

DEPARTMENT OF HEALTH & HUMAN SERVICES  
Centers for Medicare & Medicaid Services  
7500 Security Boulevard  
Baltimore, Maryland 21244-1850



**CENTER FOR BENEFICIARY CHOICES**

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**DATE:** February 21, 2007

**TO:** All Medicare Advantage, Cost, PACE, Demonstration, and Prescription Drug Plan Organizations

**FROM:** Cynthia Moreno, Director, Plan Oversight and Accountability Group  
Cynthia Tudor, Ph.D., Director, Medicare Drug Benefit Group

**SUBJECT: Important Complaints Tracking Module Enhancements**

On February 23, 2007, CMS will implement some important enhancements to the Health Plan Management System (HPMS) Complaints Tracking Module (CTM). These enhancements will change the way your organization works with the CTM, so please pay close attention to the following modifications:

- The HIC# and Member ID# fields will be added throughout the CTM on the appropriate screens. If these data are available, it will be automatically populated for complaints entered or loaded into the CTM from February 23<sup>rd</sup> forward. These fields will be available for your use in resolving complaints.
- The HIC# and Member ID# fields will be included in the Plan Download file; therefore, the Plan Download file record layout has changed and is attached for your review.
- Effective February 24<sup>th</sup>, CMS **will no longer transmit** the CTM Gentran/Connect:Direct files since the HIC# and Member ID# will be available through the CTM and the Plan Download file.
- Plan users will have access to a new Aging Report in the CTM, which will include all cases after May 1, 2006. The Aging Report will use the Assignment/Reassignment Date (aka Contract Entry Date in the Plan Download file) for reporting.

For general questions about complaints tracking, please contact CMS via the CTM mailbox at [ctm@cms.hhs.gov](mailto:ctm@cms.hhs.gov).

For technical assistance with the HPMS CTM, please contact the HPMS Help Desk at either 1-800-220-2028 or [hpms@cms.hhs.gov](mailto:hpms@cms.hhs.gov).

Thank you for your continued work and support in complaints resolution.