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

CENTER FOR MEDICARE

DATE: June 19, 2012

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

FROM: Cynthia G. Tudor, Ph.D., Director
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SUBJECT: Upcoming Complaints Tracking Module (CTM) Enhancements

On June 22, 2012, the Centers for Medicare & Medicaid Services (CMS) will implement some important enhancements to the Health Plan Management System (HPMS) CTM. The enhancements are as follows:

New Fields

- New fields for the first name and last name of a Congressional Staffer will become available when "Congressperson Other Complainant Type" is selected.

- A new section will appear in the Complaint History tab entitled "RPC History," which will display all changes to the Retroactive Processing Contractor (RPC) related dates and RPC referral flag.

- The number of days that a complaint has been opened will display on the "My Open Complaints" page.

- The number of days open or "Resolution Date" will display on the CTM Dashboard and the Search Results pages near the status column.

- A new column on the "My Open Complaints" page will identify when a plan user enters notes or uploads a document.

Functional Changes

- When using the document upload feature, the user will no longer be required to re-upload a file in cases where the user fails to enter a required field.

- Congressional complaints will be defined as those complaints that have Congressperson as the "Complainant Type Other" or the value of Yes in the "Press/Hill Interest" field.

- The CMS caseworker or plan user who originally closed a complaint will no longer change if a different user edits data in a closed complaint.

Formatting Changes

- The "Limit Congress members by State" field will reside above the "Select Congress Person" field.

- When a complaint is printed to PDF, the CTM footer will include the current date and time stamp.

The CTM User's Manual will be updated accordingly.

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

For general questions about complaint handling and casework operating procedures, please contact your plan's casework lead.

Technical data questions related to your plan's CTM performance should be sent to ctm@cms.hhs.gov, with a copy to your Account Manager.