

Attachment I

Press Coverage over the years of Sedgwick's continued failure to provide adequate services to 9/11 responders and survivors.

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

By **MICHAEL MCAULIFF**

NY Daily News PUBLISHED: November 7, 2022 at 7:15 AM EST |

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A change in the companies managing health care for more than 118,000 people sickened by the 9/11 attacks has proven a nightmare for many enrolled in the program.

Obtaining medicine and getting other treatment is difficult for people like ex-volunteer firefighter and Marine veteran Dan Moynihan, who spent a month working at Ground Zero. Toxins from the rubble and the surrounding area gave Moynihan recurrent cluster headaches that are sometimes called “suicide” headaches because they’re extremely painful and can land their sufferers in the hospital.

Moynihan’s doctor has prescribed him oxygen to stave off the headaches. If that doesn’t work, Moynihan says, he can take a prescription medication to avoid a trip to the emergency room.

He gets both of those treatments through the World Trade Center Health Program, which, since he lives part of the year in Hawaii, he accesses through the program’s National Provider Network.

But this past August, the CDC switched up the contractors who run the national program for some 25,000 responders and survivors outside of the New York area and the prescription drug benefits for the entire program.

Moynihan said the switch caused him two problems — his oxygen provider was not in the network of the new national program contractor, MCA Sedgwick, and the new pharmacy benefit manager, Express Scripts, wouldn’t approve his headache medicine.

It took Moynihan more than a month to get those two basic needs met. In the meantime, he said, he was forced to seek treatment in ways that cost a lot more than breathing oxygen and taking headache pills.

“I had to get at the ER what I couldn’t get at home,” said Moynihan, who was twice admitted to the hospital in August and September.

Daniel Moynihan, seen here in 2018, was a volunteer firefighter at ground zero after 9/11 and is now suffering medical problems is very upset that the federal government is cutting down funding to the first responders.

Numerous other first responders and attack survivors say their long-time doctors are not in the MCA Sedgwick network, and that they have difficulty getting prescriptions from Express Scripts.

They even have problems contacting anyone for help. David Maliglowka, a former NYPD officer who did recovery work at Ground Zero and now lives in Florida, said he has to spend hours on the phone to access his doctors, most of whom are not in the MCA Sedgwick network.

When he does get someone on the phone, “nobody seems to know what they’re talking about,” Maliglowka said.

Susan Sidel, who lives near Boston but lived on Varick St. on 9/11 and got injured volunteering during the clean-up, said MCA Sedgwick’s phones did not work when she started dealing with the company.

“How can you not have phones up when you’re opening your business? I don’t get it,” Sidel said.

The process for filling prescriptions has been similarly challenging since Express Scripts won the contract to provide pharmacy services, members of the health program said.

James Sherry, who takes three medications for his 9/11-linked prostate cancer, said he was denied two of them because Express Scripts declared that Sherry’s doctor in the 9/11 health program was not authorized to prescribe for him, even though that’s who had prescribed his drugs for years.

Sherry had to track down another doctor on his own to get the drugs he needed.

“I made 17 calls,” he said.

Advocates were concerned the agency went about the process of hiring new contractors as it was dealing with COVID.

The CDC's effort to find a new back-office manager for the 9/11 health plan went awry. The \$100 million contract with the new administrative services provider initially went to a company based in Alabama called Cahaba Safeguard Administrators.

Two companies that lost the bidding filed objections with the Government Accountability Office. But even before the GAO ruled on the objections, the CDC took back the Cahaba contract. Cahaba is in court seeking to have its contract restored.

The decision to change contractors in the midst of the COVID crisis "seemed like a very untimely decision," said Scott Amey of the Project on Government Oversight. "And as the new contractors take over, we've seen problems in all three."

The CDC declined to explain why it sought new providers for the 9/11 health plan. It also declined to address questions directed to its Office of Acquisition Services, which handles contracts.

