

# World Trade Center Health Program

## External Quarterly Program Summary

Publication Date:  
August 1, 2024

Program Data Through:  
June 30, 2024



**DISCLAIMER:** The findings and conclusions in this report do not necessarily represent the official position of the National Institute for Occupational Safety and Health, Centers for Disease Control and Prevention, or 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 Do not cite or rely on this information for official purposes; this data should not be used to evaluate performance.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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## **Member Feedback/Interactions**

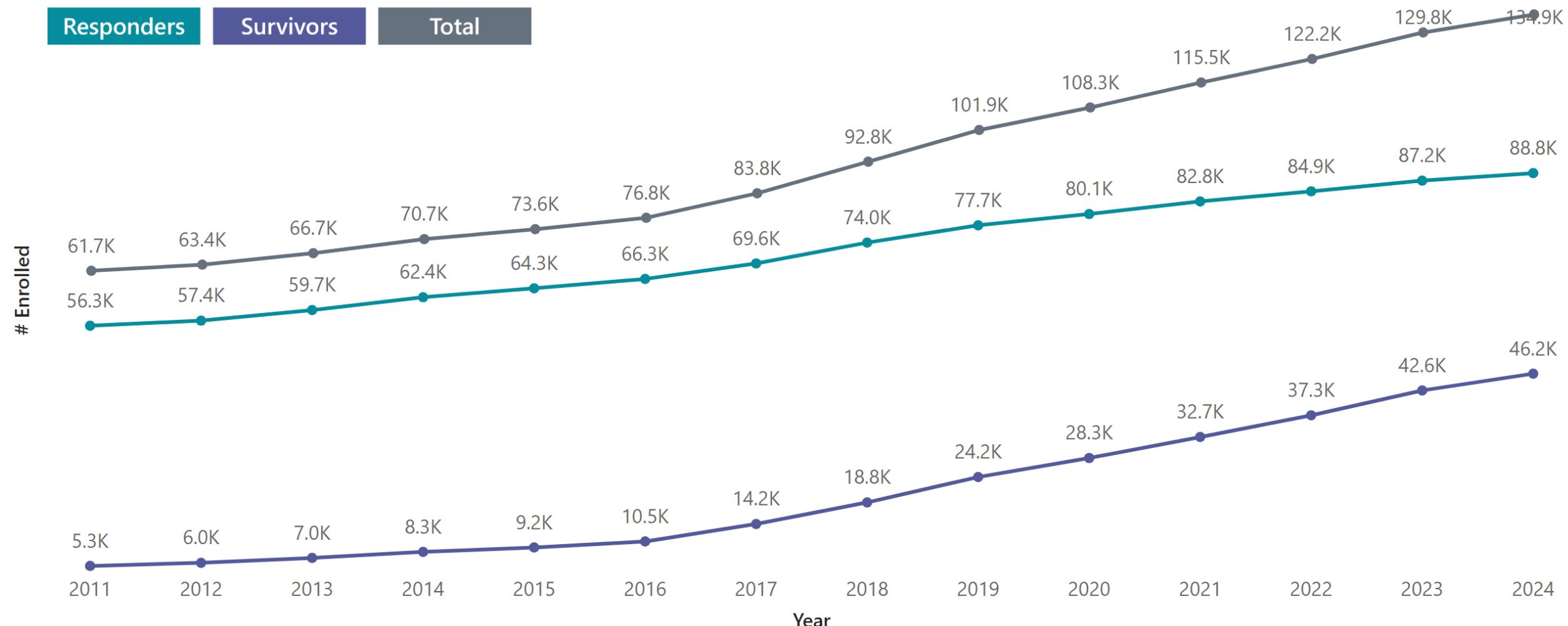
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Click Here for Navigation Instructions

# 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 and is not limited to deaths related to WTC-related health conditions.

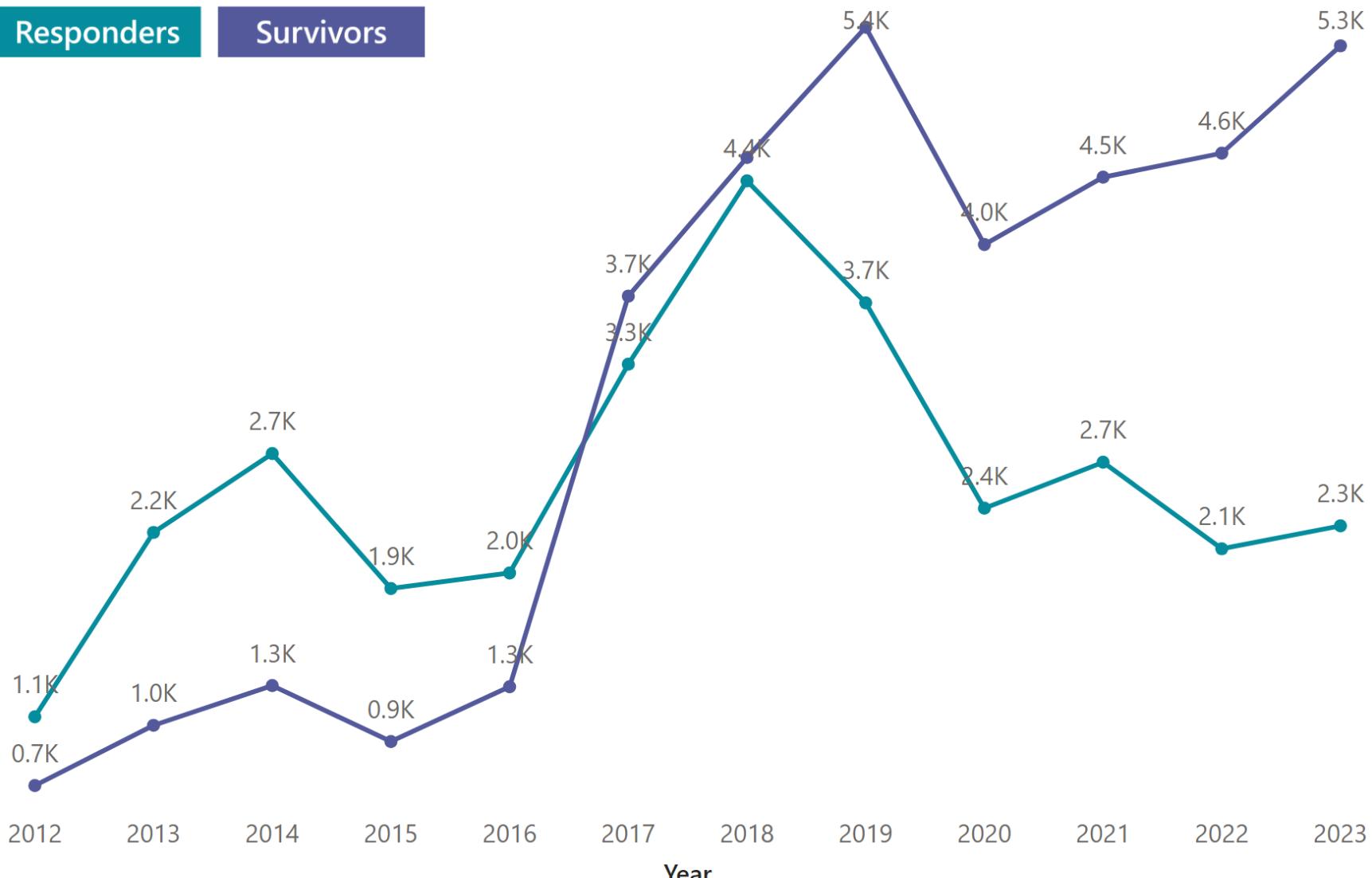
**Currently enrolled members** (as seen on subsequent pages) do not include deceased or disenrolled members.

Enrollment Data Thru:  
June 28, 2024

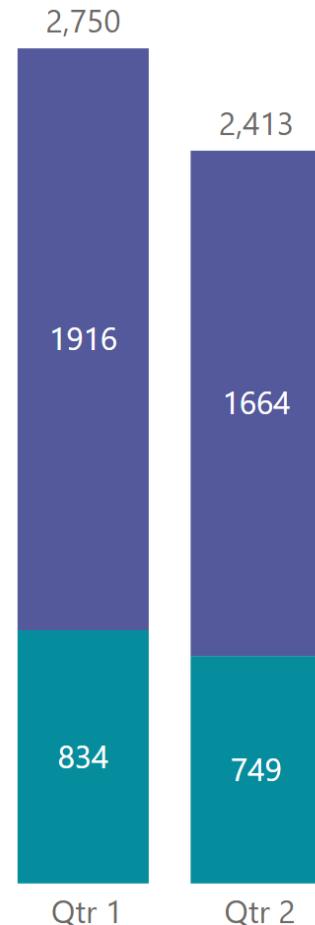
# WTC Health Program Enrollment

## 2. Annual New Enrollments over Time

**Responders**    **Survivors**



## 3. Quarterly New Enrollments for Current Calendar Year (CY)



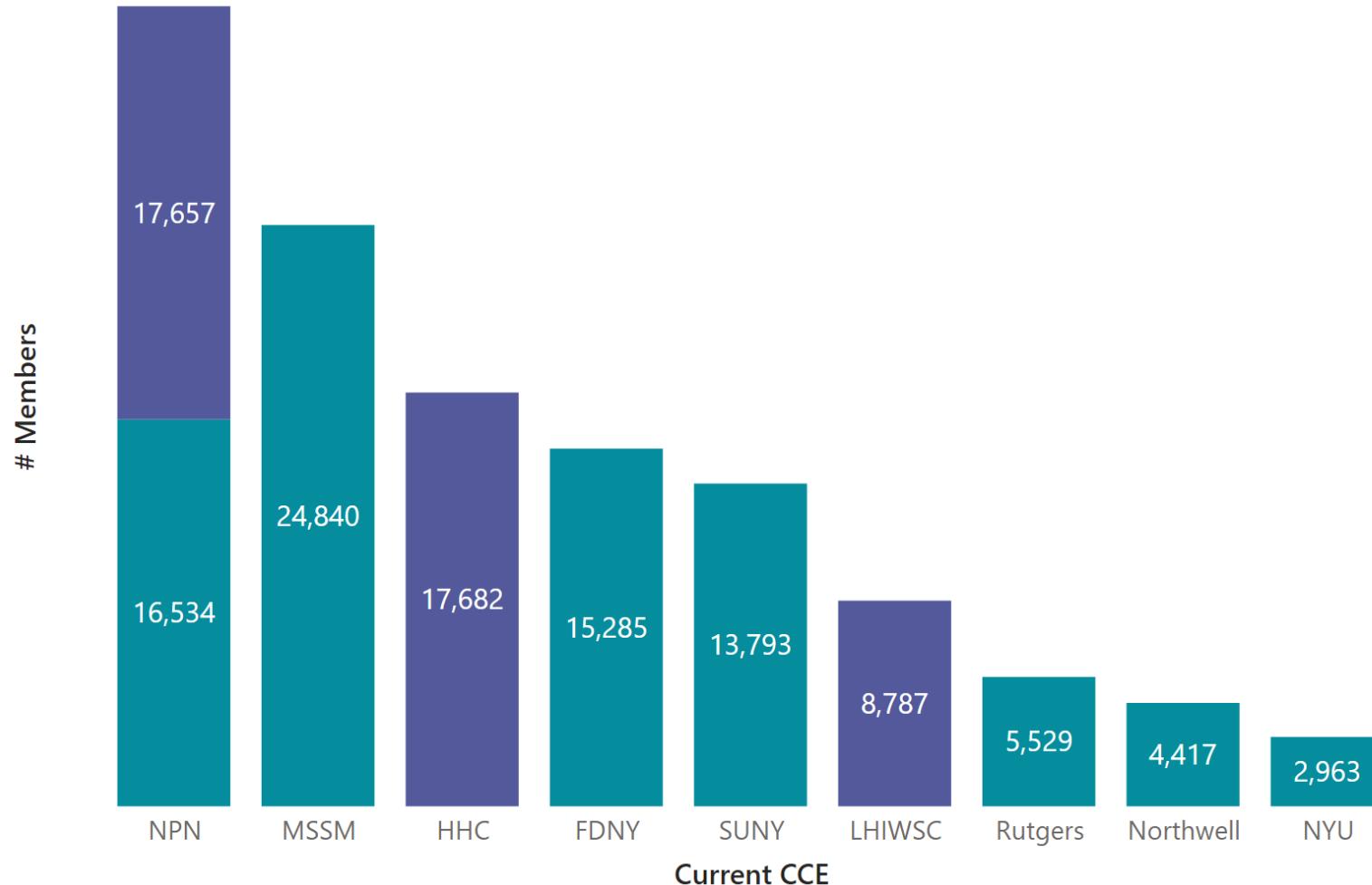
**Note on Figure 2:** 'New Enrollees' are those new members enrolled in the stated calendar year; numbers are not cumulative.

