



CENTER FOR MEDICARE

DATE: September 22, 2025

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

FROM: Vanessa S. Duran, Director
Medicare Drug Benefit and C & D Data Group

SUBJECT: October 2025 Complaints Tracking Module Enhancements

On October 31, 2025, CMS will implement a new release of the Health Plan Management System (HPMS) Complaints Tracking Module (CTM). This release is comprised of the following enhancements:

- Plans will be able to upload multiple documents on the Add Complaint and Manage Complaint pages.
- When a complaint is set to “yes” for agent/broker, plans will be able to enter data into the following distinct agent/broker fields on the Administration Information panel of the Add Complaint and Manage Complaint pages:
 - Agent/Broker First Name
 - Agent/Broker Last Name
 - National Producer Number (NPN)
 - Field Marketing Organization (FMO)
 - Agent/Broker Notes
- As noted in **Appendix A**, the plan download will be updated with the following changes:
 - AGENT_BROKER_INFORMATION column heading/field name will be updated to AGENT_BROKER_NOTES
 - These columns will be added between the AGENT_BROKER and AGENT_BROKER_NOTES columns:
 - AGENT_BROKER_FNAME
 - AGENT_BROKER_LNAME
 - AGENT_BROKER_NPN
 - AGENT_BROKER_FMO

- As noted in **Appendices B and C**, the Casework Upload user interface and application programming interface (API) will include the following new fields after the Resolution Notification field:
 - Agent/Broker Complaint
 - Agent/Broker First Name
 - Agent/Broker Last Name
 - Agent/Broker National Producer Number
 - Agent/Broker Field Marketing Organizations
 - Agent/Broker Notes
- Plans will be able to search by the following new fields on the manage Complaint – Advanced Search Page:
 - When “Agent/Broker Issue?” is set to Yes:
 - Agent/Broker First Name,
 - Last Name, and
 - National Producer Number
 - Resolution Date
- Plans will be able to see the Complaint ID as view only in the Plan Request Report on the Report Details – Complaint ID results grid for contract number plan requests.

For questions regarding these updates, contact Kristy Holtje at Kristy.Holtje@cms.hhs.gov.

Appendix A: CTM Plan Download File Record Layout

File is tab-delimited text, with one record per line.

Field Name	Field Description
COMPLAINT_ID	HPMS CTM Complaint ID Exact length = 11
RECEIVED_DATE	Complaint Received Date Maximum length = 10
CASEWORKER	Name of Caseworker Maximum length = 70
COMPLAINT_TYPE	Beneficiary or Provider Maximum length = 11
CONTACT_FNAME	Contact First Name Maximum length = 50
CONTACT_LNAME	Contact Last Name Maximum length = 50
CONTACT_PHONE	Contact Phone Number Maximum length = 50
CONTRACT_ID	Contract ID Exact length = 5
CATEGORY_LEAD	CMS or Plan Maximum length = 4
COMPLAINT_CATEGORY	Complaint Category Maximum length = 250
COMPLAINT_SUBCATEGORY	Complaint Subcategory Maximum length = 250
COMPLAINT_SUBCAT_OTHER	Complaint Subcategory Description Other Maximum length = 400
COMPLAINT_SUMMARY	Complaint Summary Maximum length = 4,000
RESOLUTION_DATE	Complaint Resolution Date Maximum length = 10
RESOLUTION_SUMMARY	Complaint Resolution Summary Maximum length = 10,000

Field Name	Field Description
ISSUE_LEVEL	Issue Level Description Maximum length = 100
BENE_ID	Health Insurance Claim Number/Medicare Beneficiary Identifier Maximum length = 13
ALT_PHONE	Alternate Phone Number Maximum length = 50
PREFERRED_CALL_TIME	Preferred Call Back Time Maximum length = 250
PREFERRED_LANGUAGE	Preferred Language Maximum length = 50
CONGRESSIONAL	Congressional Yes/No Maximum Length = 3
CONGRESSIONAL_INFORMATION	Congressional Information Maximum Length = 250
SWIFT	Congressional Yes/No Maximum Length = 3
SWIFT_CONTROL_NUMBER	Swift Control Number Maximum Length = 20
AGENT_BROKER	Agent Broker Yes/No Maximum Length = 3
AGENT_BROKER_FNAME	Agent Broker First Name Maximum Length = 50
AGENT_BROKER_LNAME	Agent Broker Last Name Maximum Length = 50
AGENT_BROKER_NPN	Agent Broker National Producer Number Maximum Length = 15
AGENT_BROKER_FMO	Agent Broker Field Marketing Organizations Maximum Length = 125
AGENT_BROKER_NOTES	Agent Broker Notes Maximum Length = 250
ASSIGNMENT/REASSIGNMENT_DATE	Date Current Contract was Assigned/Reassigned to the Complaint Maximum length = 10
COMMENTS	CMS, Plan, and System- generated Comments Maximum length = 10,000