Instead, it referred questions to the National Institute of Occupational Safety and Health, which oversees the World Trade Center program, but has no role in the contracts.

A spokeswoman for NIOSH said the Trade Center program was aware of the problems, and was working with the new providers to iron them out. Some survivors and responders agreed that the program was doing what it could, but still wondered why the CDC contracting office chose to replace the previous contractors to let it all happen.

Lisa Firestone, the president of MCA Sedgwick, said in a statement that the company was boosting efforts to get more doctors and other providers in its network, and beefing up training and outreach for both workers and members.

"With any change in a provider network, there will be a learning curve," Firestone said. "There have been times where we were unable to confirm network participation with the providers, resulting in delayed access to care. We are also implementing strategic changes in the call system to support a better member and provider experience."

An Express Scripts representative did not provide answers to questions.

In the meantime, 9/11 survivors and responders said they'll do what they've always done, and push through.

"It's one thing after another. It's frustrating, I'll tell you, it is," said Maliglowka. "I know a lot of guys who really went through some real messes, and they're totally disgusted."

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

By **MICHAEL MCAULIFF**

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WASHINGTON — The Centers for Disease Control and Prevention should consider not renewing a lucrative contract with Managed Care Advisors/Sedgwick, which is supposed to provide health services to some 25,000 9/11 responders who live scattered around the country, an advocacy group says in a letter to the CDC.

The Daily News reported earlier this month that responders and survivors of the 2001 terrorist attacks and the aftermath have struggled to get care and medications after the [CDC changed up two significant contracts](#) this past summer to provide those services, with a third in legal limbo.

Now the group 9/11 Health Watch is calling on the CDC to take a hard look at yanking the contract to the firm Managed Care Advisors-Sedgwick, which was hired to run the World Trade Center Health Program's national network.

"By any interpretation, the performance of Sedgwick since it took over responsibilities as the National Provider Network has not met their contract requirements to provide services and benefits promised to responders and survivors under the Act," says the letter dated Nov. 10 to CDC Director Dr. Rochelle Walensky.

The letter identifies numerous instances where Sedgwick still needs to live up to the contract's requirements, which called for a system of providers to be in place and ready to go in May, well before operations began in August.

In addition to a lengthy delay in helping ill responders get their existing doctors signed up, based on October numbers, Sedgwick forwarded just 22 claims from doctors to the Trade Center program for payment.

“A national provider network that fails to provide quick, timely payments is not going to be able to find providers willing to participate,” the letter says.

Precisely what action the CDC might take is unclear. Such contracts are written and executed by the CDC’s Office of Acquisition Services, which in this case, chose to replace the previous provider with Sedgwick. That office has not responded to questions since early October about how it went about its process and intended to enforce compliance.

Benjamin Chevat, the executive director of 9/11 Health Watch, said the agency has several options.

“The best outcome is that Sedgwick will put more resources into fulfilling their contract obligations immediately,” Chevat said, noting that the company has already doubled its call center staff to address the problems.

A spokeswoman for the CDC’s National Institute of Occupational Safety and Health, which oversees the World Trade Center Health Program, has acknowledged there are problems with the contract that the program is trying to resolve.

MCA-Sedgwick said it is making progress on the various issues. “We are committed to providing care and benefits to the thousands of responders and survivors served by the World Trade Center Health Program’s Nationwide Provider Network,” said a statement from Lisa Firestone, president of Managed Care Advisors-Sedgwick.

“Since we have taken over management of the Nationwide Provider Network, our team is focused on providing an optimal member experience,” she said. “We have made significant progress in member support, referrals and other areas. We will continue to work closely with the WTC Health Program to make improvements based on feedback from members and providers.”

But Chevat said that despite greater efforts, significant failings remain and suggested the CDC may have to take more decisive actions.

“The CDC contracting office can do their job and take public action against Sedgwick,” he said, or, “911 responders and survivors will continue not getting the care they need, and that is not an option.”

