

**HPMS E-Mail**

**Date:** July 1, 2010

**Subject:** Holiday Schedule for Complaint Processing

Due to the July 4, 2010 holiday, CMS will load 1-800-Medicare complaints received on Saturday, July 3 through Monday, July 5 into CTM on Tuesday, July 6. Please note that complaints received by 1-800-Medicare on Friday, July 2 will be loaded into CTM on Saturday, July 3, per the regular schedule.