

**Congress of the United States**  
**Washington, DC 20515**

March 21, 2022

Dr. John Howard  
Director, National Institute for Occupational Safety and Health  
Administrator, World Trade Center Health Program  
Centers for Disease Control and Prevention  
395 E Street, S.W., Suite 9200  
Washington, D.C. 20201

Dear Dr. Howard:

As part of our continued oversight of the World Trade Center Health Program (WTCHP), we are writing to request information regarding a new multi-million-dollar contract awarded for the administration of WTCHP's Nationwide Provider Network (NPN), which provides medical care to thousands of 9/11 responders across the United States. Our request follows a January 5, 2022, briefing provided by National Institute for Occupational Safety and Health (NIOSH) to our staff in response to our request. We are seeking to ensure that issues uncovered through investigative reporting and our own inquiry that impacted the previous contract do not reoccur and that 9/11 responders receive seamless care during the transition to a new health care program administrator.<sup>1</sup>

In August 2021, we launched a joint inquiry into the NPN, which at the time was administered by the federal contractor Logistics Health Incorporated (now known as OptumServe Health Services). Our inquiry followed reports that responders and survivors of the September 11, 2001, terrorist attack were not receiving the medical care they deserve. Members of this program reported experiencing billing issues and long wait periods of time for prescription medication approval following medical procedures. In addition, current and former OptumServe employees expressed concern over the lack of mental health support for program members.<sup>2</sup>

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<sup>1</sup> See, e.g., *"I Feel Betrayed": Some 9/11 Responders Still Face Major Health Care Obstacles*, NBC News (Sept. 9, 2021) (online at [www.nbcnews.com/news/us-news/i-feel-betrayed-some-9-11-responders-still-face-major-n1278849](http://www.nbcnews.com/news/us-news/i-feel-betrayed-some-9-11-responders-still-face-major-n1278849)).

<sup>2</sup> Letter from Chairwoman Carolyn B. Maloney, Committee on Oversight and Reform, Chairman Jerrold Nadler, Committee on the Judiciary, and Rep. Andrew Garbarino to Dr. John Howard, Director, National Institute for Occupational Safety and Health, Centers for Disease Control and Prevention (Sept. 13, 2021) (online at <https://oversight.house.gov/sites/democrats.oversight.house.gov/files/2021-09-13%20CBM%20Nadler%20Garbarino%20to%20Howard-CDC%20NIOSH%20re%20WTCHP.pdf>); *"I Feel Betrayed": Some 9/11 Responders Still Face Major Health Care Obstacles*, NBC News (Sept. 9, 2021) (online at [www.nbcnews.com/news/us-news/i-feel-betrayed-some-9-11-responders-still-face-major-n1278849](http://www.nbcnews.com/news/us-news/i-feel-betrayed-some-9-11-responders-still-face-major-n1278849)); *Logistics Health Changes Name to OptumServe Health Services*, News8000 (Dec. 8, 2021) (online at [www.news8000.com/logistics-health-changes-name-to-optumserve-health-services/](http://www.news8000.com/logistics-health-changes-name-to-optumserve-health-services/)).

As part of our inquiry, we requested and received briefings from NIOSH and OptumServe.<sup>3</sup> Information obtained in our inquiry raised additional questions about OptumServe's poor performance and its repeated failures to meet certain performance thresholds. For example, according to a Quality Assurance Surveillance Plan obtained by the Oversight Committee—which NIOSH used to monitor and evaluate performance—OptumServe consistently struggled to meet the required thresholds for exam appointment turnaround times.<sup>4</sup>

On December 6, 2021, the Centers for Disease Control and Prevention (CDC) announced that it had awarded a new five-year contract to a new administrator, Managed Care Advisors (MCA)/Sedgwick. The CDC announced that it would begin transferring services from OptumServe, which has managed the contract since the advent of the program, to MCA/Sedgwick in the late spring or early summer of this year.<sup>5</sup>

On January 5, 2022, NIOSH provided our staff with a briefing on the new contract and plans for transition.<sup>6</sup> When asked about transition plans and how current members would be directly affected by the switch in NPN contractors, NIOSH officials reported that they were unable to provide specifics as they were still developing transition plans and conducting analyses of the impact of the transition. NIOSH officials indicated that they were unable to complete this transition planning until after the contract was awarded.

As strong supporters of the WTCHP, we are seeking to ensure the program not only has the necessary resources but is properly administered so that members receive the high-quality care that they need and deserve.

We are continuing to closely monitor the WTCHP during this transition period and are conducting oversight over the agencies and companies responsible for running the program. To that end, we ask that NIOSH provide the following documents no later than April 4, 2022:

1. The full Nationwide Provider Network contract with MCA/Sedgwick;
2. The framework of NIOSH's Quality Assurance Surveillance Plan with MCA/Sedgwick, including a written explanation of changes and improvements made from the prior Quality Assurance Surveillance Plan;
3. Detailed transition plans, including plans to communicate changes to members; and

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<sup>3</sup> Briefing from Staff, National Institute for Occupational Safety and Health, to Staff, Committee on Oversight and Reform, Committee on the Judiciary, and Office of Rep. Andrew Garbarino (Sept. 15, 2021); Briefing from Logistics Health Incorporated, to Staff, Committee on Oversight and Reform, Committee on the Judiciary, and Office of Rep. Andrew Garbarino (Sept. 23, 2021).

<sup>4</sup> Logistics Health Incorporated, *Quality Assurance Surveillance Plans* (Oct. 2019–Sept. 2021).

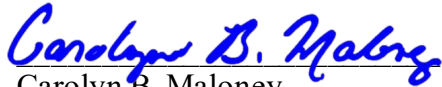
<sup>5</sup> Centers for Disease Control and Prevention, *Nationwide Provider Network Transition Information* (Dec. 6, 2021) (online at [www.cdc.gov/wtc/npntransition.html](http://www.cdc.gov/wtc/npntransition.html)).

<sup>6</sup> Briefing from Staff, National Institute for Occupational Safety and Health, to Staff, Committee on Oversight and Reform, Committee on the Judiciary, and Office of Rep. Andrew Garbarino (Jan. 5, 2022).

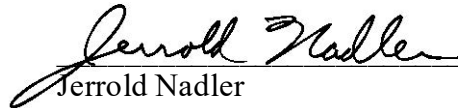
4. An analysis of the overlap between provider networks and the number of WTCHP members expected to be affected by the transition.

If you have any questions regarding this request, please contact Oversight Committee staff at (202) 225-5051.

Sincerely,



Carolyn B. Maloney  
Chairwoman  
Committee on Oversight and Reform



Jerrold Nadler  
Chairman  
Committee on the Judiciary



Andrew Garbarino  
Member of Congress

Enclosure

cc: The Honorable James Comer, Ranking Member  
Committee on Oversight and Reform

The Honorable Jim Jordan, Ranking Member  
Committee on the Judiciary