



World Trade Center Health Program **A Guide for Patients with Multiple Myeloma**

What is the World Trade Center Health Program?

The World Trade Center (WTC) Health Program provides medical monitoring and treatment for emergency responders, recovery, and cleanup workers, and volunteers who helped after the terrorist attacks on September 11, 2001, at the World Trade Center, the Pentagon, and the crash site near Shanksville, Pennsylvania. Additionally, people who were present, worked, resided, or attended school, childcare, or adult daycare in the [New York City disaster area](#) are eligible for health evaluation and treatment.

This program is regarding health care coverage. If you want to learn more about financial compensation available, please see the Victim Compensation Fund Guide. The WTC and VCF are funded separately from one another through the Zadroga Act.

Step 1: Determine if you are Eligible

You are eligible for the WTC Health Program if you fall into one of four groups:

- 1. Fire Department of New York** – includes a member of the Fire Department of New York City (fire or emergency personnel, active or retired) who participated at least one day in the rescue and recovery effort at any of the former World Trade Center sites (including Ground Zero, Staten Island Landfill, and the New York City Chief Medical Examiner's Office)
- 2. NYC Responder** – Includes any of the following:
 - An individual, including current and former Federal employees, who worked or volunteered onsite in rescue, recovery, demolition, debris cleanup or related support services in lower Manhattan (south of Canal St), the Staten Island Landfill, or the barge loading piers;
 - A member of the Police Department of New York City (active or retired) or a member of the Port Authority Police of the Port Authority of New York and New Jersey (active or retired) who participated onsite in rescue, recovery, debris cleanup, or related services in lower Manhattan (south of Canal St), including Ground Zero, the Staten Island Landfill, or the barge loading piers;
 - An employee of the Office of the Chief Medical Examiner of New York City involved in the examination and handling of human remains from the World Trade Center attacks, or other morgue worker who performed similar post-9/11 functions for such Office staff;

12650 Riverside Drive Suite 206, North Hollywood, CA 91607
800-452-CURE (2873)
818-487-7455 telephone 818-487-7454 fax
www.myeloma.org



- A worker in the Port Authority Trans-Hudson Corporation Tunnel;
 - A vehicle-maintenance worker who was exposed to debris from the former World Trade Center while retrieving, driving, cleaning, repairing, and maintaining vehicles contaminated by airborne toxins from the 9/11 terrorist attacks.
3. **NYC Survivor** – Includes any of the following:
- A person who was present in the [New York City disaster area](#) in the dust or dust cloud on September 11, 2001;
 - A person who worked, lived, or attended school, child care, or adult day care in the New York City disaster area for at least 4 days during the 4-month period between 9/11/2001 and 1/10/2002, or at least 30 days during the 11 months between 9/11/2001 and 7/31/2002;
 - Any person who worked as a cleanup worker or performed maintenance work in the New York City disaster area during the 4 months between 9/11/2001 and 1/10/2002;
 - A person who was eligible to receive a grant from the Lower Manhattan Development Corporation Residential Grant Program, who had a lease for a residence or bought a residence in the New York City disaster area, and who lived in that residence during the period between 9/11/2001 and 5/31/2003;
 - A person whose place of employment at any time during the period between 9/11/2001 and 5/31/2003, was in the New York City disaster area; and was eligible to receive a grant from the Lower Manhattan Development Corporation WTC Small Firms Attraction and Retention Act program or other government incentive program designed to revitalize the lower Manhattan economy after the 9/11 terrorist attacks.
4. **Pentagon/Shanksville, PA Responders** – Includes any of the following:
- Fire department employees (both fire and emergency personnel, active or retired)
 - Police department employees (active or retired)
 - Recovery or cleanup workers and contractors
 - Volunteers (including Red Cross) who took part in the rescue, recovery, demolition, debris cleanup, or other related services after the terrorist-related air crashes on September 11, 2001, at the Pentagon in Arlington VA, or the passenger-jet crash site in Shanksville, PA.