DC keeps contract with Managed Care Advisors-Sedgwick as it struggles to provide medical services to 9/11 responders

By **MICHAEL MCAULIFF**

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WASHINGTON — The Centers for Disease Control and Prevention has no plans to terminate a contract with a company that is struggling to provide medical services care for 9/11 responders around the country, and the agency is declining to say what penalties the firm could face, according to a new letter from a CDC official.

The company, [Managed Care Advisors-Sedgwick](#), won the contract in 2021 to serve some 25,000 responders and survivors in the World Trade Center Health Program's national network, but has yet to meet the core contract requirements since beginning work in August.

In a letter to the group 9/11 Health Watch, which had raised concerns about the CDC's contracting process and oversight, the director of the overall World Trade Center Health Program said it would be too disruptive to fire MCA-Sedgwick. And, wrote Dr. John Howard, the director of the National Institute for Occupational Safety and Health who administers the health program, the firm has also been making progress.

"Considering the performance improvements that were tracked during the August-through-November time period, the amount of time required to prepare for another course of action, and the significant disruption to member services occasioned by rebidding the NPN [National Provider Network] contract, the agency does not consider rebidding the contract to be in the best of interest of members at this time." Howard wrote to 9/11 Health Watch Executive Director Benjamin Chevat.

Chevat had acknowledged in his own letter to the CDC and NIOSH that firing MCA-Sedgwick — which Howard described as "rebidding the contract" — could be disruptive. But his group wrote that the CDC should consider it because so many ill responders around the country have struggled to access doctors and get information from the company.

While Howard said NIOSH and the CDC have decided to continue MCA-Sedgwick's contract next year, Chevat noted that Howard only said that commitment made sense "at this time" — a phrase that Howard highlighted by putting it in italics.

In his letter, Howard wrote that "contractual remedies are available, but remain nonpublic information, privy only to the government and the contractor."

"While there have been some improvements, not the least of which is Sedgwick finally answering its phones, the CDC contract office should be making public what actions they are taking to hold Sedgwick accountable for not meeting their contract obligations," Chevat said.

The CDC has repeatedly declined to discuss the contracting process. The letter to 9/11 Health Watch is the first direct admission that it will not publicly discuss penalty provisions in the contract.

Health company for 9/11 first responders still falling short: advocates

By Michael McAuliff

Ny Daily News PUBLISHED: January 23, 2023 at 7:48 PM EST | UPDATED: January 24, 2023 at 12:48 AM EST

The company that took over the contract to treat thousands of ill 9/11 responders around the country is still failing to do the job, advocates charge in a new letter to the firm's parent company.

Managed Care Advisors won the contract providing medical services to some 25,000 responders in 2022, but after more than half a year still is doing a poor job, with 9/11 patients struggling to find providers, get appointments or even speak to administrators, according to advocates.

Now those advocates are trying put pressure on MCA's corporate parent, Sedgwick, a workers' compensation and claims processing company.

"It is our view that Sedgwick has repeatedly and continuously failed to meet its contractual requirements," says a letter from 9/11 Health Watch Executive Director Benjamin Chevat.

Members of the police attend a ceremony to commemorate the 20th anniversary of the 9/11 attacks at the 9/11 memorial in Port Imperial Linear Park in Weehawken, New Jersey on September 11, 2021.

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The Daily News has reported previously about difficulties that ill responders and survivors have been having with the new contractor. Chevat's letter says the problems remain.

"9/11 Health Watch has documented over 100 members who have had problems with Sedgwick," the letter says, listing phone calls that don't get returned, personal case managers who can't be reached, the unavailability of cancer doctors, improper billing, and doctors who refuse to accept Sedgwick because of past run-ins in workers comp cases.

On top of that and other problems, some 4,000 patients in the national program have doctors who used to be in the trade center health program's national network, but have not been included by MCA/Sedgwick.

"This has caused enormous disruption and distress, especially given that many World Trade Center Health Program members had no warning of the loss of their provider," the letter charges.

