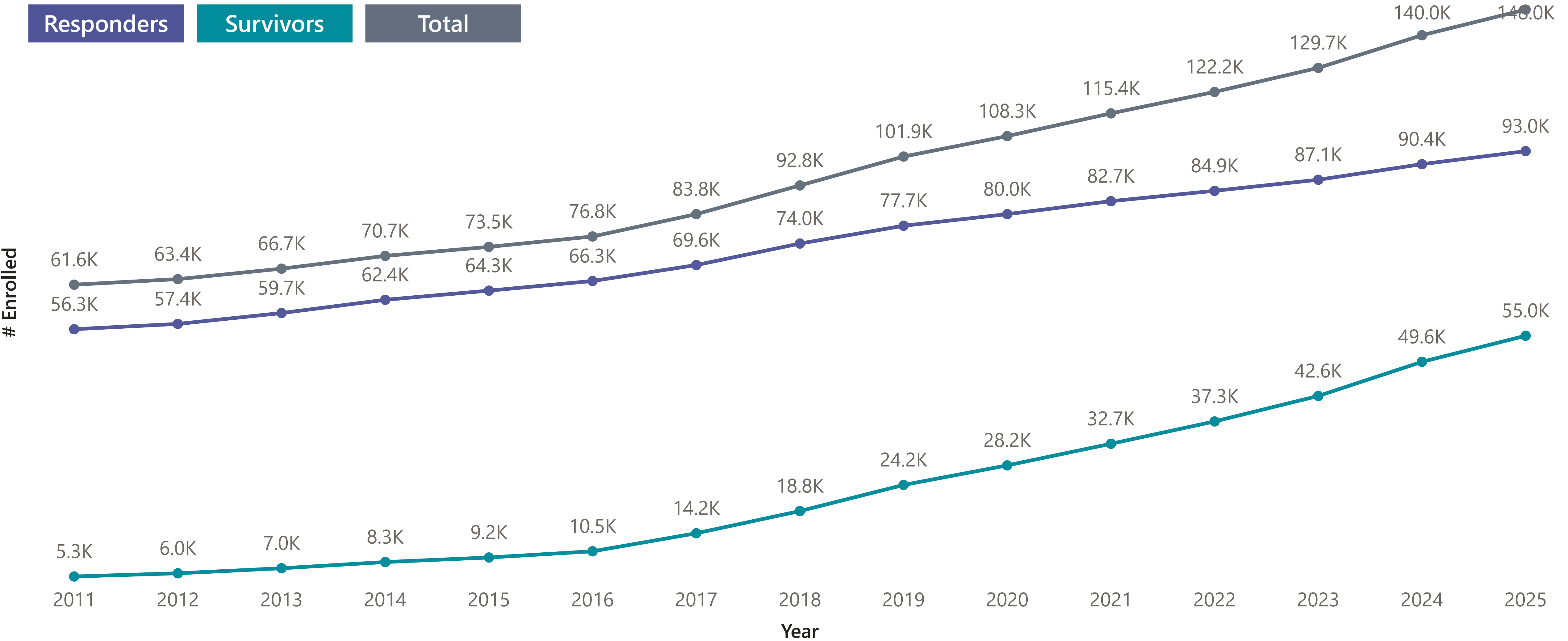
Responders **Survivors** **Total**

 # Enrolled

Year

Responders (purple), Survivors (teal), Total (gray)

Year	Responders	Survivors	Total
2011	56.3K	5.3K	61.6K
2012	57.4K	6.0K	63.4K
2013	59.7K	7.0K	66.7K
2014	62.4K	8.3K	70.7K
2015	64.3K	9.2K	73.5K
2016	66.3K	10.5K	76.8K
2017	69.6K	14.2K	83.8K
2018	74.0K	18.8K	92.8K
2019	77.7K	24.2K	101.9K
2020	80.0K	28.2K	108.3K
2021	82.7K	32.7K	115.4K
2022	84.9K	37.3K	122.2K
2023	87.1K	42.6K	129.7K
2024	90.4K	49.6K	140.0K
2025	93.0K	55.0K	140.0K

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, 2025

2. New Enrollments Per Year Over Time

Responders **Survivors**
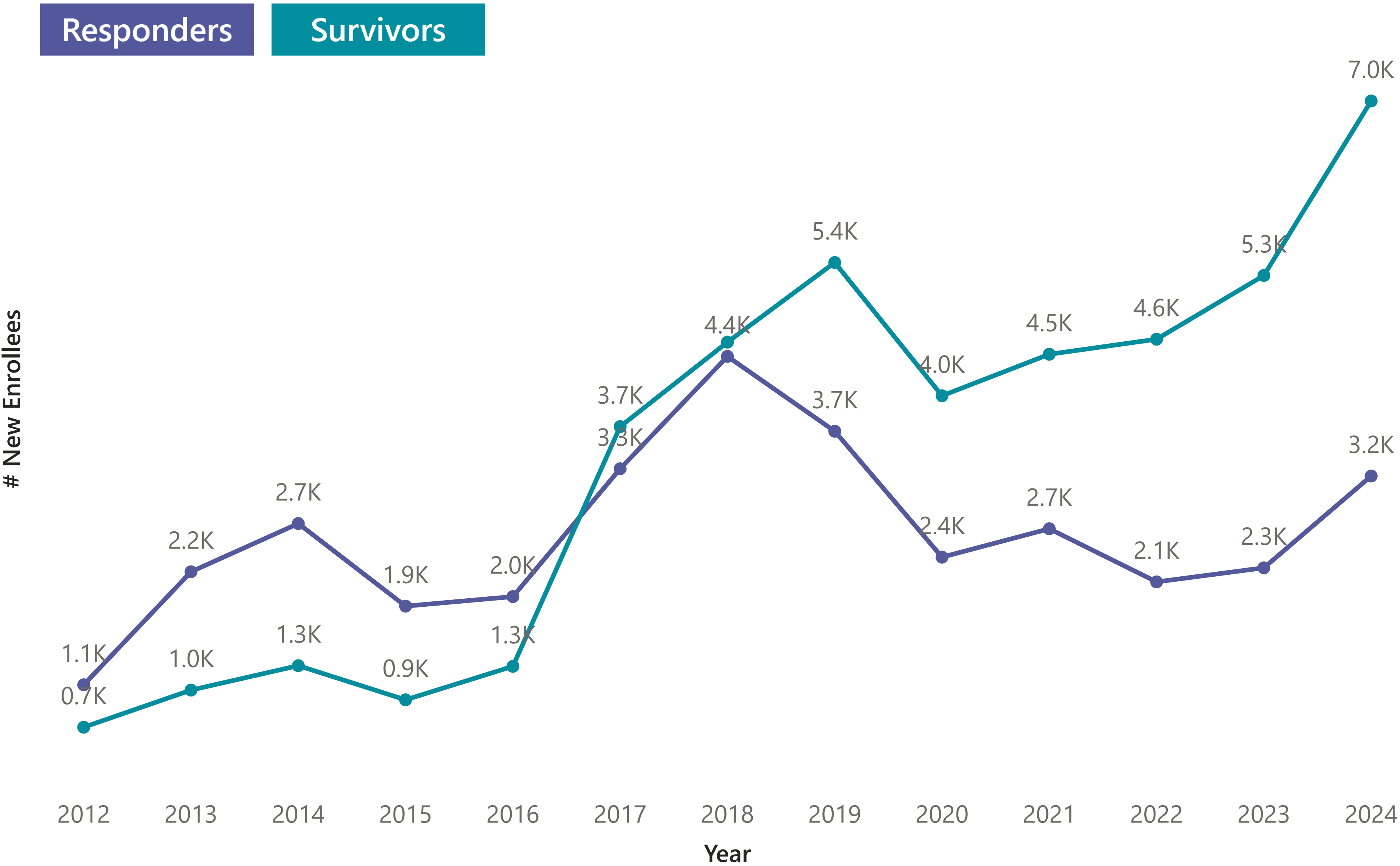
3. New Enrollments Per Quarter this Calendar Year (CY)
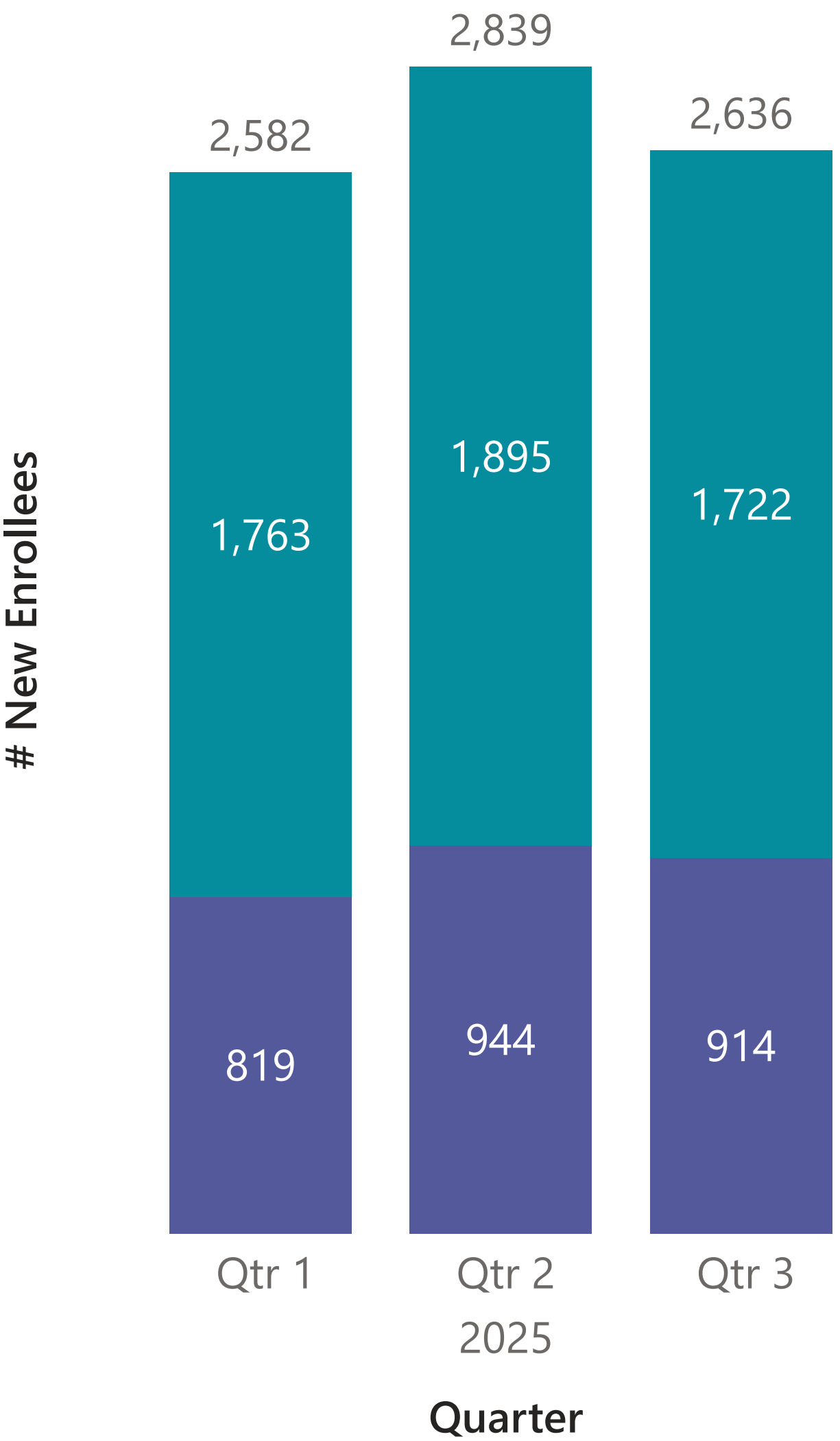
Note on Figure 2: *'New Enrollees' are those new members enrolled in the stated calendar year; numbers are not cumulative.*

Enrollment Data Thru:
September 30, 2025

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

Member Type ● Responder ● Survivor

NPN: 22,318 (Survivor), 17,890 (Responder)
MSSM: 25,236
HHC: 19,131
FDNY: 15,116
SUNY: 14,616
LHIWSC: 11,026
Rutgers: 6,210
Northwell: 4,542
NYU: 3,155

Members

Current CCE

5. Currently Enrolled Members by Type

139,240

- Survivors: 52,475
- Pentagon/Shanksville Responders
- General Responders: 69,558
- FDNY Responders: 15,751

Members

Pentagon/Shanksville Responders: **1,456**
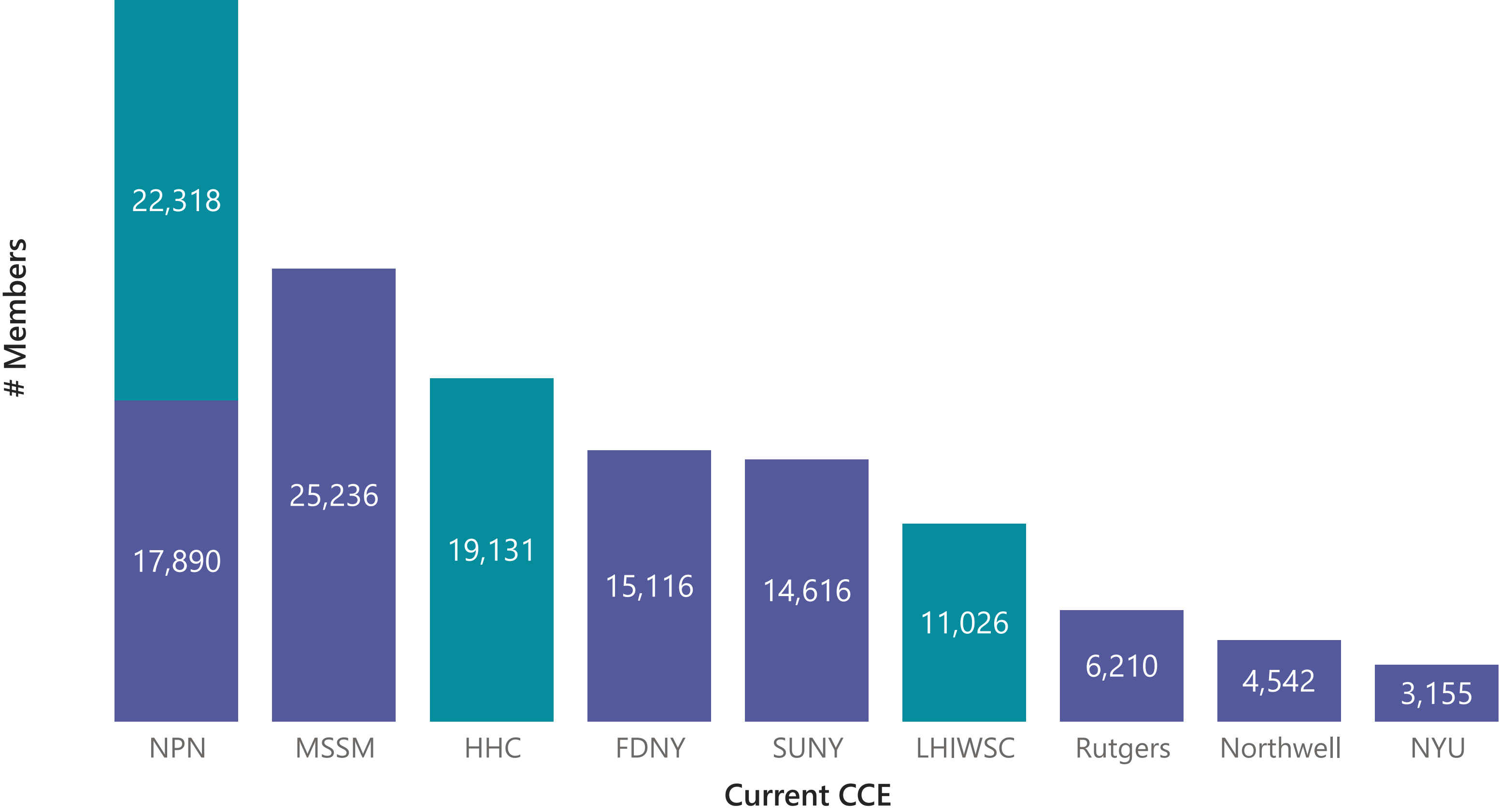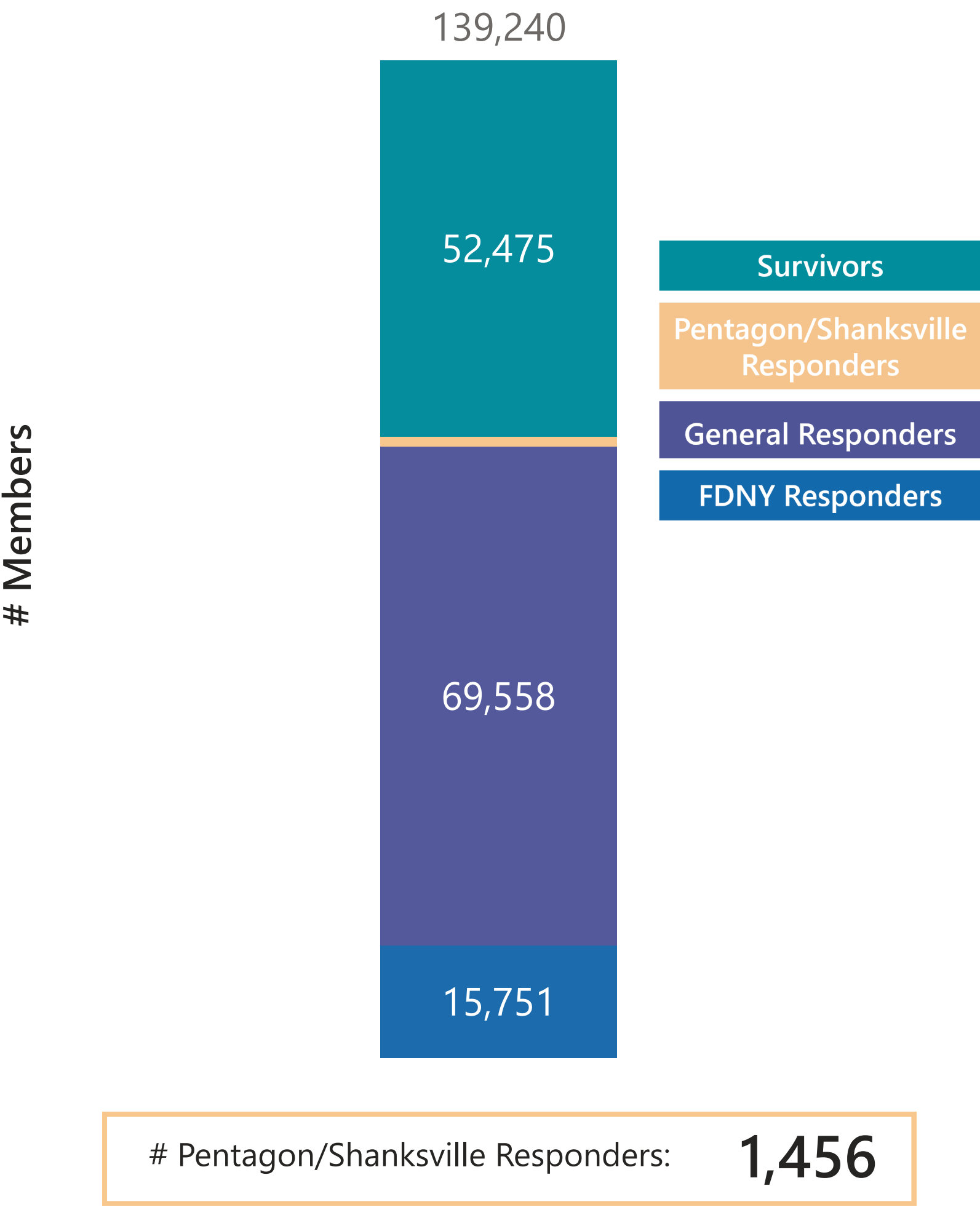
Note on CCEs and Nationwide Provider Network (NPN): *CCEs serve specific survivor or responder populations in the New York metropolitan area; the NPN serves both responder and survivor members residing outside of the New York metropolitan area. Members who are not actively assigned to a CCE are not included 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)*

