



World Trade Center Health Program

NEW YORK METROPOLITAN AREA PROVIDER QUICK REFERENCE GUIDE:

CLAIMS, REIMBURSEMENT & COORDINATION OF BENEFITS

The World Trade Center (WTC) Health Program provides medical monitoring and treatment to the Fire Department of the City of New York (FDNY) responders and general responders at the WTC and related sites in New York City, the responders to the Pentagon and Shanksville, PA, sites, and the survivors who were in the New York City Disaster Area on 9/11 or in the months after. The Program covers medically necessary treatment for certified WTC-related physical and mental health conditions by healthcare providers enrolled with the Program **at no cost to the patient**. Participation in the WTC Health Program means that providers who are fully contracted with the WTC Health Program agree **NOT** to charge members for any authorized WTC-related care.

CLINICAL CENTERS OF EXCELLENCE

The Clinical Centers of Excellence (CCEs) are the New York (NY) metropolitan area-based medical facilities that provide medical monitoring exams, cancer screening, diagnosis, and treatment services for WTC Health Program members. Members are assigned to a specific CCE, and the CCE is responsible for supporting member case management, provider referrals, provider registration nominations, medical monitoring and screening, and treatment benefits.

The following are the six (6) CCEs supporting the Responder members of the WTC Health Program:

Clinical Center of Excellence	Contact Number
FDNY WTC Health Program Clinical Center	718-999-1858
Icahn School of Medicine at Mount Sinai WTC Health Program Clinical Center of Excellence at Mount Sinai (MSSM)	888-702-0630
New York University Grossman School of Medicine NYUGSOM Clinical Center of Excellence (NYU)	212-263-7335
Northwell Health (formerly LIJMC) Northwell WTC Clinical Center	718-267-2420
State University of New York, Stony Brook (SUNY) Stony Brook WTC Health and Wellness Program	631-855-1200
Rutgers, The State University of New Jersey (formerly UMDNJ) WTC Health Program at Rutgers	848-445-0123



The following are the two (2) CCEs supporting the Survivor members of the WTC Health Program

Clinical Center of Excellence	Contact Number
NYC Health + Hospitals (H+H, formerly HHC) WTC Environmental Health Center	877-982-0101 (Elmhurst and Bellevue) 212-238-7400 (Gouverneur)
William Street Clinic (operated by OptumServe, formerly known as Logistics Health Incorporated)	800-714-7426

Providers are encouraged to become familiar with the CCE to which their patients are assigned, and to reach out to the appropriate CCE for questions on behalf of their patients regarding prior authorizations for certain services, claim payment/denial questions, member care coordination, and prescriber authorization requests.

PROVIDER REIMBURSEMENT ON BEHALF OF RESPONDER AND SURVIVOR MEMBERS

All WTC-contracted providers are reimbursed according to the FECA Fee Schedule. Providers for Survivor members who are assigned to one of the Survivor clinics (H+H or William Street Clinic) follow coordination of benefits guidelines as described in the next section.

RESPONDER BENEFITS CLAIMS SUBMISSION

For FDNY and General Responders, the Program is the primary benefit for certified medical and mental health treatment services. Providers should submit all claims with authorization for certified conditions to either FDNY or HealthSmart at the Claims Submission and Mailing addresses below as appropriate:

CLAIMS SUBMISSION AND MAILING ADDRESS (FDNY ONLY)

FDNY requires that providers submit claims through ClaimConnect, a secure electronic portal for medical providers who treat FDNY Firefighters and EMS members. To submit FDNY medical claims or learn the claim status of an existing submission, please visit ClaimConnect at www.claimconnect.us. FDNY does not accept paper claims.

CLAIMS SUBMISSION AND MAILING ADDRESS (General Responders and Survivors)

For General Responders and Survivor members belonging to the CCEs, *now including the William Street Clinic*, the Program is the primary benefit for certified medical and mental health treatment services. Claims should be submitted electronically if possible, using **WTC Payor ID # 31172**. Providers should submit all paper claims with authorization for certified conditions to the address below. Claims submitted to HealthSmart via paper must be submitted on red drop out ink.