Chevat suggests that Sedgwick, which also provides medical services for Amazon workers, secured the contract by under-bidding the previous administrator, expecting to employ tactics from the workers comp system to limit payments and pocket the profit.

"Using that model, it appears that instead of 'never forgetting' 9/11 and the injured 9/11 responders and survivors whose health is still impacted by it every day, it appears that Sedgwick forgets 9/11 every day — by delivering abysmal service to this community," the letter says.

MCA and officials at the branch of the Centers for Disease Control and Prevention that oversees the trade center program have acknowledged that the changeover has been problematic, but have insisted that all parties are working together to iron out the issues.

The new letter says, however, that there has been little progress, beyond some improvement in getting phone calls answered.

A Sedgwick spokeswoman emailed that “the MCA leadership team has the letter. They are in the process of contacting Mr. Chevat.” She did not address the letter’s specific complaints, but provided a statement from MCA’s president, Lisa Firestone.

“With a heightened focus on member experience, Managed Care Advisors continues to directly engage with members to ensure they get the resources needed through the benefits,” Firestone’s statement said. “Since August 2022 when Managed Care Advisors started supporting the World Trade Center (WTC) Health Program, we have made significant progress and are making sure that we are doing everything we can to support our members.”

9/11 ‘vampire’ Christine LaSala blasted over service to ailing responders

By [Susan Edelman](#)

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The “vampire” of 9/11 – a woman [infamous](#) for fighting illness claims by Ground Zero workers – is now overseeing a healthcare firm that is making their lives a “nightmare,” responders and advocates told The Post.

Christine LaSala, the former CEO of the taxpayer-funded WTC Captive Insurance Co., now sits on the board of Sedgwick, which last August snagged a five-year \$78 million contract with the federal WTC Health Program, replacing another company to administer medical care for some 28,500 workers, residents and others with [9/11-linked illnesses](#) who live outside the New York region.

The company has generated so many complaints that New York Sens. Chuck Schumer and Kirsten Gillibrand fired off a letter to Sedgwick CEO David North in January, saying the services the company provides through its subsidiary, Managed Care Advisors, “do not meet the standard and quality of care expected for our nation’s 9/11 first responders and survivors.”

Reggie Cervantes, an EMT who suffered inhalation burns while working at Ground Zero, called her care under Sedgwick a “total nightmare.” Reggie Cervantes

Their letter cites phone calls not getting returned, patients being given wrong information, inability to see doctors excluded from the network, and delays in medical care.

“It’s a total nightmare,” said [Reggie Cervantes](#), an EMT who suffered inhalation burns while working at Ground Zero, and developed lung diseases among other ailments. “They lack accountability, and they don’t care about us.”

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Christine LaSala’s salary, reported by The Post in 2006 as \$350,000, sparked outrage.

Cervantes, who lives in a Southern California desert to help her lungs, said the firm can’t find her medical records from the prior contractor, won’t give her appointments with doctors, and hasn’t paid a therapist who treated her for PTSD.

Ben Chevat, executive director of the non-profit 9/11 Health Watch, blamed LaSala for contributing to Sedgwick’s rocky record.

“It looks like Sedgwick is taking lessons from Christine LaSala on how NOT to provide benefits and care to 9/11 responders –just as she did as head of the WTC Captive,” Chevat fumed.

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9/11 advocate John Feal said Sedgwick and LaSala have caused thousands to suffer.

LaSala headed the taxpayer-funded WTC Captive Insurance Co., which for years [battled lawsuits](#) by 10,000 workers, [many with cancer](#), respiratory and other ailments linked to toxins in the Ground Zero dust, rubble and smoke.

Her \$350,000 salary, exposed by The Post in 2006, sparked outrage.

She quit a year later, but returned a few months later with her pay cut to \$234,500, prompting a congressional staffer to quip, “[She’s like a vampire.](#)”

The 9/11 workers [reached a \\$625 million settlement](#) with the city in 2010.