Field Name	Field Description
PLAN_CASEWORK_NOTES	Plan Casework Notes Maximum length = 10,000
ATTACHMENTS_YN	Attachments Indicator Yes/No Maximum length = 3
CONTACT_PLAN_BEFORE_COMPLAINT_ENTERED	Did the complainant contact the plan before the complaint was entered? Yes/No Maximum length = 3
CONTRACT_CHANGE_REQUESTS	Contract Change Request Indicator Value: blank, Pending, Approved, Rejected Maximum length = 8
ISSUE_LEVEL_CHANGE_REQUESTS	Issue Level Request Indicator Value: blank, Pending, Approved, Rejected Maximum length = 8
CMS_LEAD_CHANGE_REQUESTS	CMS Lead Change Request Indicator Value: blank, Pending, Approved, Rejected Maximum length = 8
COMPLAINANT_SATISFIED	Was Complainant satisfied by the outcome Indicator Value: Yes, No, Unknown/Unable to Reach Maximum length = 23
RESOLUTION_NOTIFICATION	Resolution notification used Value: Unknown, Telephone, Written, Telephone and Written, None Maximum length = 21
HPI_RELATED	HPI Related Indicator Value: Yes, No, Unknown/Unsure Maximum length = 14
ACCESSIBLE_FORMAT	Accessible Format Value: Yes, No, Blank Maximum Length = 3

Appendix B: CTM Plan Upload File Record Layout

- ASCII tab-delimited text file is the required file format.
- Do NOT include a header record.
- The file name extension should be ".TXT"
- Upload the data according to the record layout provided below. Only the listed data (Field Name) will be uploaded.
- Casework Note entered becomes the Resolution Summary if the complaint is currently being resolved.
- Only the Casework Notes, Comments and the Agent/Broker fields are read if the complaint is already resolved.

Record Layout				
Field Name	Field Type	Field Length	Field Description	Sample Field Value(s)
Complaint ID	CHAR REQUIRED	11	Complaint ID assigned by HPMS CTM. The complaint ID must already exist in HPMS CTM.	C1600999999
Casework Notes	CHAR REQUIRED	4,000	Summary description regarding the complaint and its resolution. Only include new notes. Any notes already entered in the HPMS CTM should not be included in the upload. Please note: if the user is resolving the complaint the Casework Note becomes the Resolution Summary.	Casework Note
Resolve Complaint Y/N	CHAR REQUIRED	1	Enter Y if the complaint should be resolved. Enter N if the complaint should remain open.	Y
Comments	CHAR OPTIONAL	4,000	If desired, provide any notes that CMS should see when performing their casework. Otherwise, leave this field blank.	Comments
Complainant Satisfied?	CHAR CONDITIONAL	1	If Y is entered into the Resolve Complaint Y/N field, then this field must be non-missing. Enter N to indicate No; enter Y to indicate Yes; enter U to indicate Unknown/Unable to Reach. This field must be blank or U if N is entered into the Resolve Complaint Y/N field.	U

HPI Related?	CHAR CONDITIONAL	1	If Y is entered into the Resolve Complaint Y/N field, then this field must be non-missing. Enter N to indicate No; enter Y to indicate Yes; enter U to indicate Unknown/Unsure	Y
Resolution Notification	CHAR CONDITIONAL	1	<p>If Y is entered into the Resolve Complaint Y/N field, then this field must be non-missing. Enter the Resolution Notification type, used to communicate with the user. Example: If an email, fax, letter or any other electronic communication was sent to the user, enter the value 2, (or) if the user was never notified, enter value 4. Enter the corresponding digit for the following:</p> <ul style="list-style-type: none"> 0. Unknown 1. Telephone 2. Written 3. Telephone and Written 4. None <p>This field must be 1, 2 or 3, if Y or N is entered into the Complainant Satisfied field.</p>	3
Agent/Broker Complaint	CHAR OPTIONAL	1	Enter Y if the complaint should be marked as an Agent/Broker Complaint. Enter N if the complaint should not be marked as an Agent/Broker Complaint. Only complaints that allow Agent/Broker information based on the assigned Category/Subcategory will be updated.	Y
Agent/Broker First Name	CHAR OPTIONAL	50	Enter the Agent/Broker First Name if Y is entered into the Agent/Broker Complaint field. Only complaints that allow Agent/Broker information based on the assigned Category/Subcategory will be updated. This field must be blank if N is entered into the Agent/Broker Complaint Y/N field.	First