Enrollment Data Thru:
September 30, 2025

6. Total Membership: Sex

● Responder ● Survivor

Percent of Total Membership: Sex

24.70%   75.27%

Sex ● Female ● Male ● No Information

7. Total Membership: Preferred Language

● Responder ● Survivor

Percent of Total Membership: Preferred Language

79.08%   17.38%

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

Enrollment Data Thru:
September 30, 2025

8. Current Member Age

● Responder ● Survivor

Current Age Group	Responder	Survivor
<45	0.62K	1.88K
45-54	12.68K	6.05K
55-64	36.32K	13.99K
65 and Up	36.91K	30.56K
No Information	0.52K	
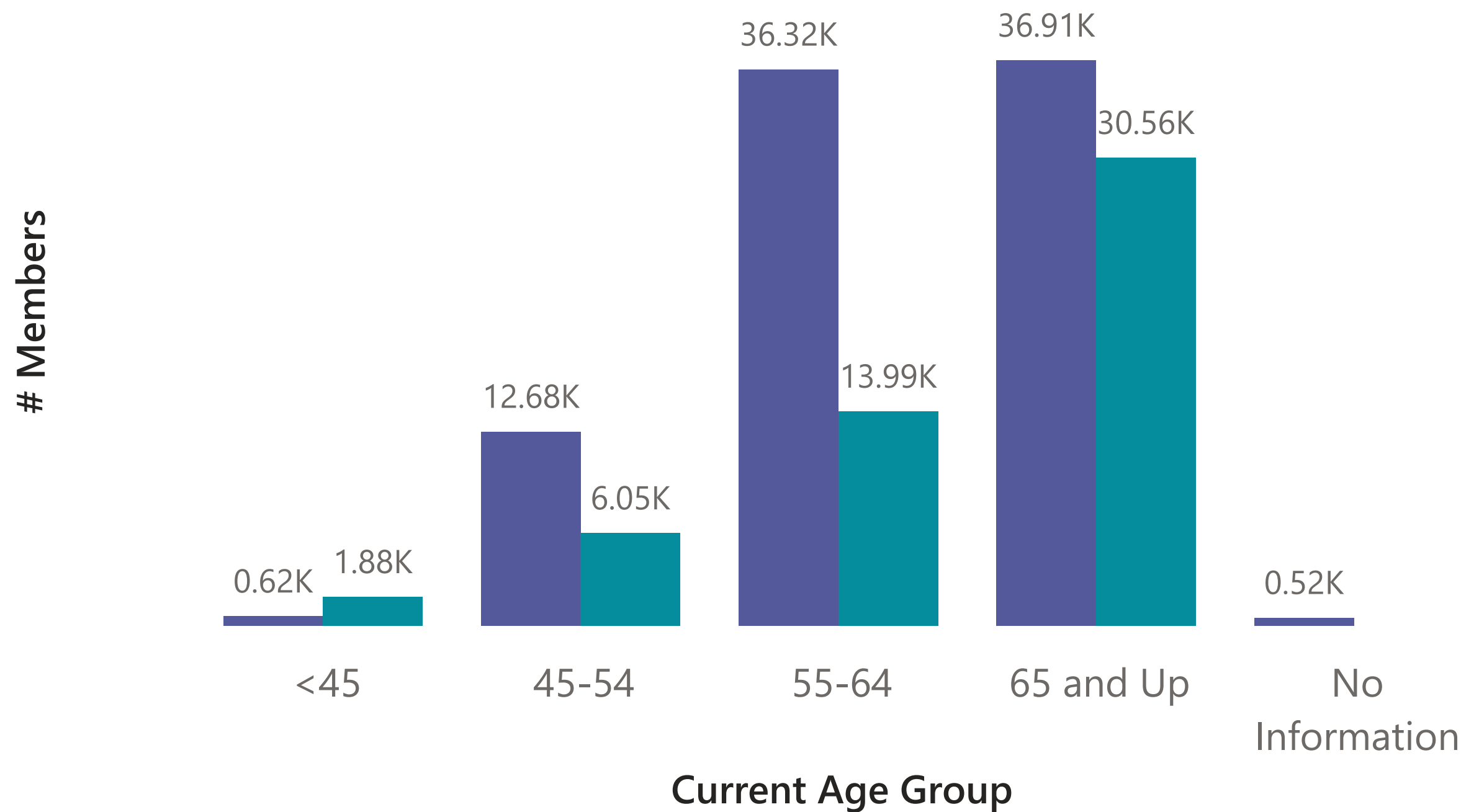
9. Member Age on 9/11

● Responder ● Survivor

Age Group on 9/11	Responder	Survivor
≤21	1.19K	2.35K
22-44	64.16K	28.43K
45-64	20.81K	20.94K
65 and Up	0.36K	0.71K
No Information	0.53K	0.04K
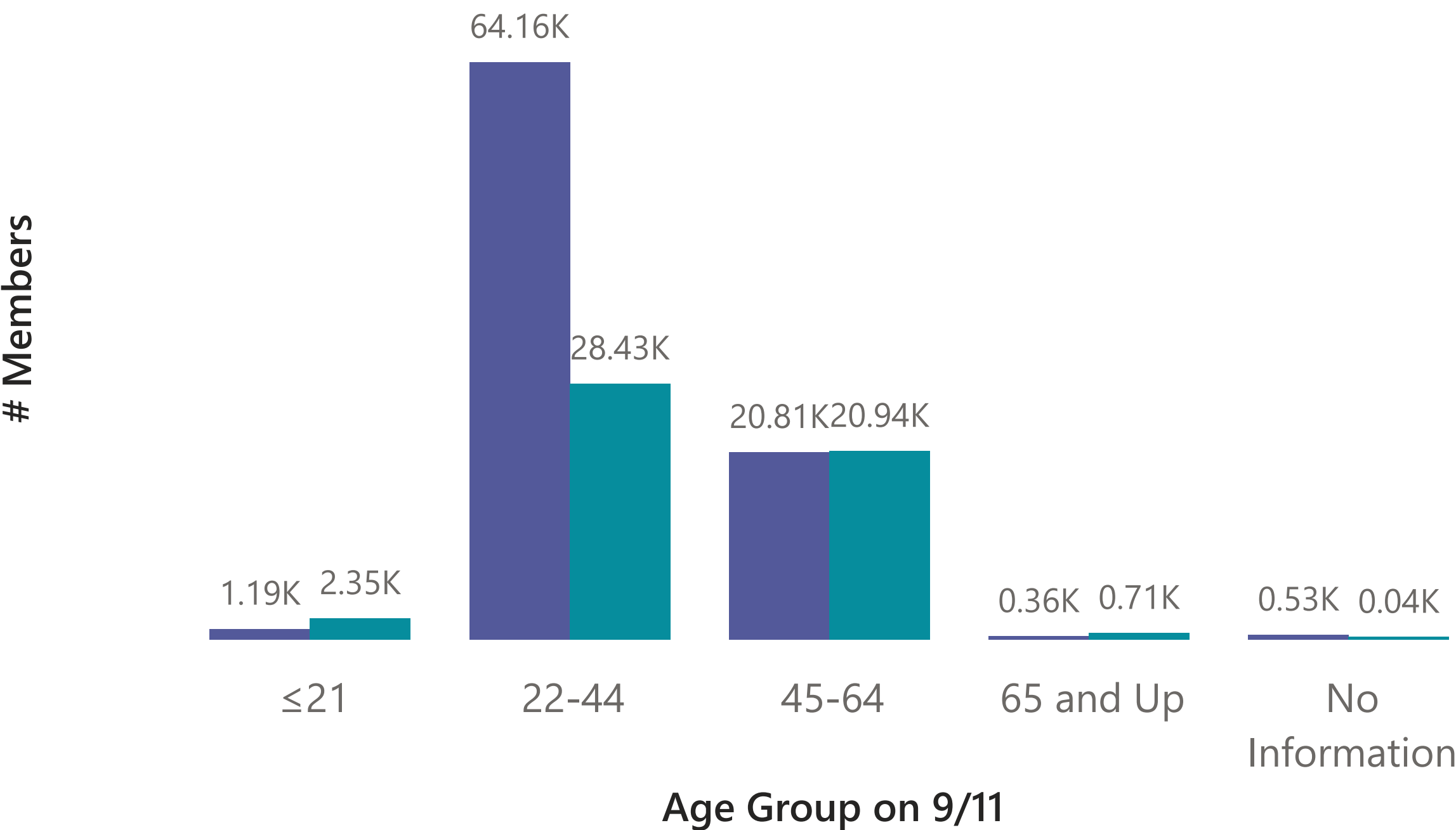
Percent of Total Membership: Current Age

13.42%	36.06%	48.35%

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

Percent of Total Membership: Age on 9/11

66.36%	29.93%

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

Enrollment Data Thru:
September 30, 2025

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+
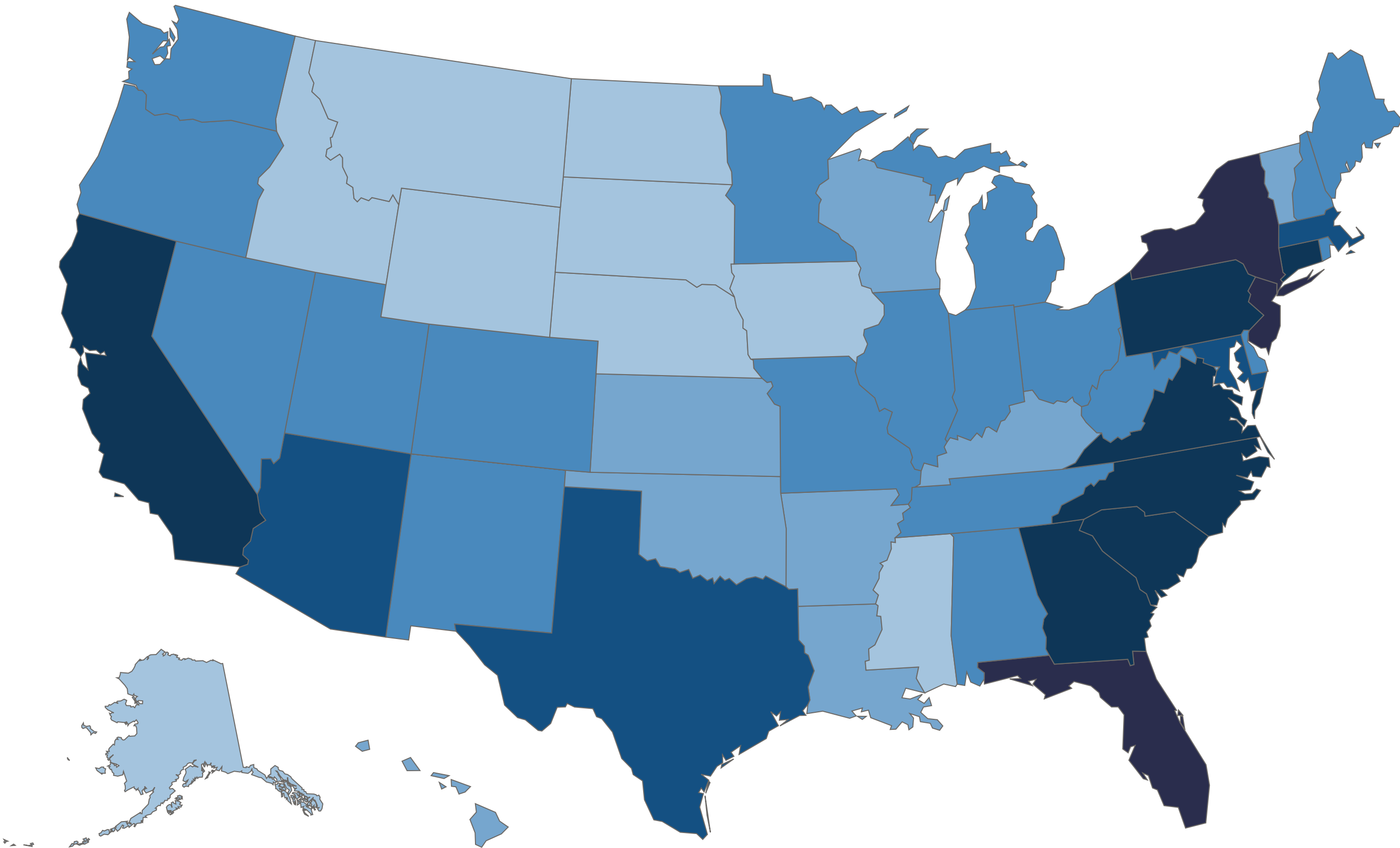
11. Top 10 States by Current Enrollment

State	Responder	Survivor	Total ▼
New York	55,845	36,441	**92,286**
New Jersey	8,556	7,652	**16,208**
Florida	7,199	2,775	**9,974**
Pennsylvania	2,001	820	**2,821**
North Carolina	1,577	598	**2,175**
South Carolina	1,354	366	**1,720**
Connecticut	822	805	**1,627**
Virginia	1,245	274	**1,519**
California	652	418	**1,070**
Georgia	657	390	**1,047**

138K

Members in the US (incl. territories)

129

Members in US Territories

1377

Members Outside of the US

Enrollment Data Thru:
September 30, 2025

12. Applications Received in Past Years

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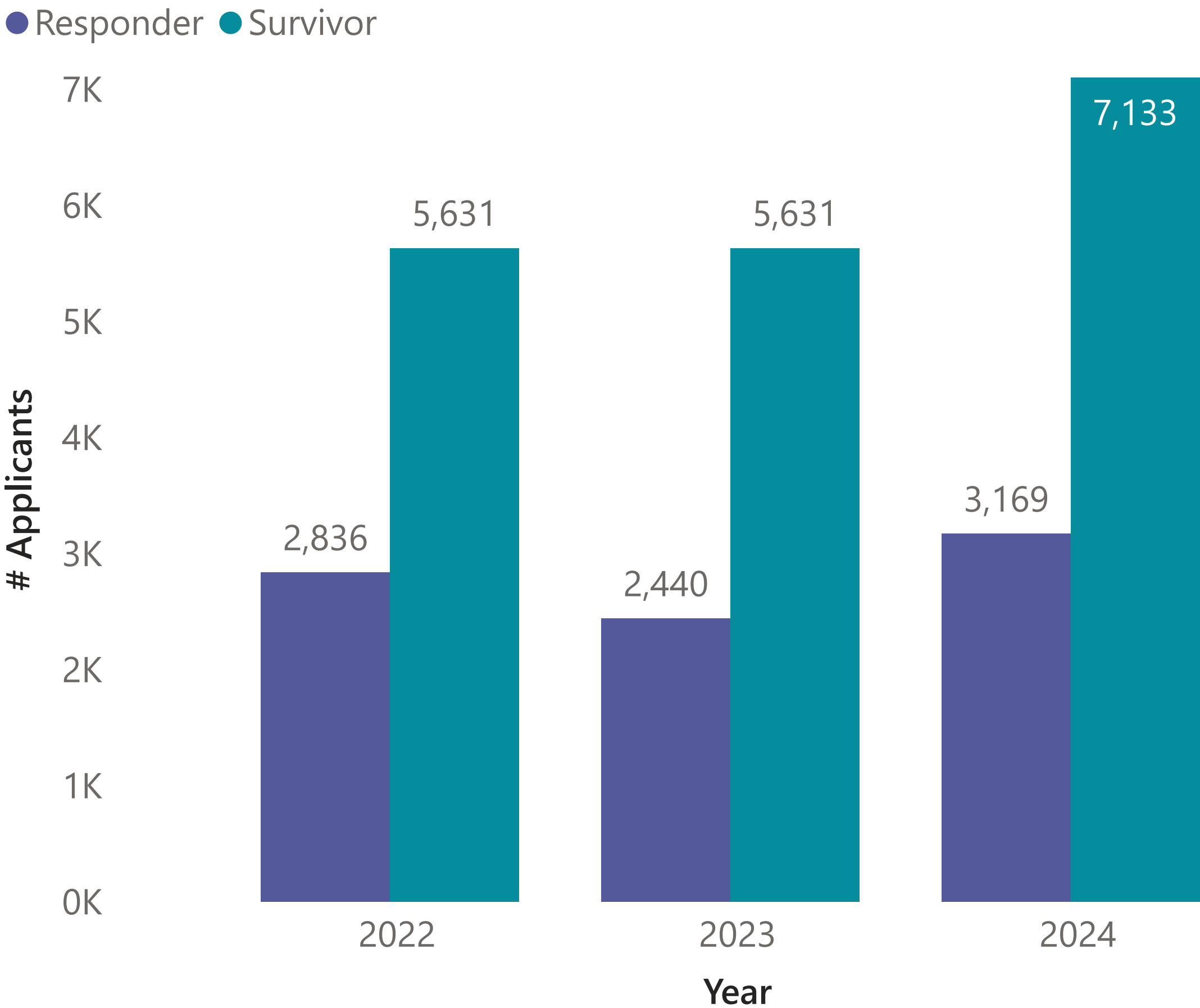
13. Applications Received in Current Calendar Year

