

Congress of the United States
Washington, DC 20510

July 10, 2024

The Honorable Dr. Mandy Cohen, MD, MPH
Director, Centers for Disease Control and Prevention
1600 Clifton Road
Atlanta, GA 30329

Dear Dr. Cohen,

We write to you concerning the performance of Managed Care Advisors Sedgwick (MCA Sedgwick) as the National Provider Network (NPN) in administering services to 9/11 responders and survivors in the National Program since taking over the NPN contract in August of 2022.

We are committed to ensuring that the World Trade Center Health Program continues to provide health care and medical monitoring and would like to request an update on what actions are being taken to address the serious issues plaguing the NPN.

While there have been improvements in service, such as the wait time to get an answer from the call centers and the expansion of the number of providers in the Network, we are concerned that there are still serious deficiencies in MCA Sedgwick's ability to deliver services.

We appreciate that your staff has been updating our offices on a continuous basis, we request the Centers for Disease Control (CDC) provide us with additional information:

1. After the go live date for MCA Sedgwick as the NPN contractor, there were serious issues with the delivery of services to NPN members. Can the Program summarize what those issues were and what steps were taken to address those problems?
2. What issues or challenges has the program identified that still need to be addressed, and what actions is the program taking to do so?
3. We understand that there are still serious problems with Program Providers being paid in a timely manner. In addition, program members are improperly receiving bills for services that the NPN should have paid. In some cases, the bills are sent to collection, putting members' credit at risk. What is the program doing to correct this?
4. We understand that there are still some members who cannot obtain an annual monitoring exam, which every member is entitled to once per year. What is being done to address this?
5. How many members who wished to receive an annual examination have not received monitoring vs. the total of NPN members who have received an annual exam under Sedgwick?
6. When does the program expect the remaining issues to be fully resolved?

7. We understand that the provider portal that had been on the program website at the beginning of the go live date to allow members to look for possible providers was removed. Can the program explain the reason for its removal?
8. Without the portal, can the program explain the process of how members can find providers who are in MCA Sedgwick's provider network, since there is no portal available. Why isn't this process explained on the program's website?

We appreciate your attention to this critical issue and look forward to hearing how the CDC plans to address these issues.

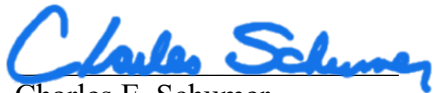
Sincerely,



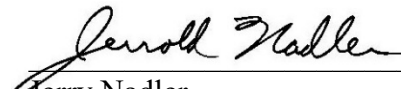
Kirsten Gillibrand
United States Senator



Andrew Garbarino
Member of Congress



Charles E. Schumer
United States Senator



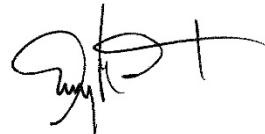
Jerry Nadler
Member of Congress



Mike Braun
United States Senator



Dan Goldman
Member of Congress



Anthony D'Esposito
Member of Congress