Enrollment Data Thru:  
June 29, 2024

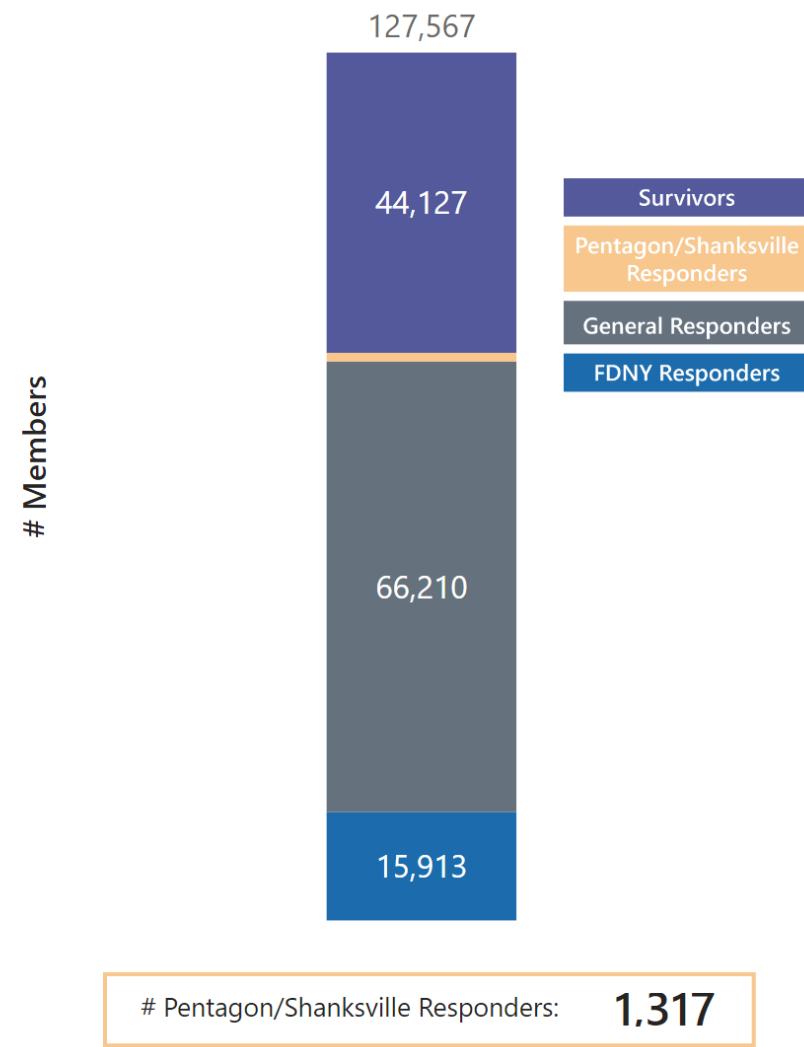
# CCE Enrollment and Member Type

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

Member Type • Responder • Survivor



## 5. Currently Enrolled Members by Type



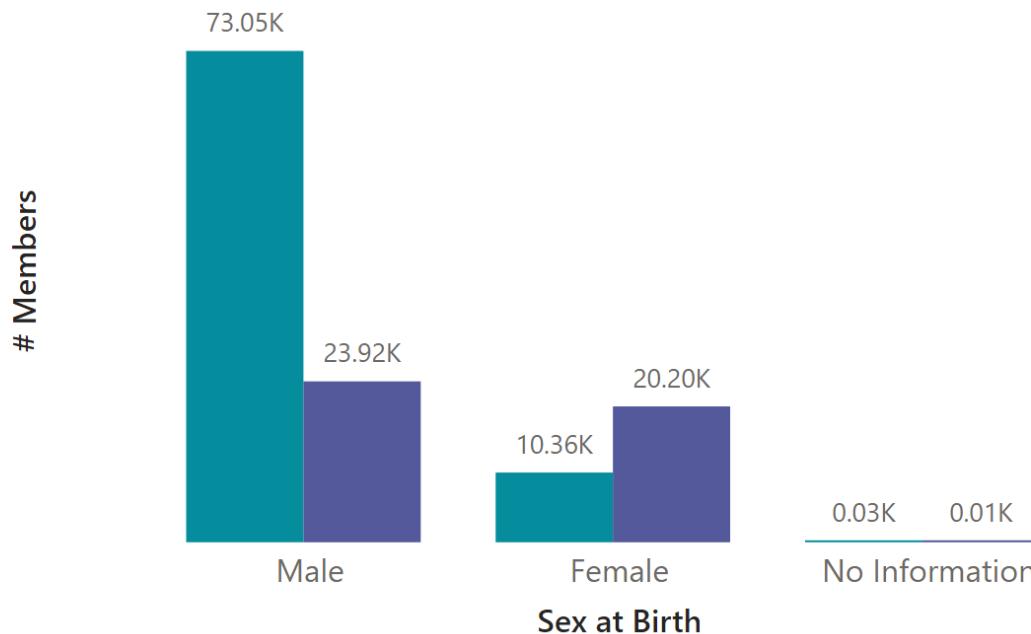
**Note on CCEs and NPN:** CCEs serve specific survivor or responder populations in the New York metropolitan area; the NPN serves both responder and survivor members residing outside of the New York metropolitan area.

Enrollment Data Thru:  
June 28, 2024

# Demographics of Currently Enrolled Members

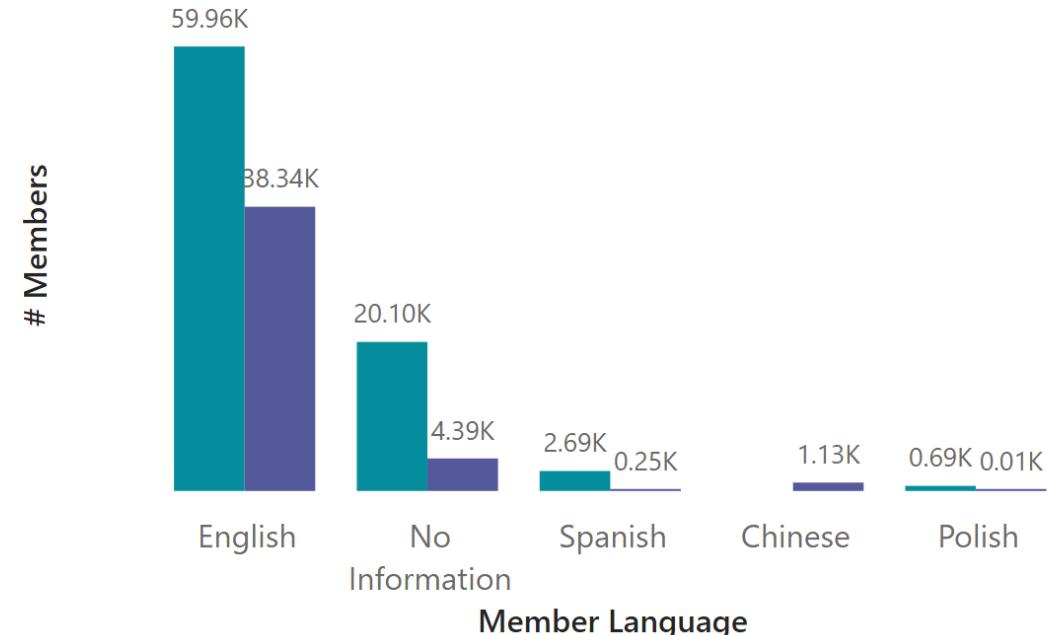
## 6. Total Membership: Sex at Birth

● Responder ● Survivor



## 7. Total Membership: Preferred Language

● Responder ● Survivor



### Percent of Total Membership: Sex at Birth



Sex at Birth ● Female ● Male ● No Information

### Percent of Total Membership: Preferred Language

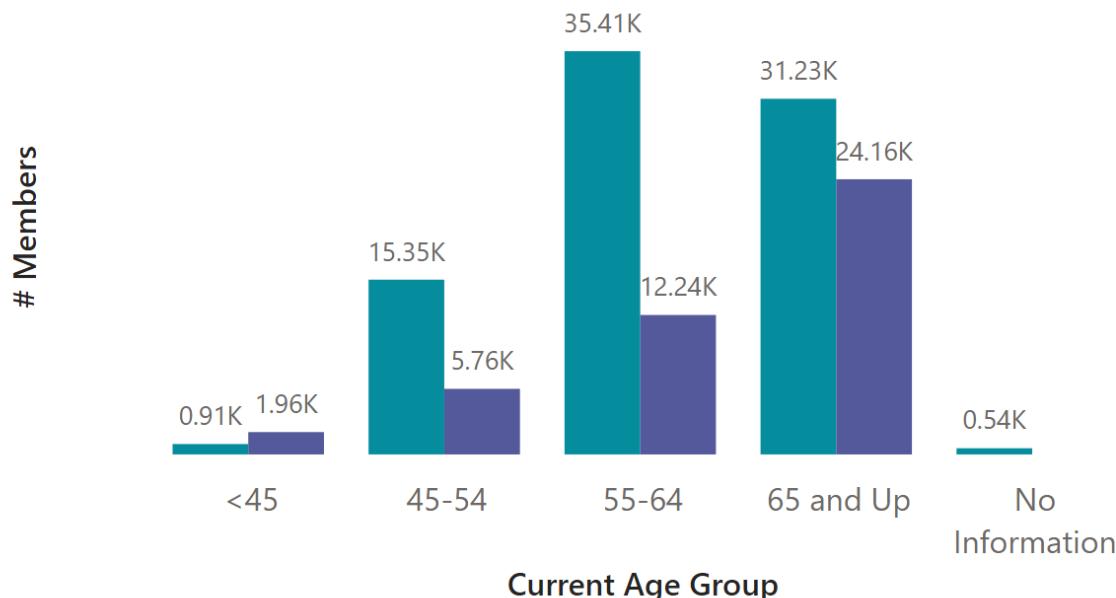


Member Language ● Chinese ● English ● No Information ● Polish ● Spanish

# Age Distribution of Currently Enrolled Members

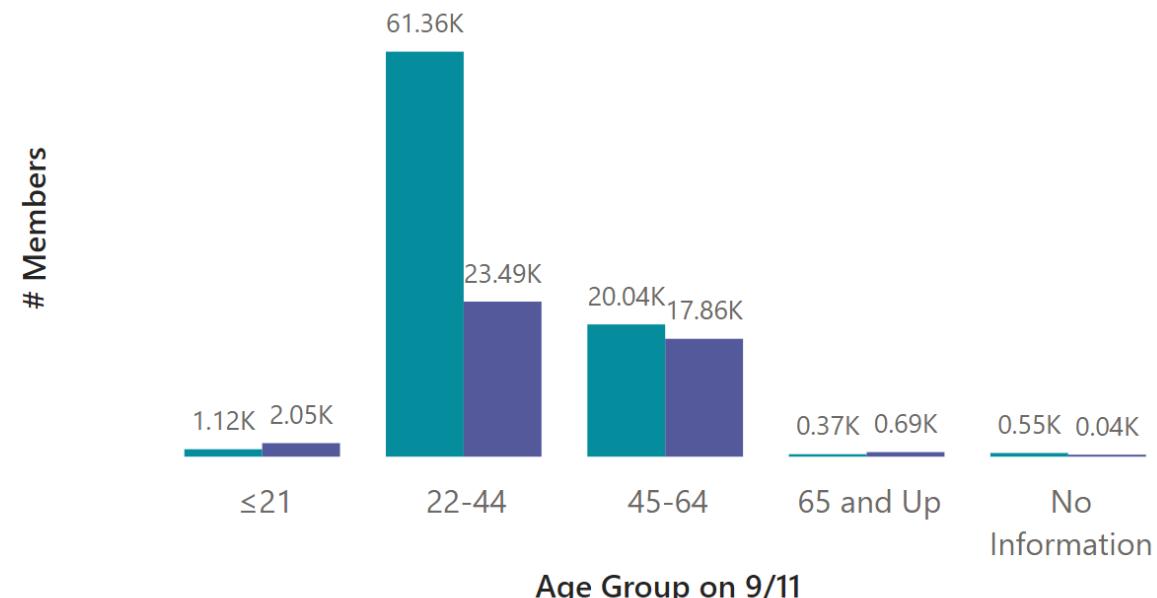
## 8. Total Membership: Current Age

● Responder ● Survivor



## 9. Total Membership: Age on 9/11

● Responder ● Survivor



## 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

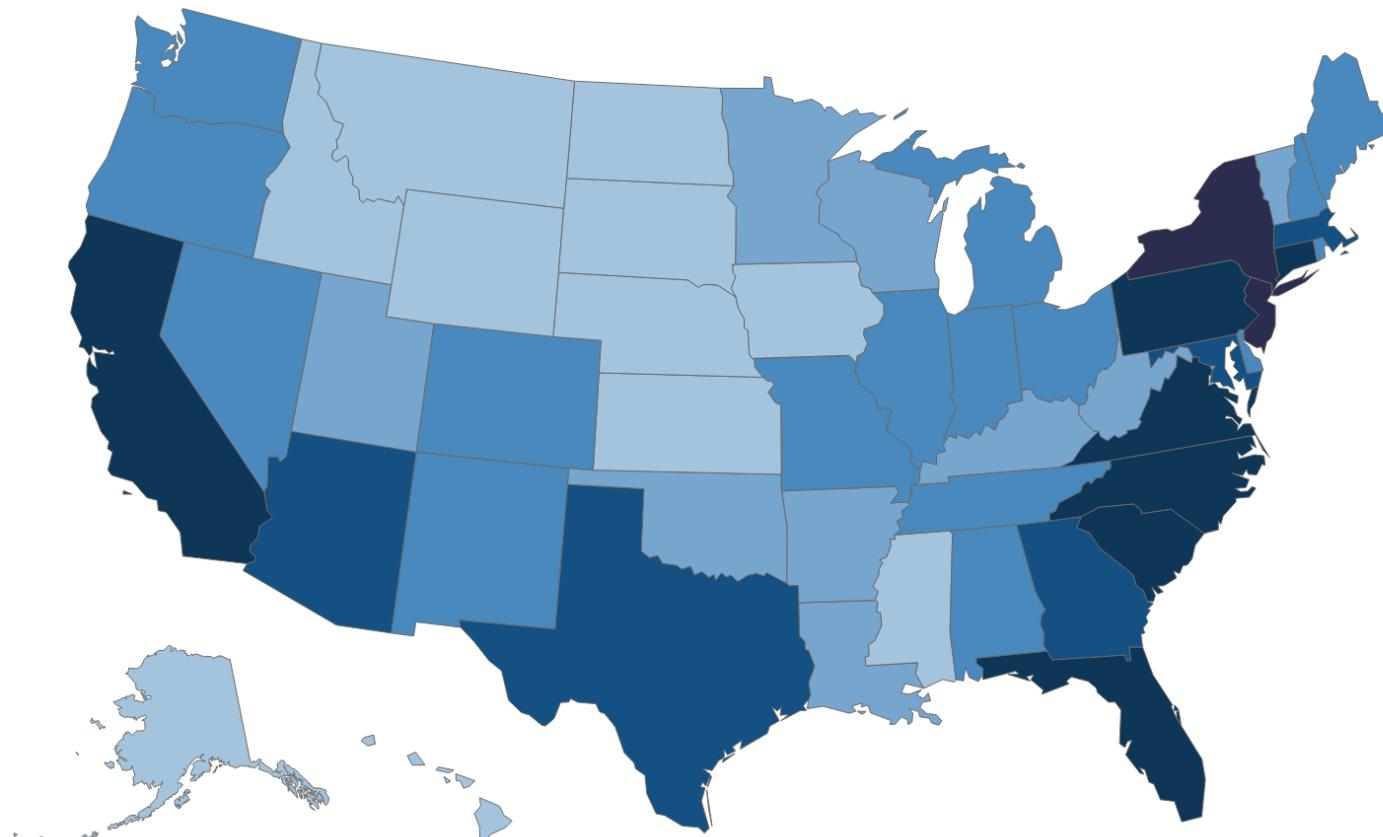


Age Group on 9/11 ● ≤21 ● 22-44 ● 45-64 ● 65 and Up ● No Information

# Geographic Distribution of Program Membership

## 10. Distribution of Currently Enrolled Members in the United States

Member Bands



## 11. Top 10 States by Current Enrollment

State	Responder	Survivor	Total
New York	54,586	31,175	<b>85,761</b>
New Jersey	7,691	6,202	<b>13,893</b>
Florida	6,632	2,242	<b>8,874</b>
Pennsylvania	1,842	677	<b>2,519</b>
North Carolina	1,467	487	<b>1,954</b>
South Carolina	1,203	275	<b>1,478</b>
Connecticut	770	646	<b>1,416</b>
Virginia	1,171	220	<b>1,391</b>
California	641	352	<b>993</b>
Georgia	611	308	<b>919</b>

**126K**

Members in the US (incl. territories)

