

Congress of the United States
Washington, DC 20515

September 13, 2021

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:

We write to express concern over recent reports that responders and survivors of the September 11, 2001, terrorist attacks have not received the services they deserve from a contractor, Logistics Health Incorporated (LHI), that administers part of the World Trade Center Health Program. As strong supporters of this crucial health program, we urge you to take steps to immediately investigate and address these issues and ensure LHI provides high-quality services to 9/11 responders and survivors.

On August 5, 2021, Committee on Oversight and Reform staff contacted the National Institute for Occupational Safety and Health (NIOSH) to request a briefing on NIOSH's oversight of contracted companies under the World Trade Center Health Program, including LHI. We thank you for reaching out on Friday, September 10, 2021, to schedule this briefing.

Our nation has a moral obligation to take care of the people who survived the 9/11 attacks and who put their own health at risk to save others in the hours, days, and weeks that followed. The James Zadroga 9/11 Health and Compensation Act of 2010 established the World Trade Center Health Program within NIOSH to provide monitoring and treatment for 9/11-related health conditions for enrolled responders and survivors.¹ This program provides vital medical monitoring and care to more than 100,000 responders and survivors across the United States.²

Since this program was established, LHI has served as the federally contracted administrator of the Nationwide Provider Network, which serves more than 23,000 responders and survivors who live outside the New York metropolitan area.³

¹ Pub. L. No. 111-347 (2010).

² Centers for Disease Control and Prevention, *World Trade Center Health Program Statistics* (online at www.cdc.gov/wtc/atagance.html#enrollmentWTC) (accessed on Sept. 10, 2021).

³ *Id.*; Centers for Disease Control and Prevention, *World Trade Center Health Program Administrative Manual* (online at www.cdc.gov/wtc/ppm.html) (accessed on Sept. 10, 2021).

We are alarmed by recent reports detailing problems responders and survivors are having accessing care. NBC News described accounts from “nearly 20 patients—known as ‘members’—served by LHI and seven current and former employees” indicating that “LHI is not only failing to achieve some of its most basic aims but also worsening members’ trauma.” Members described receiving letters from collection agencies “again, and then again, and again,” for procedures that should have been covered by the World Trade Center Health Program. Others reportedly waited days for prescriptions to be approved following medical procedures. Current and former LHI employees also expressed concern over the lack of mental health support for members.⁴ These allegations are unacceptable.

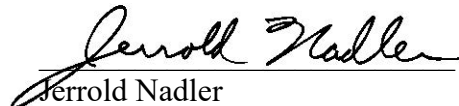
To fulfill our moral obligation to 9/11 survivors and responders, we must ensure the World Trade Center Health Program not only has the necessary resources, but that the program is properly administered so that members receive the high-quality care that they need and deserve.

We look forward to receiving a briefing from your agency on Wednesday, September 15, 2021. At this briefing, please be prepared to identify the specific steps NIOSH will take to investigate and address the concerns raised by LHI staff and members of the World Trade Center Health Program.

Sincerely,



Carolyn B. Maloney
Chairwoman
Committee on Oversight and Reform



Jerrold Nadler
Chairman
Committee on the Judiciary



Andrew Garbarino
Member of Congress

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

The Honorable Jim Jordan, Ranking Member
Committee on the Judiciary

⁴ *‘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).