● 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, 2025

14. Prior Year Applications Currently in Suspend Status

● Responder ● Survivor

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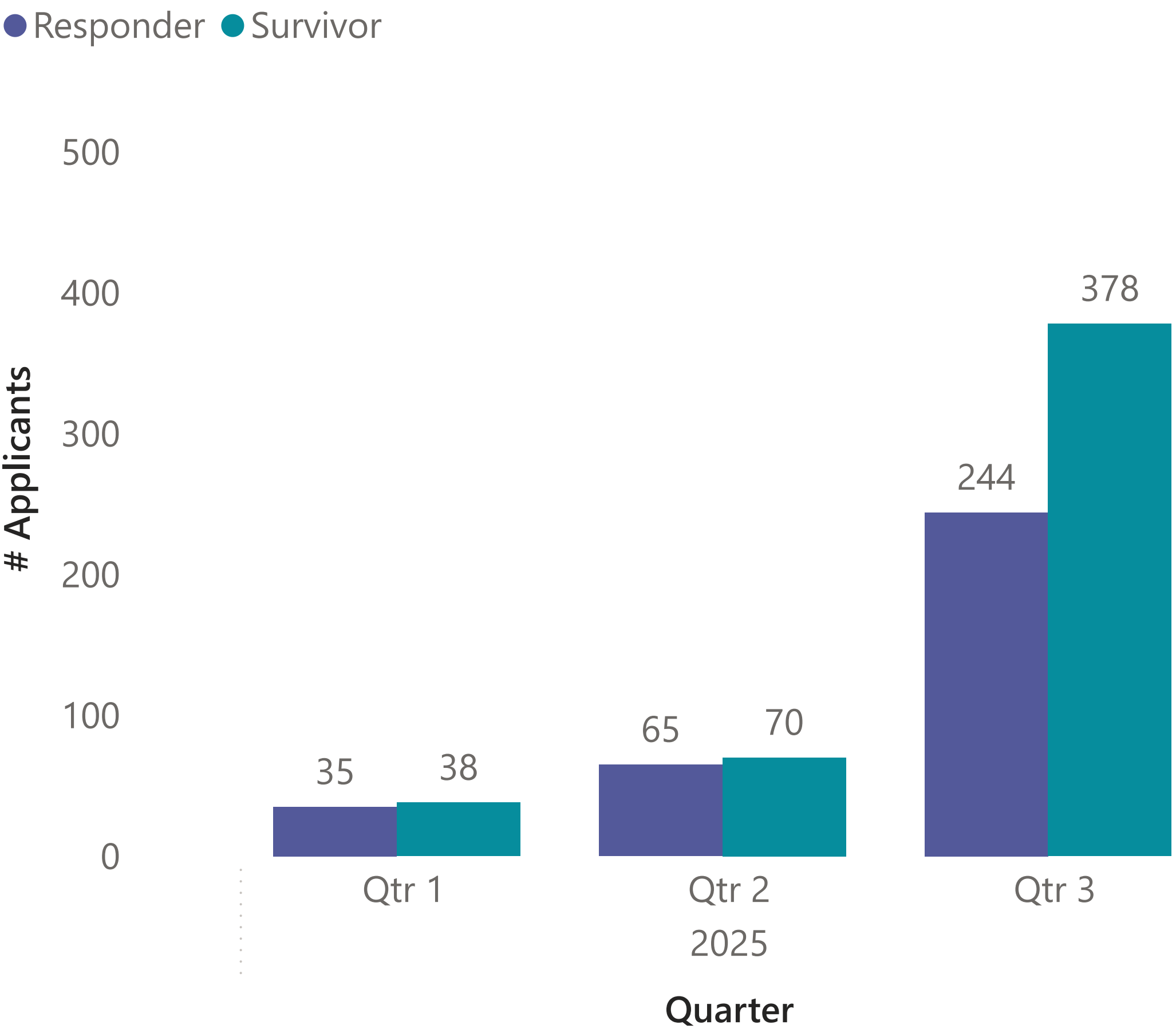
● Responder ● Survivor

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:
September 30, 2025

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

Unique Applicants

Insufficient Documentation	Other	No Documentation	Hours Not Provided	Documents Contain Conflicting Information
2,724	222	161	31	29

Reasons

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

Unique Applicants

Insufficient Documentation	Other	No Documentation	Hours Not Provided	Documents Contain Conflicting Information
1,666	137	64	33	19

Reasons

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, 2025

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	18	14	24
Enroll	805	923	894
Suspend	26	37	82

Top Denial Reason for Responder Apps in Past Year
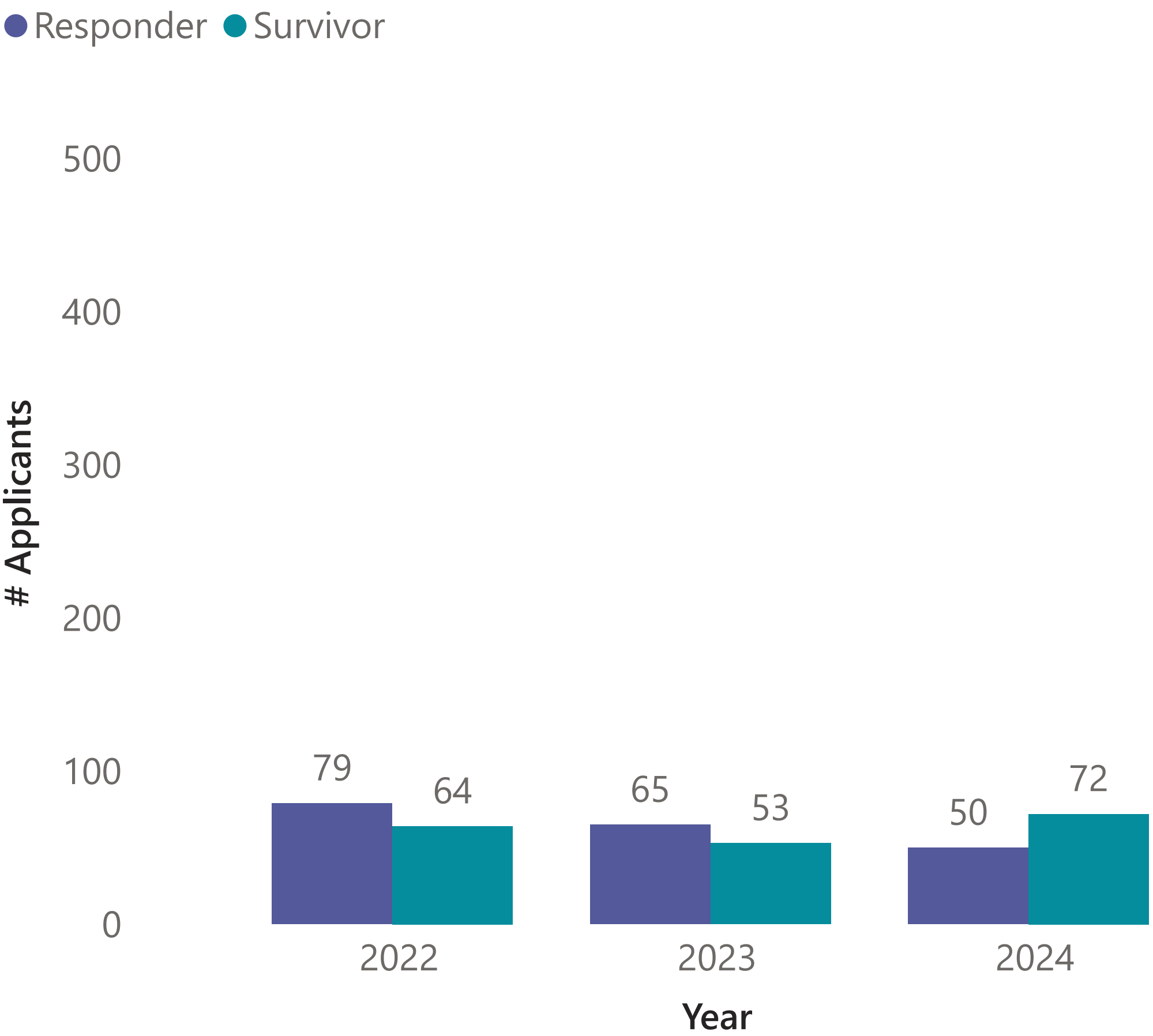
▲

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".*

Application Data Thru:
September 30, 2025

20. Survivor Application Decisions in Past Years

● Defer ● Deny ● Enroll ● Suspend
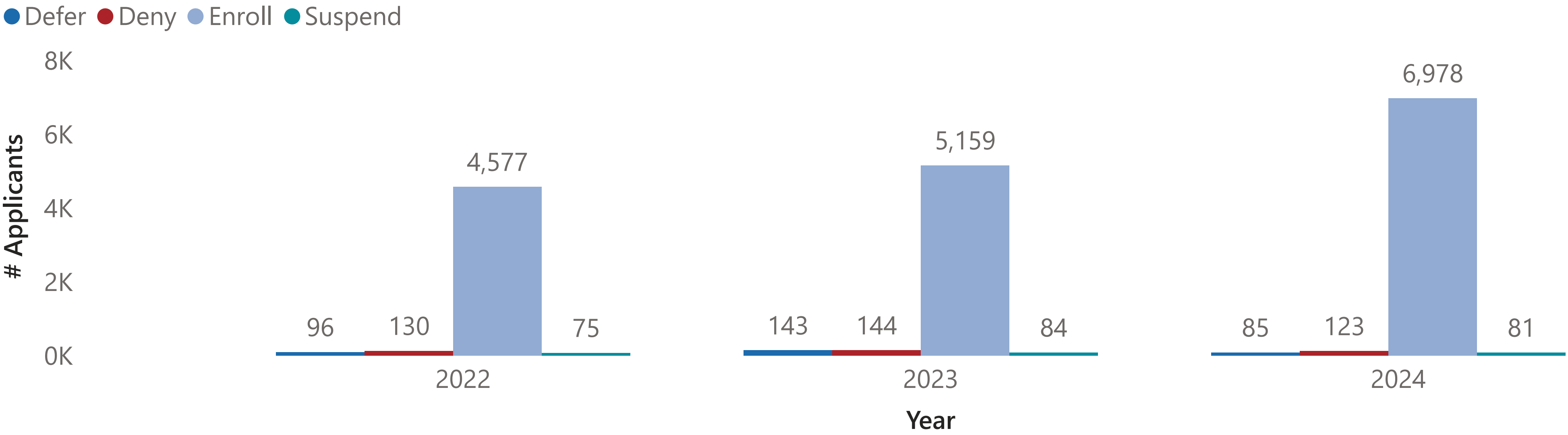
21. Survivor Application Decisions in Current Calendar Year

Decision	Qtr 1	Qtr 2	Qtr 3
Defer	32	31	29
Deny	29	23	40
Enroll	1,726	1,873	1,714
Suspend	18	26	61

Top Denial Reason for Survivor Apps in Past Year
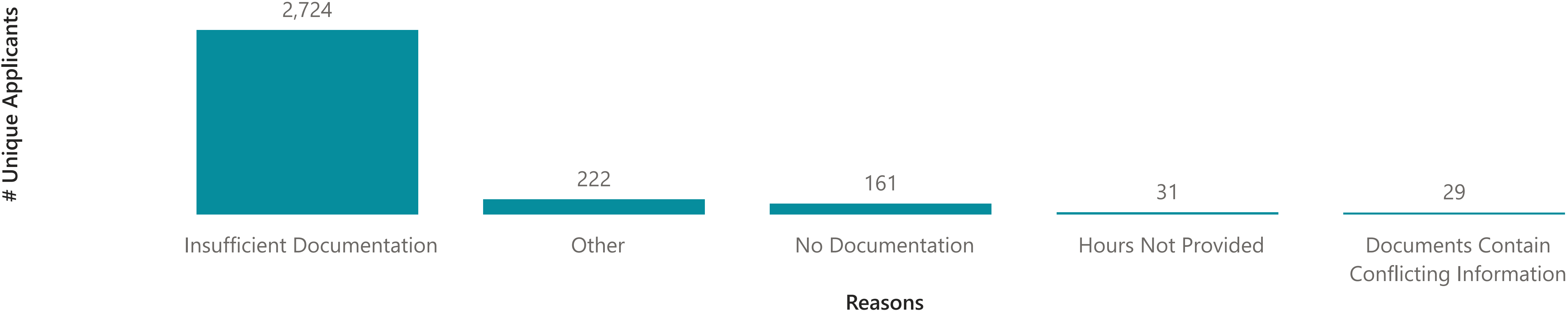
▲

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, 2025

22. Top 5 States by Applications Received in Past Years

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

 # Applicants

2022	2023	2024	2025
5.7K	5.6K	6.8K	5.5K
1.4K	1.2K	1.7K	1.6K

Year

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

State	2022	2023	2024	2025
New York	5,682	5,581	6,816	5,514
New Jersey	1,372	1,220	1,712	1,591
Florida	444	377	582	504
Pennsylvania	130	138	164	173
Connecticut	125	111	164	140

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, 2025

24. Applications Received in Past Years by Language

● Chinese ● English ● Other ● Polish ● Spanish

| | 8.3K | 7.8K | 10.0K | 8.6K |

| 2022 | 2023 | 2024 | 2025 |
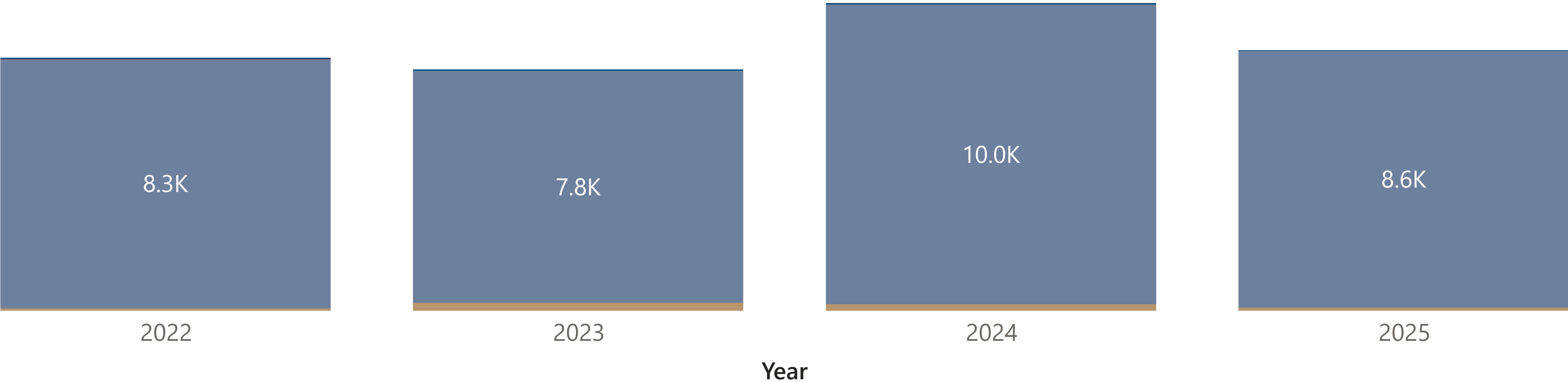
Year

25. Applications Received in Past Years by Language - Detailed

Language	2022	2023	2024	2025
Chinese	81	265	208	101
English	8,348	7,756	10,045	8,602
Other	<10	<10	<10	<10
Polish	<10	<10	<10	<10
Spanish	31	47	46	17
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:
September 30, 2025

26. Applications Received in Past Years by Sex

● Female ● Male ● Unknown

5.8K	5.4K	6.9K	6.0K
2.7K	2.7K	3.4K	2.7K
2022	2023	2024	2025
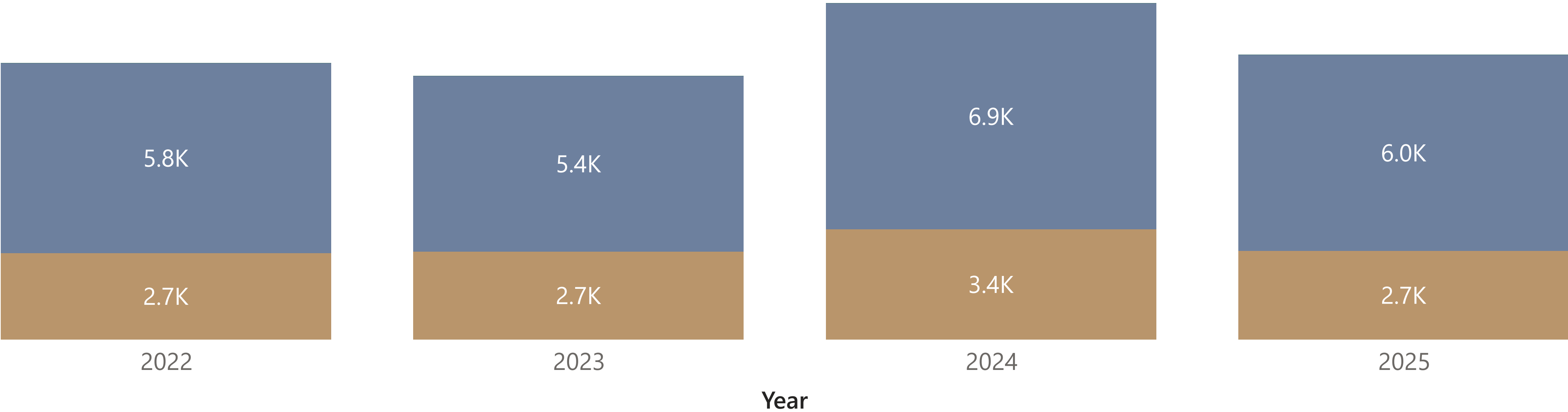
Year