**105**

Members in US Territories

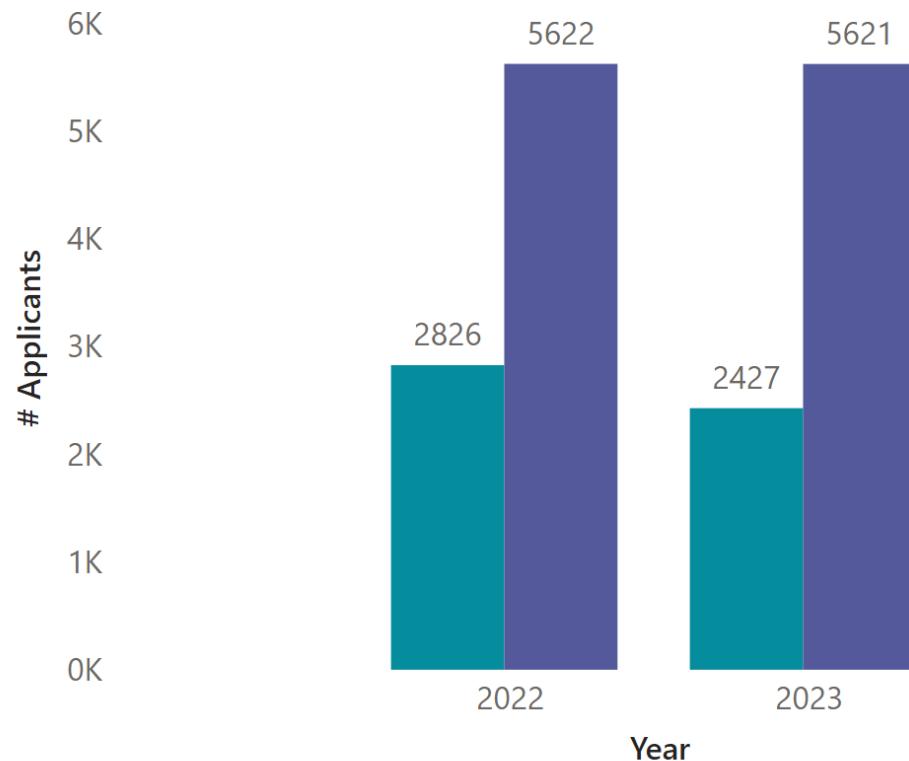
**1411**

Members Outside of the US

# Applications in Process - Received

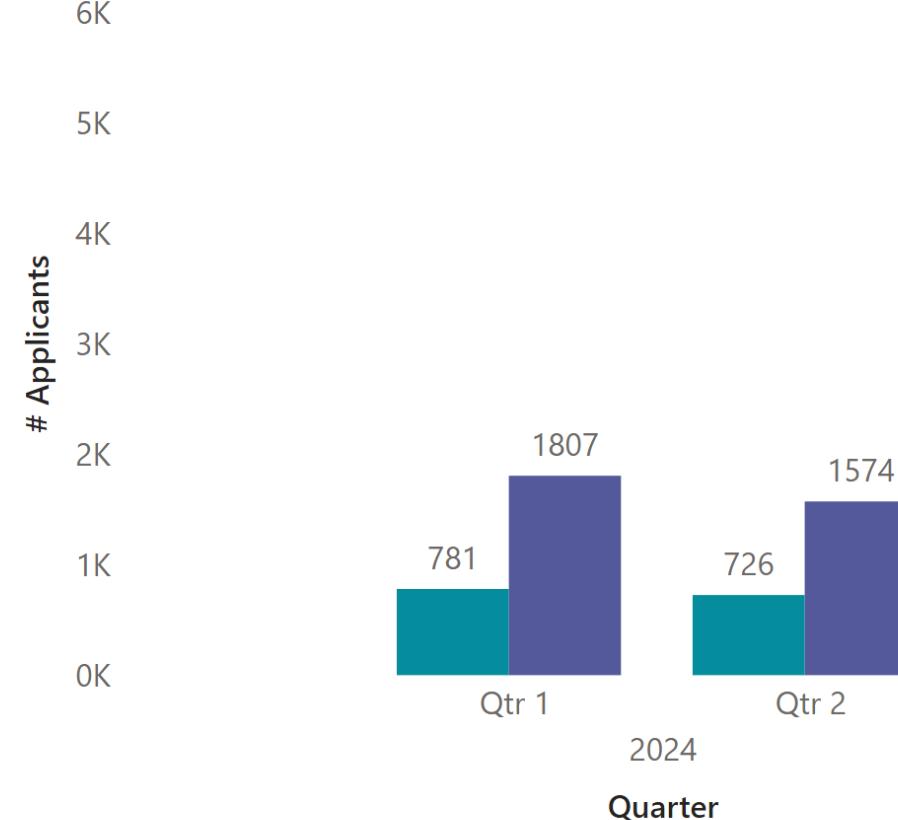
## 12. Applications Received in Past Years

● 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:  
June 29, 2024

# Applications in Process - Suspended

## 14. Prior Year Applications Currently in Suspend Status

\*Based on date application was received

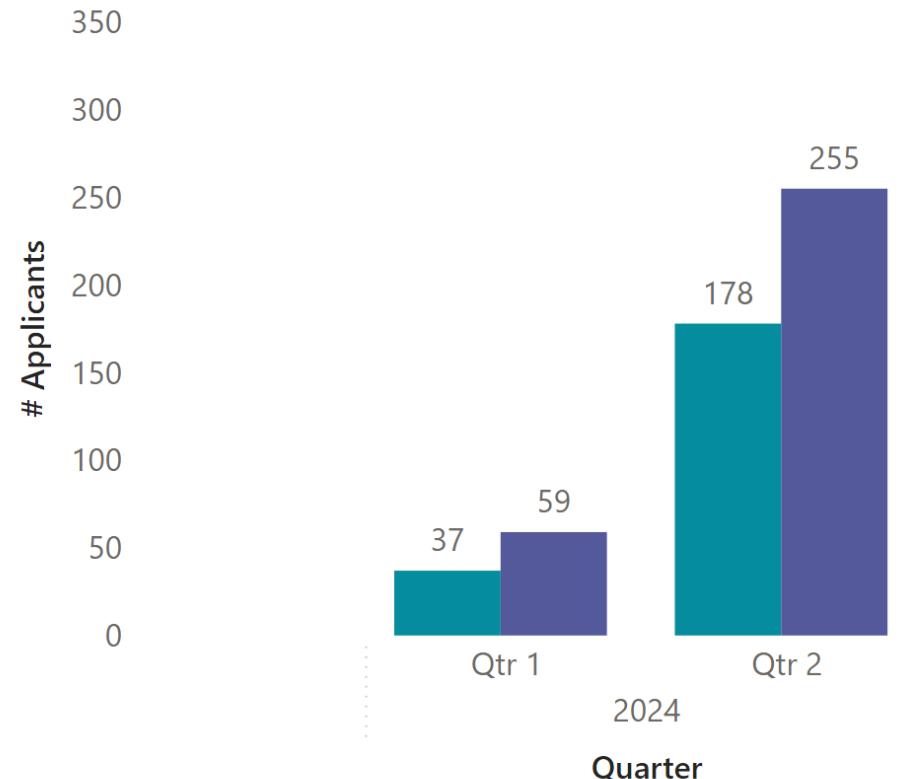
● Responder ● Survivor



## 15. Current Year Applications in Suspend Status

\*Based on date application was received

● 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:

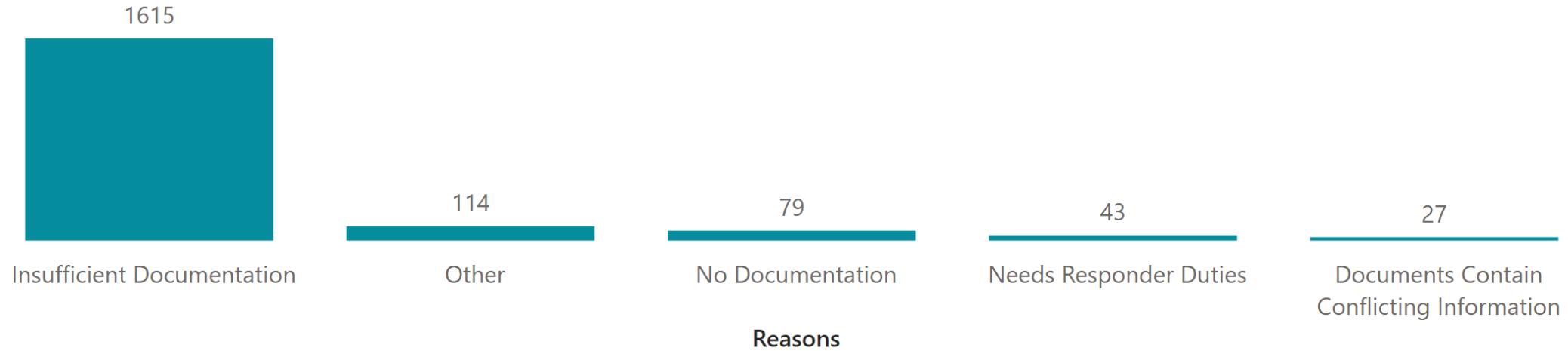
June 29, 2024

# 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

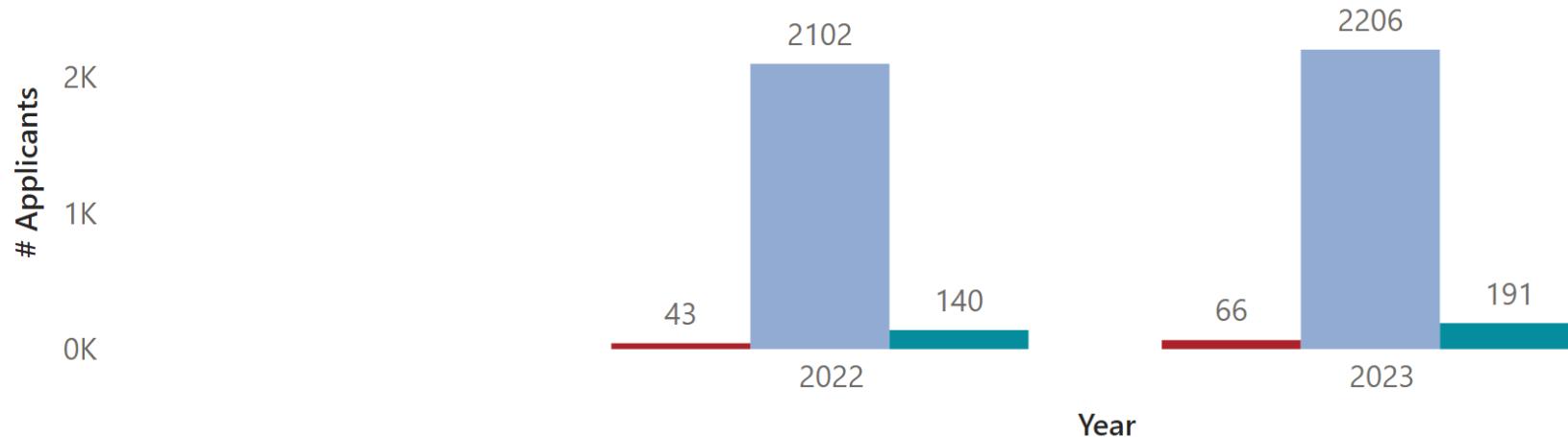


**Note on Suspended Applications:** After an application is suspended, the applicant is notified of the reason(s) the application was incomplete and unable to be fully processed and support is offered via the Member Services team and/or call center.

# Trends in Finalized Enrollment Applications - Responders

## 18. Responder Application Decisions in Past Years

● Deny ● Enroll ● Suspend



## 19. Responder Application Decisions in Current Calendar Year

Decision	Qtr 1	Qtr 2
Deny	17	16
Enroll	796	760
Suspend	54	70

Top Denial Reason for  
Responder 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.

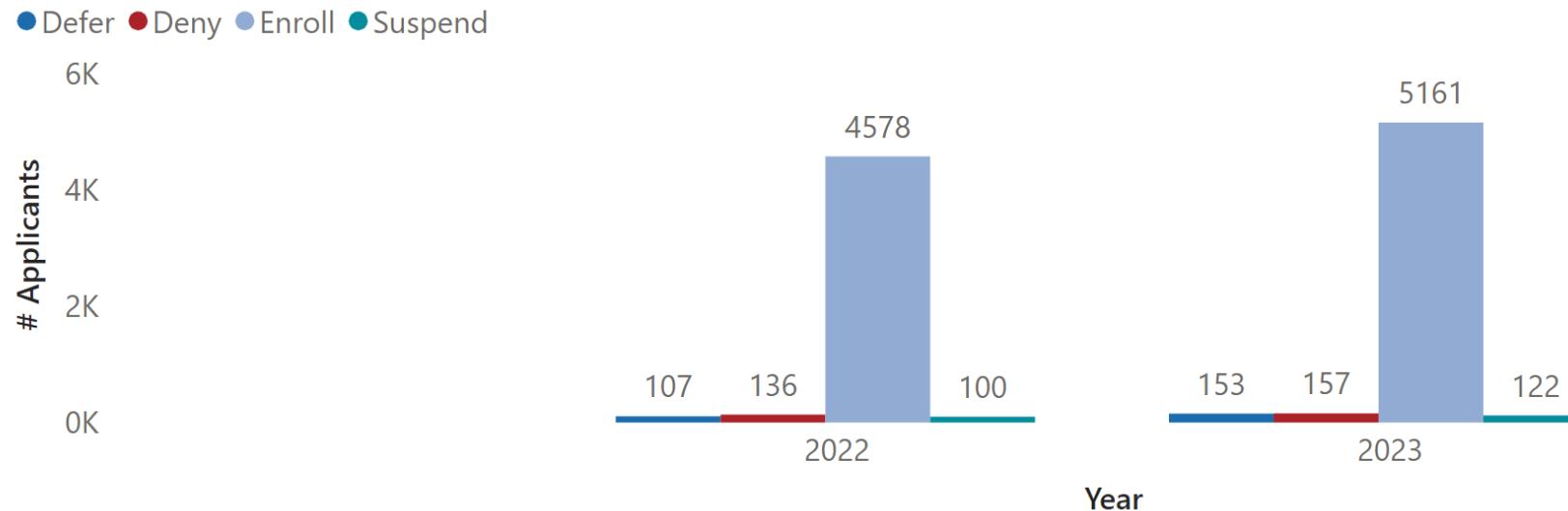
**Note on Suspended Applications:** Typically, incomplete applications are suspended prior to the application being sent to NIOSH for decision-making. This is why the total number of suspended applications is greater than the number of applications with a NIOSH decision of "Suspend".

Application Data Thru:

June 28, 2024

# Trends in Finalized Enrollment Applications - Survivors

## 20. Survivor Application Decisions in Past Years



## 21. Survivor Application Decisions in Current Calendar Year

Decision	Qtr 1	Qtr 2
Defer	32	33
Deny	21	40
Enroll	1883	1690
Suspend	47	84

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".