HealthSmart Benefit Solutions
WTC Claims Administration
P.O. Box 11064
Charleston, WV 25339
ATTN: WTC DIVISION



SURVIVOR COORDINATION OF BENEFITS GUIDELINES

Survivor members are individuals who lived, worked, went to school, or attended child or adult daycare in the NYC Disaster Area on and/or after 9/11. Survivor members in the NYMA are assigned to either the H+H or Williams Street Clinic CCEs. The Zadroga Act requires coordination of benefits (COB) for Survivor members.

Before billing the WTC Health Program, providers must first bill:

- ▶ **Personal Health Insurance:** where the WTC-related condition is not work-related, and where the member has private or public health insurance coverage, the private or public health insurance must be billed prior to billing the WTC Health Program.
- ▶ **Workers' Compensation:** where the condition suffered by the member is work-related, and where Workers' Compensation is available to this member, the Workers' Compensation must be billed prior to billing the WTC Health Program.

For Survivor members assigned to H+H or William Street Clinic, the provider must submit a claim to the WTC Health Program including the Explanation of Benefits (EOB) from the primary payer. The total payment, including any amounts paid by other entities and by the Program, will not exceed the FECA fee schedule amount payable under the Program. The WTC Health Program will pay the FECA fee schedule amount or the member's responsibility, whichever is less. If the primary plan already paid up to the FECA fee schedule amount, no additional payment is made under the Program. The provider may not bill the member for deductible, coinsurance, or co-pay charges.

SPECIAL NOTE REGARDING CLAIMS SUBMISSION (WILLIAM STREET CLINIC)

Beginning April 21, 2023, claims are submitted to the WTC Health Program via HealthSmart, and must include the EOB from the primary payer(s). Claims should be submitted electronically if possible, using **WTC Payor ID # 31172**. The mailing address for submitting the primary EOB (if applicable) and claim is to **HealthSmart Benefit Solutions**, found on page two (2) of this Guide.

REGISTER FOR THE WTC PROVIDER PORTAL FOR CLAIMS STATUS INFORMATION

The WTC Health Program Provider Portal administered by HealthSmart is designed to provide enrolled WTC Health Program medical providers with up-to-date claims status information for the WTC Health Program members (Responders and/or Survivors) that you serve.

The HealthSmart WTC Health Program Provider Portal is not a means for submitting claims, but rather a tool for viewing claims status. If a provider is already working through a clearinghouse to submit their claims, they use **WTC Payor ID #31172**, and the claims will route through the HealthSmart portal. Once the claim is received by HealthSmart, it is added to the claim system and processed. After the claim processes, the provider record from the claim is routed to the provider portal. At that point, the provider can register on that portal to review eligibility and claim status.

Register for the WTC Health Program dedicated provider portal at <https://wtcportal.healthsmart.com> to view the claims status for all CCEs (including William Street Clinic) with the exception of FDNY.

ENROLL FOR ELECTRONIC REMITTANCE ADVICE (ERA)

Please contact our partner company, GDIT, to enroll in the ERA program. Their dedicated WTC Health Program customer service number is **1-888-982-4748**.

GENERAL INQUIRIES

For general inquiries about the WTC Health Program, please call **1-888-982-4748**.



SUBMISSION OF SENSITIVE AND SECURE INFORMATION

Please **fax** all items containing sensitive Personal Health Information (PHI) or other secure information such as W-9 forms, Tax ID #s, CMS-588 Electronic Funds Transfer (EFT) Form, etc., to **1-877-646-5308**.

PROVIDER SERVICES EMAIL ADDRESS AND SUBMISSION OF PROVIDER DEMOGRAPHIC UPDATES

Please direct all provider enrollment questions, as well as provider demographic updates (such as changes to practice address, group rosters, TIN, banking information, requests for RA statements, etc.), to wtchp_provider_enrollment@gdit.com.

REIMBURSEMENT and CLAIMS PROCESSING QUESTIONS

Please contact the WTC Health Program Call Center at **1-888-982-4748** regarding any questions related to the reimbursement rate, FECA fee schedule, claims adjudication, etc. Your question will be answered directly by the call center representative or escalated as needed to a specialist.