

Congress of the United States
Washington, DC 20515

September 13, 2021

Ms. Anne Finch
Chief Executive Officer
Logistics Health Incorporated
328 Front Street South
La Crosse, WI 54601

Dear Ms. Finch:

We write to request a briefing regarding recent reports that responders and survivors of the September 11, 2001, terrorist attacks have not received the medical care they deserve under the federal contract that Logistics Health Incorporated (LHI) administers as 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.

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 the National Institute for Occupational Safety and Health (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 the 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

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.

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/ataglance.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).

Ms. Anne Finch

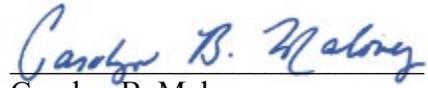
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Current and former LHI employees also expressed concern over the lack of mental health support for members.⁴ These allegations are unacceptable.

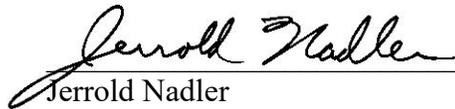
To fulfill our moral obligation to 9/11 survivors and responders, we must ensure the World Trade Center Health Program not only has the necessary resources, but that the program is properly administered so that members receive the high-quality care they need and deserve.

To that end, we ask that LHI provide a briefing by September 20, 2021. At this briefing, please be prepared to identify specific steps LHI will take to investigate and address the concerns raised by LHI staff and members of the World Trade Center Health Program. Please confirm your availability for this briefing no later than September 17, 2021.

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).