

January 24, 2023

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

RE: Letter of January 6, 2023, to Dave North

Dear Mr. Chevat,

I have discussed your letter with Dave North and my leadership team at Managed Care Advisors. I appreciate you reaching out on behalf of the members of the World Trade Center Health Program. As the president of Managed Care Advisors, I am here to address your concerns.

Our client, the WTC Health Program, will follow up with you on additional answers to the questions outlined in your letter.

We continue to partner with the WTC Health Program to find solutions and respond to member needs. With a heightened focus on member experience, Managed Care Advisors works to directly engage with members to ensure they receive the resources needed through these benefits.

Since Managed Care Advisors started supporting the WTC Health Program in August 2022, we have made significant progress and made sure we are doing everything we can to support our members.

We have taken steps that include:

- We have expanded member service call center staffing and hours of operation, resulting in increased performance over the last few months. We continue to make improvements.
- We have staff in place and have improved our auditing and monitoring resources to support program members.
- In collaboration with our client, the National Institute for Occupational Safety and Health (NIOSH), we have sent multiple rounds of provider disruption letters to members.
- We have added supplemental support to recruit more providers into the network on a daily basis.
- We have developed onboarding and training programs on the program guidelines, and all of our colleagues who work on the program participate in those activities.
- We continue to communicate with members to ensure they are not billed for WTC-related services and that all WTC-related bills are sent to us for processing.

We are here to support the members of the WTC Health Program and are always open to feedback. The core of our work is taking care of the 9/11 responders and survivors.

Sincerely,



Lisa M. Firestone
President, Managed Care Advisors