



HEALTH WATCH

c/o New York State AFL-CIO
100 South Swan Street, Albany, New York 12210
646-634-9103 • www.911healthwatch.org

Board of Directors.

President
Peg Seminaro

Treasurer
Ryan Delgado
New York State AFL-CIO

Secretary
Micki Siegel de Hernandez
CWA

Rupa Bhattacharya
Georgetown University Law Center

Jessica Garcia
RWDSU

Steven Markowitz MD, DrPH

Sybil McPherson
DC 37, AFSCME

Sean Michael
UFOA, IAFF

Jim Slevin
IAFF

Lisa M. Sabitoni
Laborers' Health & Safety Fund
of North America

Executive Director
Benjamin Chevat

Deputy Executive Director
Suzy Ballantyne

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

April 23, 2025

Dear Mr. North,

I am writing again on behalf of 9/11 Health Watch regarding the continuing poor performance of Managed Care Advisors Sedgwick (Sedgwick) in providing services to members of the World Trade Center Health Program (WTCHP) under its contract with the Centers for Disease Control (CDC).

More than two and half years since your start date of August 1, 2022, your firm has managed to at least answer your phones, something that took you months to do, and you are now providing services to the 9/11 responders and survivors of the National Provider Network (NPN) of the World Trade Center Health Program (WTCHP). But NPN members are still facing significant challenges to receive needed care due to your company's poor performance.

Nearly every week 9/11 Health Watch continues to document continuing issues with Sedgwick's performance that are impacting responders and survivors in the program such as:

1. Sedgwick not paying network providers bills submitted for payment to your company in a timely way, not providing providers support when bills are rejected so that they can understand the rejections and resubmit them. This is happening so frequently that many providers are refusing to continue to participate.

2. A large backlog of over 8 months in non-cancer certification requests that 9/11 Health Watch reported to the program last fall. This backlog means NPN members are delayed getting access to care for their non-cancer conditions.

3. 9/11 Health Watch reports cases to the World Trade Center Health Program where your company continues to lose records that are provided to it by program members.

4. Every week 9/11 Health Watch is contacted by a program member who can't get Sedgwick staff to return their calls seeking care.

These are just some of the issues that continue to face program members who are in the NPN that your company manages.

Today, I am writing to document your company's latest failure with respect to those members of the NPN that are receiving care from the Mayo Clinic at its locations in Minnesota, Arizona and Florida.

As the attached letter from the Mayo Clinic to me dated March 27th, 2025, details, it appears that Sedgwick has again failed the NPN members in spectacular form.

Recently Sedgwick contacted over 20 NPN members who were receiving care from Mayo Clinic locations in Minnesota and Arizona, informed them that Mayo Clinic was no longer in "network" and that the members would immediately no longer be able to receive care for their 9/11 conditions at Mayo Clinic facilities. Members would have to interrupt their care, in many cases cancer care and get care from an alternative provider.

According to the Mayo Clinic, this was not the case.

As the Mayo Clinic's letter of March 27, 2025 (attached) to 911 Health Watch states:

"Mayo Clinic has never been contracted as in-network with the World Trade Center Health Program. However, Mayo Clinic has cared for 9/11 first responder patients who have coverage via the program for many years. In those instances, Mayo Clinic enters into a single, patient specific

case agreement where needed in order to facilitate payment via the program for the care. We have provided care to 9/11 first responder patients in that manner for more than a decade and have not made any change in that regard.

Given that Mayo Clinic has not changed anything with respect to its provision of care for 9/11 first responder patients, we were confused by the allegations that Mayo Clinic has discontinued care for this patient population. We have undertaken due diligence to understand what happened here and have identified what we believe is the reason for the misinformation. In February 2025, First Health, the network utilized by Sedgwick-Managed Care Advisors (MCA), the administrator for the World Trade Center Health Program, mistakenly listed Mayo Clinic as in-network for the World Trade Center Health Program. As we noted, that has never been the case. First Health subsequently corrected this and removed Mayo Clinic from the list of in-network providers. Presumably in response to First Health's actions, Sedgwick- MCA sent notice to program members instructing that Mayo Clinic is not in-network for the program.