Agent/Broker Last Name	CHAR OPTIONAL	50	Enter the Agent/Broker Last Name if Y is entered into the Agent/Broker Complaint field. Only complaints that allow Agent/Broker information based on the assigned Category/Subcategory will be updated. This field must be blank if N is entered into the Agent/Broker Complaint Y/N field.	Last
Agent/Broker National Producer Number	NUMERIC OPTIONAL	15	Enter the Agent/Broker National Producer Number if Y is entered into the Agent/Broker Complaint field. Only complaints that allow Agent/Broker information based on the assigned Category/Subcategory will be updated. This field must be blank if N is entered into the Agent/Broker Complaint Y/N field.	123456789
Agent/Broker Field Marketing Organizations	CHAR OPTIONAL	125	Enter the Agent/Broker Field Marketing Organizations if Y is entered into the Agent/Broker Complaint field. Only complaints that allow Agent/Broker information based on the assigned Category/Subcategory will be updated. This field must be blank if N is entered into the Agent/Broker Complaint Y/N field.	Company Name
Agent/Broker Notes	CHAR OPTIONAL	250	Enter the Agent/Broker Notes if Y is entered into the Agent/Broker Complaint field. Only complaints that allow Agent/Broker information based on the assigned Category/Subcategory will be updated. This field must be blank if N is entered into the Agent/Broker Complaint Y/N field.	Agent broker notes

Appendix C: API changes

1.1 AMM Token Call

Endpoint: /api/idm/oauth/AMMtoken

Method: POST

Description: AMM Token Generation

1.2 Usage

Example requests:

```
POST /api/idm/oauth/AMMtoken
Headers:
    Content-Type: application/json
Body:
    {
        "keyId": "your API Key",
        "keySecret": "your Secret Key"
    }
```

Example responses:

```
CODE: 200
{
    "accessToken": "Generated token",
    "expires": 3600
}
```

1.3 Download Complaints

Endpoint: /api/ctm_ext/api/downloadcomplaints

Method: POST

Description: Download complaint data

Parameter	Type	Description	Required	Allowed Values	Default Behavior
complaintStatus	string	Filter for status of complaints	Y	"" "0" - open "1" - resolved "0,1" - all	Defaults to "0,1" – ALL when empty string is provided
contracts	string	Filter for list of contracts	Y	"" "E3014" - any single contract "E3014, H0034" -multiple contracts comma separated	Defaults to all contracts when empty string is provided
dateFrom	string	Filter for from date	Y	"" "2024-06-26" - any date in yyyy-mm-dd string format	Defaults to 90 days from today when empty string is provided
dateTo	string	Filter for to date	Y	"" "2024-06-26" - any date in yyyy-mm-dd string format	Defaults to today when empty string is provided
limitToAttachment	empty string boolean	Filter to only include complaints who have an attachment	Y	"" true, false	Defaults to false when empty string is provided
limitToRequests	empty string boolean	Filter to only include complaints who have answered plan requests	Y	"" true, false	Defaults to false when empty string is provided

1.4 Usage

Example requests:

```
POST /api/ctm_ext/api/downloadcomplaints
```

Authorization:

Auth Type Bearer Token: your generated token

Headers:

Content-Type: application/json

X-API-CONSUMER-ID: your api key

Body:

```
{
  "complaintStatus": "0,1",
  "contracts": "H1234",
  "dateFrom": "2024-08-20",
  "dateTo": "2024-08-30",
  "limitToAttachment": true,
  "limitToRequests": false
}
```

POST /api/ctm_ext/api/downloadcomplaints

Authorization:

Auth Type Bearer Token: your generated token

Headers:

