



CENTER FOR BENEFICIARY CHOICES

DATE: September 7, 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: **Complaints Tracking Module (CTM) Enhancements and User Access Changes**

CTM Enhancements

Today CMS implemented enhancements to the Health Plan Management System (HPMS) Complaints Tracking Module (CTM) as follows:

- The CTM User's Manual and CTM Standard Operation Procedures (SOP) document were updated to correspond to the new functionality and processes.
- The CTM start page displays new system's security language regarding your access and utilization of the module.
- Plans are now permitted to submit plan resolution requests to change the program from MA to Part D or Part D to MA.

Please note that the Plan Download File layout has NOT changed.

CTM User Access Changes

Effective immediately, CMS no longer requires plans to submit the CTM Access Request Form. To obtain access to the HPMS and CTM, you should complete the standard "Application for Access to CMS Computer Systems" form found at <http://www.cms.hhs.gov/AccessstoDataApplication>. You should then send the completed, signed, original form (with wet signature/date) to the following address:

ATTENTION: Lori Robinson
Centers for Medicare & Medicaid Services
7500 Security Boulevard
Mail Stop: C4-14-21
Baltimore, MD 21244

Once you are granted access to the HPMS or if you already have access to the HPMS, you should then send an e-mail to HPMS_Access@cms.hhs.gov to request CTM access specifically. The e-mail's subject must read "CTM Access Request" and the message must contain your HPMS ID.

For technical assistance with the HPMS CTM, please contact the HPMS Help Desk at either 1-800-220-2028 or hpms@cms.hhs.gov or Kristin Finch at either 410-786-2873 or kristin.finch@cms.hhs.gov. For general questions about complaints tracking, please contact the CTM mailbox at ctm@cms.hhs.gov.

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