Mayo Clinic has corrected this confusion directly with the World Trade Center Health Program, confirming with the program that Mayo Clinic has not changed and has no intention to change its provision of care for 9/11 first responder patients. The World Trade Center Health Program has likewise confirmed that they have the same understanding. We have also confirmed that Mayo Clinic has not ceased care or cancelled appointments for 9/11 first responder patients. Mayo Clinic has begun to reach out to patients directly to confirm that they are still able to obtain care at Mayo Clinic. Multiple patients have upcoming appointments and ongoing care, all of which will continue as intended.

Mayo Clinic holds a deep appreciation for the sacrifices of 9/11 first responders and survivors. We are honored to have cared for these patients for many years and have no plans to change that. “

So, it is clear this interruption in care for program members was caused by Sedgwick and should not have happened.

It is our understanding that the WTC Health Program is resolving the issue and is working out an arrangement directly with the Mayo Clinic to ensure NPN members will have access to care at the Mayo Clinic facilities now and in the future.

But it is inexcusable after two and half years of managing the NPN, that Sedgwick still doesn't seem to know who their providers are and the arrangements the company has with them.

I am not expecting a response but wanted to document your company's latest failure and to thank the Mayo Clinic for their continued support and care for 9/11 responders and survivors.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Benjamin Chevat', with a stylized flourish at the end.

Benjamin Chevat
Executive Director



200 First Street SW
Rochester, Minnesota 55905
507-284-2511
mayoclinic.org

March 27, 2025

Mr. Benjamin Chevat
Executive Director
9/11 Health Watch
c/o New York State AFL-CIO
100 South Swan Street
Albany, New York 12210

Via email at ben.chevat@911healthwatch.org and U.S. mail

Mr. Chevat,

I am writing in response to the March 19, 2025 letter from 9/11 Health Watch, which Mayo Clinic received via mail yesterday, March 26, 2025. The letter contains several serious inaccuracies which we want to correct given the importance of this issue, and we appreciate the opportunity to do so.

Your letter states that it is 9/11 Health Watch's understanding that Mayo Clinic has decided to no longer participate in the World Trade Center Health Program Network and provide cancer care and other medical treatment for 9/11 patients. Mayo Clinic has never been contracted as in-network with the World Trade Center Health Program. However, Mayo Clinic has cared for 9/11 first responder patients who have coverage via the program for many years. In those instances, Mayo Clinic enters into a single, patient specific case agreement where needed in order to facilitate payment via the program for the care. We have provided care to 9/11 first responder patients in that manner for more than a decade and have not made any change in that regard.

Given that Mayo Clinic has not changed anything with respect to its provision of care for 9/11 first responder patients, we were confused by the allegations that Mayo Clinic has discontinued care for this patient population. We have undertaken due diligence to understand what happened here and have identified what we believe is the reason for the misinformation. In February 2025, First Health, the network utilized by Sedgwick-Managed Care Advisors (MCA), the administrator for the World Trade Center Health Program, mistakenly listed Mayo Clinic as in-network for the World Trade Center Health Program. As we noted, that has never been the case. First Health subsequently corrected this and removed Mayo Clinic from the list of in-network providers. Presumably in response to First Health's actions, Sedgwick-MCA sent notice to program members instructing that Mayo Clinic is not in-network for the program.

Mayo Clinic has corrected this confusion directly with the World Trade Center Health Program, confirming with the program that Mayo Clinic has not changed and has no intention to change its provision of care for 9/11 first responder patients. The World Trade Center Health Program has likewise confirmed that they have the same understanding. We have also confirmed that Mayo Clinic has not ceased care or cancelled appointments for 9/11 first responder patients. Mayo Clinic has begun to reach out to patients directly to confirm that they are still able to obtain care at Mayo Clinic. Multiple patients have upcoming appointments and ongoing care, all of which will continue as intended.

Mayo Clinic holds a deep appreciation for the sacrifices of 9/11 first responders and survivors. We are honored to have cared for these patients for many years and have no plans to change that. Given the importance of this matter, we greatly appreciate the opportunity to correct the inaccuracies being shared and reported on this subject.

Sincerely,

A handwritten signature in blue ink that reads "Christopher Toby".

[Christopher Toby \(Mar 27, 2025 16:36 EDT\)](#)

Christopher Toby
Division Chair, Contracting and Payer Relations
Mayo Clinic