John Feal, a 9/11 worker and advocate, also blasted LaSala: “The 9/11 Community deserves better than Sedgwick and Christine LaSala, both who continue to cause

thousands to suffer because of incompetence, poor leadership and lack of empathy.”

Sedgwick has acknowledged problems “after transitioning into the program,” but insists it is improving.

Sedgwick spokeswoman Judy Molnar would not offer LaSala’s response to the criticism, saying she “is not involved with the WTC Health Program” or the contract. LaSala did not answer messages seeking comment.

“As an independent member of the Sedgwick board of directors, she serves only in an advisory/governance capacity, and does not engage directly in any of Sedgwick’s operations, business units or client programs,” Molnar said.

But as a board member, LaSala, 72, could exercise oversight and help fix the problems, said Brandon Szerwo, a University of Buffalo assistant professor with expertise in corporate governance.

“Best practices in governance and monitoring would have board members push management to remediate a company’s known problems, such as noncompliance with contracts, and to address underlying issues and root causes,” Szerwo said.

RETIRED OREGON INCIDENT COMMANDER NEEDS DOUBLE LUNG TRANSPLANT 2 DECADES AFTER RESPONDING TO GROUND ZERO

KGW8 Portland | March 7, 2024

Retired Oregon incident commander needs double lung transplant 2 decades after responding to Ground Zero

As a Type 1 Incident Commander in 2001, Mike Lohrey answered the call and took a team of 40 to Ground Zero in the days after 9/11. Years later, he got sick.

Author: Alma McCarty (KGW)

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FAIRVIEW, Ore. — A lifelong first responder and longtime incident commander in Oregon, Mike Lohrey answered the call in 2001, responding with a team to Ground Zero in the wake of the [Sept. 11 terrorist attacks](#).

More than two decades later, like many, he's facing serious — and deadly — health problems. In spite of his service after 9/11, Lohrey told KGW that it has been an uphill battle to finally secure the benefits he and other first responders and survivors were promised by the federal government.

"I've been in a command position since 1989 in the U.S. Forest Service, first as a Type 2 Incident Commander, then as a Type 1," he explained. "Type 1 is the highest you can get ... and we have 16 Type 1 teams in the United States that are interagency, that go anywhere in the nation and deal with disasters."

His career took him to disaster sites all over the country; from hurricanes in the East, to wildfires in the West. In September 2001, he and a team of 40 deployed to Manhattan, New York, just 10 days after the 9/11 attacks.

For 30 days, they worked alongside New York's finest and other first responders, setting up warehouses, stocking up supplies and writing up plans.

"It was a privilege because just helping out the people — especially the firefighters that are our brethren, you know — helping all those folks out best we could," Lohrey said.

Lohrey recalled Ground Zero, what the crews there called "The Pile," and how it continued to burn for days and days, as firefighters and other responders shifted from rescue to recovery missions.

"You could see it if you went down there at night," Lohrey recalled. "You could see the particles and the dust all over the place."

The images of that time stayed etched in his mind in the years that followed, as health impacts began to show.

"I wasn't diagnosed with it until fairly later, and then it went boom," he said. It was lung disease — fibrosis. Over the past couple of years, it's gotten rapidly worse. He relies on an oxygen tank 24/7.

"People don't understand what it's like ... somebody's sitting on your chest or something, and you can't get enough air," he explained.

When he got back in touch with his team from that mission, he learned that many of them faced similar health problems.

"Finding out more about the health issues, and 25% of the people who went with me to the World Trade Center either have passed, or have a disease similar to mine, or have cancer," he said.

The uphill climb

With his condition deteriorating, Lohrey needs a double lung transplant. He hopes to qualify after undergoing a series of tests at St. Joseph's Hospital in Phoenix. However, just getting to this point — getting approval or pre-authorization for those tests — was infuriating, frustrating and slow. He said it took months for the right people to sign off.