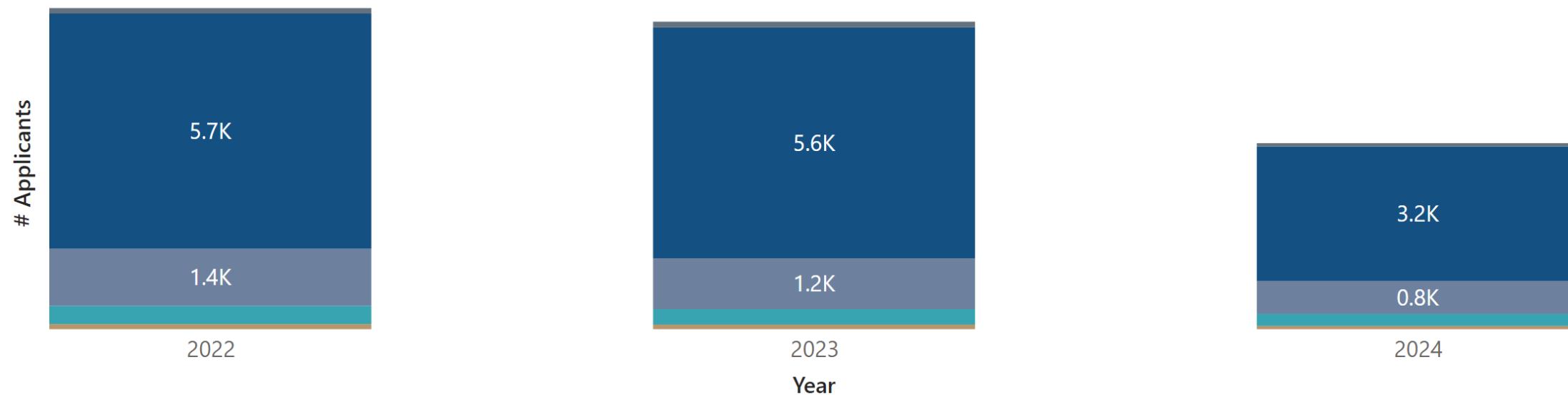
Application Data Thru:

June 28, 2024

# Applications Demographics - States

## 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

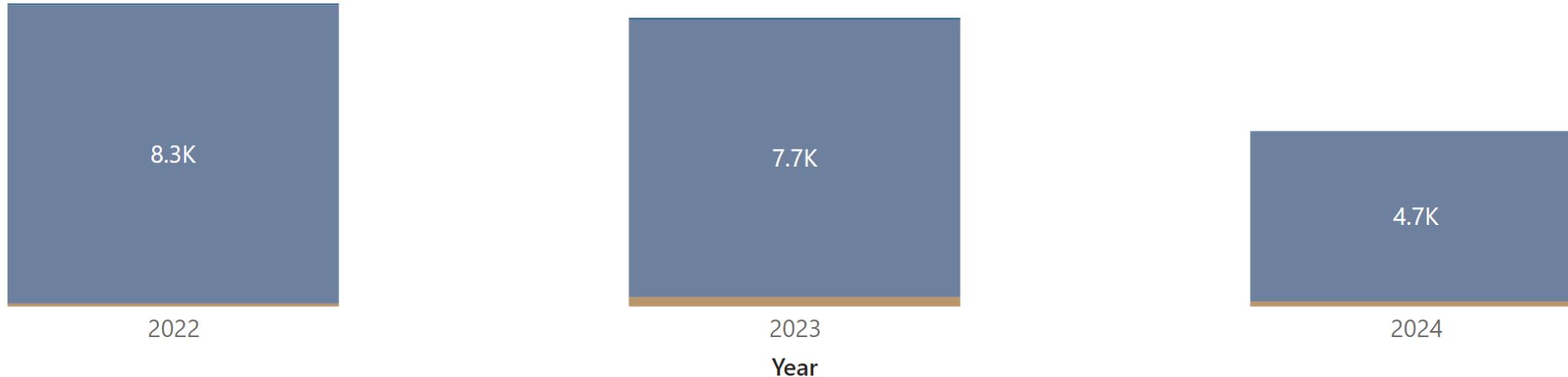
State	2022	2023	2024
New York	5671	5566	3244
New Jersey	1372	1222	790
Florida	441	374	287
Pennsylvania	128	136	81
Connecticut	124	111	80

**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 Demographics - Language

## 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
Chinese	81	265	140
English	8329	7735	4723
Other	<10	<10	<10
Polish	<10	<10	<10
Spanish	31	45	21
Unknown	<10	<10	<10

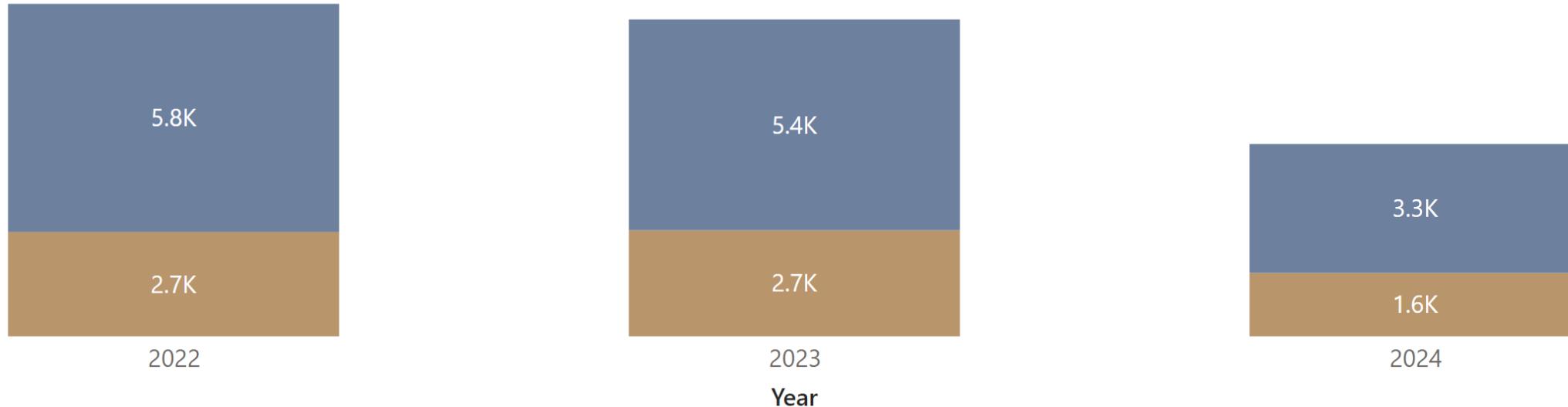
**Note on Date Range for Application Data:** In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.

Application Data Thru:  
June 29, 2024

# Applications Demographics - Sex at Birth

## 26. Applications Received in Past Years by Sex at Birth

● Female ● Male ● Unknown



## 27. Applications Received in Past Years by Sex at Birth - Detailed

Sex at Birth	2022	2023	2024
Male	5792	5351	3268
Female	2650	2694	1611
Unknown	<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.

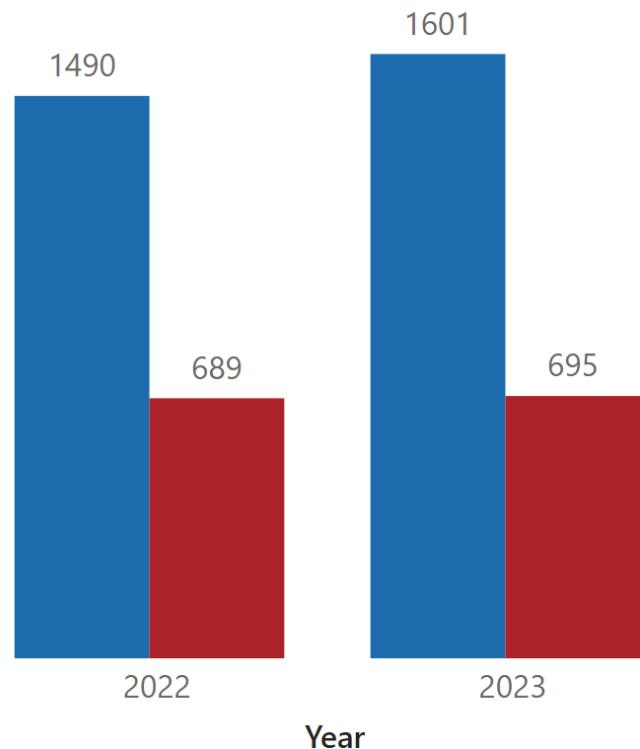
Application Data Thru:  
June 29, 2024

# New Enrollment Trends by Location

## Responders

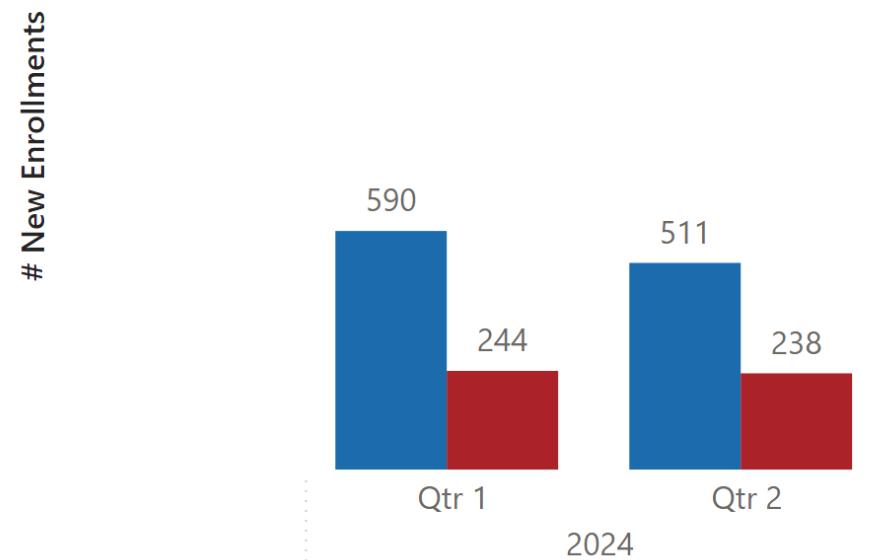
### 28. New Responder Members by Location at Time of Enrollment

● 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.

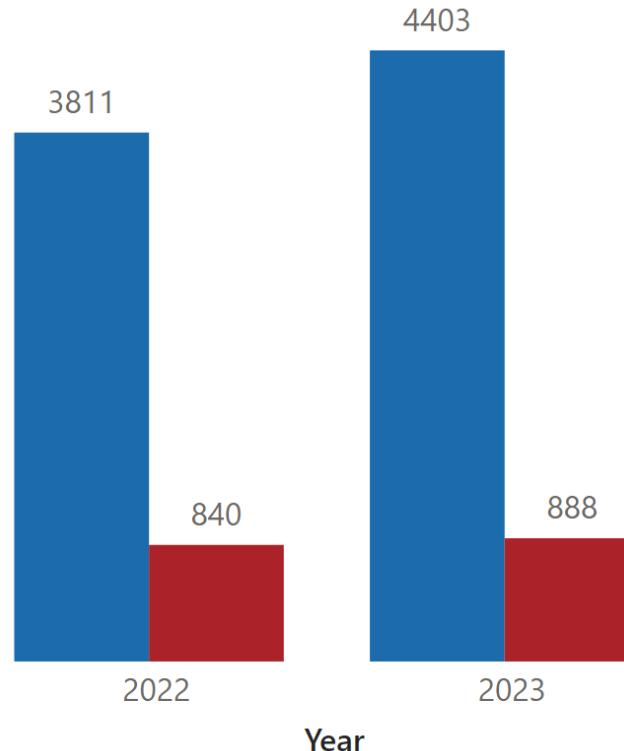
**Note on Date Range for Application Data:** In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.

# New Enrollment Trends by Location

## Survivors

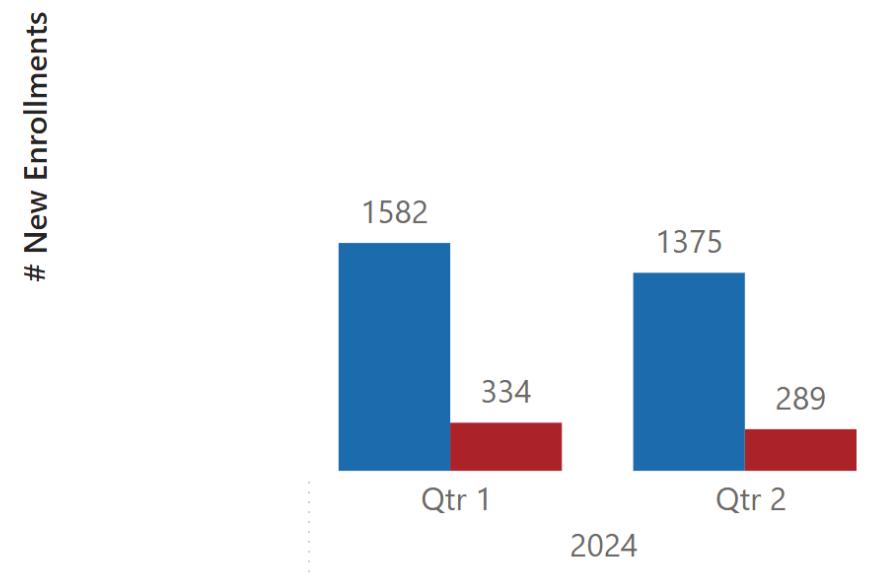
### 28. New Survivor Members by Location at Time of Enrollment

● Inside NYMA ● Outside NYMA



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

● Inside NYMA ● Outside NYMA

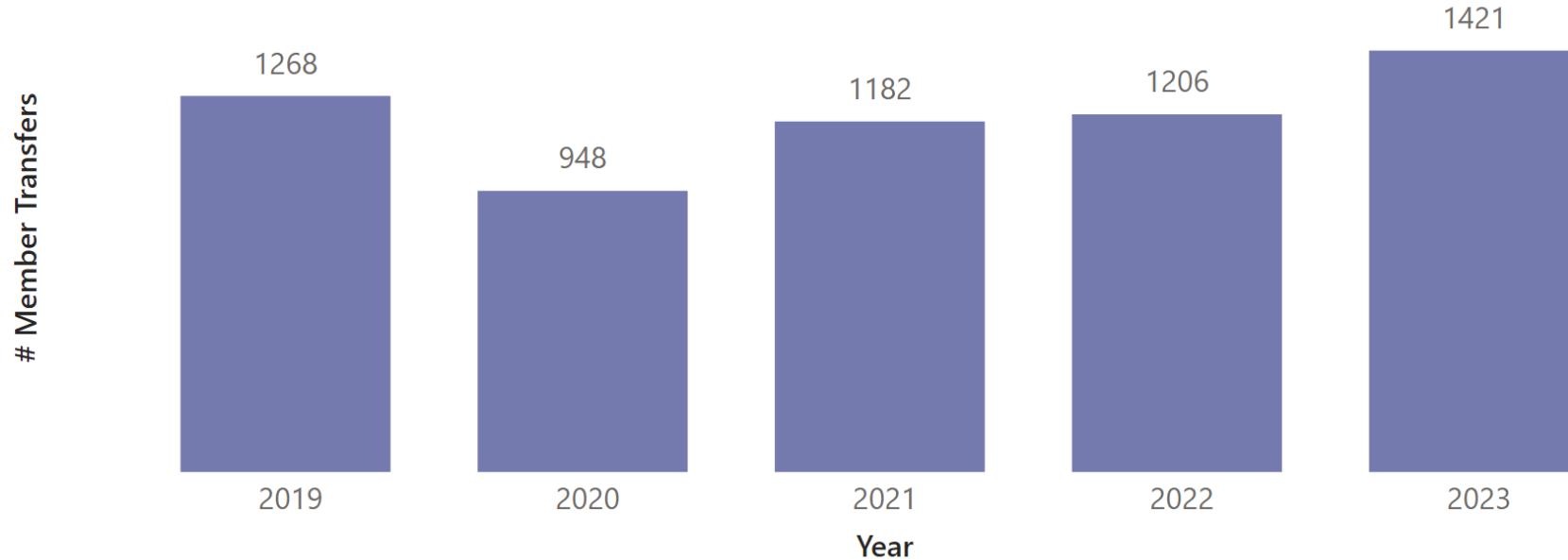


**NYMA:** The combined statistical areas comprising the Bridgeport-Stamford-Norwalk, CT Metropolitan Statistical Area; Kingston, NY Metropolitan Statistical Area; New Haven-Milford, CT Metropolitan Statistical Area; New York-Northern New Jersey-Long Island, NY-NJ-PA Metropolitan Statistical Area; Poughkeepsie-Newburgh-Middletown,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

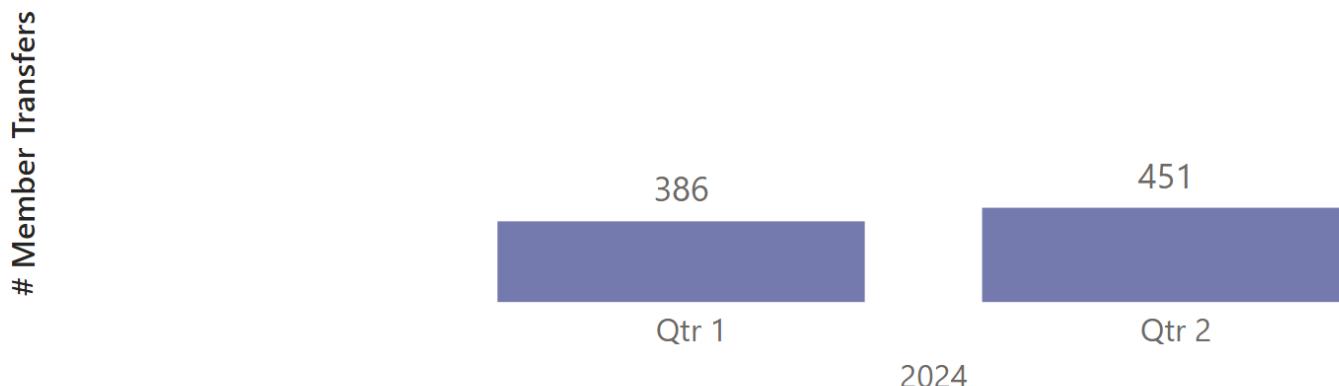
**Note on Date Range for Application Data:** In late 2021, the Program moved to using the online CARE system to process enrollment applications. For consistency in reporting, application data starts with 2022, the first full year of data from the new system.