Step 2: File an Application

Once you have determined your eligibility category, you will need to fill out the corresponding application:

- [FDNY Responder](#)
- [General Responder](#)
- [NYC Survivor](#)
- [Pentagon/Shanksville](#)

Please mail or fax the application to:

12650 Riverside Drive Suite 206, North Hollywood, CA 91607
800-452-CURE (2873)
818-487-7455 telephone 818-487-7454 fax
www.myeloma.org



WTC Health Program
P.O. Box 7000
Rensselaer, NY 12144
Fax: 1-877-646-5308

The WTC Health Program will send you a letter by postal mail telling you if you have been accepted. If you are not accepted, the letter will explain how you can appeal that decision.

Am I Already Enrolled?

You are already enrolled in the WTC Health Program if:

- You are a New York City responder or volunteer, or member of the Fire Department of New York (active or retired) and were enrolled in the WTC Medical Monitoring and Treatment Program (MMTP). (The MMTP was replaced by the WTC Health Program in July 2011.);
- You are a community member and were enrolled in the WTC Environmental Health Center Community Program on or before December 31, 2010. (The WTC Environmental Health Center Community Program was replaced by the WTC Health Program in July 2011.) Your category in the new Program is called "Survivor."

The WTC Health Program worked with the MMTP and WTC Environmental Health Center Community Program to enroll you automatically. You will continue to receive medical benefits for WTC-related health conditions, including inpatient and outpatient treatment and medications.

If you are not sure whether you are enrolled, call the WTC Health Program at 1-888-982-4748.

Step 3 – Choose a Clinic

Once you are enrolled in the WTC Health Program, you must [choose a clinic](#) for your initial appointment. You will be seen by a physician approved by the WTC Health Program.

Step 4 – Get Your Myeloma Certified

To get your myeloma certified, your WTC Health Program doctor must determine based on clinical evaluation that airborne toxins and other hazards resulting from the 9/11 terrorist attacks is substantially likely to be a significant factor in aggravating, contributing to, or causing your multiple myeloma. If this is determined, your doctor will request certification of your myeloma from the Administrator of the WTC Health Program. The Administrator reviews all requests for cancer certification.

12650 Riverside Drive Suite 206, North Hollywood, CA 91607
800-452-CURE (2873)
818-487-7455 telephone 818-487-7454 fax
www.myeloma.org



Once you have been certified by the WTC Program Administrator, the WTC Health Program will pay for all approved cancer treatment, drugs, and services.

Please note the following:

- **For the WTC Health Program to pay for your care, it must be provided by a provider affiliated with the Program. If your current provider is not affiliated, ask him or her to contact your Clinical Center of Excellence to discuss becoming a WTC Health Program provider.**
- **The WTC Health Program will not reimburse members or healthcare providers for the costs of cancer treatments received before October 12, 2012. However, you might be able to receive compensation through the September 11th Victim Compensation Fund (VCF) ([Link to VCF GUIDE HERE](#)) for past cancer treatment costs.**

Step 5: Appeal (If Necessary)

If you are **denied certification of a health condition**, you will receive a letter from the WTC Health Program notifying you of the denial. You must mail or fax a written letter to the WTC Health Program's appeal coordinator within **60 calendar days** of the date on top of the denial letter to appeal the denial decision.

Required Information for Appeal

- the name, address, and contact information of the individual who is requesting the appeal; and
- a clear statement of the reason(s) why you think the denial was wrong.

Please send to:

Appeal Coordinator
WTC Health Program
327 Columbia Turnpike
Rensselaer, NY 12144
Fax: 1.404.471.8338

Appeal Request Accepted or Rejected - Once a claimant has submitted an appeal request, an appeal coordinator will examine the document and will either accept or deny the appeal. You will be notified of this decision within 14 days of the appeal coordinator receiving the document.

Appeal Help

12650 Riverside Drive Suite 206, North Hollywood, CA 91607
800-452-CURE (2873)
818-487-7455 telephone 818-487-7454 fax
www.myeloma.org



If you need help in understanding the appeal process, you can call the WTC Health Program Call Center at 1.888.982.4748 Monday through Friday, 9 a.m. to 5 p.m. Eastern Time Zone.

If you have any questions regarding this guide, please contact the IMF Advocacy Team at advocacy@myeloma.org.

12650 Riverside Drive Suite 206, North Hollywood, CA 91607
800-452-CURE (2873)
818-487-7455 telephone 818-487-7454 fax
www.myeloma.org

** Information for this guide was collected from the World Trade Center Health Program website at www.cdc.gov/wtc*