"You know, well, if you die between ... if your time is limited, 'Not my problem.' They just don't care," he said of the attitude of the contractor in charge of administering his benefits, MCA-Sedgwick.

[MCA-Sedgwick provides Nationwide Provider Network \(NPN\) services.](#) According to their website, the NPN is a network of health care providers across the country that provide World Trade Center-related medical care to program members who live outside the New York metropolitan area and want to receive their care locally.

"The program is not health insurance. The program only provides limited benefits for certain conditions that the program will cover," said Benjamin Chevat, the executive director of [9/11 Health Watch, a nonprofit advocacy and watchdog group.](#)

Chevat explained that in the short time MCA-Sedgwick has had the government contract, since late summer 2022, members have encountered a series of problems.

"They couldn't answer the phones, they had wait times of hours," he said. "There were real problems with their network. Again, in the title, it's called the National

Provider Network and their network was not as good as the previous network. Lots of different issues in terms of service delivery."

Lohrey and his wife, Teresa Bright, took their complaints to the top — contacting the Centers for Disease Control and Prevention. [The WTC Health Program](#) is a division of CDC's National Institute for Occupational Safety and Health (NIOSH). "We had to go to their bosses. We had to go to the CDC to really get them to hold their feet to the fire, to get something done," said Lohrey.

"If Mike did not have me to advocate for him, he probably would not be getting even the evaluation for the lung transplant. He would not be able to fight the battles with Sedgwick, and get what he needs." Bright added.

Although their issues were eventually resolved after getting the CDC to look into the delays, they told KGW they worry for others who are facing medical problems after 9/11 who rely on this contractor for life-saving benefits. In a statement, the CDC told KGW that they are "aware that some members in the Nationwide Provider Network (NPN) have experienced issues in accessing care in the WTC Health Program."

"The WTC Health Program continues to actively work with Managed Care Advisors (MCA) to optimize the service they are providing, resolve any member concerns, and ensure ongoing performance improvements," the agency said. KGW never heard back directly from MCA-Sedgwick.

For Lohrey, a working set of lungs can't come soon enough. He'd like to get back to the things he's done his entire life: skiing, hunting and fishing. At the very least, he'd like to take his dog, Zorro, on a walk around the neighborhood. But when asked if he has regrets, if he wishes he hadn't gone to Ground Zero, his reply is this:

"No. I'd do it again. Even knowing the results."

The CDC states that they encourage any individual member who is experiencing challenges getting care in the NPN to contact the WTC Health Program at wtc@cdc.gov or call the Program Call Center at [1-888-982-4748](tel:1-888-982-4748). Chevat with 9/11 Health Watch told KGW his organization can also help. In addition to articles and resources posted online, the website has a [portal where members can submit questions or concerns directly](#) to his team.

<https://www.kgw.com/article/news/local/sept-11-retired-oregon-incident-commander-struggles-health-benefits-dedicated-first-responders/283-9325061a-6be4-4964-86b1-71f65594d072>

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

The Chief Leader Posted Tuesday, August 6, 2024 5:54 pm

BY RICHARD KHAVKINE

Rhonda Villamia spent weeks in the vicinity of ground zero following the Sept. 11 terror attacks.

Within the first few days after the collapse of the towers, she was handing out snacks and other necessities out of a Salvation Army tent, near the corner of North Moore Street and the West Side Highway, to first responders and others taking part in the recovery and cleanup.

Villamia, a Queens resident at the time, then joined with the Red Cross, helping to open a respite center at what was then St. John University’s Manhattan campus on Murray Street, three blocks from where the towers fell. When that closed, she joined with the Salvation Army, again distributing nourishment to responders.

Altogether, Villamia spent about three days each week for nine months in lower Manhattan. “I had to do something,” she said last week.

But within a month, she had developed lower respiratory illnesses — sinusitis, bronchitis, rhinitis, a cough — later attributed to the time she spent downtown in the aftermath of the attacks.