27. Applications Received in Past Years by Sex - Detailed

Sex	2022	2023	2024	2025
Male	5,810	5,370	6,913	6,006
Female	2,652	2,698	3,379	2,715
Unknown	<10	<10	<10	<10

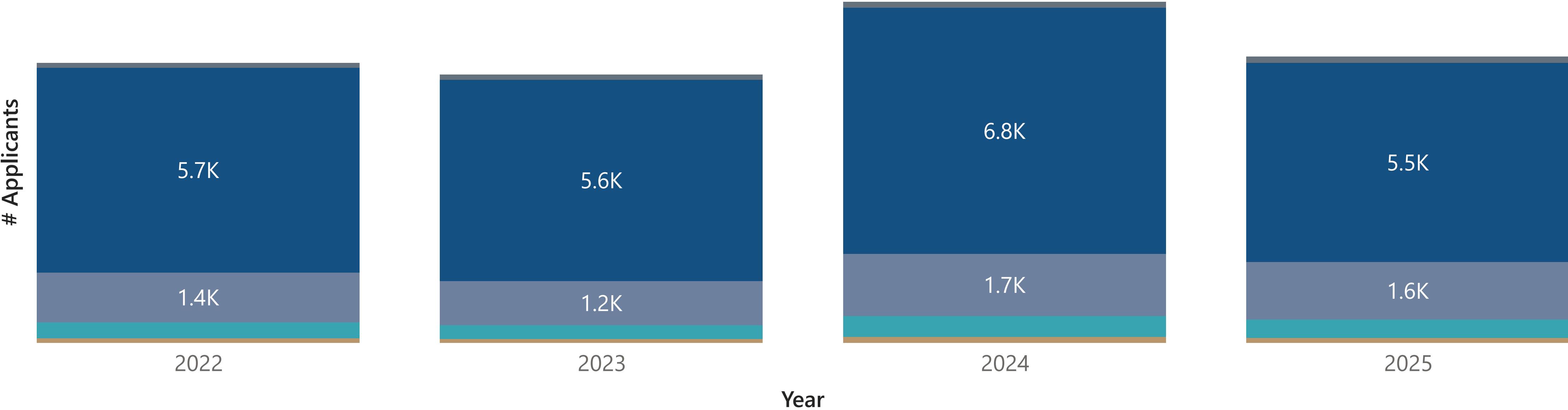***Note on Date Range for Application Data***: *In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.*

Application Data Thru:
September 30, 2025

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, 2025

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.*

Enrollment Data Thru: September 30, 2025

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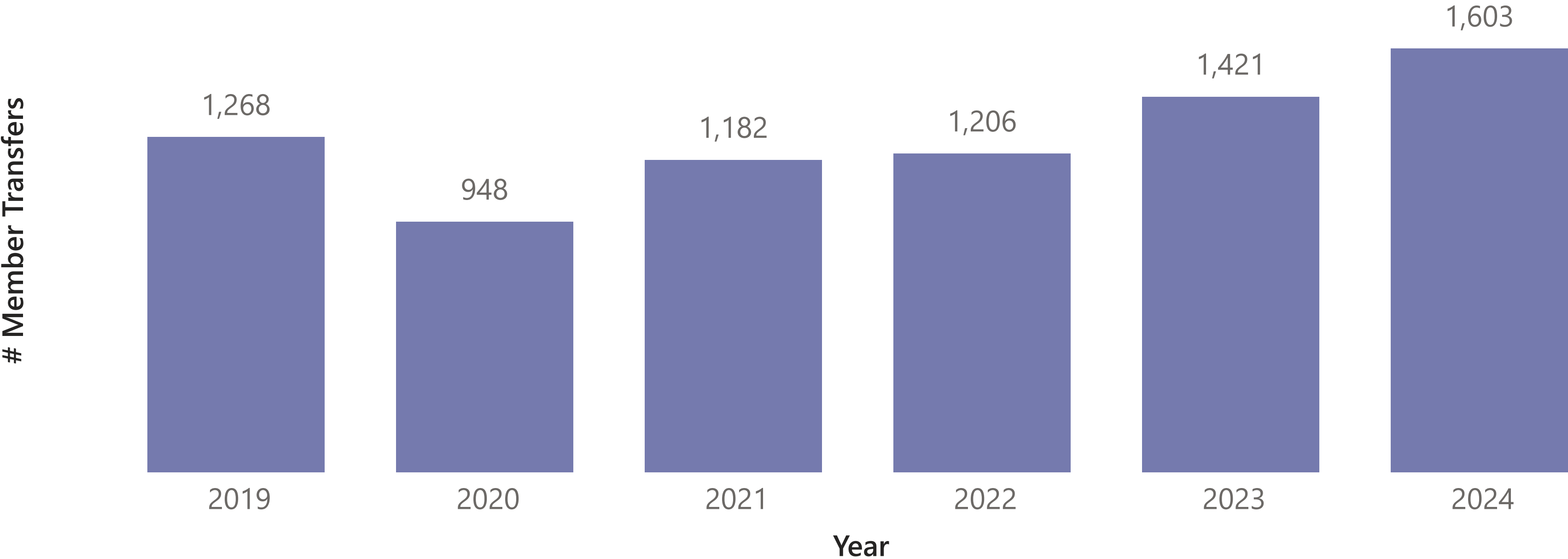
33. Member Transfers in Current CY
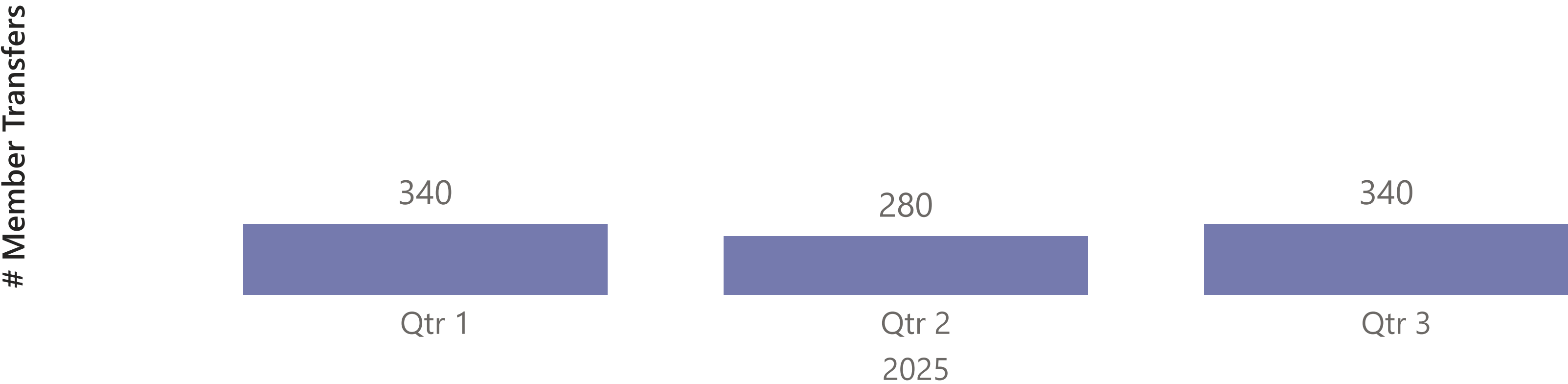
Note on transfers: *Members may transfer from a CCE to the NPN, from the NPN to a CCE, or from one CCE to another CCE.*

Transfer Data Thru:
September 30, 2025

66.0%

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

Certified: Responder 55.5K, Survivor 36.6K — 92.1K

Not Certified: Responder 31.5K, Survivor 15.9K — 47.4K

Members

Enrollment Data Thru:
September 30, 2025
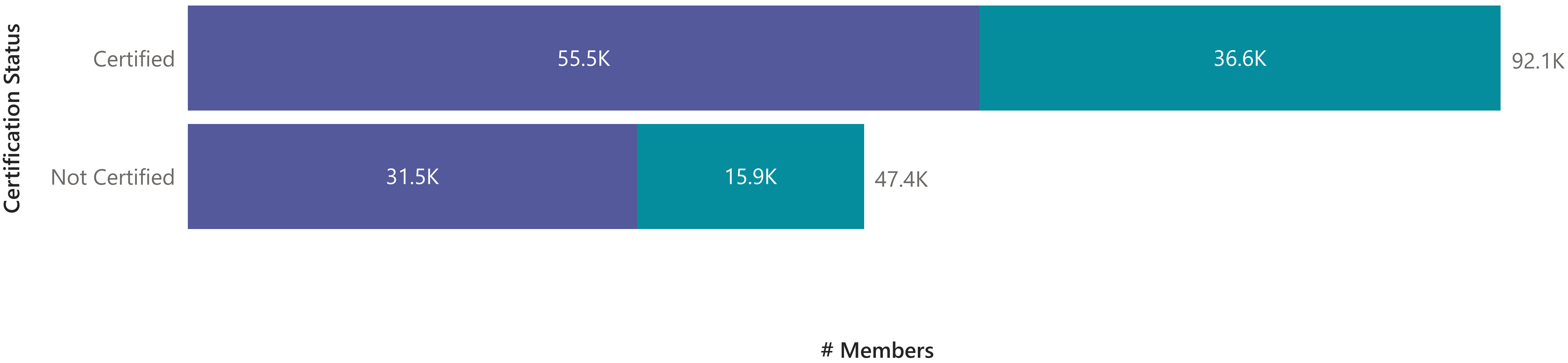
35. Overall Categories for All Certified Conditions of Currently Enrolled Members

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

Member Type

Responder: 42.7K | 23.1K | 15.8K — 82.2K

Survivor: 16.7K | 23.9K | 8.9K — 49.6K

Certified Members

Responder Musculoskeletal/ATI* Certifications: 569
Survivor ATI Certifications: 58
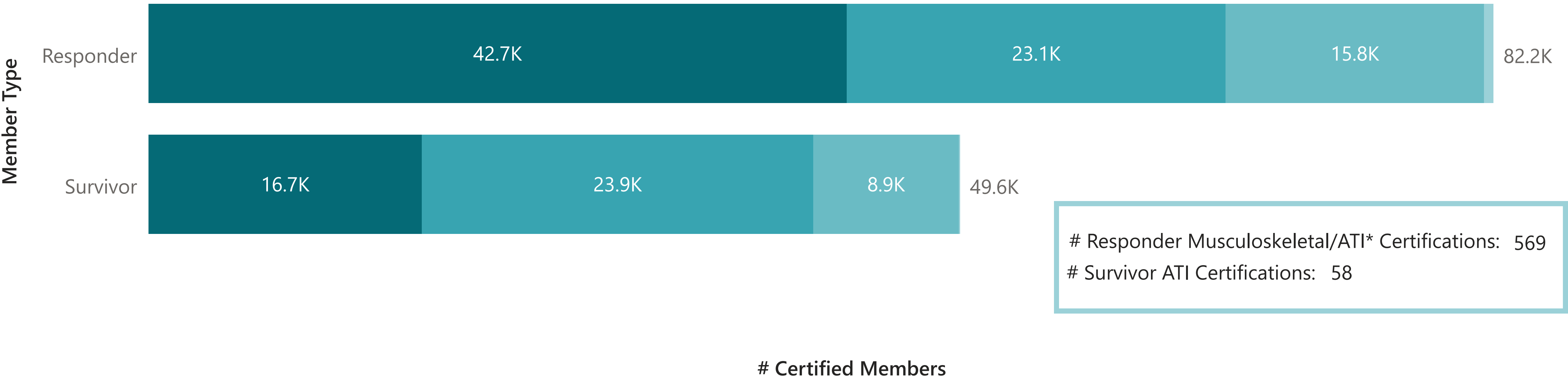
*ATI: Acute Traumatic Injury
Note on Health Condition Categories: Health condition categories are established by Title I of the James Zadroga 9/11 Health and Compensation Act of 2010 (Pub. L. 111-347, as amended by Pub. L. 114-113, Pub. L. 116-59, Pub. L. 117-328, and Pub. L. 118-31) and 42 C.F.R. § 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.

Certification Data Thru:
September 30, 2025

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

Responders   **Survivors**

	Non-melanoma Skin	Prostate	Breast - Female	Melanoma of Skin	Lymphoma	Thyroid	Kidney	Lung/Bronchus	Bladder	Leukemia
Total	16.28K	11.52K	4.32K	3.42K	2.26K	2.24K	1.86K	1.73K	1.46K	1.40K
Survivors	5.5K	5.4K	3.7K	1.4K	1.3K	1.4K	0.9K	1.1K	0.7K	0.7K
Responders	10.8K	6.1K		2.1K	0.9K	0.9K	0.9K		0.7K	0.7K
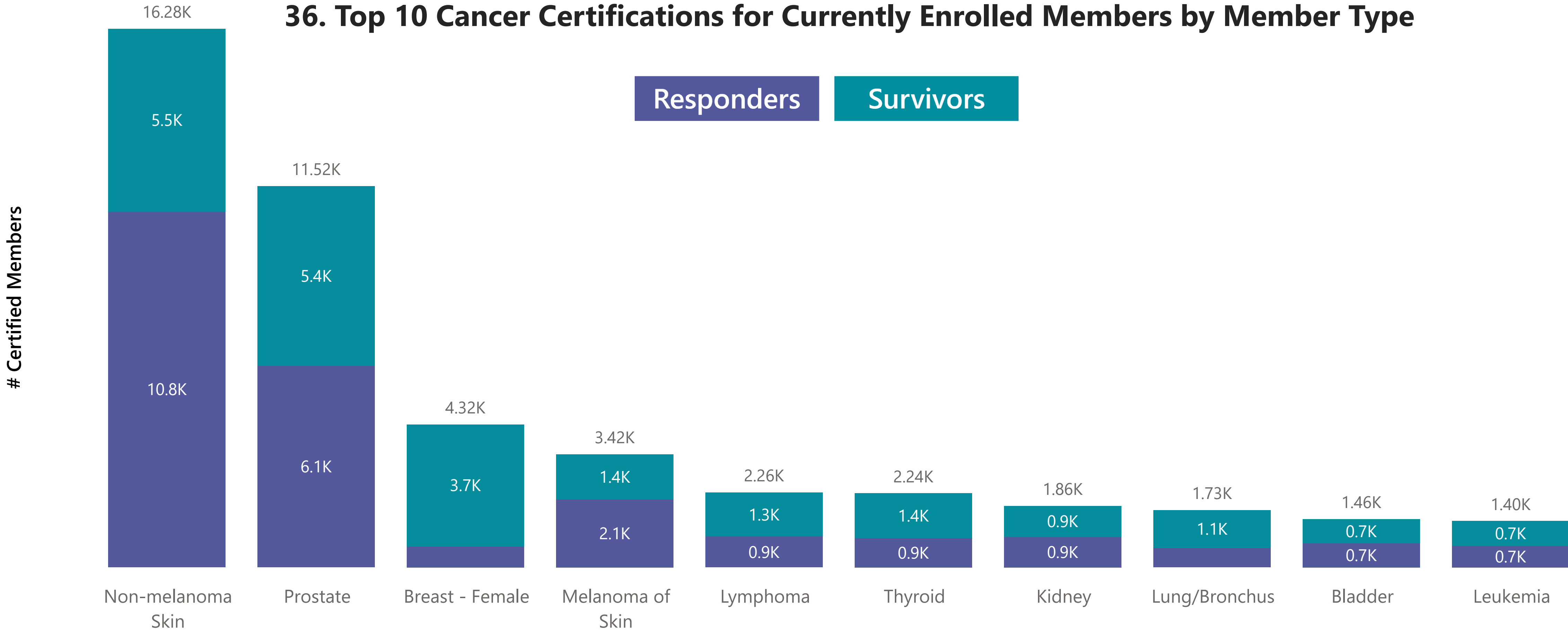
Certified Members

37. Top 10 Rare Cancer Certifications by Member Type for Certified Members*

Neuroendocrine	Leukemia	Testis	Pancreas	Brain	Connective Tissue	Breast - Male	Gallbladder/Biliary Tract	Thymus	Small intestine
506	405	290	282	140	112	104	72	70	42
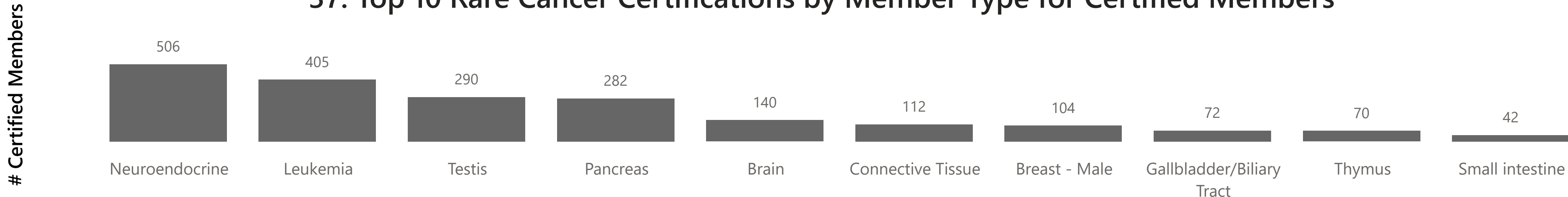
Certified Members

