

Coronavirus Disease (COVID-19) and the WTC Health Program

The World Trade Center (WTC) Health Program's top priority is to meet your WTC-related health care needs and ensure you take steps to protect your health during the COVID-19 pandemic. We are supporting the Clinical Centers of Excellence (CCEs) and the Nationwide Provider Network (NPN) as they provide WTC-related care while limiting face-to-face interactions and using telehealth.

What we've done in response to COVID-19

We have taken several steps to ensure that Program members continue to receive monitoring, treatment, and other authorized services for their certified WTC-related conditions during this challenging time. For any questions about your WTC-related care and COVID-19, please contact your clinic.



Expanded use of telehealth

We have approved the use of telehealth services (either telephone or video) so that members can continue to receive care without coming into a clinic. Telehealth services may vary from clinic to clinic but will help ensure continued care for certified WTC-related conditions.



Implemented in-person safeguards

Each clinic is following the preparedness plan outlined by their parent institution. Non-essential appointments are being rescheduled or moved to telehealth, and several safety measures are in place for any essential in-person visits.



Filling prescriptions

All members with prescriptions for their certified WTC-related conditions are strongly encouraged to sign up for Optum Home Delivery which allows for 90-day prescription fills and delivers directly to members by mail. For more information, please call Optum at (855) 640-0005, Option 2.

To reduce trips to the pharmacy, members who prefer to pick up prescriptions at retail or community-based pharmacies can now receive up to a 90-day supply of medication **if the quantity is authorized by your provider.**



Continuity of Program operations

The WTC Health Program is working to ensure that members receive services in a timely manner during the COVID-19 pandemic. There are no processing delays for WTC Health Program enrollments or certifications at this time.

Members should keep upcoming monitoring and treatment appointments, unless otherwise advised by your clinic. Clinics are continuing to provide care through telehealth services (phone or video) when possible.

Get the latest COVID-19 updates
from the WTC Health Program at
www.cdc.gov/wtc/covid19.html

For updates from the September 11th
Victim Compensation Fund (VCF), visit
www.vcf.gov/covid-19

COVID-19 testing and treatment

The WTC Health Program will cover testing for members with symptoms suggesting COVID-19 who also have a certified WTC-related health condition of a respiratory nature (e.g., asthma, COPD, interstitial lung disease) or who have impaired immune function secondary to a certified WTC-related health condition.

The Program will cover outpatient and inpatient treatment for COVID-19 on a case-by-case basis based on the member's certified WTC-related health condition and in consultation with the CCEs or NPN.

When to seek care for COVID-19 symptoms

If you have been exposed to COVID-19 and develop COVID-19 symptoms such as a fever or cough, call your health care provider. If contacting the CCEs or the NPN, you may be referred to alternative locations for COVID-19 testing and treatment based on local public health directives.

If you develop emergency warning signs for COVID-19, get medical attention immediately. Emergency warning signs include, but are not limited to*:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

Learn more about COVID-19 symptoms at www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html

**This list is not all inclusive. Please consult your health care provider for any other symptoms that are severe or concerning.*

Protect yourself and those around you

All WTC Health Program members are encouraged to follow the Centers for Disease Control and Prevention (CDC)'s guidelines to protect against COVID-19.

This includes:

- Washing your hands frequently
- Staying home as much as possible, especially if you do get sick
- Practicing social distancing and using a cloth face cover when you go out in public
- Avoiding close contact with people who are sick

See all prevention tips at www.cdc.gov/coronavirus

Additionally, some members with certain health conditions, WTC-related or not, may be at a higher risk of serious illness from COVID-19. The CDC recommends additional preventive steps be taken for these higher risk individuals. This information is available at www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/index.html

Please note: The WTC Health Program is not able to provide disinfectant supplies or personal protective equipment. If you are in need of these supplies, please contact a local COVID-19 resource helpline.



We know that this time of social distancing and self-isolation may be filled with stress and anxiety. Information on mental health resources is available at www.cdc.gov/wtc/mentalhealth.html

If you are feeling overwhelmed with emotions like sadness, depression, or anxiety, or feel like you want to harm yourself or others, **call the Disaster Distress Helpline at 1-800-985-5990 or text TalkWithUs to 66746.** It's free, confidential, and available 24/7.