

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



CENTER FOR BENEFICIARY CHOICES

MEMORANDUM

DATE: November 16, 2006

Memorandum to: All Part D Plan Sponsors

From: Cynthia Tudor, Ph.D., Director, Medicare Drug Benefit Group

Subject: Complaints Translated to English in the Complaints Tracking Module (CTM)

CMS appreciates your partnership in resolving Part D related beneficiary complaints in the Complaints Tracking Module (CTM). CMS has been made aware that some complaints in the CTM are documented in languages other than English, particularly in Spanish, as some of our Medicare beneficiaries do not speak English as their primary language. CMS urges Part D Sponsors to continue to address beneficiary complaints in the language of the complainant's preference. However in an effort for CMS to maintain quality assurance and conduct oversight of complaints in the CTM, it is imperative that complaint resolutions are documented in English.

CMS requires Part D sponsors to translate their existing non-English CTM complaints into English with a complaint assignment date post May 1, 2006 in the resolution notes field by December 15, 2006. Going forward, Part D sponsors are required to translate new complaint entries that are not documented in English as soon as possible. CMS has also taken measures to train Customer Service Representatives at the 1-800-Medicare call centers to record new complaints in English should they receive non-English speaking complainants. Should you have any questions, please submit an email to ctm@cms.hhs.gov.