



March 8, 2023

Mr. Thomas P. DiNapoli  
Comptroller  
State of New York  
110 State Street  
Albany, NY 12236

Dear Mr. DiNapoli,

Thank you for your letter dated February 17, 2023, to Carlyle, majority owner of Sedgwick, concerning the performance of Managed Care Advisors' (MCA) management of the World Trade Center (WTC) Health Program Nationwide Provider Network (NPN).

In your letter, you raised concerns about MCA's delivery of services to WTC Health Program members. I can assure you that all members of my team are committed to providing the highest level of care and benefits to the responders and survivors served by the WTC Health Program's NPN.

I have discussed your concerns with Carlyle and my leadership team at MCA.

MCA took over this program on August 1, 2022. There was a lengthy implementation period, due to the complexity of the program and this being the first time the NPN was transitioned since the WTC Health Program's inception.

The NPN provides members with access to over 400,000 service providers. MCA continues to adhere to the guidelines of the WTC Health Program. MCA does not make independent decisions about denying access to care or treatment, but rather follows the benefit guidelines mandated by the Program.

MCA has made significant progress in our efforts to support Program members. This includes expanding our member services call center staffing and hours of operation, resulting in significantly improved performance and member experience over the past few months. To highlight our noteworthy progress to date: Our member services call abandon rate (caller hanging up before the call is completed) was reduced from 45% on October 2, 2022, to 2.2% by January 15, 2023. The average speed of answer for the same time frame improved from 18.5 minutes to just 45 seconds. MCA has added supplemental support in order to recruit more medical and care providers into the network on a daily basis.

Although our colleague retention numbers remain at over 98%, we continue extensive onboarding, training and quality assurance to ensure our member services representatives are providing the most accurate and current information to the members they serve. MCA continues to train colleagues on an ongoing basis, and we have doubled the number of leaders available to member services colleagues to support call resolution on a real-time basis.



During the transition from the previous Program administrator, we did experience some disruption with providers; in most cases, we were able to quickly intervene, but unfortunately, there have been times when providers refused to participate in our network and/or the program. Access to health care providers is dependent on the willingness of providers to participate in the program and to accept lower reimbursement at enforced FECA rates, as per the Zadroga Act.

To resolve any network provider issues, we are focusing on maximizing access to care for our members. We have augmented our team to expedite recruiting for participants and are casting a wide net to federal providers to ensure optimal coverage and care for our members. In addition to our provider recruitment efforts, we are adding self-service features to our provider portal to alleviate unnecessary confusion and calls to member services.

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

We are here to support the 9/11 responders and survivors, and it's a responsibility we take seriously. We are committed to providing the highest level of care and benefits to the thousands of responders and survivors.

Please let me know if you would like to discuss further.

Sincerely,

A handwritten signature in black ink that reads "Mike".

Michael Arbour  
Chief Executive Officer  
Sedgwick Claims Management Services, Inc.