

Your Member Rights:

When Your Clinical Center of Excellence Does Not Request Certification of Your Condition

The James Zadroga 9/11 Health and Compensation Act of 2010 is the law that governs the processes followed in the World Trade Center (WTC) Health Program. The law required the National Institute for Occupational Safety and Health (NIOSH) to enter into contracts with Clinical Centers of Excellence (CCEs) to provide monitoring and treatment benefits to responders and survivors who are determined to be eligible for the Program. The CCEs are clinical centers that have years of experience monitoring and treating responders and survivors of the 9/11 terrorist attacks and are experts in diagnosing and treating WTC-related conditions.

The WTC Health Program will only cover treatment and medication for conditions that are determined to be related to your WTC exposures by your CCE, and certified by the WTC Health Program Administrator.

A condition is certified as WTC-related, and approved, for treatment when:

- A CCE physician makes a determination that your condition is on the List of WTC-Related Health Conditions, has sufficient latency to support WTC-relatedness, and that your WTC exposures are substantially likely to be a significant factor in aggravating, contributing to, or causing your covered condition;
- A CCE physician submits a certification request to the Administrator of the WTC Health Program attesting to their determination that your condition should be certified by the WTC Health Program; and
- The Administrator of the WTC Health Program approves certification of your condition.

If your CCE physician determines that your condition is not related to your WTC-exposure, you have a right to request a review of this decision by the Medical Director of your CCE.

Your CCE will provide you with instructions on how to request a review. This will involve a written letter to the CCE Director explaining why you disagree with the physician's determination not to request certification. The Medical

Steps for Reviewing a Physician's Determination Not to Request Certification:

- 1** Contact your CCE about requesting a review by the Medical Director of the CCE.
- 2** Follow the instructions on how to request a review of the physician's determination and include the reasons why you disagree with the decision in your request to your CCE's Medical Director.
- 3** Review the written response from the CCE Medical Director. At this point there are no further formal review processes available.

If you still disagree with the CCE review, you can send a letter to the WTC Health Program informing them of your disagreement with the CCE. Letters should be sent to:

**WTC Health Program
327 Columbia Turnpike
Rensselaer, NY 12144**

Director will use your medical records and the information in your letter in order to conduct a review of this decision, and come to a final decision. You will receive a written letter from your CCE's Medical Director with the results of their review and any actions taken.

Once you receive the results of your review from your CCE Medical Director you do not have any further formal review rights from the WTC Health Program. This decision constitutes the final action of the CCE on behalf of the Program. You may send a letter to the WTC Health Program informing them of your disagreement with your CCE Medical Director's decision.

Learn More. Call 1-888-982-4748 or visit www.cdc.gov/wtc

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