



HEALTH WATCH

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The Honorable Robert F. Kennedy, Jr.
Secretary
Department of Health and Human Services
200 Independence Ave SW
Washington, DC 20201

May 22, 2026

Dear Secretary Kennedy:

I am again writing to you regarding your management of the World Trade Center Health Program and the impact it is having and will have on the health care delivery for thousands of 9/11 responders and survivors who are in every state and 434 out of 435 Congressional Districts and who depend on the services the program provides to them.

We are shocked that your Department has awarded a new \$86 million contract to Managed Care Advisors/Sedgwick (Sedgwick)¹ to administer health services to the over 40,000 9/11 responders and survivors enrolled in the WTC Health Program who reside outside the New York metropolitan area. For the past five years, Sedgwick has been the program contractor administering the WTC National Provider Network (NPN) after winning the contract in 2021 as the low bidder. From the time it assumed the NPN contract responsibilities, Sedgwick's performance has been abysmal in every respect – from poor member services to inadequate numbers of qualified providers, to delayed payment for delivered health services. Even after Sedgwick was provided an additional 23 million dollars in funding for expanding provider networks, Sedgwick continued to perform poorly, failing to provide 9/11 responders and survivors the health care services they need and deserve.¹

Given the history of Sedgwick as the Administrator of the National Provider Network, this recent award is disturbing.

I must point out that four years ago, we asked the CDC Director at the time, Dr. Rochelle Walensky, to rebid their contract at the time for poor performance.

"If you look at the experience of the last four months, it appears that Sedgwick bid on this contract with the expectation of providing the least amount of services to generate the most amount of profit. This is evidenced by Sedgwick's actions responding to their lack of services-increasing staffing, increased hours and surge capacity, and increased training that has been added since the contract began.

What we cannot understand is why, under your leadership, the CDC would consider continuing Sedgwick as the National Provider and renewing their contract given their gross nonperformance without taking public steps to assure enforcement of the terms of the contract and without any penalties on Sedgwick?

If this was a commercial contract it would likely have been terminated by this point and a successor company would have been hired to perform the terms and conditions of the contract.

We realize that rebidding this contract is a significant undertaking and may be disruptive, but it can't be any more disruptive than the last four months have been. Given Sedgwick's failure to meet the terms of the contract and to provide required services and benefits to 9/11 responders and survivors, we believe CDC must consider this course of action." [911 Healthwatch letter November 10, 2022](https://www.911healthwatch.org/files/2022-1110-911-Healthwatch-ltr-to-CDC.pdf)¹.

So, I have to ask why is your administration continuing the mistakes of the prior administration?

While Sedgwick may have been the low bidder again, this time when it reportedly beat four other bidders, the fact that the CDC contract office awarded them this

¹ <https://www.911healthwatch.org/files/2022-1110-911-Healthwatch-ltr-to-CDC.pdf>

contract given Sedgwick's well-documented history of failure is a profound mistake.

Because of this history, Sedgwick and its bid should NOT have been considered by the CDC for this new contract as a valid bidder, however, it is not surprising.

As I understand it, the Office of Acquisition Services, which handled contracting for the entire CDC, including for the World Trade Center Health Program, was comprised of approximately 90 staff when you took over as Secretary last year. Then on April 1, 2025, you rified approximately 70 of the staff that handled contracts and terminated them August 2025, disrupting the contract process for all of the CDC including the WTC Health Program. The remaining staff of approximately 20 contract professionals were required to complete all the contracting work for all of CDC including the World Trade Center Health Program with no historical knowledge of the prior contract work nor the program.

Yet, a year since your testimony to the Senate HELP Committee where [you admitted it was a mistake to fire World Trade Center Health Program staff](#), this dire staffing situation remains and has clearly impacted on their ability to do their job and insure capable contractors for the program.²

Given the history of Sedgwick as the National Provider Network (NPN), this contractor should have been disqualified from bidding, or Sedgwick's bid should NOT have been considered because of its dismal past performance history and failure to deliver. The record of this company's failings is well-documented. Here is a short list based on member complaints to 911 Health Watch over the past 5 years.

- After onboarding as the new NPN, Sedgwick was totally unprepared to perform its contract. It could not even answer their phones for months since it did not have the staffing or capacity to answer the phones let alone provide care.
- When Sedgwick's provider network was established, it became clear that it only encompassed 80% of the existing providers, leaving thousands of 9/11 responders and survivors without a provider.

