

April 29, 2022

### Important information about your WTC Prescription Coverage

Dear Member,

On June 1, 2022, Express Scripts will become the World Trade Center (WTC) Health Program Pharmacy Benefits Manager (PBM). To process prescriptions, the Clinical Center of Excellence (CCE) or the Nationwide Provider Network (NPN) will need your most updated primary health insurance information. Please update this information with your CCE or NPN to make sure that your WTC-related prescriptions can be processed.

To process WTC-related prescriptions the pharmacy must bill your primary insurance first, including any public insurance such as Medicare or Medicaid, and then bill the Program the remaining amount. This leaves no out-of-pocket cost to you. This process is called Coordination of Benefits (COB) and is a requirement for Survivors according to the James Zadroga 9/11 Health and Compensation Act of 2010.

Starting June 1, 2022, if your primary insurance information that your CCE/NPN has on record is inaccurate, it could impact the ability of the pharmacy to process your WTC-related prescriptions.

#### Next Steps

- If your insurance status has recently changed, and you have not already notified your CCE/NPN of the change, please do so as soon as possible. Anytime your insurance status changes in the future, please notify your CCE/NPN.
- Make sure to bring your primary insurance card and your new WTC Health Program Prescription ID card to your pharmacy when you fill a WTC-related prescription. Be sure to tell the pharmacy the WTC Health Program Prescription ID card is only for WTC-related prescriptions and should be billed after your primary insurance.

Starting on June 1, 2022, please contact Express Scripts customer service line at 1-800-935-7179 for any pharmacy related questions or assistance with COB. Until May 31, 2022, please continue to contact Optum for pharmacy benefits questions.

If you have questions about your program benefits you can contact your CCE/NPN for additional information, or you can call the WTC Health Program at 1-888-982-4748.

Sincerely,

The World Trade Center Health Program

This letter will be available in English, Español, 中文, and Polski at [www.cdc.gov/wtc/pbmtransition.html](http://www.cdc.gov/wtc/pbmtransition.html). Call 1-888-982-4748 for more information and language assistance.

Llame al 1-888-982-4748 para obtener más información y ayuda en otro idioma.

Pod numerem telefonu 1-888-982-4748 można uzyskać więcej informacji i pomocy językowej.

可致电 1-888-982-4748 了解更多信息，以及获得语言协助。

請致電 1-888-982-4748 獲取更多資訊和語言協助。