

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



CENTER FOR DRUG and HEALTH PLAN CHOICE

TO: All Part C Plans and Part D Plan Sponsors

FROM: Cynthia G. Tudor, Ph.D., Director, Medicare Drug Benefit and C & D Data Group

SUBJECT: New Complaint Tracking Module (CTM) and Parts C and D Plan Reporting Requirements Contacts in HPMS

DATE: July 9, 2009

The Centers for Medicare and Medicaid Services (CMS) has added three new required contact fields in the Contract Management section of the Health Plan Management System (HPMS) to identify the following contacts so communications can be more accurately directed:

- **“Complaint Tracking Module (CTM) Contact”** This field should be populated with the contact responsible for responding to issues or questions related to managing complaints lodged with CMS.
- **“Part C Reporting Requirements Contact”** This field should be populated with the contact responsible for responding to issues or questions related to the data submitted for the Part C Reporting Requirements.
- **“Part D Reporting Requirements Contact”** This field should be populated with the contact responsible for responding to issues or questions related to the data submitted for the Part D Reporting Requirements.

Sponsors must complete data entry of these new contacts in HPMS by July 17, 2009.

Please enter the appropriate information for these new contacts via the following navigation path in HPMS: HPMS Homepage > Contract Management > Basic Contract Management > Select Contract Number > Contact Data.

If you require technical assistance, please contact the HPMS Help Desk at either 1-800-220-2028 or hpms@cms.hhs.gov.

Thank you.