² <https://ny1.com/nyc/all-boroughs/politics/2025/05/15/hhs-sec-kennedy-says-cuts-at-9-11-health-program-were-mistake->

- When it was supposed to provide a list of providers on its website for the program members, the list had to be pulled within weeks, because it was full of errors. Listed providers were contacted by members who then discovered that they had no relationship to Sedgwick or with the WTC Health Program. Ultimately, there was and is no provider list available to members to this day.
- To this day, Sedgwick does not have sufficient providers in its network to provide care leaving members without care or having to travel long distances to get care.
- Over the years, Sedgwick has consistently been incapable of paying its providers in a timely way, and incapable of processing survivor members' bills to meet coordination of benefits requirements -- resulting in members being billed improperly for services.
- Sedgwick has been losing providers through attrition, especially mental health providers who have encountered severe payment delays.
- When Sedgwick staff made appointments for members, frequently when the members showed up for the appointment, the providers were unprepared or unaware, so members did not receive treatment.
- Sedgwick has a long and continuing problem with losing members' records.

I am sure that the internal record of this company's dealings with the CDC over the years will show a history of internal letters and communications citing their poor performance.

The government has given Sedgwick many chances to correct their performance, but Sedgwick has never met the standard of care 9/11 responders and survivors deserve, and the Congress mandated.

We call upon you to do the right thing for those suffering serious health issues from 9/11 and immediately reverse this decision to award Sedgwick the WTC Health Program National Program Administrator contract.

HHS must immediately reconsider other bidders for this contract or rebid it with the goal of finding a firm with a track record of effectively delivering health care

services nationwide. Program members still suffering the impact of the toxins at the World Trade Center, the Pentagon and Shanksville crash site, now 25 years later that we serve and represent will stand for nothing less.

Sedgwick's poor performance and failure to provide adequate services to 9/11 responders and survivors has been extensively documented in press coverage and news stories for years. ([See Attachment I for an annotated list of news articles on Sedgwick's performance.](#))³

Here are just a few:

9/11 health program users plagued with problems using new medical providers

NY Daily News | November 7, 2022

9/11 advocacy group asks CDC to reconsider contract with Sedgwick for health services due to 'nonperformance'

NY Daily News | November 16, 2022

'Serious issues': Flaws at 9/11 health program draw lawmakers' attention

The Chief-Leader | August 6, 2024

Sedgwick discloses data breach after TridentLocker ransomware attack

Security Affairs | January 22, 2026

Over the years, bipartisan representatives in Congress and others have also joined repeatedly writing letters pointing out the problems Sedgwick has had in contract performance. ([See Attachment II, copies of letters](#))⁴

December 7th, 2021, 911 Health Letter to CDC Director

February 16th, 2022, 911 Health Watch Letter to CDC Director

³ Attachment I <https://www.911healthwatch.org/files/Attachment-I-Press-Reports.pdf>

⁴ Attachment II <https://www.911healthwatch.org/files/Attachment-II.pdf>

September 19th, 2022, Project on Government Oversight Letter to CDC Director Rochelle Walensky

November 10th, 2022, 911 Health Watch letter to CDC Director Rochelle Walensky

January 6th 2023, Letter to Sedgwick CEO

January 20th, 2023, Gillibrand, Schumer letter to Sedgwick

February 6, 2024, 911 Health to CDC regarding NPN Contract

March 20, 2024, 911 Health to CDC regarding TPA Contract

April 25, 2024, Garbarino, Gillibrand Letter to HHS Sec. regarding allowing Clinics to NPN Providers

July 10, 2024, Gillibrand, Schumer, Braun, Garbarino, Nadler, D'Esposito, Goldman letter to CDC Director regarding Sedgwick

August 23, 2024, Gillibrand, Schumer, Braun, Garbarino, Nadler, D'Esposito, Goldman letter to CDC Director regarding CDC Contract Office

March 27, 2025, Mayo Clinic to 911 Health Watch

April 23, 2025, 911 Health Watch to Sedgwick

Mr. Secretary, you have recently taken steps to address serious deficiencies in the World Trade Center Health Program - lifting the hiring freeze on the WTC Health Program, starting the annual research grants process after a year's delay, and finally making decisions on petitions that have been delayed by your administration. This decision to award Sedgwick another contract is counter to the direction we hoped you were now taking with the program as we approach the 25th Anniversary of 9/11.

Thousands of 9/11 responders and survivors have died as a result of their 9/11 exposures. Tens of thousands are suffering from serious and debilitating health conditions. All 9/11 responders and survivors, including those in the National Program need and deserve the highest quality of medical care and services.

You should immediately cancel this contract with Sedgwick and award it to a bidder capable of meeting the needs of those that it serves.

Sincerely,

A handwritten signature in blue ink, appearing to read 'BCD', with a stylized flourish extending from the end.

Benjamin Chevat
Executive Director

[Attachment I News Articles can be viewed here.](#)

[Attachment II Letters can be viewed here.](#)