# 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:  
June 28, 2024

# Member Population Certification Status

64%

Of Currently Enrolled Members are Certified for at Least 1 Condition

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

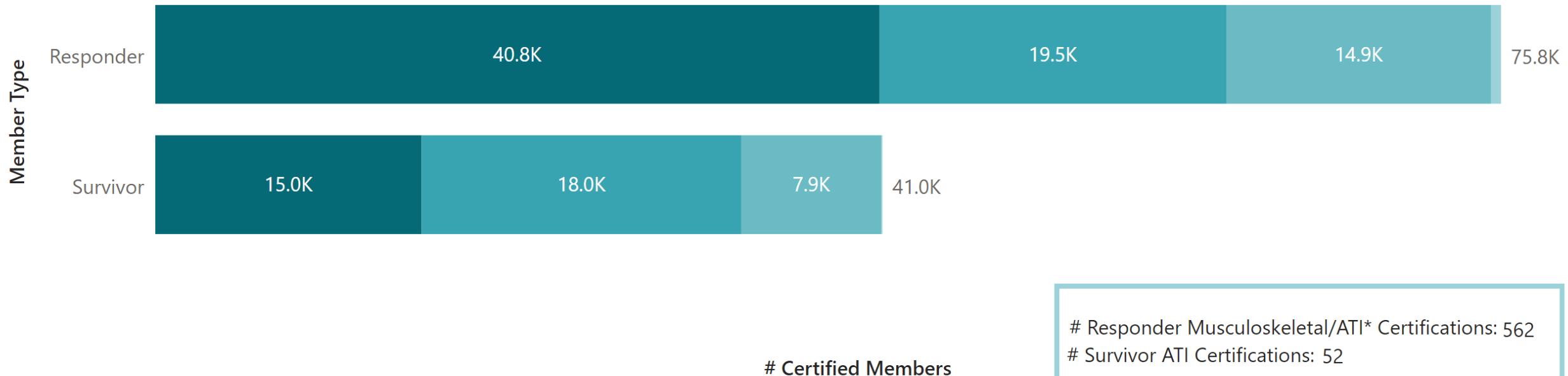
- Responder
- Survivor



# Certifications by Zadroga Categories

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

- Aerodigestive Disorders
- Cancers
- Mental Health Conditions
- Musculoskeletal Disorders & Acute Traumatic Injuries

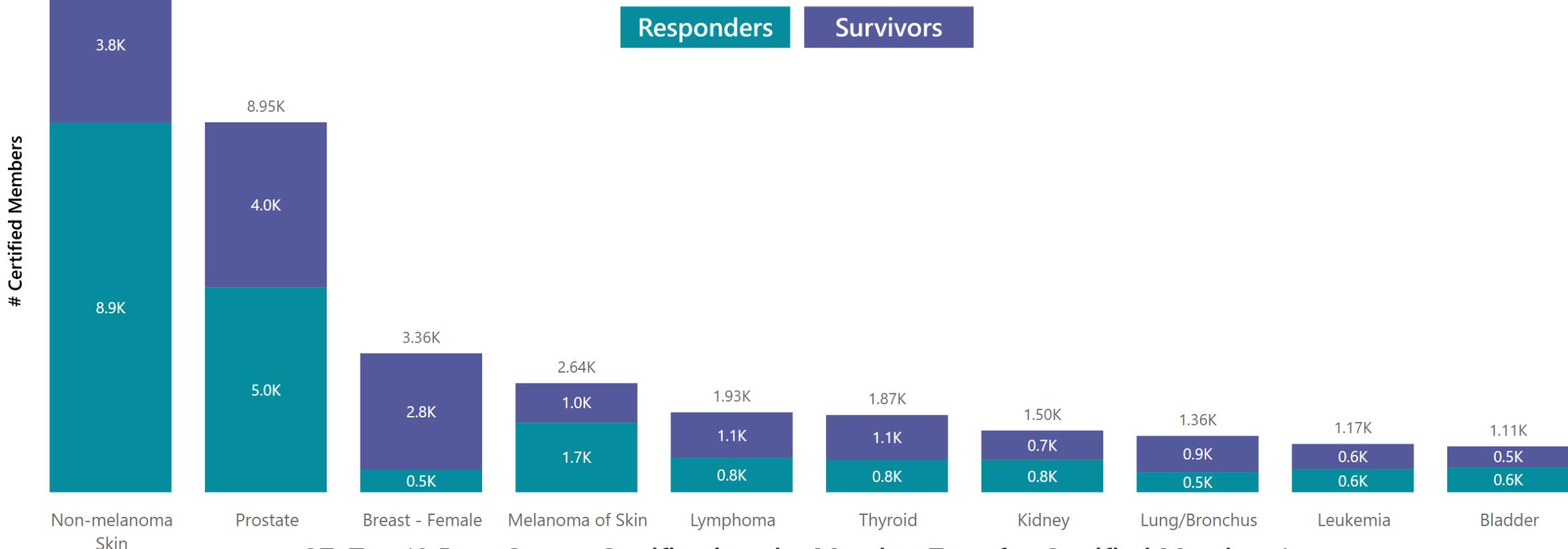


\***ATI:** Acute Traumatic Injury

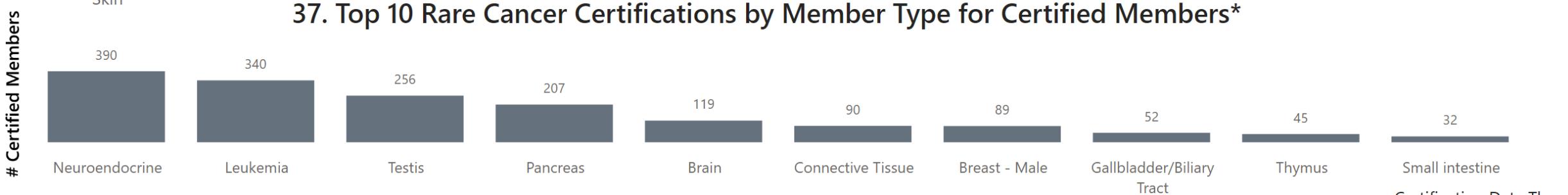
**Note on Certification Counts:** The number of certified members per condition type may not match the total number of certified members because members may be certified for multiple conditions. Members may also be certified for multiple health conditions within a given category. The number of certifications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

Certification Data Thru:  
June 27, 2024

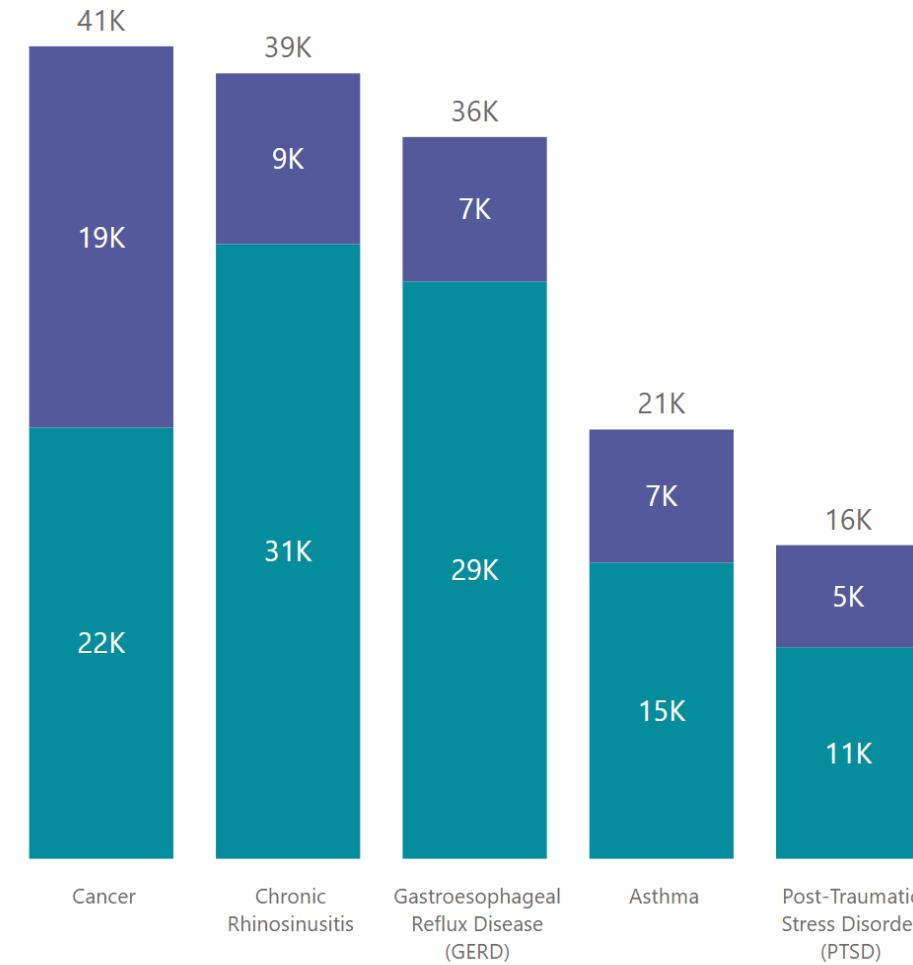
# Certifications for WTC-Related Health Conditions

## 38. Overall Counts of Certifications by Member Type

Condition	Responder	Survivor	Total
Cancer	21,580	19,100	<b>40,680</b>
Chronic Rhinosinusitis	30,774	8,553	<b>39,327</b>
Gastroesophageal Reflux Disease (GERD)	28,899	7,240	<b>36,139</b>
Asthma	14,824	6,667	<b>21,491</b>
Post-Traumatic Stress Disorder (PTSD)	10,589	5,113	<b>15,702</b>
Chronic Respiratory Disorder - Fumes / Vapors	8,204	1,389	<b>9,593</b>
Chronic Obstructive Pulmonary Disease (COPD)	3,722	1,528	<b>5,250</b>
Anxiety Disorder (not otherwise specified)	2,788	1,335	<b>4,123</b>
Major Depressive Disorder	2,805	1,199	<b>4,004</b>
Depression (not otherwise specified)	2,364	555	<b>2,919</b>
Adjustment Disorder	1,491	991	<b>2,482</b>
Interstitial Lung Diseases	1,491	792	<b>2,283</b>
Chronic Laryngitis	1,670	71	<b>1,741</b>
Generalized Anxiety Disorder	1,277	464	<b>1,741</b>
Substance Abuse	1,357	313	<b>1,670</b>
Chronic Nasopharyngitis	772	104	<b>876</b>
Panic Disorder	539	163	<b>702</b>
Dysthymic Disorder	300	349	<b>649</b>
Other Musculoskeletal Disorder	563	53	<b>616</b>
Upper Airway Hyperreactivity	420	101	<b>521</b>
Sleep Apnea	48	59	<b>107</b>

## 39. Top 5 Certified Conditions by # of 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.

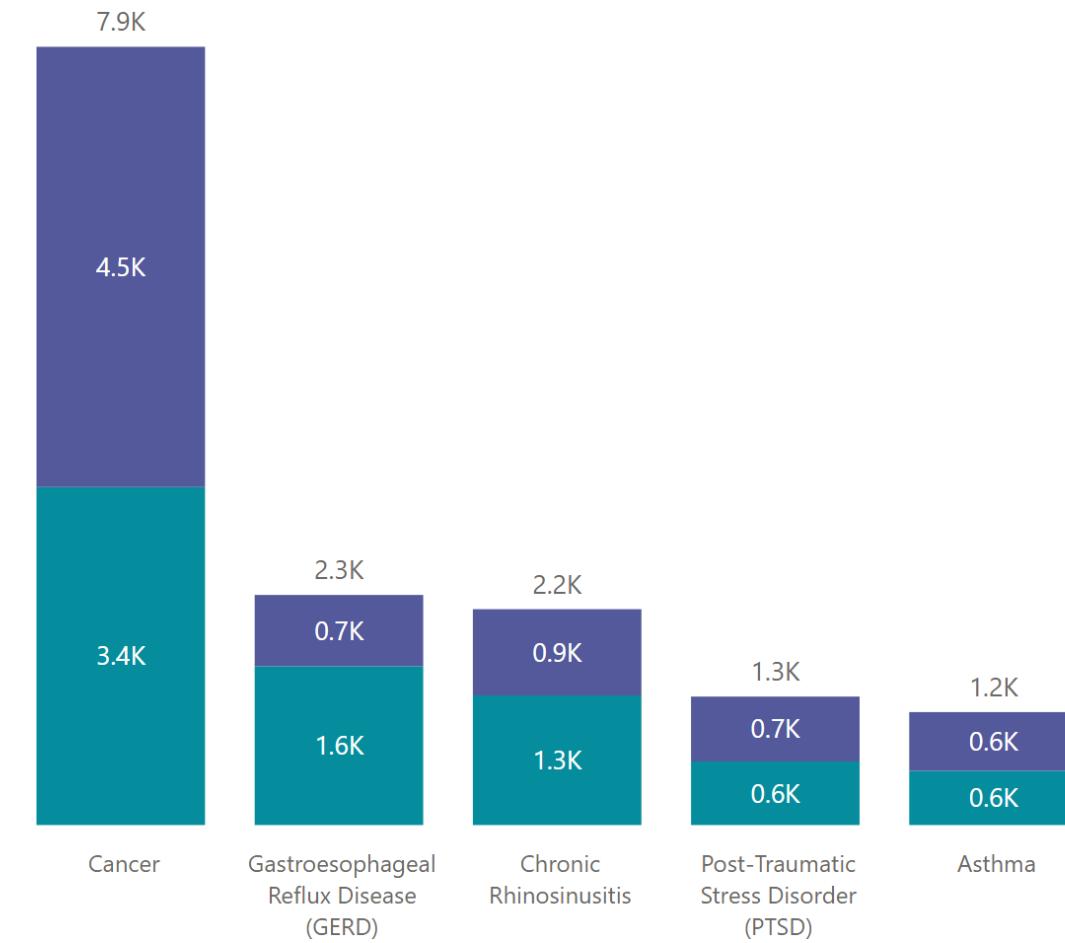
# Health Conditions Certified in Past 12 Months