Within a few years, she had developed about 10 mostly respiratory and musculoskeletal difficulties, as well as vocal-chord disfunction, symptoms that the Centers for Disease Control and Prevention would later call certified WTC-related health conditions. In time, tens of thousands of uniformed first responders, private-sector workers and volunteers would experience similar symptoms but also, in thousands of cases, contract cancers and debilitating illnesses traced to the toxic dust and debris from the collapsed towers.

Villamia enrolled in the World Trade Center Health Program run by the CDC soon after it went live in 2011, getting monitored and cared for by city clinicians.

But when she moved to Tampa, Florida, in 2013, she had to enroll with the third-party vendor that operates the WTC Health Program's so-called "national provider network" — at the time administered by Logistics Health Incorporated — which provides services to the responders and survivors of the 9/11 attacks who live outside of the New York City metropolitan area.

LHI had its shortcomings, with service delivery, inadequate provider recruitment and other issues, and in November 2021, following a bidding process, the CDC's National Provider Network contract was awarded to Managed Care Advisors/Sedgwick.

It's now been two years since MCA/Sedgwick took over the operation of the program, on Aug. 2, 2022, but problems with how the National Provider Network program is run persist.

Although she noted that the WTC Health Program is unique, Villamia nonetheless said there is a worrying lack of clarity among Sedgwick administrators about health-care protocols. Villamia, who will turn 70 in December, said she is getting the care that she needs. But, she added, she has experienced delays and confusion securing pre-authorizations for treatment and significant delays in claims payments.

"I appreciate the program for being in place, but you also have to equip, you have to give the providers the tools that they need to be able to navigate the program on behalf of the patient so that the patient doesn't have to wait four months to get their first appointment," she said by phone from Florida last week.

Congress members step in

Lawmakers are also concerned. In a [July 10 letter to the CDC's director](#), Dr. Mandy Cohen, seven members of Congress expressed uneasiness with how Managed Care Advisors/Sedgwick was administering WTC Health Program services.

"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," they wrote.

Among other issues, the lawmakers noted that some program members could not secure the annual monitoring exam to which they are entitled. There also appear to be "serious problems" with program providers getting paid. Members are also

being sent bills for their medical care that Sedgwick should have paid, with some embroiled in collections.

The lawmakers, including New York Senators Kirsten Gillibrand and Chuck Schumer and Congress Members Andrew Garbarino, Anthony D’Esposito and Jerry Nadler, noted that soon after the “go-live” date two years ago, NPN members experienced “serious issues with the delivery of services.”

“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,” the letter continues.

A MCA/Sedgwick representative did not respond to an emailed inquiry regarding the lawmakers’ concerns. A CDC representative said only that the Centers was in receipt of the letter and that the CDC “will respond accordingly.”

Benjamin Chevat, the executive director of [9/11 Health Watch](#), a nonprofit watchdog organization advocating on behalf of September 11 responders and survivors, said that while there have been changes for the better with the provider network, there are outstanding issues. “Clearly there have been improvements in service overall in the National Program but if you are one of those still not getting services then those improvements don’t matter, and Sedgwick still needs to do a better job,” Chevat said by email.

He noted that Sedgwick manages workers’ comp claims and other matters for Amazon and contracts with Walmart as a third-party administrator for some matters, “so you can imagine that they do not provide quality health care,” he said.

“I just think the culture of Sedgwick doesn’t understand this community,” he said in a phone interview last week.

But he also noted that a good portion of the blame for the shortcomings within the program lies with the federal contract system. “That’s why the letters are to the CDC and not to Doctor [John] Howard [the WTC Health Program’s administrator], because it is the CDC contract office that manages the contract,” Chevat said by phone.

But, he added, “if I’m a responder in Florida and I’m not getting services, that doesn’t matter and it shouldn’t.”

[Chevat encouraged responders and survivors encountering problems with the National Provider Network to contact the WTC Health Program directly by calling 888-982-4748 or emailing WTC@cdc.gov or going to 9/11 Health Watch's website and clicking on "need help" at the bottom of the homepage.]