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 30, 2025

Certifications for WTC-Related Health Conditions

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

Condition	Responder	Survivor	Total
Cancer	25,571	25,327	**50,898**
Chronic Rhinosinusitis	32,366	9,403	**41,769**
Gastroesophageal Reflux Disease (GERD)	30,596	7,941	**38,537**
Asthma	15,509	7,262	**22,771**
Post-Traumatic Stress Disorder (PTSD)	11,471	5,861	**17,332**
Chronic Respiratory Disorder - Fumes / Vapors	8,503	1,438	**9,941**
Chronic Obstructive Pulmonary Disease (COPD)	3,985	1,913	**5,898**
Major Depressive Disorder	3,008	1,418	**4,426**
Anxiety Disorder (not otherwise specified)	2,850	1,497	**4,347**
Depression (not otherwise specified)	2,629	598	**3,227**
Interstitial Lung Diseases	1,663	958	**2,621**
Adjustment Disorder	1,397	1,022	**2,419**
Generalized Anxiety Disorder	1,431	615	**2,046**
Chronic Laryngitis	1,682	76	**1,758**
Substance Abuse	1,405	317	**1,722**
Chronic Nasopharyngitis	781	109	**890**
Panic Disorder	561	182	**743**
Dysthymic Disorder	311	362	**673**
Other Musculoskeletal Disorder	576	60	**636**
Upper Airway Hyperreactivity	422	103	**525**
Sleep Apnea	128	226	**354**

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

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 30, 2025
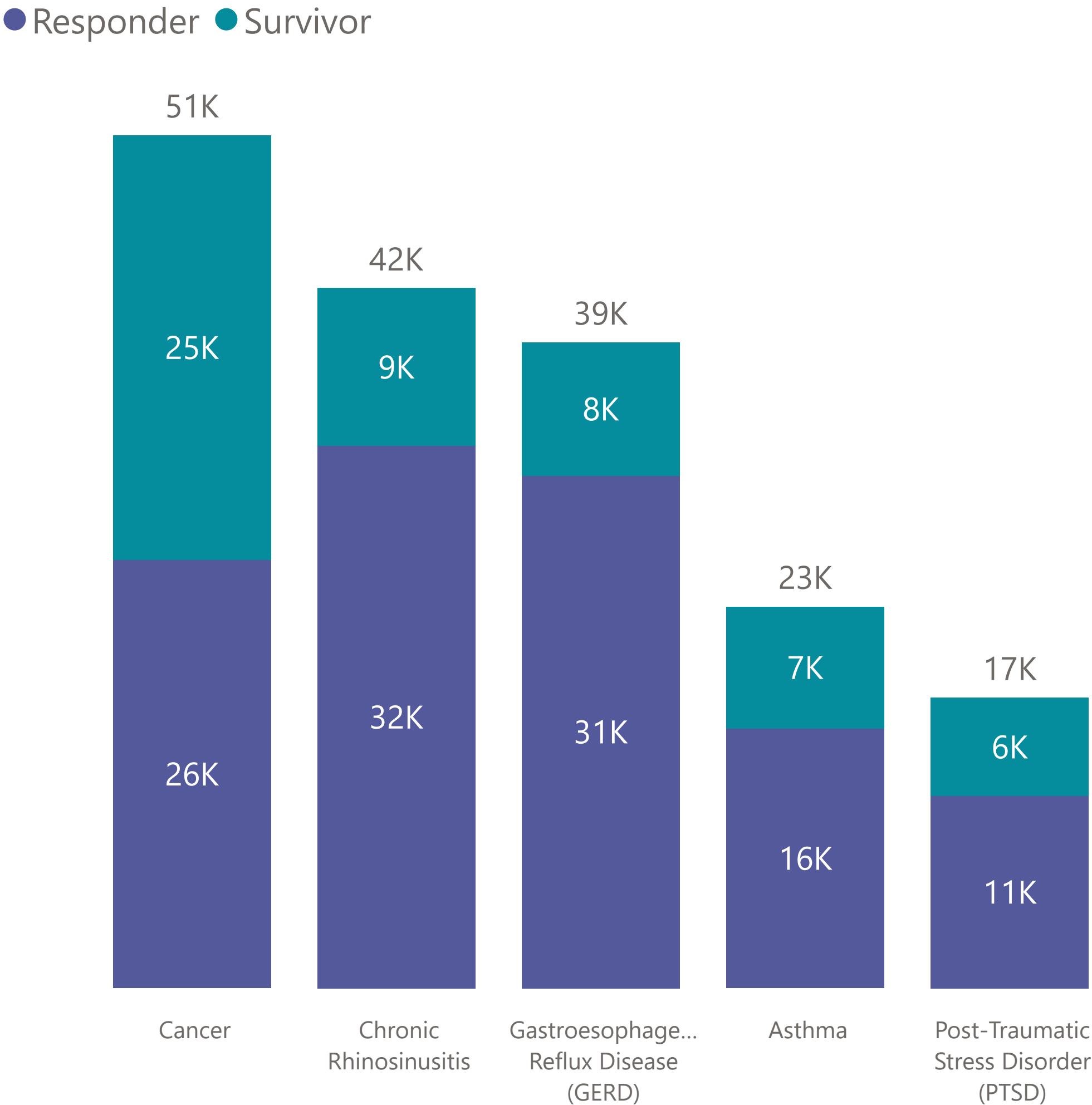
40. Certified Health Conditions in Past 12 Months by Member Type

Condition	Responder	Survivor	Total
Cancer	4,264	5,882	**10,146**
Gastroesophageal Reflux Disease (GERD)	1,855	593	**2,448**
Chronic Rhinosinusitis	1,647	750	**2,397**
Post-Traumatic Stress Disorder (PTSD)	669	581	**1,250**
Asthma	649	513	**1,162**
Chronic Obstructive Pulmonary Disease (COPD)	234	323	**557**
Major Depressive Disorder	164	166	**330**
Interstitial Lung Diseases	154	152	**306**
Chronic Respiratory Disorder - Fumes / Vapors	254	44	**298**
Generalized Anxiety Disorder	125	120	**245**
Sleep Apnea	68	142	**210**
Anxiety Disorder (not otherwise specified)	48	133	**181**
Panic Disorder	17	16	**33**
Total	**7,659**	**7,668**	**15,327**

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.

Certification Data Thru:
September 30, 2025

42. Count of Approved Medical Claims for Past Year

● Responder ● Survivor

 # Claims

200K

150K — 155.6K

124.0K

150K

136.2K

100K

119.0K

50K

17.0K   15.1K   21.6K   18.3K

0K

Qtr 4   Qtr 1   Qtr 2   Qtr 3
2024   2025
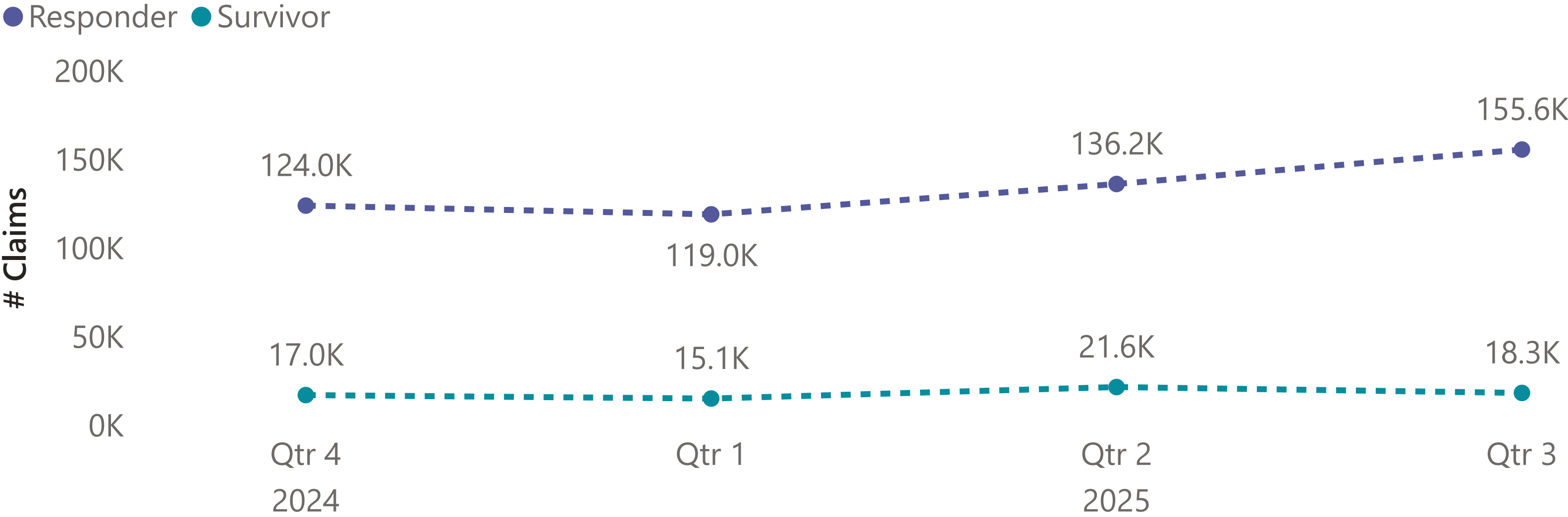
59.25K

Certified Members with Approved Medical
Treatment Paid in Past Year

43. Cost of Approved Medical Claims for Past Year

● Responder ● Survivor

Total $ (Paid by Program)

$100M

$81.3M $80.0M $82.3M

$50M

$76.9M

$4.2M $3.2M $4.7M $4.6M

$0M

Qtr 4   Qtr 1   Qtr 2   Qtr 3
2024   2025
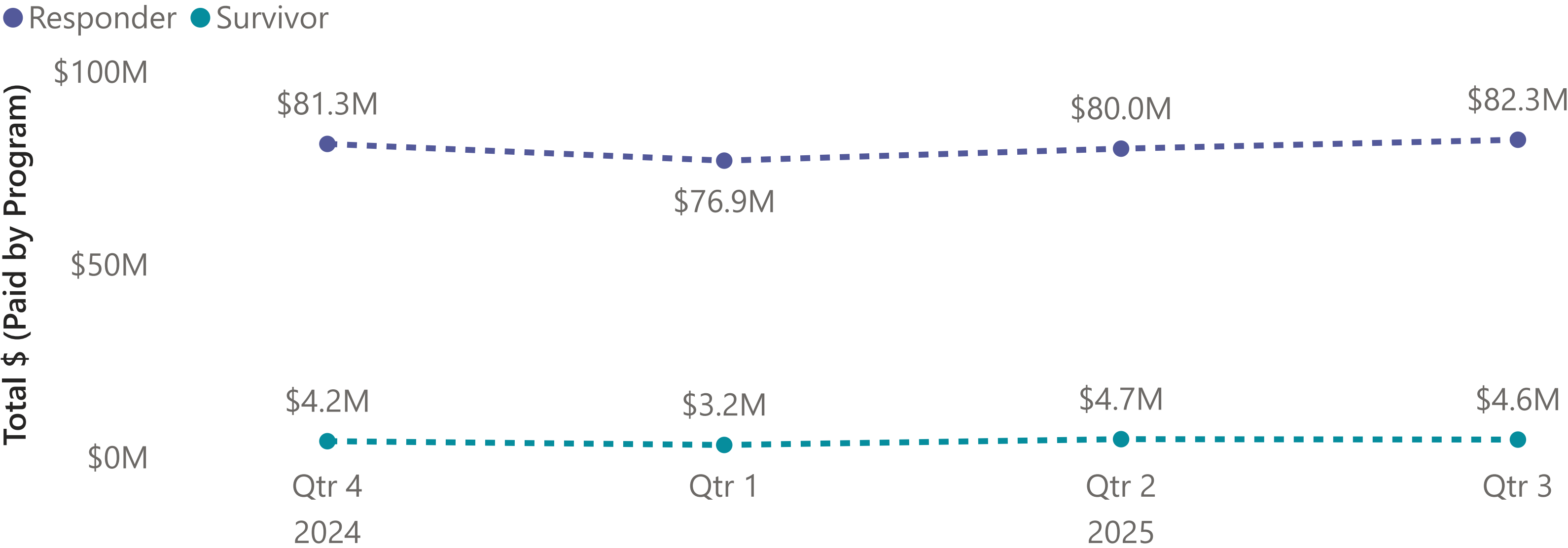
599.35K

Approved Medical Claims in Past Year

$337.19M

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 26, 2025

51,693
Responders with Approved Claims

528,691
Approved Claims for Responders

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

Category

Monitoring/Screening	45K
Treatment	35K
Diagnostic	21K

45. Approved Responder Claims by Category (Claim Count)

Category

Treatment	348K
Monitoring/Screening	136K
Diagnostic	46K
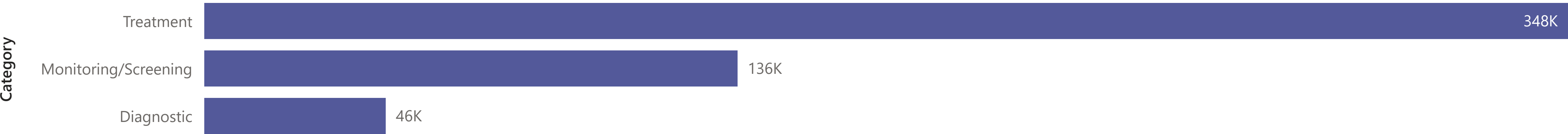
46. Responder Claims by Adjudication Status (Claim Count)

Status

Approved	529K
Denied	32K

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 26, 2025

Survivor Medical Utilization Patterns in Past 12 Months

18,973
Survivors with Approved Claims

70,657
Approved Claims for Survivors

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

Category

Monitoring/Screening	14.2K
Treatment	6.5K
Diagnostic	6.1K
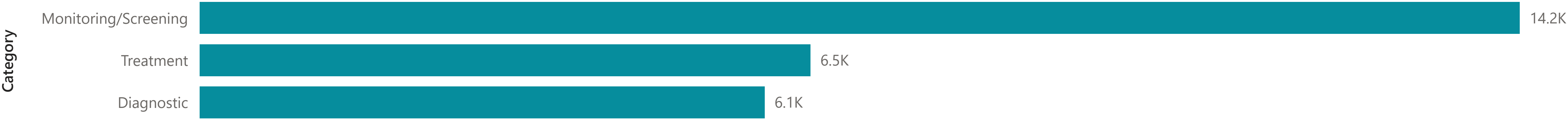
48. Approved Survivor Claims by Category (Claim Count)

Category

Treatment	34.4K
Monitoring/Screening	26.6K
Diagnostic	9.6K

49. Survivor Claims by Adjudication Status (Claim Count)

Status

Approved	71K
Denied	16K

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 26, 2025

30,240

Responders with Approved Pharmacy Claim in Past Year

8,718

Survivors with Approved Pharmacy Claim in Past Year

50. Approved Pharmacy Claims Over Past 12 Months

● Responders ● Survivors

	Qtr 4 2024	Qtr 1	Qtr 2 2025	Qtr 3
Total	126K	127K	130K	127K
Survivors	20K	22K	21K	20K
Responders	106K	105K	109K	108K

Rx

51. Pharmacy Plan Cost Over Past 12 Months
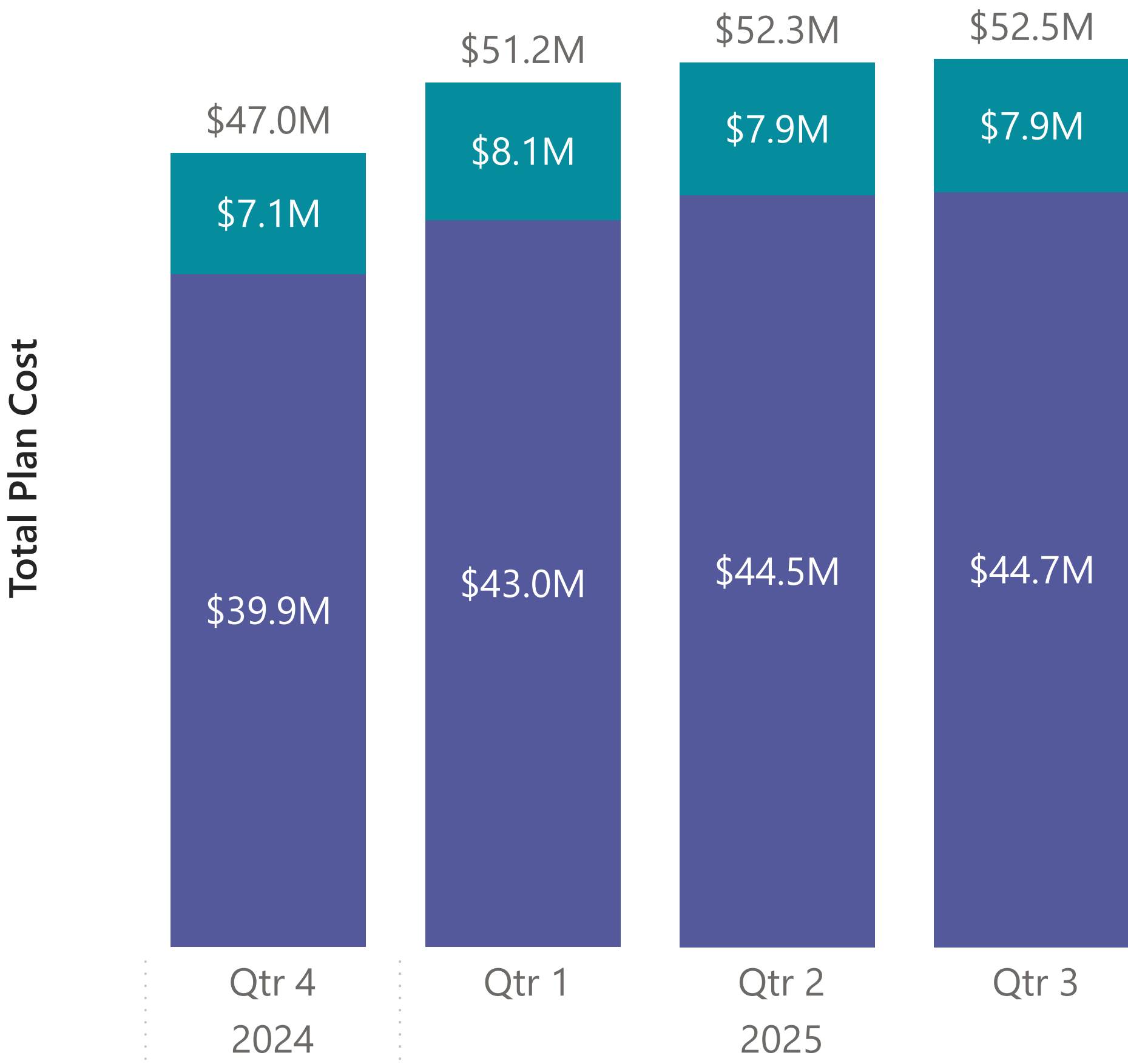
● Responders ● Survivors

	Qtr 4 2024	Qtr 1	Qtr 2 2025	Qtr 3
Total	$47.0M	$51.2M	$52.3M	$52.5M
Survivors	$7.1M	$8.1M	$7.9M	$7.9M
Responders	$39.9M	$43.0M	$44.5M	$44.7M

