

# Congress of the United States

Washington, DC 20515

April 25, 2024

Secretary Xaiver Becerra  
U.S. Department of Health & Human Services  
Hubert H. Humphrey Building  
200 Independence Avenue, S.W.  
Washington, D.C. 20201

Dear Secretary Becerra,

We write to express continued concerns regarding the continuing poor performance of Managed Care Advisors (MCA)-Sedgwick as the federally-contracted administrator of the Nationwide Provider Network, which is part of the World Trade Center Health Program. As strong supporters of this crucial health program, we are very committed to ensuring that the program continues to provide the health care and medical monitoring as was originally intended.<sup>1</sup>

The James Zadroga 9/11 Health and Compensation Act of 2010 established the World Trade Center Health Program within the National Institute for Occupational Safety and Health (NIOSH) to provide monitoring and treatment for 9/11-related health conditions for enrolled responders and survivors. This program provides vital medical monitoring and care to nearly 128,000 responders and survivors across the United States.<sup>2</sup>

Since receiving its contract with the program, MCA has served as the federally-contracted administrator of the Nationwide Provider Network, which serves more than 32,000 responders and survivors who live outside the New York metropolitan area.<sup>3</sup>

While there have been some improvements in service, such as the wait time to get the call centers to answer and the recent expansion of the number of providers, there are still serious deficiencies in MCA's ability to deliver vital services including being able to provide annual medical examinations, which we consider to be the cornerstone of the program.

One issue that has recently come to our attention is MCA's inability to use the New York area clinics or Clinic Centers of Excellence (CCE) as network providers, despite these clinics currently providing most of the program's services to its members. Providing responders and survivors the option of using New York area clinics or CCEs as providers to receive care, especially annual medical monitoring exams, only makes sense in terms of increasing MCA's ability to perform its contract.

To fulfill our moral obligation to 9/11 survivors and responders, we must ensure the World Trade Center Health Program not only has the necessary resources, but that the program is properly administered so that members receive the high-quality care that they need and deserve.

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<sup>1</sup> Pub. L. No. 111-347 (2010).

<sup>2</sup> <https://www.cdc.gov/wtc/ata glance.html#enrollmentWTC>

<sup>3</sup> [https://www.cdc.gov/wtc/pdfs/reports/wtchp\\_stats\\_20230930-508.pdf](https://www.cdc.gov/wtc/pdfs/reports/wtchp_stats_20230930-508.pdf)

In this light, we would like to know what steps can be taken to allow Nationwide Provider Network members to be able to access New York area clinics or CCEs if they want.

We appreciate your attention to this matter and welcome a quick response to this time-sensitive issue.

Sincerely,



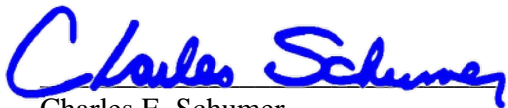
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Andrew R. Garbarino  
Member of Congress



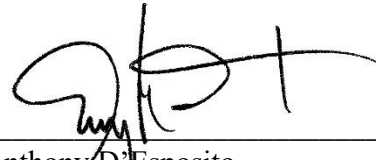
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Kirsten Gillibrand  
United States Senator



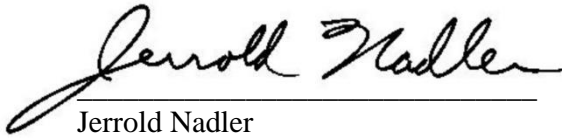
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Charles E. Schumer  
United States Senator




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Anthony D'Esposito  
Member of Congress



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Jerrold Nadler  
Member of Congress



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Dan Goldman  
Member of Congress