

# United States Senate

WASHINGTON, DC 20510

January 20, 2023

Mr. David North  
Chief Executive Officer  
Sedgwick  
8125 Sedgwick Way  
Memphis, TN 38125

Dear Mr. North,

We are writing you to raise serious concerns about Sedgwick's performance as a contractor in delivering care through the World Trade Center Health Program (WTCHP) to 9/11 first responders and survivors. As the Senate sponsors who led the passage of the 2010 James Zadroga 9/11 Health and Compensation Act that first established the WTCHP and its subsequent reauthorizations and amendments in 2015, 2019 and 2022, we are deeply invested in quality of care and services provided by this program to those injured by the attacks and their aftermaths.

Your firm, Sedgwick, owns Managed Care Advisors (MCA) which took over the contract with the WTCHP to provide the program's Nationwide Provider Network (NPN) services starting August 1<sup>st</sup>, 2022. The NPN is a network of healthcare providers across the nation that delivers care to WTCHP beneficiaries for their program-eligible benefits. Through our meetings with 9/11 advocates, constituent complaint, and CDC staff briefings, it has come to our attention that the NPN services Sedgwick provides through MCA to WTCHP members do not meet the standard and quality of care expected for our nation's 9/11 first responders and survivors.

These complaints have also been well documented in media reports. News 4 in Jacksonville, FL reported in August 2022 that a first responder at the Pentagon on 9/11 helping recover and remove bodies from the attack was dropped by the NPN shortly after MCA took over the NPN contract. The responder at the time was battling cancer and struggled to receive needed treatments. In Macon, Georgia local news station WMAZ reported in

December 2022 that a worker affected by the 9/11 attacks struggled to get a therapist before the 9/11 anniversary after MCA took over the provision of services. Just the other day the New York Daily News covered a letter issued by the leading advocacy group for 9/11 survivors and first responders, 9/11 Health Watch, which described little progress being made in addressing issues that have been raised by beneficiaries and advocates for months.

These public reports are supplemented by issues raised privately with our offices furthering serious concerns with your company's performance as the contractor responsible for operating the WTCHP's NPN. Such issues include, but are not limited to, the below complaints received after MCA took over operations of the NPN:

1. Beneficiaries have experienced difficulties in even reaching the program's call center for several months in violation of contract requirements for the NPN's call center.
2. When beneficiaries can get through to the call center, they do not have calls returned or appointments scheduled
3. MCA staff provided inaccurate program information to beneficiaries, allegedly due to insufficient training.
4. Beneficiaries have received inadequate member care in part due to high turnover of MCA staff operating the program.
5. MCA operators provided inaccurate provider network information to the program to beneficiaries who have subsequently found that their original providers are now out of the program's covered network.
6. Additionally, MCA materials and staff inaccurately describe providers as participating in the NPN, leading to confusion and delays in care.
7. MCA's new provider network for the NPN lacks key providers in many areas, particularly for mental health services needed by many program beneficiaries.
8. Program members are unable to obtain medical care or their annual medical monitoring exams.

As we understand this is just a partial list of the issues that World Trade Center beneficiaries – people who survived and were called to assist on the most tragic day in our nation's history - have been dealing with since your company took over managing the National Provider Network.

We ask that you swiftly respond in detail to the above-outlined issues including describing any actions that your company has taken or will take to

ensure these problems do not continue to harm the operations of the WTCHP and hinder access to care for its beneficiaries.

We must ensure that all 9/11 responders and survivors receive the care that our nation's government has promised them and they deserve for their service and suffering.

Sincerely,



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Kirsten Gillibrand  
United States Senator



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Charles E. Schumer  
United States Senator