

From: [Communications, VCF \(CIV\)](#)
To: [Communications, VCF \(CIV\)](#)
Subject: Important Information from the WTC Health Program
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Good morning,

Please see below for two important updates from the WTC Health Program:

- Starting late spring 2022, Managed Care Advisors (MCA)-Sedgwick will replace Logistics Health Incorporated (LHI) as the vendor that operates the World Trade Center (WTC) Health Program's Nationwide Provider Network (NPN). The WTC Health Program is confident this new vendor will provide members with access to timely, quality WTC-related healthcare. **This change is not immediate.** A complex transition process is now underway to transfer NPN operations from LHI to MCA-Sedgwick. **Members in the NPN should continue to access WTC Health Program benefits and care through LHI until further notice.** In order to help members stay up to date, the WTC Health Program created a NPN Transition webpage that includes updates and FAQs. If any of the WTC Health Program members you're working with have questions about the transition, please refer them to the NPN Transition webpage at <https://www.cdc.gov/wtc/npntransition.html> or have them call the Program's call center at (888) 982-4748.
- The WTC Health Program has had a number of frustrated applicants state that their lawyer told them they would be eligible for healthcare through the Program based on commuting through the New York City disaster area. If the applicant was stuck in the dust cloud on 9/11 while commuting, then they are likely eligible for enrollment in the Program based on exposure to the dust cloud on 9/11. However, applicants who only commuted through the New York City disaster area on dates **after 9/11** (so 9/12/2001 – 7/31/2002) and, therefore, were not stuck in the dust cloud, do not meet the Program's statutory requirement of having "worked, resided, or attended school, childcare, or adult daycare in the New York City disaster area." The Program does encourage people to apply and works with the applicant to determine if there are any eligibility categories under which the applicant can be enrolled before they are denied, but hours/days commuting on 9/12/2001 – 7/31/2002 do not count towards the statutory eligibility requirements for Program enrollment.

As a reminder from the VCF, claimants who do not qualify for WTC Health Program enrollment because they do not fall into one of the Program's eligibility categories (such as the commuting example noted above) may still be eligible for VCF compensation if they can demonstrate that extraordinary circumstances exist that allow the Special Master to conclude that the conditions from which they suffer are "WTC-related physical health conditions" as defined in the section of the statute that applies to the VCF.

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