

GREG LANDSMAN
1ST DISTRICT, OHIO

COMMITTEE ON
ENERGY AND
COMMERCE

Congress of the United States
House of Representatives
Washington, DC

2244 RAYBURN HOUSE OFFICE BUILDING
WASHINGTON, DC 20515-3501
(202) 225-2216

961 E. McMILLAN ST. #C-1
CINCINNATI, OH 45206
(513) 810-7988

11 S. BROADWAY ST. #301
LEBANON, OH 45036
(513) 409-6188

September 23rd, 2026

Abhinav Shashank
CEO and Co-founder
Innovaccer Inc.
201 Mission Street Suite 2900
San Francisco, CA 94105

Dear Abhinav Shashank,

I write to express my deep concern over the rollout of CMS's WISeR prior authorization model in Ohio which uses Innovaccer's provider portal. Recent documents released through a FOIA request show major issues with the WISeR model. These documents show long delays, high denial rates, and technical failures that are directly affecting seniors and medically vulnerable patients. It is clear that these are the obvious failings that come with handing over critical medical decisions to an AI system.

Medicare recipients rely on timely and accurate care, and responsible prior authorization decisions from your company. However, the recent records released show that these obligations are not being met. Providers reported prior authorization requests going unanswered far beyond the required 72-hour window. In one case a patient waited 83 days for a response.

Delays of this length result in severe harm to patients. Patients in severe pain have been left waiting for procedures that providers deemed necessary and urgent. Families and seniors are suffering the consequences of operational failures that should never occur in Medicare.

The documents also show that Innovaccer, and other vendors participating in the WISeR model, have denied more care than approved. These denials, along with communication issues and inconsistent responses, raise serious concerns about whether the model is focused on patient care or profiting off denials. These delays, denials, and instability undermine Medicare and harms the exact populations CMS claims to want to protect.

The documents also show that Innovaccer shared technology concerns with CMS prior to the start of this pilot program. Specifically, Innovaccer informed CMS it lacked sufficient

time for full software testing before going live, yet the pilot still went forward. A system that wasn't properly tested should never have been allowed to go live, especially one making decisions about people's health.

These extreme delays have caused serious and preventable harm to patients across Ohio. Individuals in intense pain have been forced to wait for procedures their doctors identified as necessary and urgent. Some have gone without critical treatments for weeks or months because the system failed to respond at all. Patients are being placed in painful, unsafe, and financially stressful situations simply because the authorization process is not working. No patient should be left suffering due to this administrative dysfunction.

Innovaccer must address these concerns immediately to prevent any further patient harm. In my view, Innovaccer should immediately make clear to the American public and to Congress:

- A complete report detailing approval and denial rates for all Ohio WISeR requests, including average response times.
- A plan outlining how Innovaccer intends to meet the federal 72-hour response requirement for every prior authorization request.
- A full explanation of the technical issues recorded in the FOIA'd documents, steps already taken to fix them, and how to prevent future problems.
- Specific safeguards to protect patients with urgent or high-pain conditions, ensuring their requests are prioritized and resolved without delay.
- Information on how much Innovaccer has financially benefited from the WISeR model in Ohio.

I request a written response within 30 days.

Sincerely,

A handwritten signature in blue ink, appearing to read "Greg Landsman", with a stylized, flowing script.

Congressman Greg Landsman