



Centers for Disease Control  
and Prevention (CDC)  
National Institute for Occupational  
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October 13, 2022

Benjamin Chevat  
9/11 Health Watch  
c/o New York State AFL-CIO  
100 South Swan Street  
Albany, New York 12210

Dear Mr. Chevat:

Thank you for your letter of 12 August 2022 to Dr. Rochelle Walensky, Director of the Centers for Disease Control and Prevention (CDC), raising ten issues concerning the initial operations of the World Trade Center (WTC) Health Program's new pharmacy benefits manager—Express Scripts. I am pleased to respond on behalf of Dr. Walensky but let me first apologize for the tardiness in answering your letter. I, and the entire staff of the WTC Health Program, have been quite busy during the past two months addressing the ten issues raised by the 9/11 Health Watch in your 12 August 2022 letter.

While not every issue you draw attention to in your letter has been resolved to the complete satisfaction of the Program or the members, much progress has been made since 12 August. Issues related to the priority of payers, emergency medication fills and automatic fills, formulary limitations, prior authorization transfers, erroneous instructions from Express Scripts call center staff for members to use their own health insurance, coordination of benefits issues, and Express Script call center wait times, are resolved or are being resolved.

Thank you for your understanding that "*program transitions to new contractors are difficult.*" While the Program deeply regrets the confusion and inconvenience to members occasioned by a less than optimum rollout of the new pharmacy benefits management contract, the Program is continuing to work each issue contained in your 12 August 2022 letter, and any other issue that may arise during the Express Script contract.

Sincerely,

A handwritten signature in black ink, appearing to read "John Howard", with a long, sweeping underline.

John Howard, M.D.  
Director, National Institute for Occupational Safety and Health, and  
Administrator, World Trade Center Health Program