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

Condition	Responder	Survivor	Total
Cancer	3,442	4,483	<b>7,925</b>
Gastroesophageal Reflux Disease (GERD)	1,617	726	<b>2,343</b>
Chronic Rhinosinusitis	1,320	878	<b>2,198</b>
Post-Traumatic Stress Disorder (PTSD)	647	661	<b>1,308</b>
Asthma	552	598	<b>1,150</b>
Chronic Obstructive Pulmonary Disease (COPD)	169	325	<b>494</b>
Major Depressive Disorder	117	185	<b>302</b>
Interstitial Lung Diseases	126	118	<b>244</b>
Generalized Anxiety Disorder	113	95	<b>208</b>
Chronic Respiratory Disorder - Fumes / Vapors	148	52	<b>200</b>
Anxiety Disorder (not otherwise specified)	59	139	<b>198</b>
Sleep Apnea	48	59	<b>107</b>
Panic Disorder	25	13	<b>38</b>
<b>Total</b>	<b>6,592</b>	<b>6,386</b>	<b>12,978</b>

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

● Responder ● Survivor

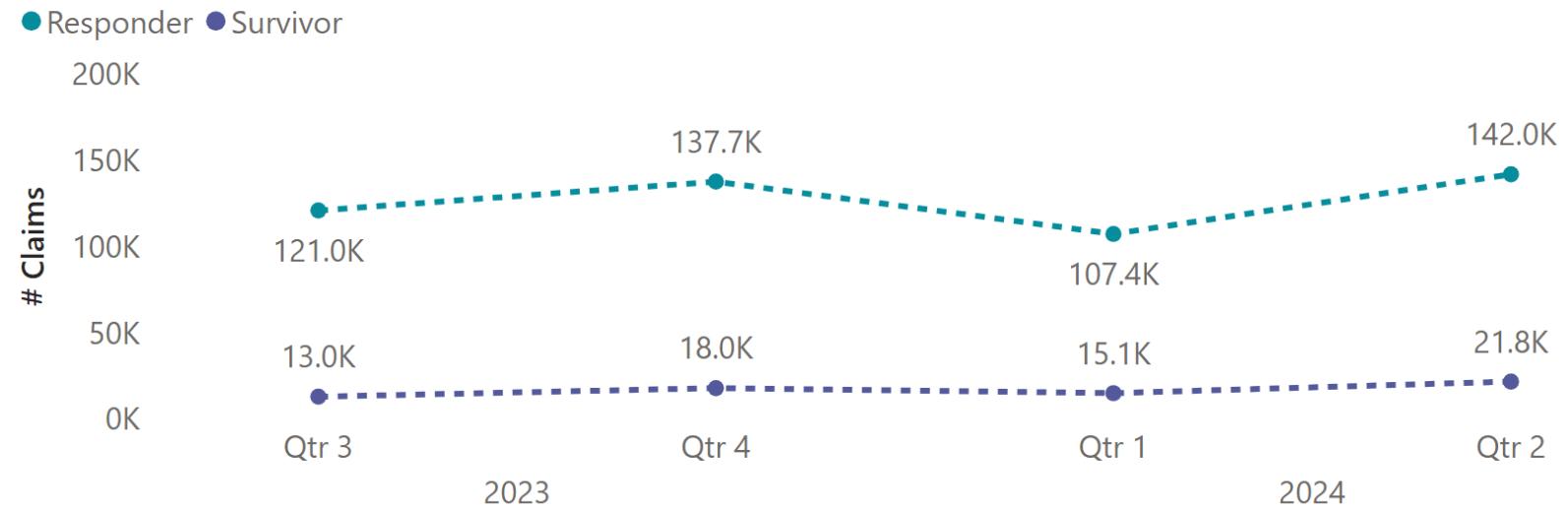


**Note on Certification Counts Presented:** Health condition certifications by member type with a count of < 10 are excluded.

Certification Data Thru:  
June 27, 2024

# Total Number & Cost of Medical Claims

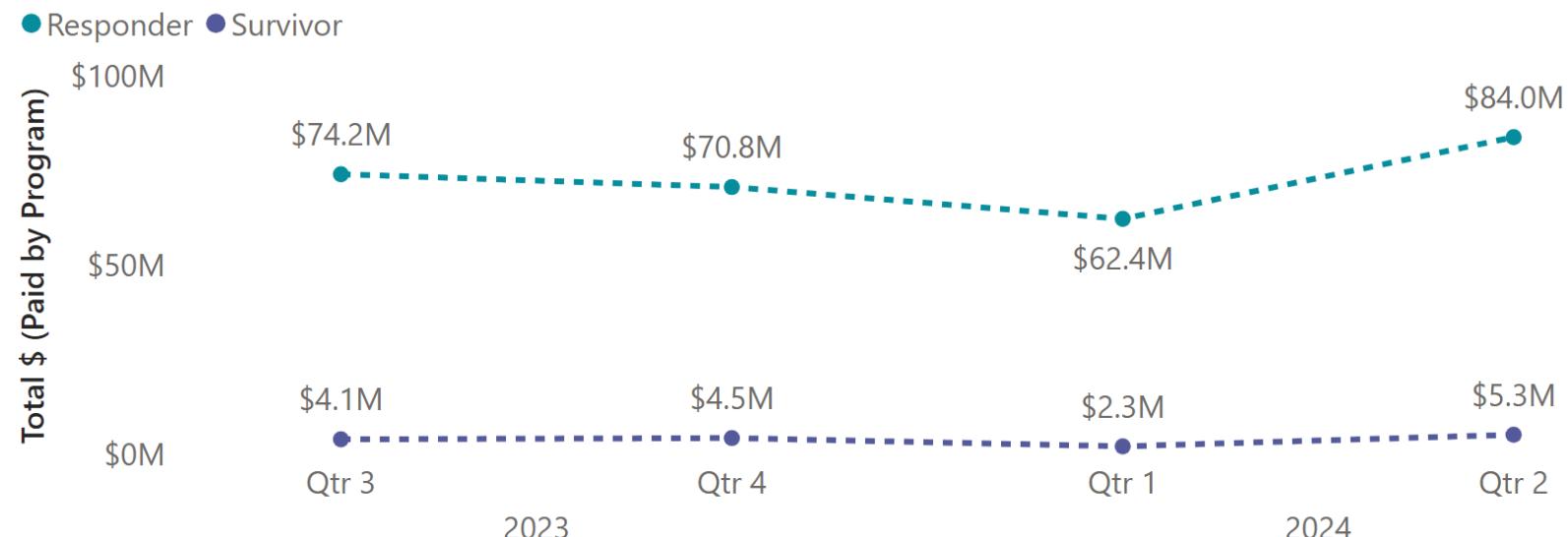
## 42. Count of Approved Medical Claims for Past Year



**56.69K**

Certified Members with Approved Medical Treatment Paid in Past Year

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



**571.16K**

Approved Medical Claims in Past Year

**\$307.52M**

Total Cost of Approved Medical Claims in Past Year

# Responder Medical Utilization Patterns in Past 12 Months

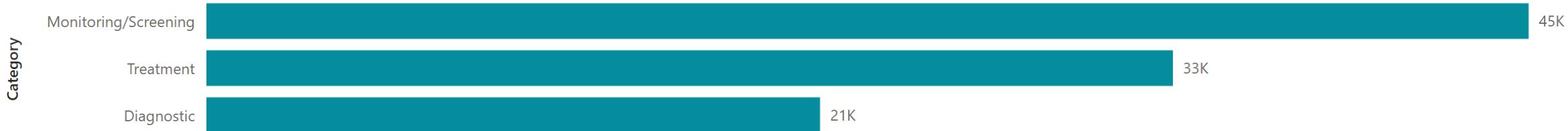
51,798

Responders with Approved Claims

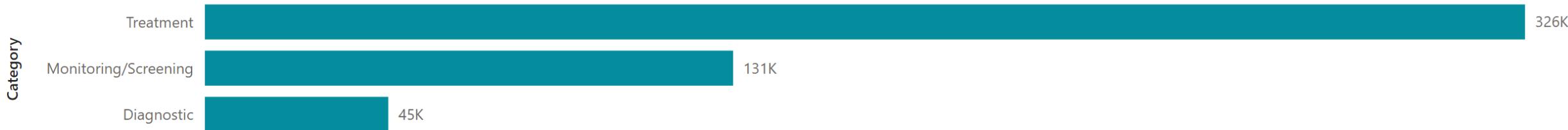
504,350

Overall 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 Claims by Category 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:  
June 28, 2024

# Survivor Medical Utilization Patterns in Past 12 Months

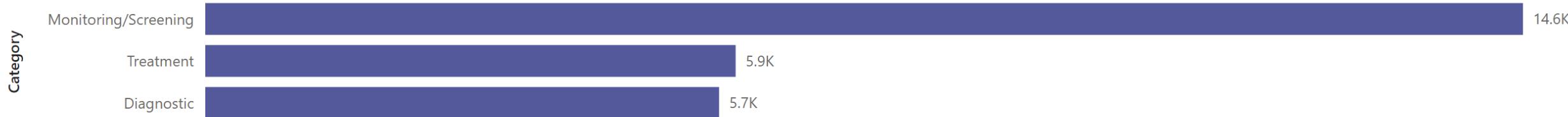
18,029

Survivors with Approved Claims

66,812

Overall 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.

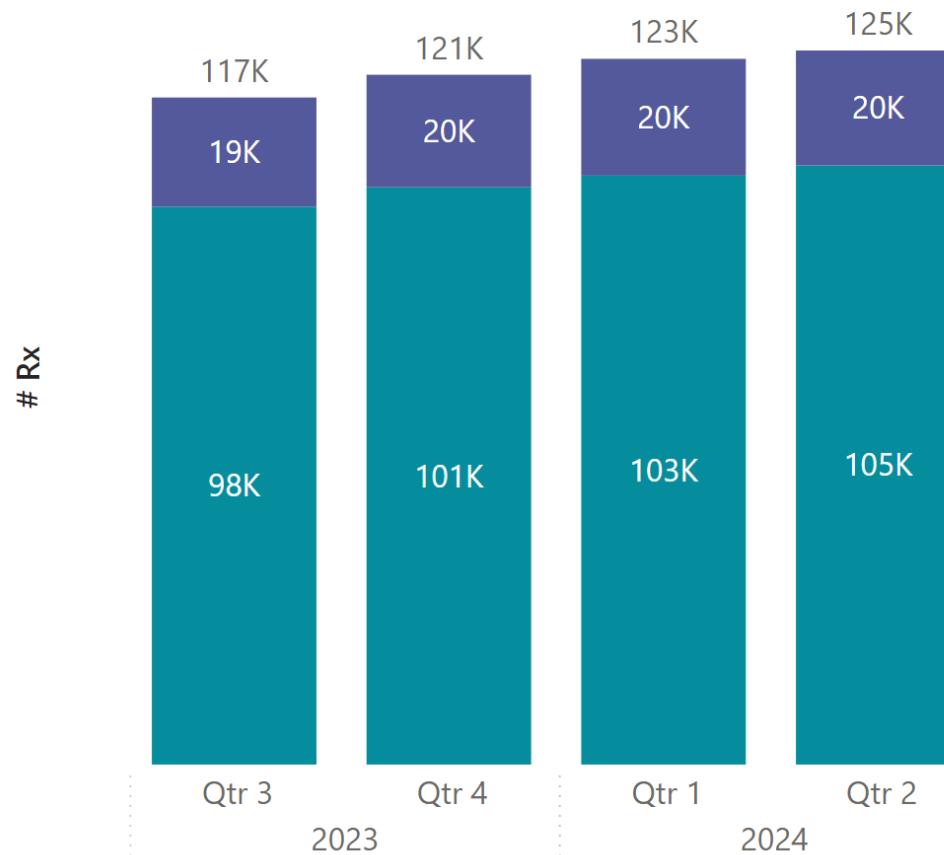
**Notes on Claims Counts:** Approved Claim Lines tables do not contain inpatient professional, emergency, or FDNY families. Counts of members with claims by category may exceed total counts of members with claims because categories are not mutually exclusive/members may have claims approved under multiple 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.

Claims Data Thru:  
June 28, 2024

# Pharmacy Claims Summary for Past 12 Months

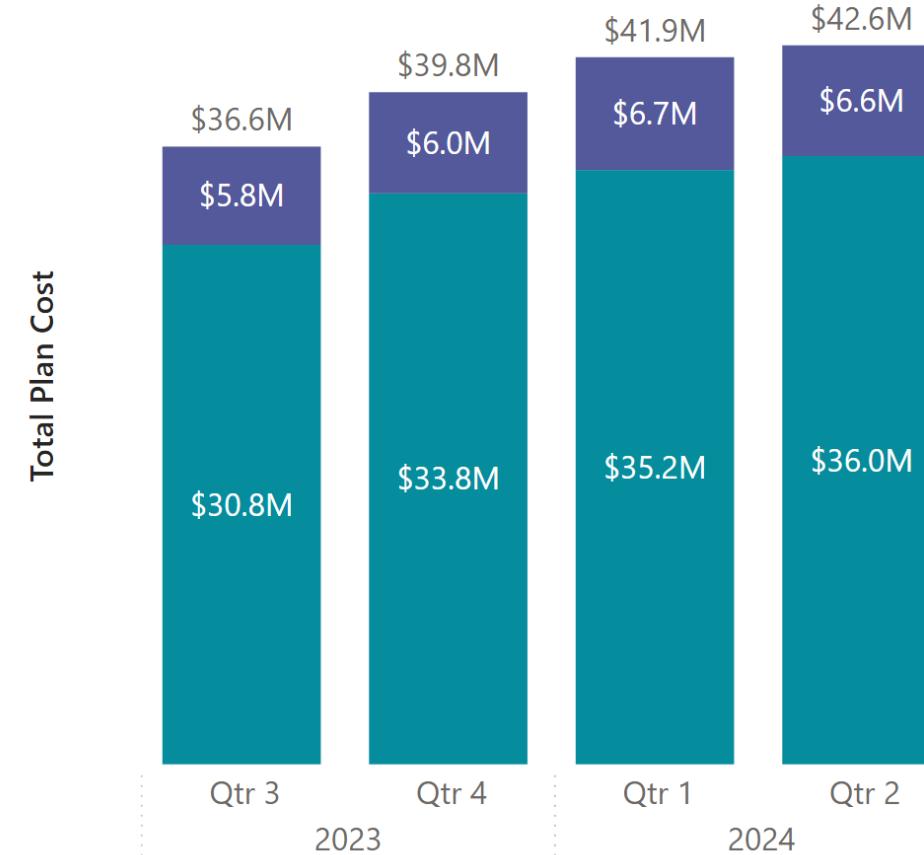
## 50. Approved Pharmacy Claims Over Past 12 Months

● Responders ● Survivors



## 51. Pharmacy Plan Cost Over Past 12 Months

● Responders ● Survivors



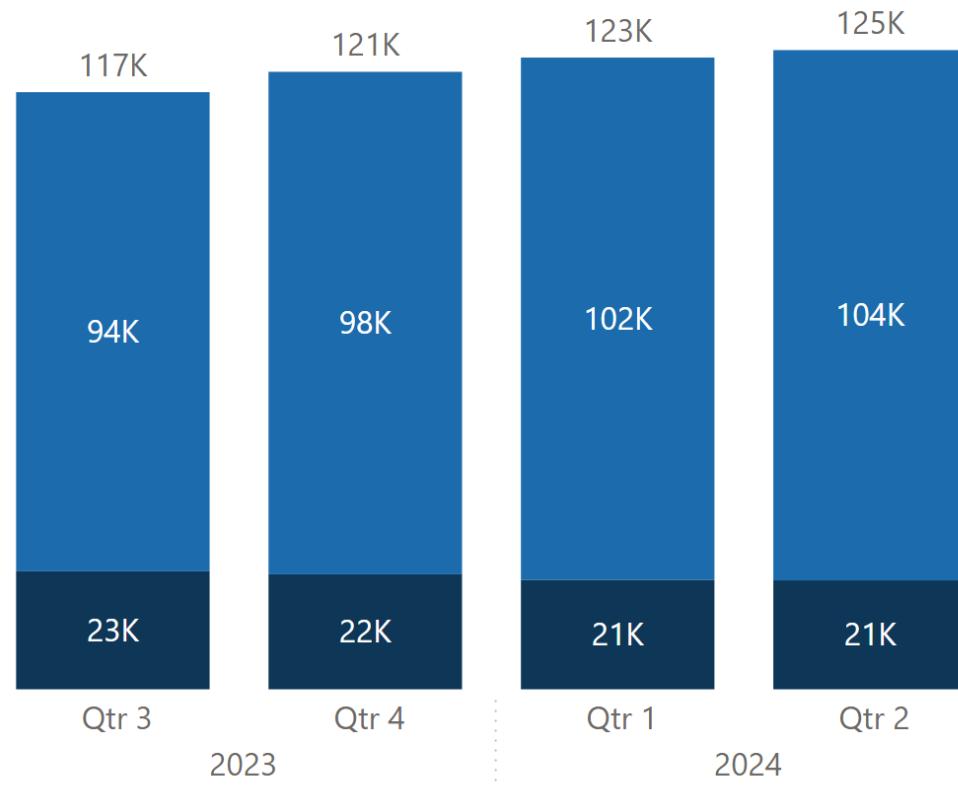
**Pharmacy Data Timeline:** Pharmacy claims and cost data are presented based on the date of service/date filled.