Total Plan Cost

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

Rx Claims Data Thru:
September 30, 2025

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

● Brand ● Generic

 # Rxs

	126K	127K	130K	127K
Generic	104K	105K	107K	105K
Brand	22K	22K	23K	22K

Qtr 4   Qtr 1   Qtr 2   Qtr 3
2024   2025

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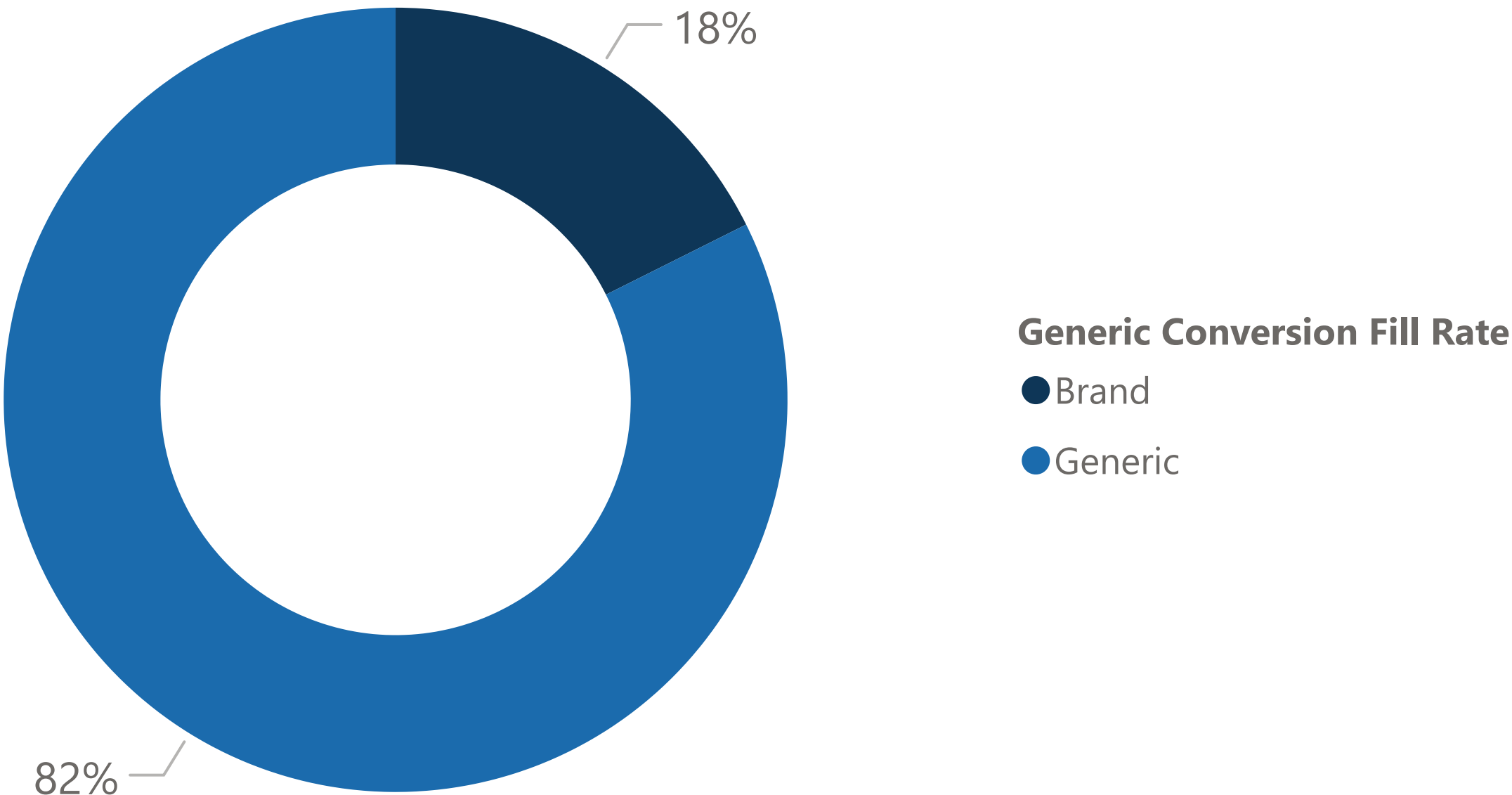
18%

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
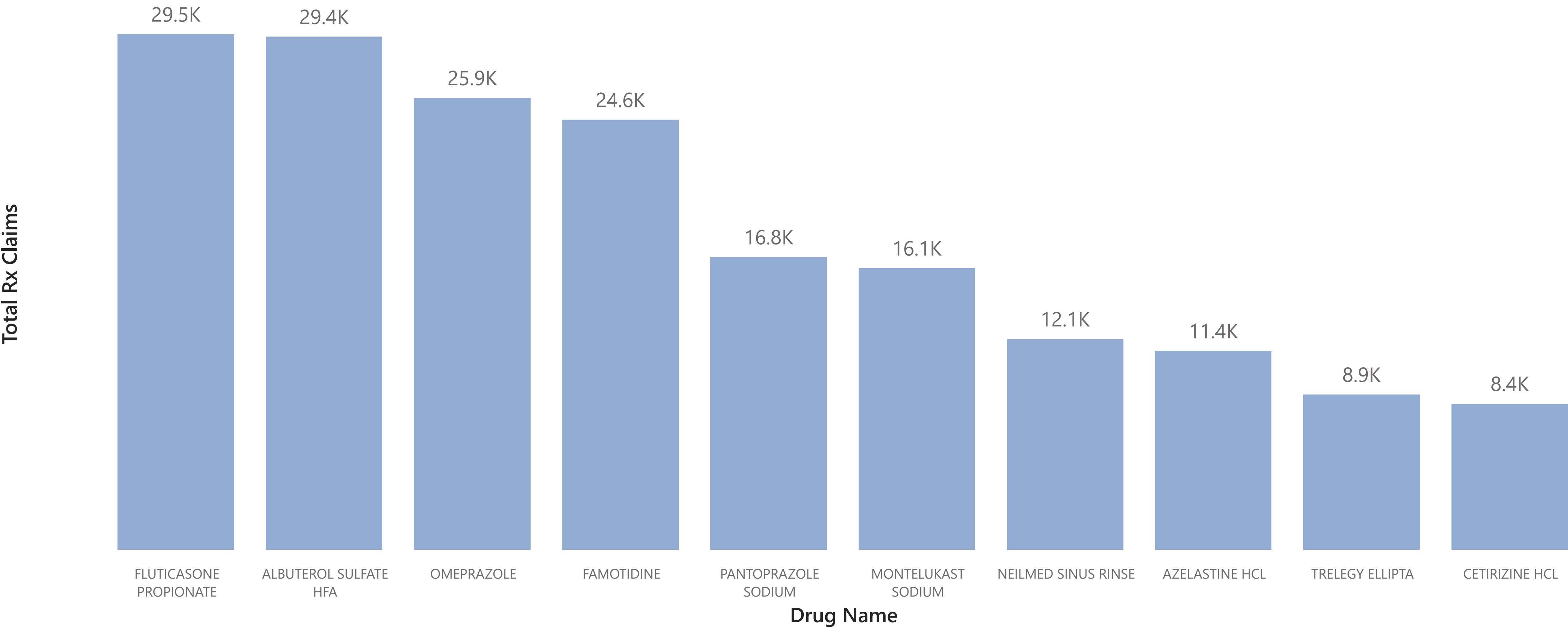
Bar chart — Total Rx Claims by Drug Name:

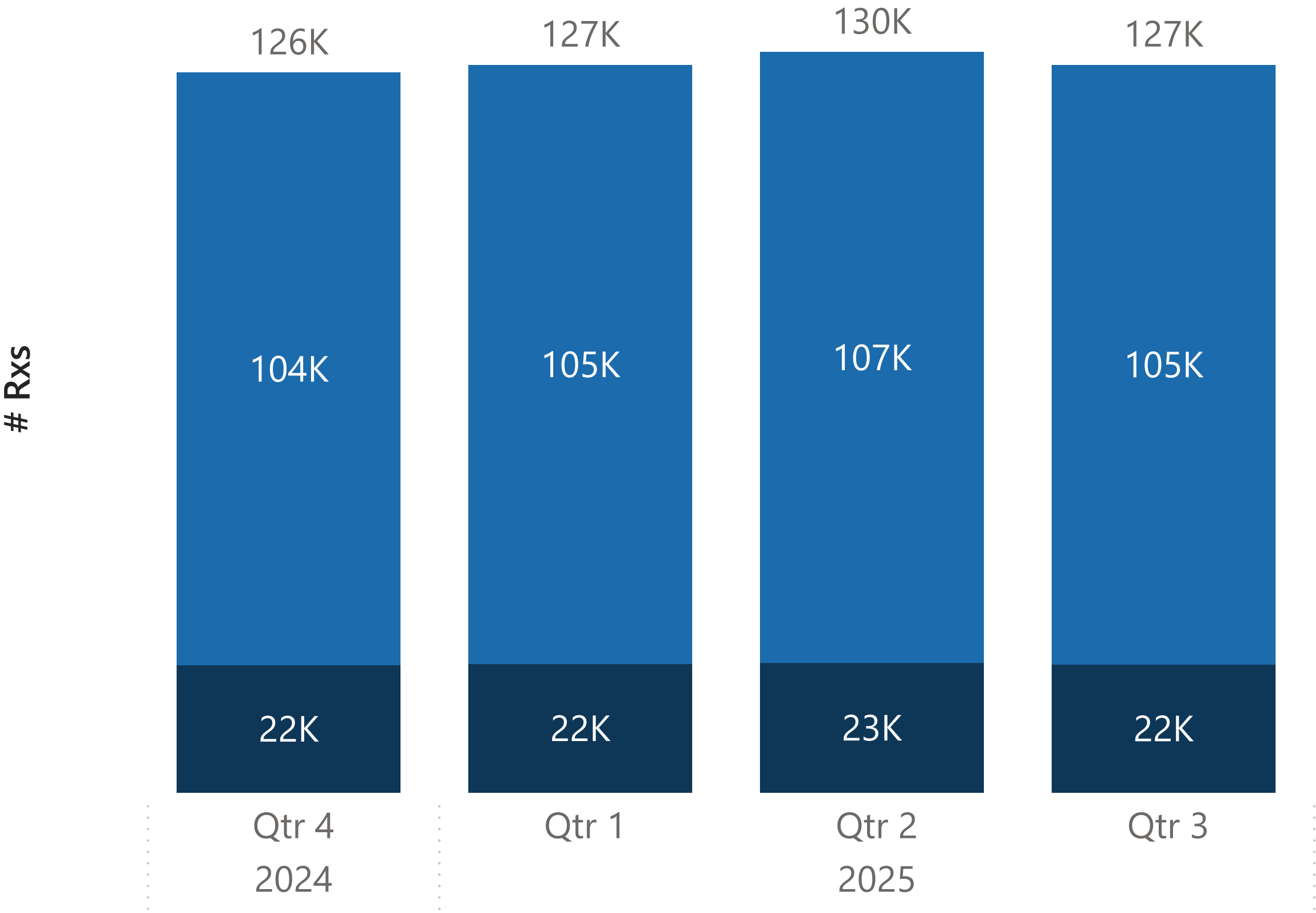| Drug Name	Total Rx Claims
FLUTICASONE PROPIONATE	29.5K
ALBUTEROL SULFATE HFA	29.4K
OMEPRAZOLE	25.9K
FAMOTIDINE	24.6K
PANTOPRAZOLE SODIUM	16.8K
MONTELUKAST SODIUM	16.1K
NEILMED SINUS RINSE	12.1K
AZELASTINE HCL	11.4K
TRELEGY ELLIPTA	8.9K
CETIRIZINE HCL	8.4K

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, 2025

55. Top 10 Drugs by Cost in Past 12 Months

Total Plan Cost

- XTANDI — $9.6M
- DUPIXENT PEN — $9.1M
- TRELEGY ELLIPTA — $8.8M
- LENALIDOMIDE — $7.2M
- REVLIMID — $6.8M
- POMALYST — $6.2M
- OFEV — $5.6M
- NUBEQA — $4.8M
- CALQUENCE — $4.8M
- JAKAFI — $4.8M

Drug Name

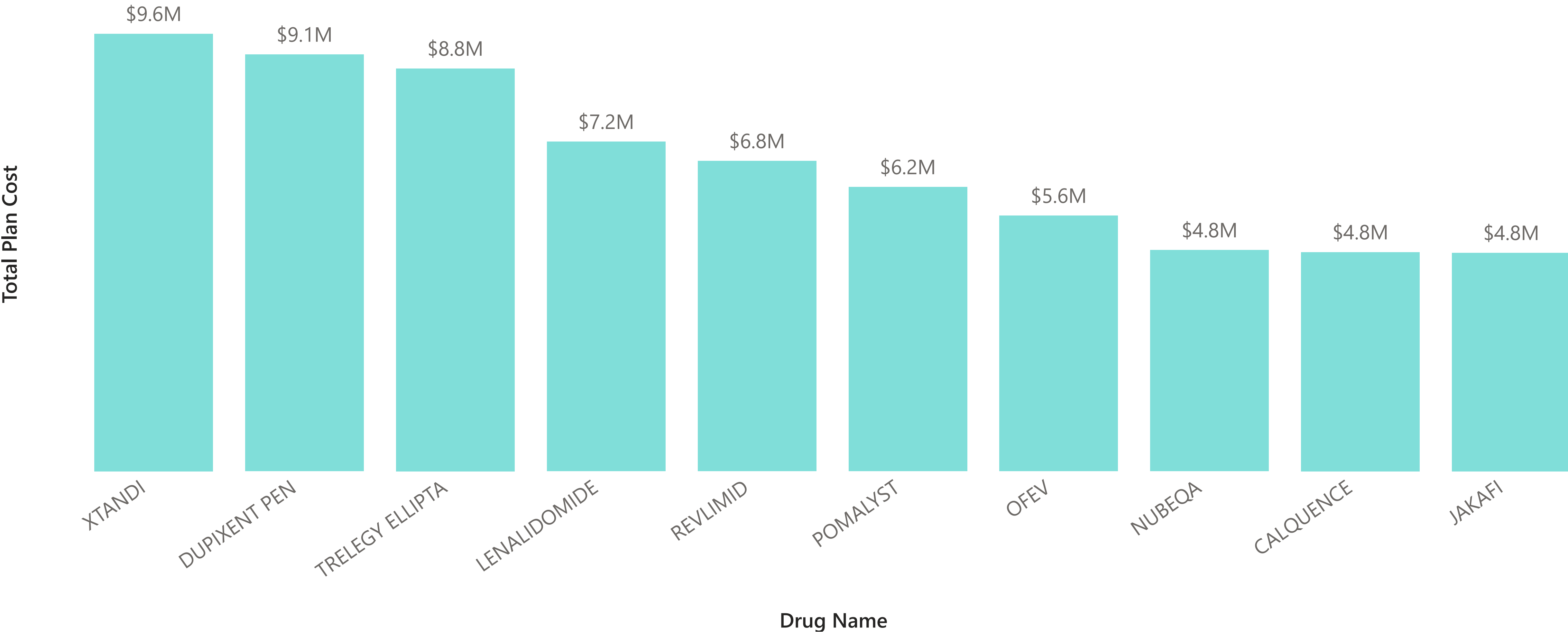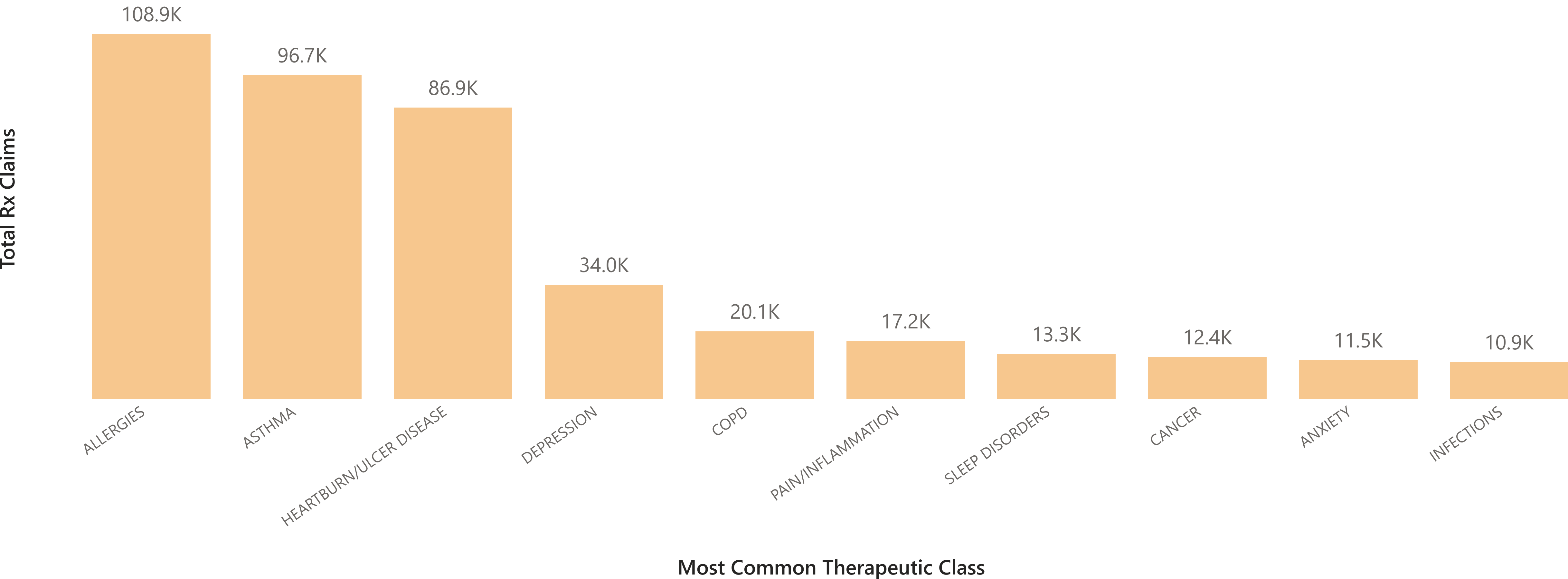**Pharmacy Data Timeline**: Pharmacy claims and cost data are presented based on the date of service/date filled.
Disclaimer of Endorsement: Mention of any company or product does not constitute endorsement by CDC, NIOSH, or the WTC Health Program.

