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# FEHB Program Carrier Letter

## All Carriers

U.S. Office of Personnel Management  
Insurance Services Program

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Letter No. 2003-32

Date: October 30, 2003

Fee-for-service [ 31 ]   Experience-rated HMO [ 31 ]   Community-rated [ 29 ]

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**SUBJECT:** Continuing Health Care for Federal Workers in the World Trade Center and the Pentagon

Two years have passed since the world was shocked by the horrible events of September 11, 2001, but many of those who were at ground zero are still suffering from the physical and emotional effects of that day.

We will not forget the extraordinary services you provided in the aftermath of the attacks. We greatly appreciate your efforts. I want to remind you, however, that we must not forget that there are Federal workers who were at the World Trade Center and Pentagon and who require significant health care. Some responders and victims have trouble breathing due to respiratory problems and others suffer from post-traumatic stress disorder. In addition, due to their continuing risks, these responders and victims should receive regular follow-up care.

I ask you to make sure you and your plan are responding to these Federal workers' continuing health care needs and processing their claims timely and efficiently. Terrorist victims deserve special considerations and our best efforts to help them recover from the horrors they experienced. I thank you for your continued care and cooperation.

Sincerely,



Kay Coles James  
Director