Rx Claims Data Thru:  
June 30, 2024

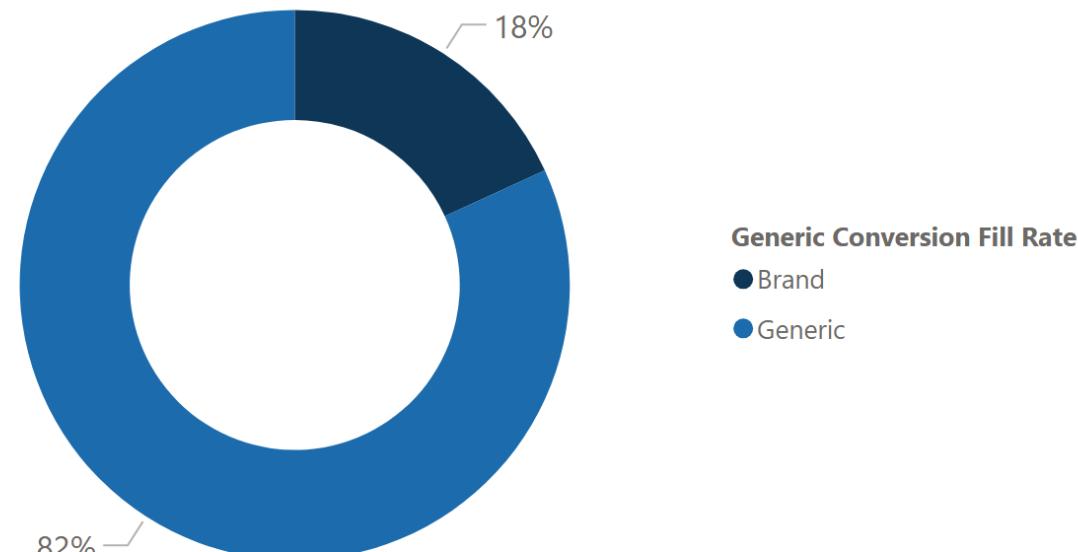
# Brand vs Generic Trends for Past 12 Months

## 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

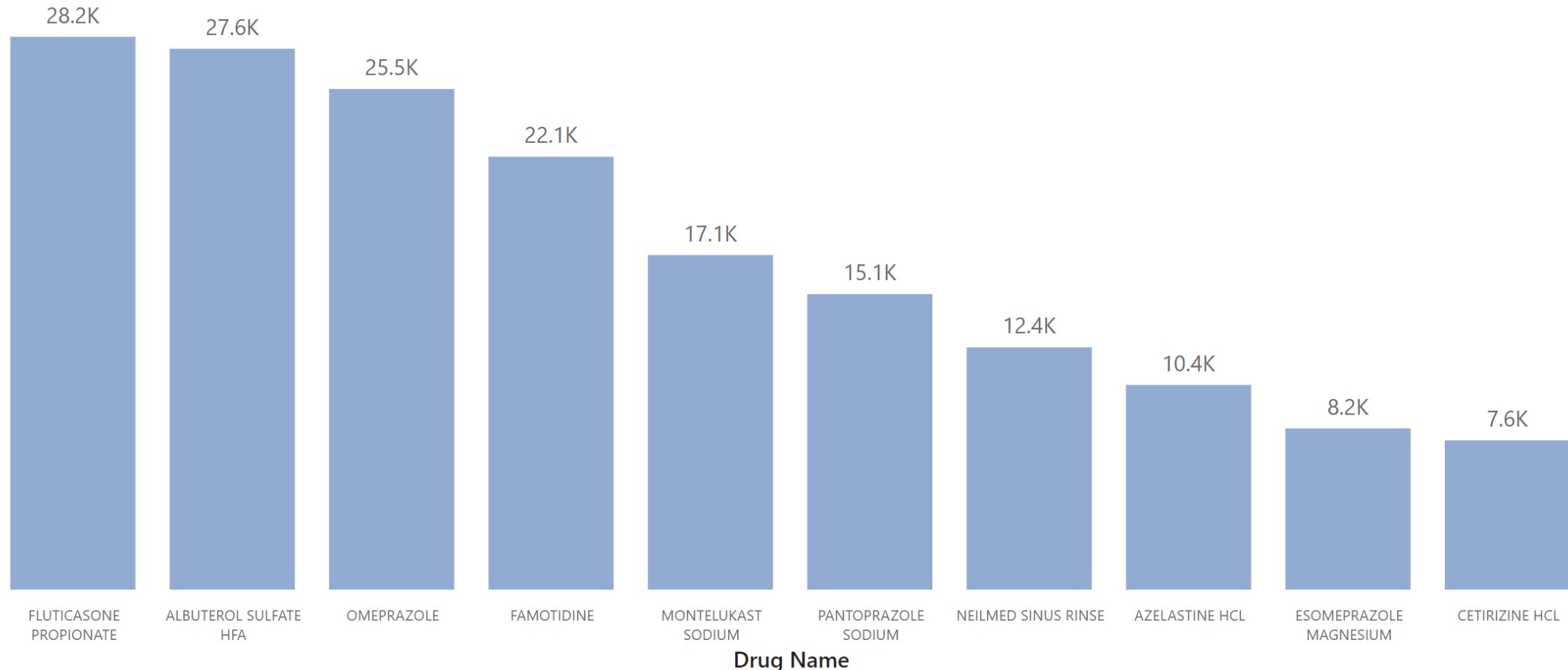


**Pharmacy Data Timeline:** Pharmacy claims and cost data are presented based on the date of service/date filled.

Rx Claims Data Thru:  
June 30, 2024

# Pharmacy Utilization in Last 12 Months

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

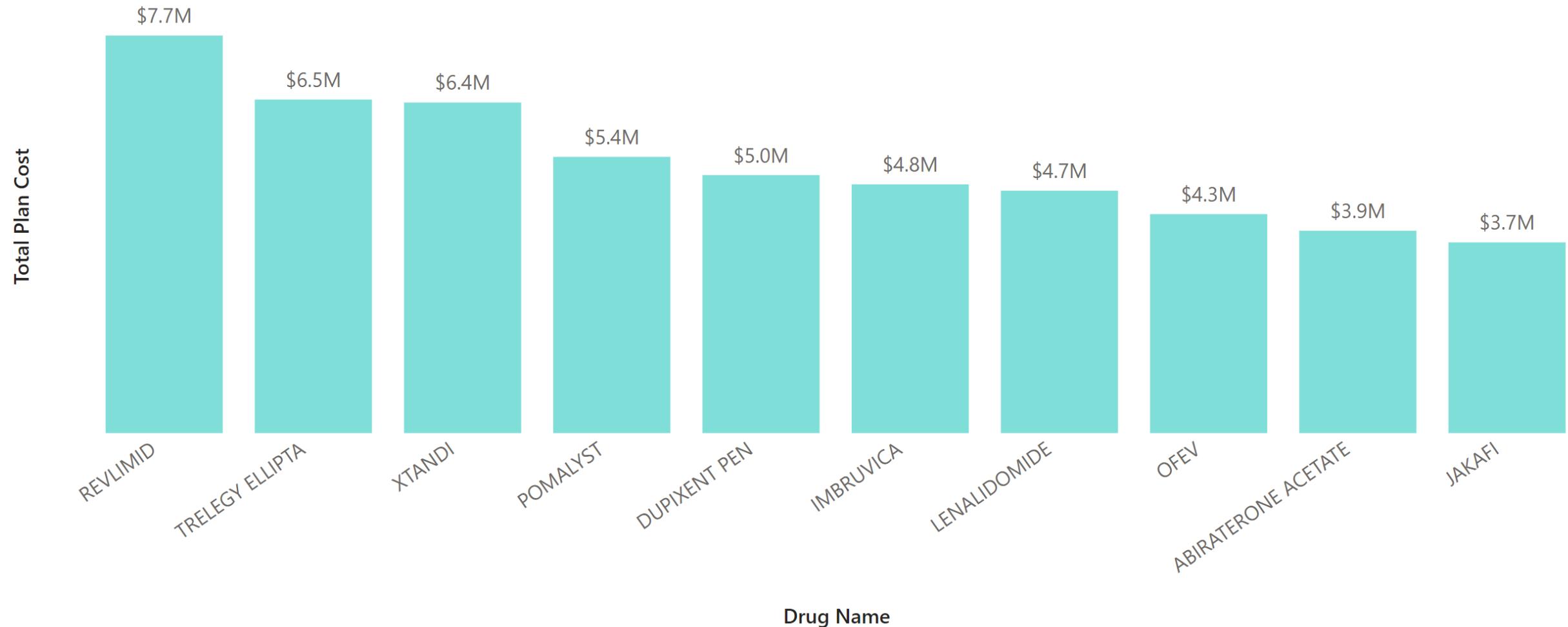


**Pharmacy Data Timeline:** Pharmacy claims and cost data are presented based on the date of service/date filled.

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

# Pharmacy Utilization in Last 12 Months

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



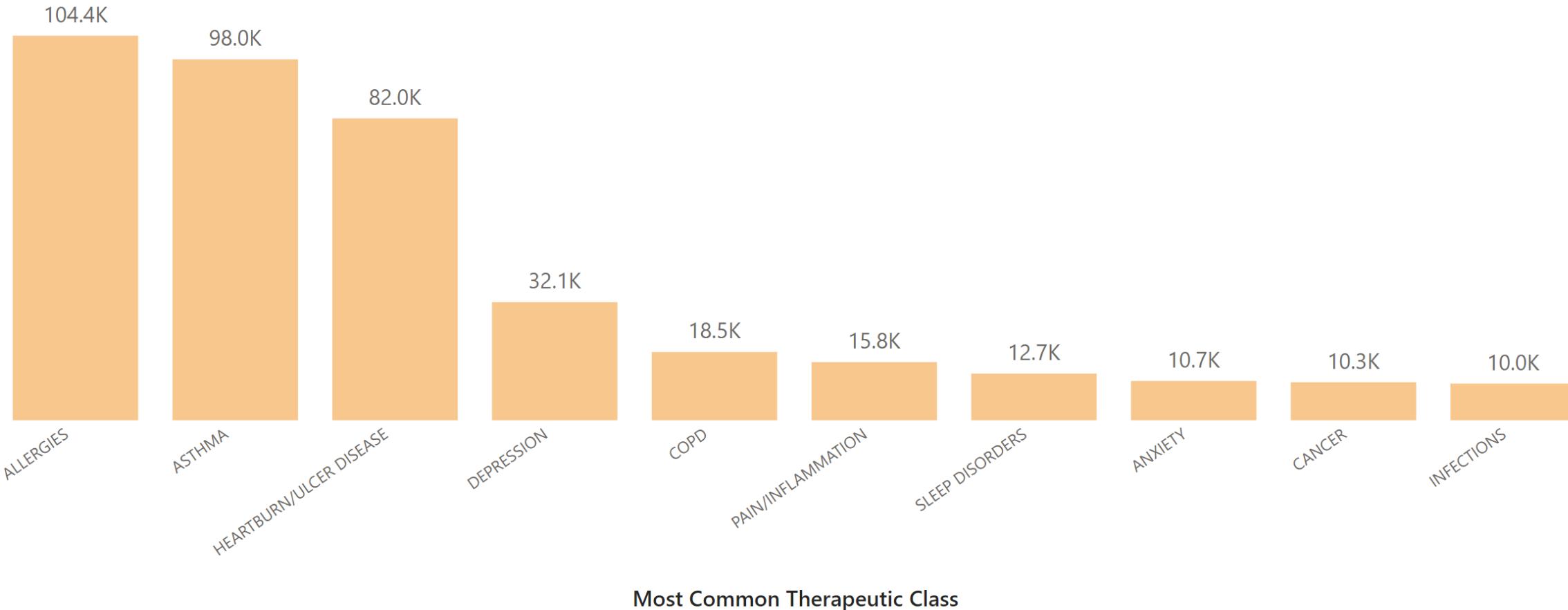
**Pharmacy Data Timeline:** Pharmacy claims and cost data are presented based on the date of service/date filled.

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

# Pharmacy Utilization in Last 12 Months

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

Total Rx Claims



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

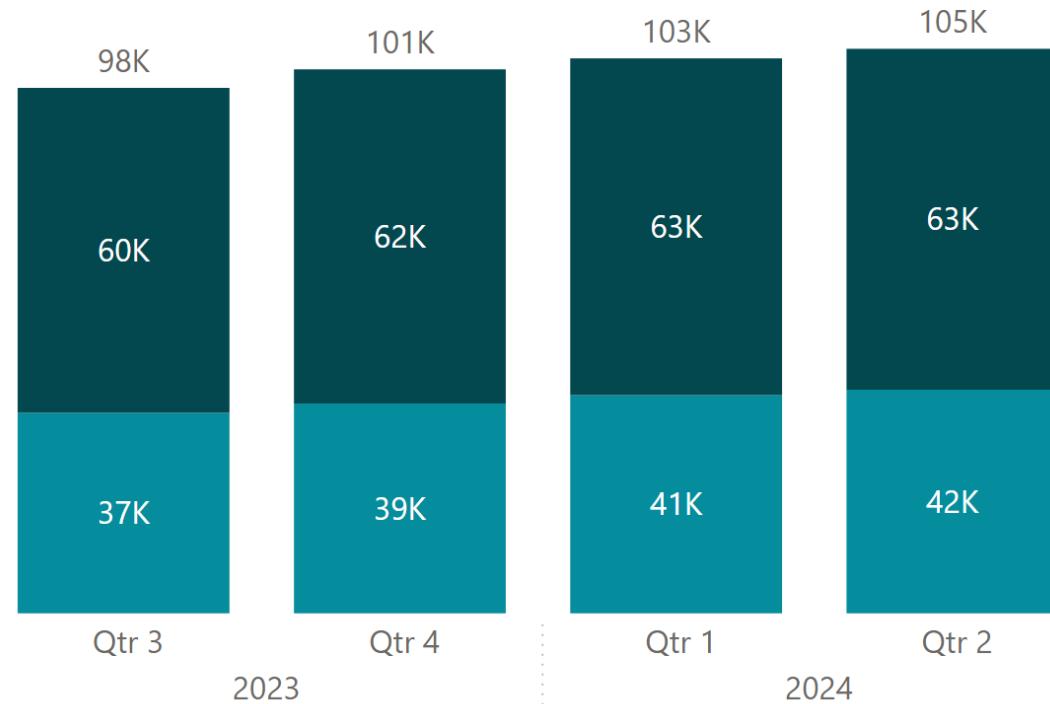
**Note on therapeutic classes:** Certain medications approved for covered conditions are listed under therapeutic classes that are not necessarily a covered condition for the Program. For example, although allergies are not a covered condition, medications under this therapeutic class may be used to treat covered conditions.