Rx Claims Data Thru:
September 30, 2025

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

Total Rx Claims

- ALLERGIES: 108.9K
- ASTHMA: 96.7K
- HEARTBURN/ULCER DISEASE: 86.9K
- DEPRESSION: 34.0K
- COPD: 20.1K
- PAIN/INFLAMMATION: 17.2K
- SLEEP DISORDERS: 13.3K
- CANCER: 12.4K
- ANXIETY: 11.5K
- INFECTIONS: 10.9K

Most Common Therapeutic Class

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.*

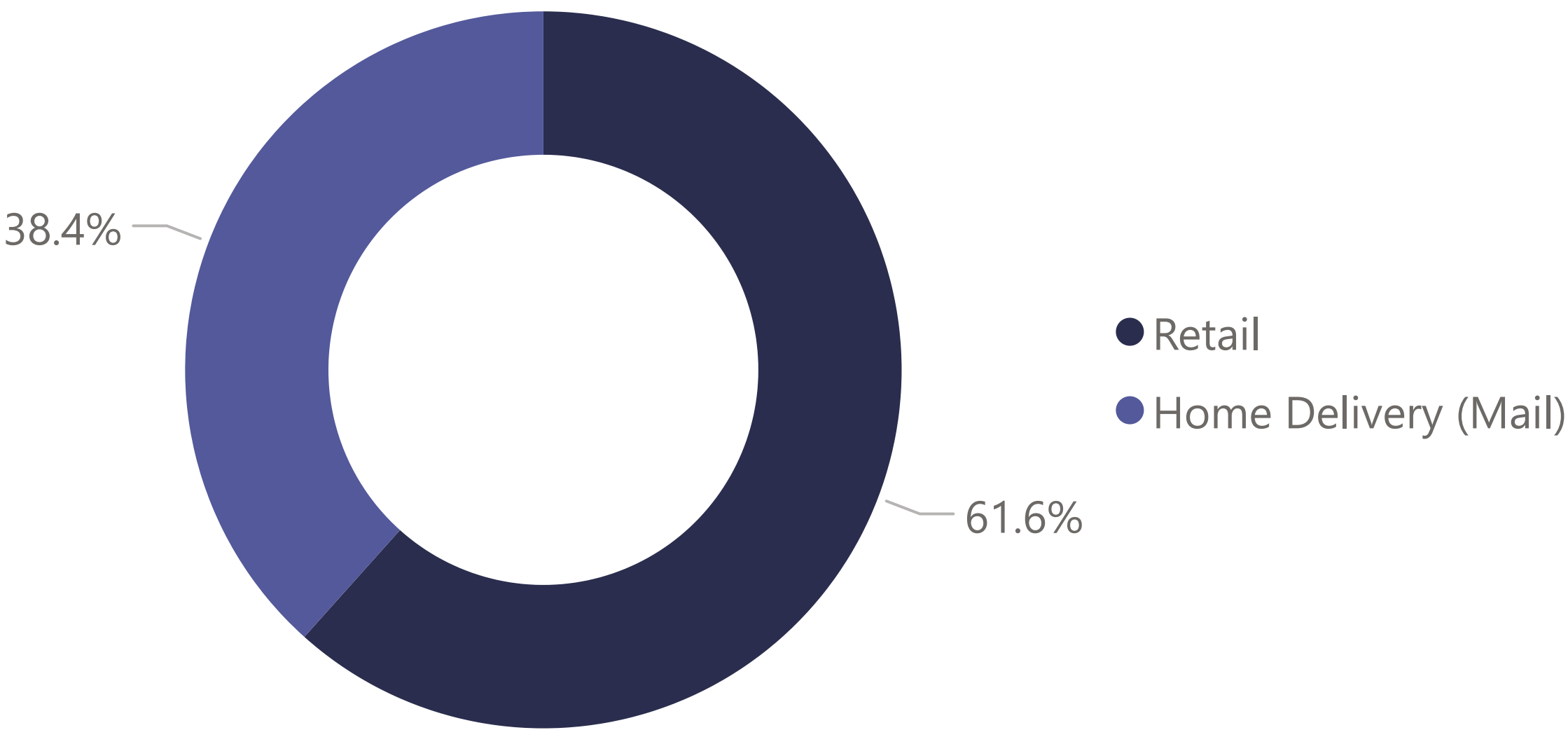Rx Claims Data Thru:
September 30, 2025

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

● Home Delivery (Mail) ● Retail

 # Rxs

106K	105K	109K	108K
65K	65K	67K	67K
41K	40K	42K	41K
Qtr 4 2024	Qtr 1	Qtr 2 2025	Qtr 3
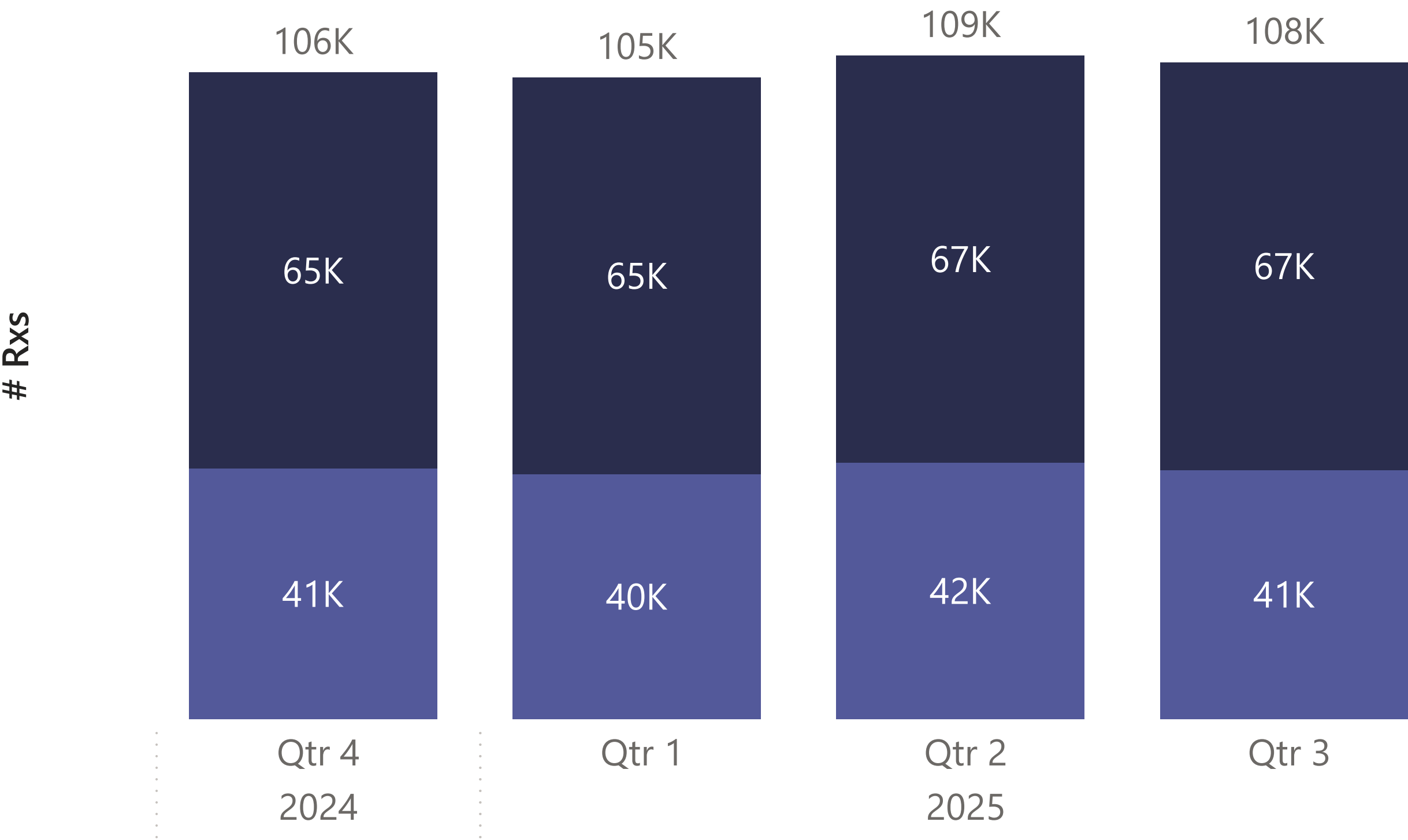
58. Percentage of Pharmacy Retail/Home Delivery Utilization

38.4%

61.6%

● Retail
● Home Delivery (Mail)

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.

Rx Claims Data Thru:
September 30, 2025

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

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

 # Rx

	Qtr 4 2024	Qtr 1	Qtr 2 2025	Qtr 3
Total	35.5K	36.1K	38.0K	37.3K
Walgreens/Duane Reade (Retail)	3.0K	3.0K	3.1K	3.3K
Home Delivery (Mail)	32.5K	33.1K	34.9K	34.0K

34.3%

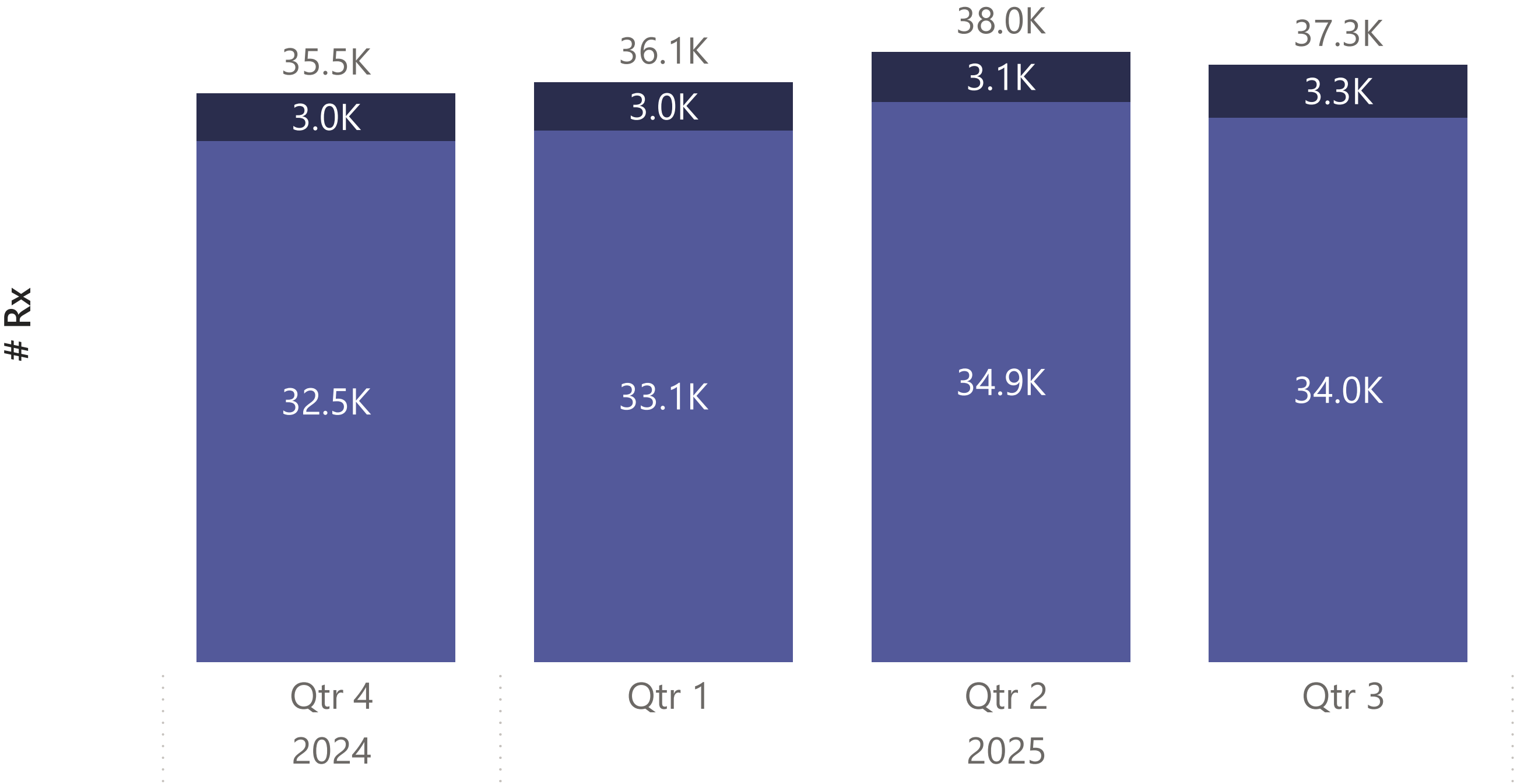of prescriptions dispensed in past 12 months were 90-Day Fills

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.
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, 2025

59. Responder Specialty Fill Frequency in Past 12 Months

Specialty Drug ● Non-Specialty ● Specialty

Rx

106K	105K	109K	108K
103K	101K	105K	104K
Qtr 4 2024	Qtr 1	Qtr 2 2025	Qtr 3
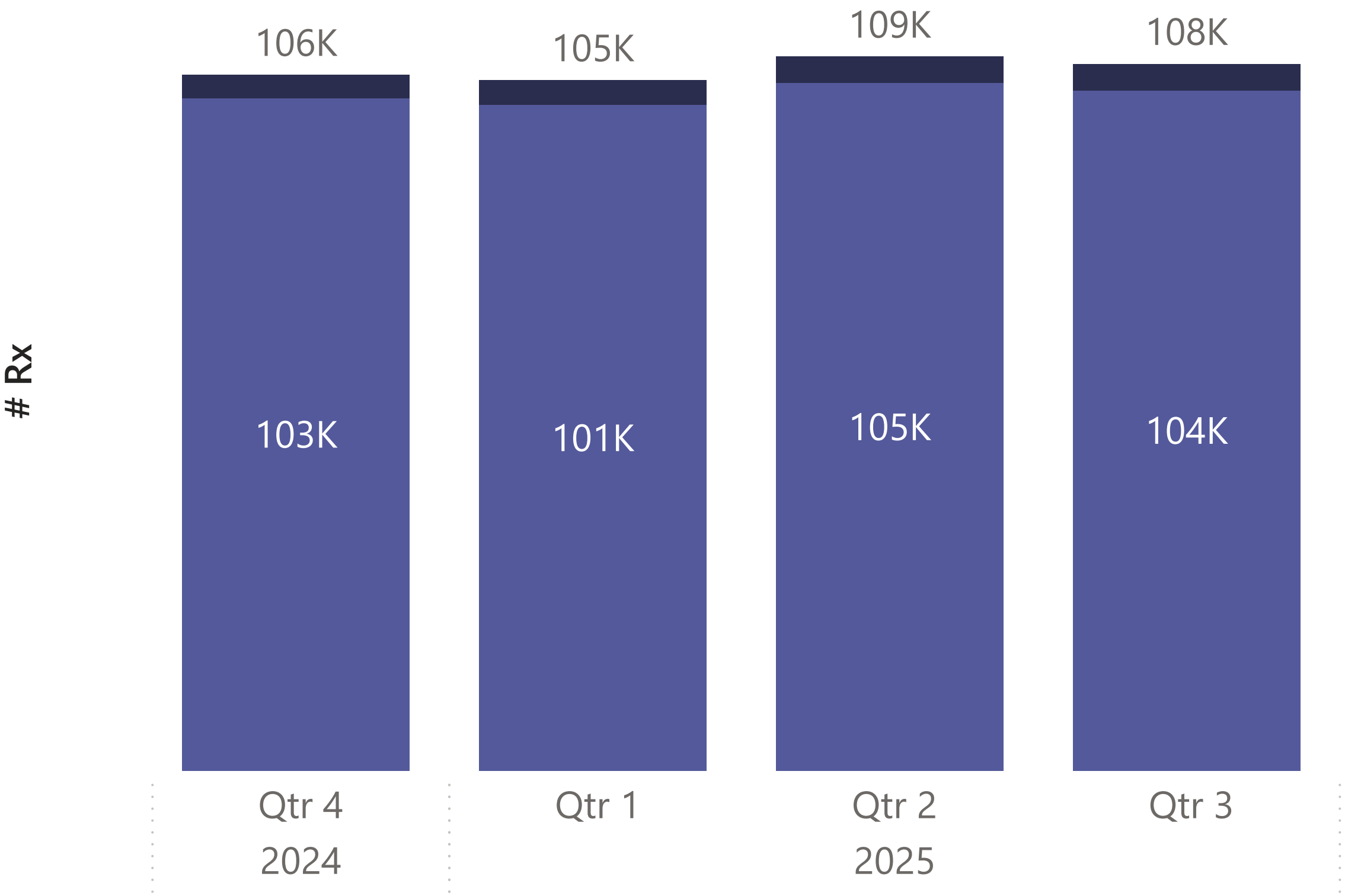
60. Overall Specialty Drug Status for Responder Rx Claims

