

February 4, 2022

Dear NPN Member,

This letter is to inform you of an upcoming change to the vendors serving World Trade Center (WTC) Health Program members in the Nationwide Provider Network (NPN).

In late spring 2022, Managed Care Advisors (MCA)-Sedgwick will replace Logistics Health Incorporated (LHI) as the vendor that operates the NPN. We are confident this new vendor will provide you with access to timely and quality WTC-related health care. The WTC Health Program, MCA-Sedgwick, and LHI are working together to ensure a smooth transition.

- **NO ACTION REQUIRED.** You do not need to do anything now. MCA-Sedgwick and the WTC Health Program will let you know of next steps later in the transition.
- **The transition to MCA-Sedgwick is not immediate.** You should continue to access your WTC Health Program benefits through LHI at 1-877-498-2911 or through LHI.care until further notice.
- **We expect some changes.**
 - **Provider changes:** We expect that most NPN members will be able to continue care with their current provider(s) after the NPN vendor transition. Every effort will be made to keep your existing providers, including mental health providers. However, if that is not possible, then MCA-Sedgwick will contact you this spring to help find you a new provider to continue your Program benefits.
 - **Case Manager and Care Coordinator changes:** Some NPN members have an assigned LHI case manager or care coordinator—also known as a point of contact—to address complex care needs. This spring, MCA-Sedgwick will contact those members to assign a new case manager or care coordinator. For now, continue to work with your case managers and care coordinators through LHI as usual.

The WTC Health Program's top priority is to ensure that your WTC-related healthcare needs continue to be met during this change. The NPN transition is in the early stages. We will have more specific details in the coming months. Updates will be posted at www.cdc.gov/wtc/npntransition.html.

Pharmacy Benefits

Also in spring 2022, Express Scripts will replace OptumRx as the WTC Health Program's Pharmacy Benefit Manager (PBM). This contract change is **separate** from the NPN change. Please visit www.cdc.gov/wtc/pbmtransition.html for more information.

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Why the vendors are changing

The WTC Health Program contracts with external vendors to provide certain Program services. The existing NPN and PBM contracts ended in 2021. When a contract ends, any qualified vendor may submit a proposal to provide the contracted services. Vendor proposals are evaluated in keeping with Federal acquisitions laws and regulations. The NPN and PBM vendors were selected based on multiple factors after a complete review of all proposals.

For questions about the transitions, please visit the transition websites or call the WTC Health Program Call Center at 1-888-982-4748.

Sincerely,

A handwritten signature in black ink, appearing to read "J. Howard". The signature is fluid and cursive, with a large initial "J" and a long, sweeping underline.

John Howard, M.D.
Administrator, World Trade Center Health Program

This letter is available in English, Español, 中文, and Polski at:
www.cdc.gov/wtc/npntransition.html