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

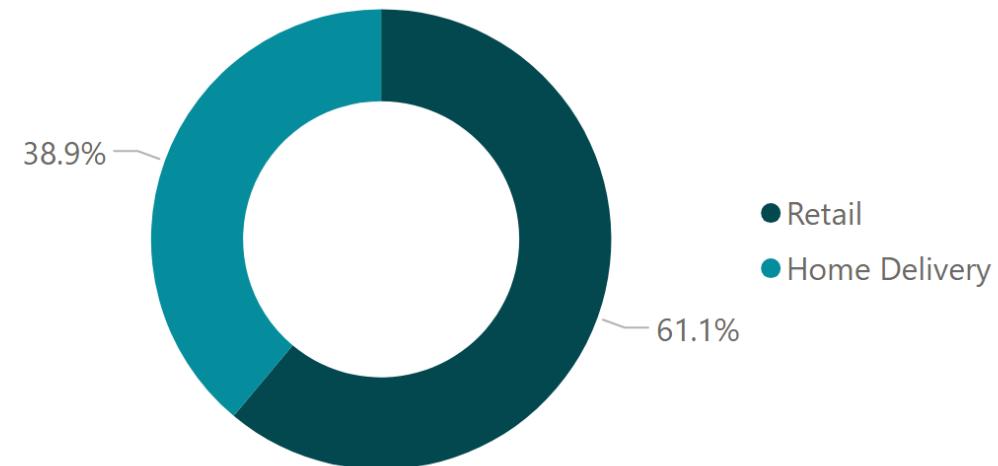
# Responder Pharmacy Claims for Past 12 Months

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

● Home Delivery ● Retail



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



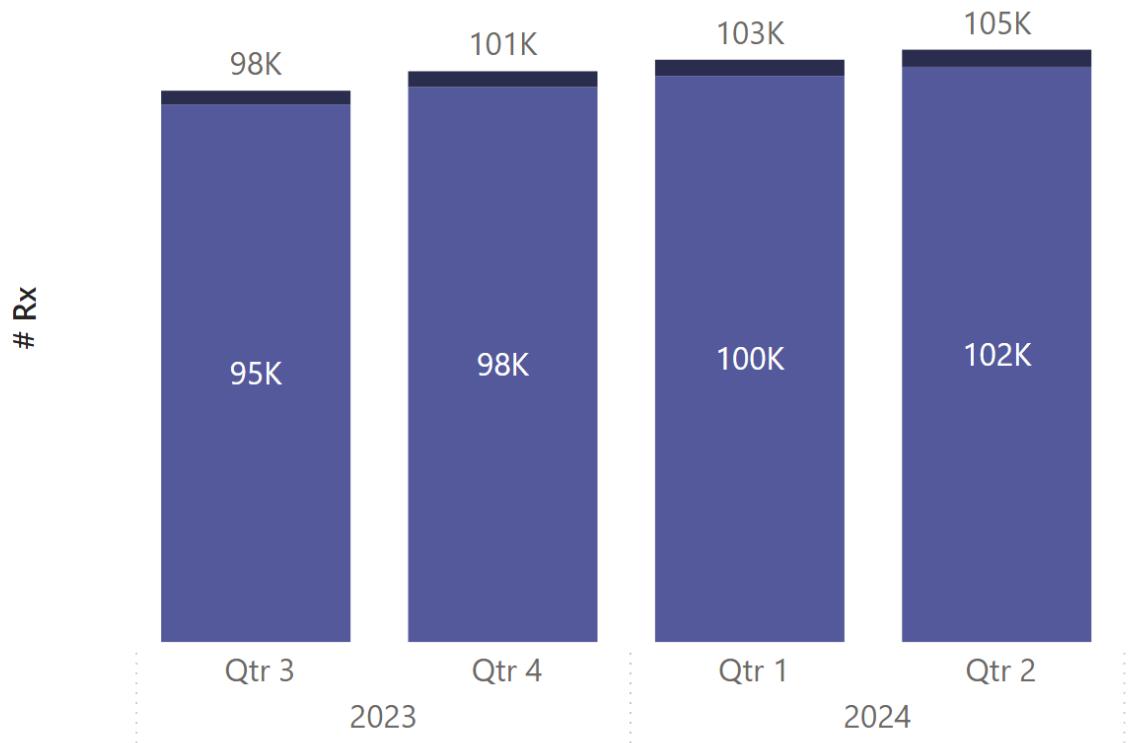
**Pharmacy Data Timeline:** Pharmacy claims and cost data are presented based on the date of service/date filled.

**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.

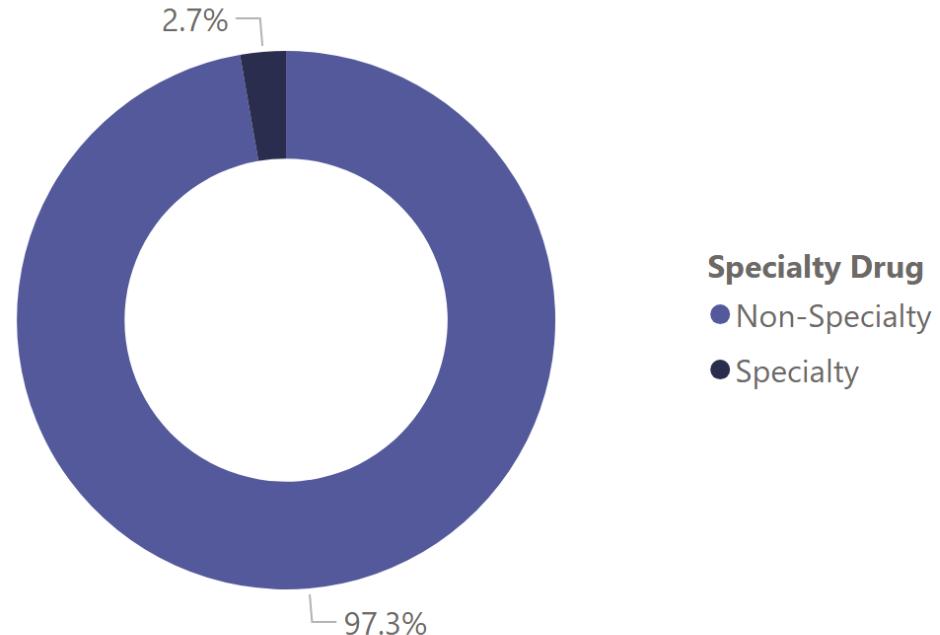
# Responder Specialty Pharmacy Claims for Past 12 Months

## 59. Specialty Fill Frequency in Past 12 Months

Specialty Drug ● Non-Specialty ● Specialty



## 60. Overall Specialty Drug Status for Rx Claims

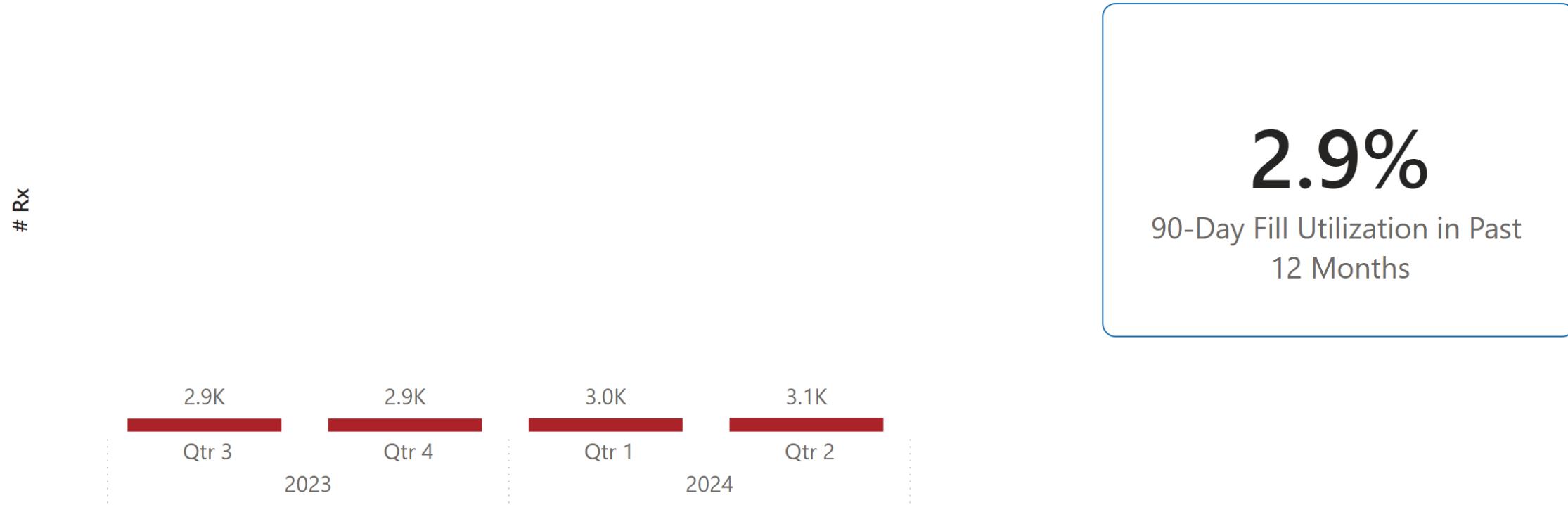


**Pharmacy Data Timeline:** Pharmacy claims and cost data are presented based on the date of service/date filled.

**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.

# Responder 90-Day Fill Utilization for Past 12 Months

## 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.

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Rx Claims Data Thru:  
June 30, 2024

# Member Feedback

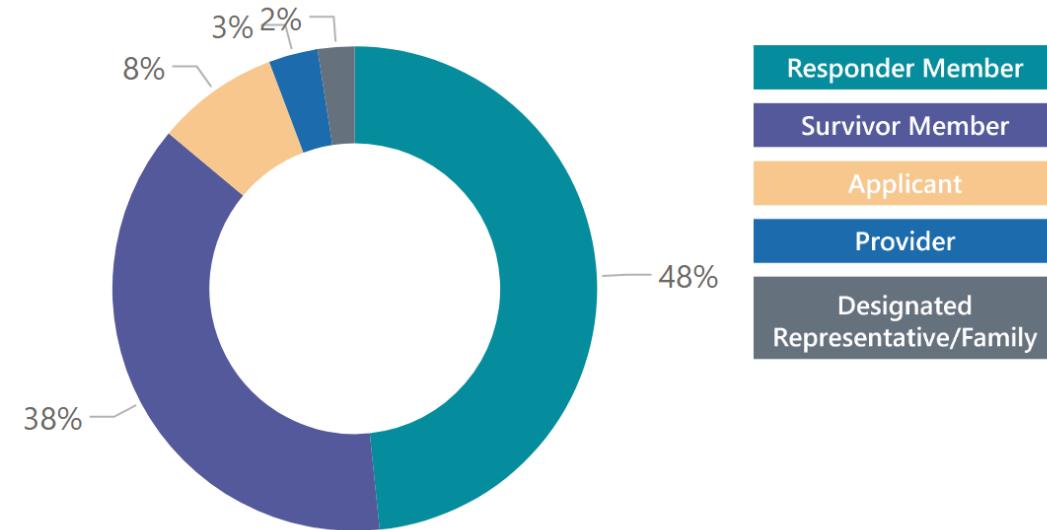
## 62. Top 10 Topics of Feedback by Calendar Year

*Data since feedback form opened in July 2023*

Main Topic	2023	2024	Total
Treatment	30.60%	22.55%	<b>27.12%</b>
Billing	13.43%	16.67%	<b>14.83%</b>
CCE/NPN	14.93%	8.82%	<b>12.29%</b>
Enrollment	13.43%	10.78%	<b>12.29%</b>
Policy/Process	11.94%	8.82%	<b>10.59%</b>
Certification/WTC3	5.97%	15.69%	<b>10.17%</b>
Other	2.99%	5.88%	<b>4.24%</b>
Records Request	2.99%	3.92%	<b>3.39%</b>
Pharmacy/Medication	0.75%	4.90%	<b>2.54%</b>
Website	2.99%	1.96%	<b>2.54%</b>

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

*Data since feedback form opened in July 2023*



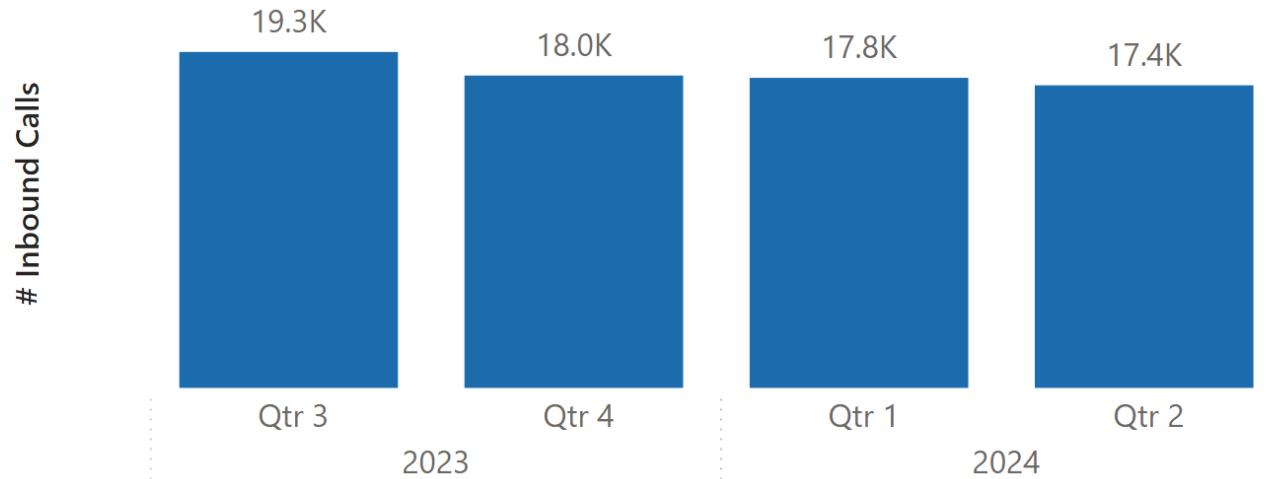
**Feedback Data Source:** The data shown are submissions to the online feedback form at <https://oasis.cdc.gov/feedback>.

Feedback Data Thru:

June 28, 2024

# 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>2023</b>				
Qtr 3	73	53	<10	183
Qtr 4	49	30	<10	156
<b>2024</b>				
Qtr 1	39	29	<10	153
Qtr 2	38	38	<10	159

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

*Translation services provided through language line*