Several of the lawmakers who wrote the CDC's director recently introduced bipartisan legislation that would provide mandatory, permanent funding for the WTC Health Program, which is facing a funding shortfall that could oblige it to turn away would-be enrollees within a few years.

A few days later, the president of the NYC Organization of Public Service Retirees, Marianne Pizzitola, implored lawmakers to address the issues plaguing Sedgwick's administration of the national provider network.

"The current vendor has continued its inadequacy while ignoring calls from 9/11 heroes and operating a ghost provider network. Their inability to live up to the contract places undue stress and anxiety on an already struggling population," Pizzitola, a retired EMT who has experienced respiratory difficulties from working the bucket brigade at ground zero, said in a statement. "While we respectfully honor those who lost their lives on or due to 9/11, we should also hold and support our survivors and ensure they have the best care possible."

Sedgwick, whose majority shareholder is the multinational private equity and financial services corporation Carlyle Group, acquired Maryland-based Managed Care Advisors in September 2021, just two months before MCA/Sedgwick **won the bid to become the health program's national provider network.**

"Sedgwick and Managed Care Advisors have a shared focus on delivering excellence and taking care of people," Elizabeth Demaret, who at the time was Sedgwick's president of specialty operations, said then. "We are well aligned to optimize outcomes for our clients and look forward to bringing our combination of value-added services to the employees of federal government agencies."

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SEDGWICK DISCLOSES DATA BREACH AFTER TRIDENTLOCKER RANSOMWARE ATTACK

Managed Care Advisors/Sedgwick Breach Exposes PHI and PII

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On Dec. 4, 2025, [Managed Care Advisors/Sedgwick Government Solutions](#) (MCA/SGS), a federal government contractor specializing in workers' compensation and managed care solutions, discovered a cybersecurity incident involving unauthorized access to a corporate Secure File Transfer Protocol (SFTP) server.

The breach was traced back to Nov. 16, 2025, when a third party gained access to the server and encrypted files, indicating a ransomware attack.

The ransomware group identifying itself as TridentLocker later claimed responsibility and, on Dec. 30, 2025, posted approximately 3.39 GB of the organization's data on a dark web site hosted on the Tor network.

The compromised SFTP server was used to store sensitive files, including data from the previous Nationwide Provider Network contractor for the World Trade Center (WTC) Health Program.

The types of information exposed in this incident are extensive and include both personally identifiable information (PII) and protected health information (PHI): first name, last name, address, Social Security number, date of birth, medical records, completed WTC Health Program forms, certified health conditions, and other PHI.

The breach was officially disclosed to the [Massachusetts Office of Consumer Affairs and Business Regulation](#) and the [New Hampshire Attorney General](#). So far, the breach has affected 16 Massachusetts residents and three New Hampshire residents.

Managed Care Advisors/Sedgwick Government Solutions' response

Upon discovering the breach, Managed Care Advisors/Sedgwick Government Solutions initiated its incident response plan. The affected SFTP server was quarantined, all connections were disabled, and a secure backup was restored on Dec. 5, 2025.

The company engaged Mandiant, a leading incident response firm, to conduct a forensic analysis of the incident and notified the FBI.

Notifications to affected individuals began on Feb. 11, 2026. Those affected are being offered 12 months of complimentary credit monitoring and identity theft protection services through Kroll, a global leader in risk mitigation.

A dedicated call center has also been established to answer questions and provide support.

Given the nature of the breach and the exposure of both PII and PHI, it is important for affected individuals to take proactive steps:

- Enroll in the complimentary credit monitoring and identity restoration services provided by Kroll
- Monitor credit reports for suspicious activity
- Consider placing a fraud alert or security freeze with the major credit bureaus
- Stay vigilant for signs of identity theft or medical fraud

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<https://www.claimdepot.com/data-breach/sedgwick-2026>