3.6%

96.4%

Specialty Drug
● Non-Specialty
● Specialty

Pharmacy Data Timeline: *Pharmacy claims and cost data are presented based on the date of service/date filled.*
Specialty Medications: *Defined as high-cost prescription medications used to treat complex, chronic conditions like cancer and often require special handling (such as refrigeration during shipping) and administration (such as infusions).*

Rx Claims Data Thru:
September 30, 2025
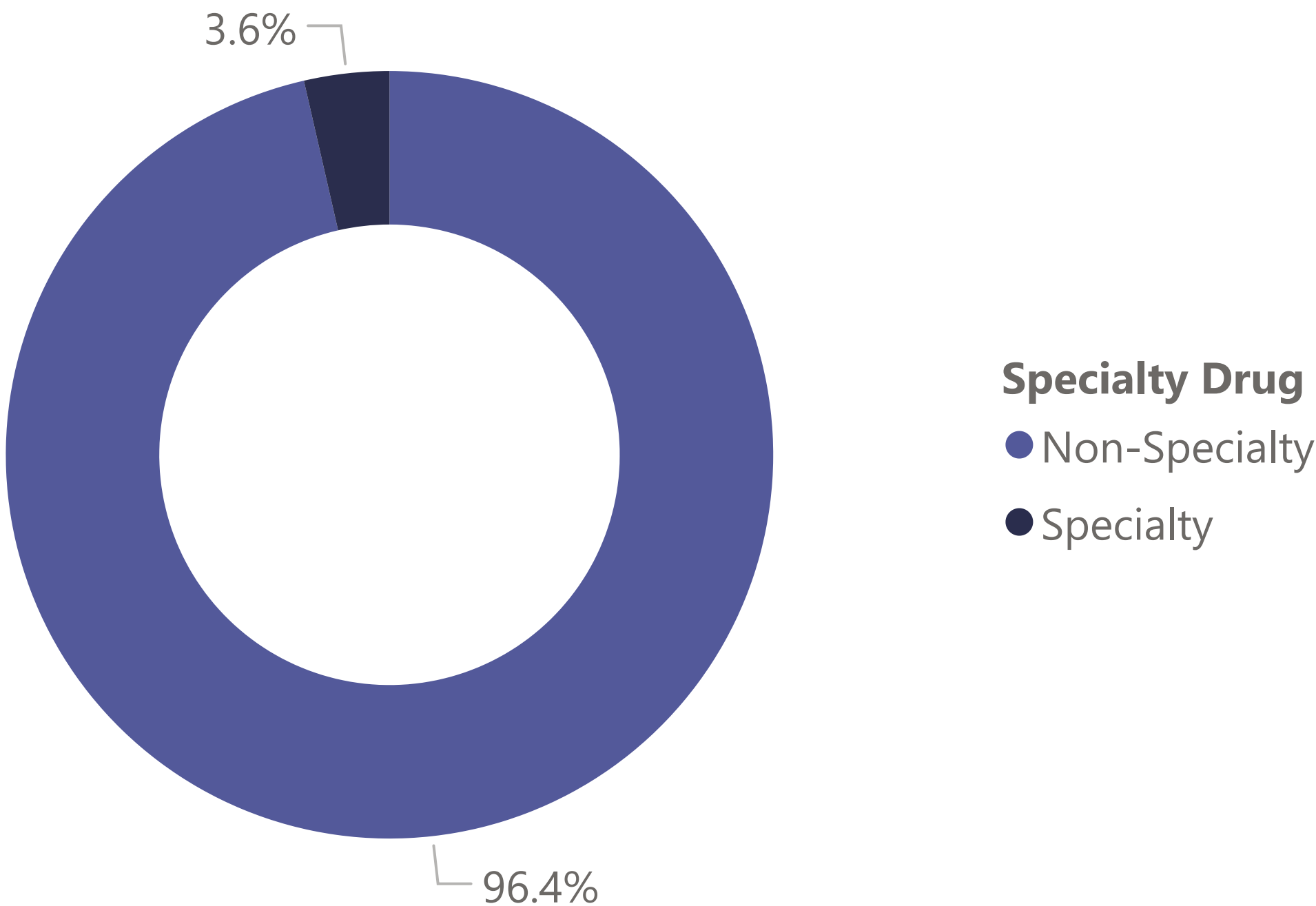
61. Survivor Specialty Fill Frequency in Past 12 Months

Specialty Drug ● Non-Specialty ● Specialty
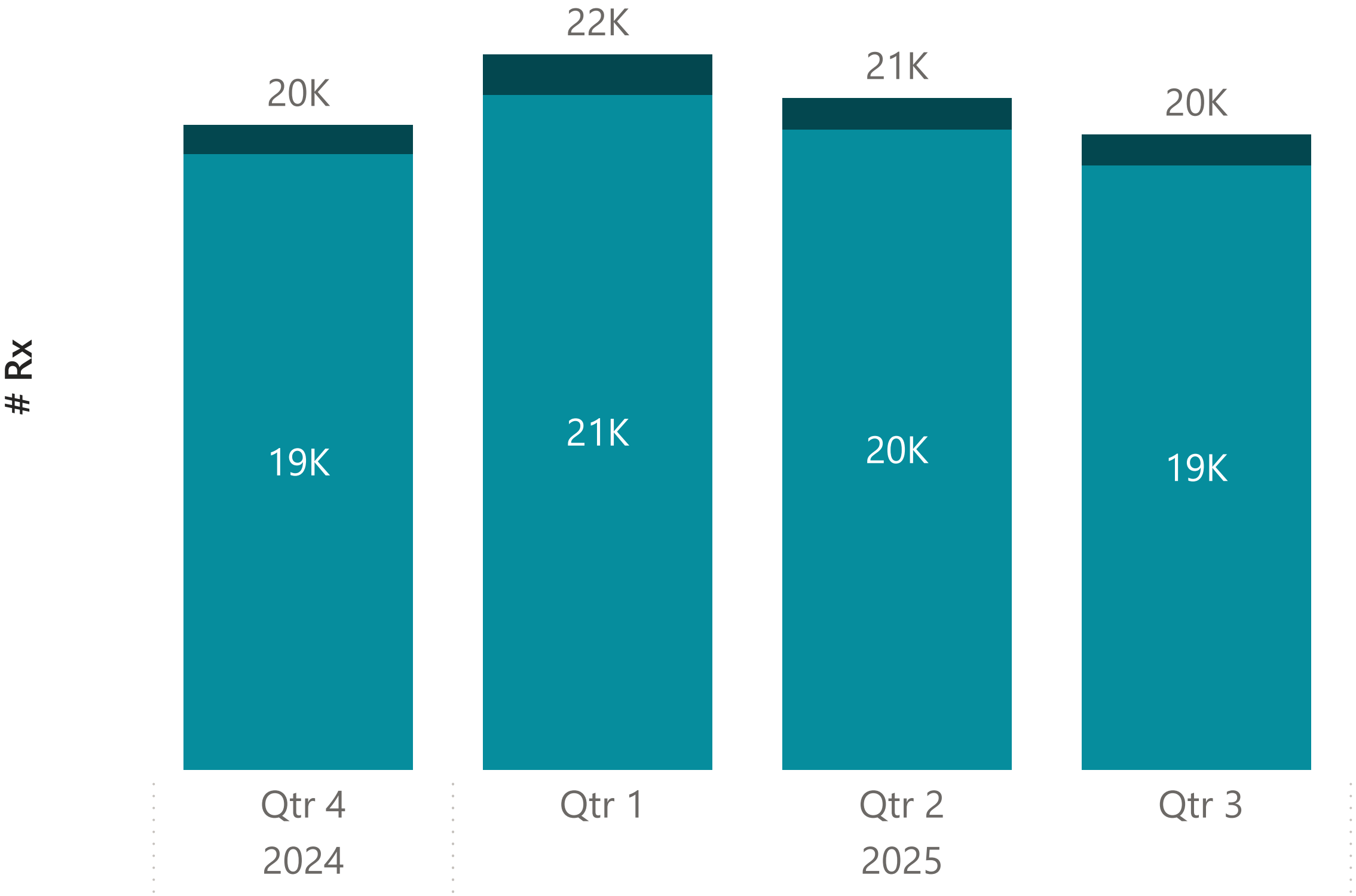
62. Overall Specialty Drug Status for Survivor Rx Claims

Specialty Drug
● Non-Specialty
● Specialty

Pharmacy Data Timeline: *Pharmacy claims and cost data are presented based on the date of service/date filled.*
Specialty Medications: *Defined as high-cost prescription medications used to treat complex, chronic conditions like cancer and often require special handling (such as refrigeration during shipping) and administration (such as infusions).*

Rx Claims Data Thru:
September 30, 2025

64. Top 10 Topics of Feedback by Calendar Year

Data since feedback form opened in July 2023
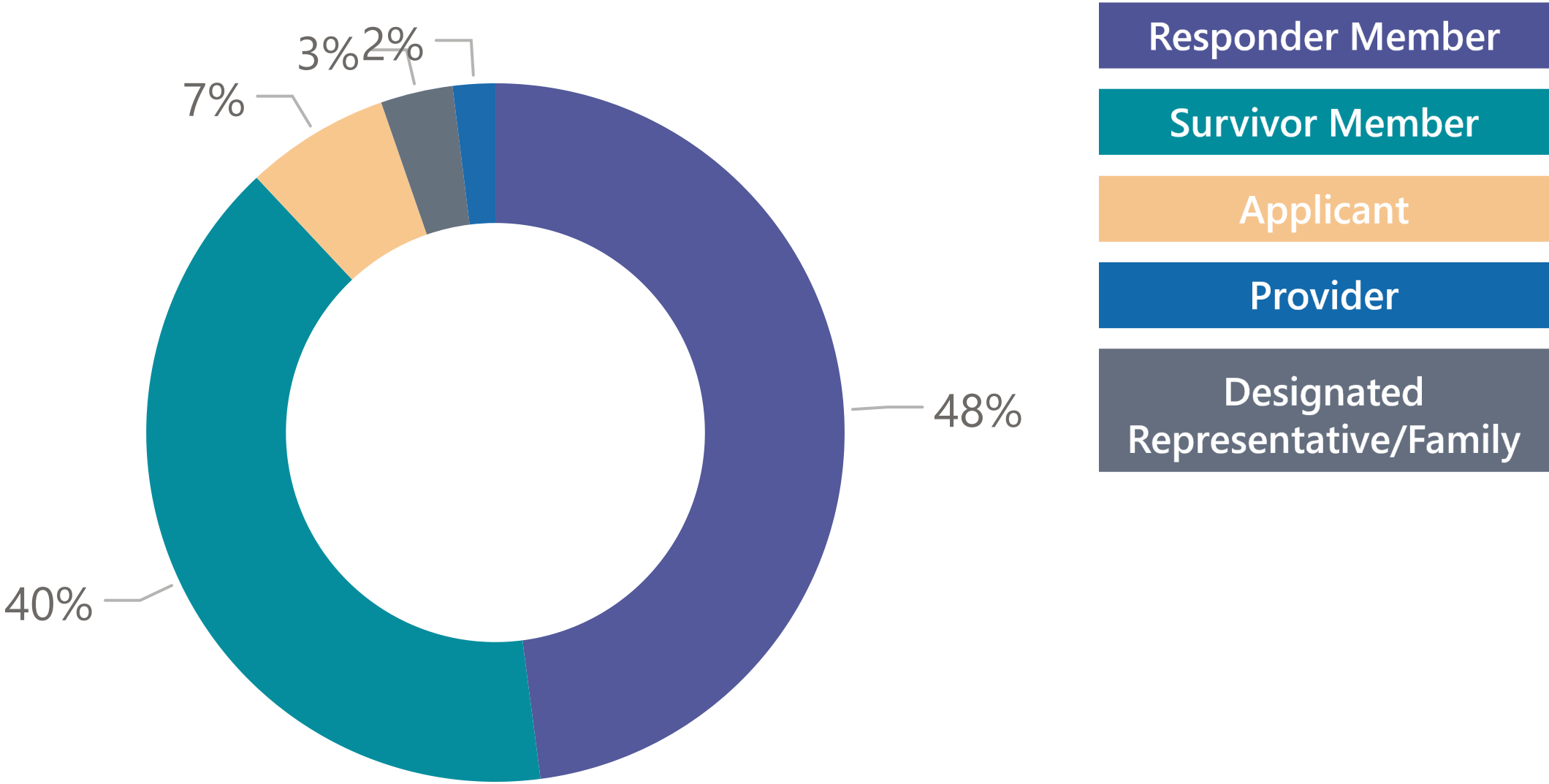
Main Topic	2023	2024	2025	**Total**
Treatment	31.30%	26.55%	13.95%	**24.49%**
Certification/WTC3	6.11%	16.81%	27.91%	**16.87%**
CCE/NPN	15.27%	11.50%	13.18%	**12.96%**
Billing	13.74%	13.27%	10.08%	**12.55%**
Enrollment	13.74%	5.75%	10.85%	**9.26%**
Policy/Process	12.21%	9.29%	5.43%	**9.05%**
Other	3.05%	5.75%	8.53%	**5.76%**
Pharmacy/Medication	0.76%	5.31%	6.20%	**4.32%**
Case Management	0.76%	3.10%	3.10%	**2.47%**
Records Request	3.05%	2.65%	0.78%	**2.26%**

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

Data since feedback form opened in July 2023

Legend:
- Responder Member
- Survivor Member
- Applicant
- Provider
- Designated Representative/Family

48%, 40%, 7%, 3%, 2%

66. Inbound Calls To Call Center in Last Year

	Qtr 4 2024	Qtr 1	Qtr 2 2025	Qtr 3
# Inbound Calls	17.4K	19.5K	19.3K	19.1K
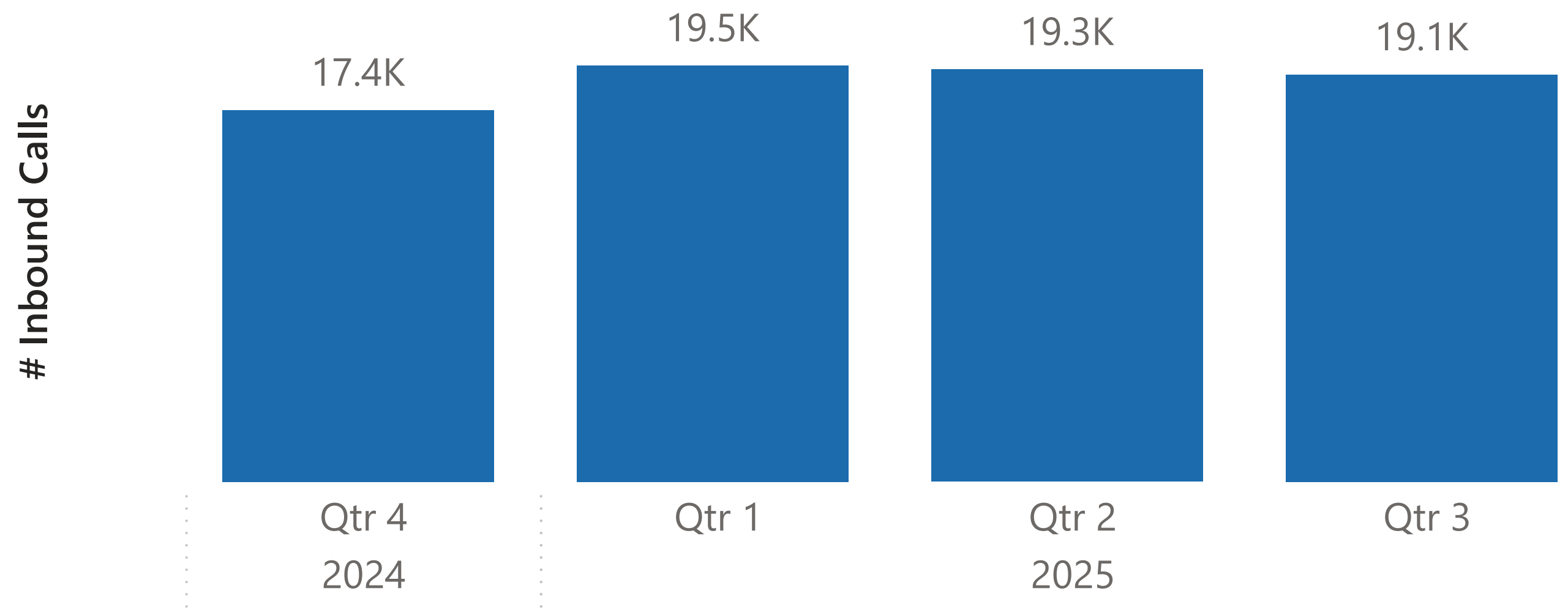
67. Call Center Language Line Usage in Last Year

Translation services provided through language line

Year	Mandarin	Other	Polish	Spanish
2024				
Qtr 4	27	31	<10	181
2025				
Qtr 1	33	26	<10	201
Qtr 2	35	28	<10	105
Qtr 3	25	22	<10	118

68. % Language Line Usage by Language in Last Year

Translation services provided through language line

- 73 (10%)
- 73 (10%)
- 17 (2%)
- 537 (77%)

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, 2025