Content-Type: application/json

X-API-CONSUMER-ID: your api key

Body:

```
{
  "complaintStatus": "",
  "contracts": "",
  "dateFrom": "",
  "dateTo": "",
  "limitToAttachment": "",
  "limitToRequests": ""
}
```

Example responses:

CODE: 200

```
[
  {
    "COMPLAINT_ID": "C1234567890",
    "RECEIVED_DATE": "06/26/2024",
    "CASEWORKER": "Joe Smith",
    "COMPLAINT_TYPE": "Provider",
    "CONTACT_FNAME": "SAMPLE",
    "CONTACT_LNAME": "TEST",
    "CONTACT_PHONE": "(123) 456-7890",
    "CONTRACT_ID": "H1234",
    "CATEGORY_LEAD": "CMS",
    "COMPLAINT_CATEGORY": "Premiums and Costs",
    "COMPLAINT_SUBCATEGORY": "Beneficiary",
    "COMPLAINT_SUBCAT_OTHER": "",
    "COMPLAINT_SUMMARY": "Test...",
    "RESOLUTION_DATE": "",
    "RESOLUTION_SUMMARY": "",
    "ISSUE_LEVEL": "No Issue Level",
  }
]
```

```

        "BENE_ID": "",
        "ALT_PHONE": "",
        "PREFERRED_CALL_TIME": "ANY",
        "PREFERRED_LANGUAGE": "English",
        "CONGRESSIONAL": "No",
        "CONGRESSIONAL_INFORMATION": "",
        "SWIFT": "No",
        "SWIFT_CONTROL_NUMBER": "",
        "AGENT_BROKER": "No",
        "AGENT_BROKER_FNAME": "",
        "AGENT_BROKER_LNAME": "",
        "AGENT_BROKER_NPN": "",
        "AGENT_BROKER_FMO": "",
        "AGENT_BROKER_NOTES": "",
        "ASSIGNMENT/REASSIGNMENT_DATE": "06/26/2024",
        "COMMENTS": "",
        "PLAN_CASEWORK_NOTES": "",
        "ATTACHMENTS_YN": "N",
        "CONTACT_PLAN_BEFORE_COMPLAINT_ENTERED": "No",
        "CONTRACT_CHANGE_REQUESTS": "",
        "ISSUE_LEVEL_CHANGE_REQUESTS": "",
        "CMS_LEAD_CHANGE_REQUESTS": "",
        "COMPLAINANT_SATISFIED": "Unknown/Unable to Reach",
        "RESOLUTION_NOTIFICATION": "",
        "HPI_RELATED": "Unknown/Unsure",
        "ACCESSIBLE_FORMAT": "No"
    },
    ...
]

CODE: 400
{
    "error": "Parameter: contracts type mismatch. Expected: string Actual: number"
}

CODE: 401
{
    "error": "Authorization failed"
}

CODE: 500
{
    "error": "Internal Server Error"
}

```

NOTE: You will receive the 401 “Authorization failed” error if the following scenarios are true:

1. Your "accessToken" is either incorrect or it has expired. Be sure to run the token call before running the downloadcomplaints api to get a current "accessToken".
2. The Key X-API-CONSUMER-ID is not included/checked in the header or the key Value is incorrect. Verify the Key X-API-CONSUMER-ID is checked and the key Value is populated with the your API keyID.

1.5 Casework Upload

Endpoint: /api/ctm_ext/api/uploadcaseworkfile

Method: POST

Description: Upload casework data

Parameter	Type	Description	Required	Allowed Values	Default Behavior
complaintId	string	Complaint ID assigned by HPMS CTM. The complaint ID must already exist in HPMS CTM.	Y	"C1600999999" – any valid complaint id	N/A
caseworkNotes	string	Summary description regarding the complaint and its resolution. Only include new notes. Any notes already entered in the HPMS CTM should not be included in the upload. Please note: if the user is resolving the complaint the Casework Note becomes the Resolution Summary.	Y	"Note supporting the resolution of the complaint"	N/A
hpiRelated	string null	If Y is entered into the Resolve Complaint Y/N field, then this field must be non-missing. Enter N to indicate No; enter Y to indicate Yes; enter U to indicate Unknown/Unsure.	Y	"Y" - Yes, "N" - No, "U" – Unknown/Unsure, null	N/A
resolutionNotification	string null	If Y is entered into the Resolve Complaint Y/N field, then this field must be non-missing. Enter 0 to indicate Unknown; enter 1 to indicate Telephone; enter 2 to indicate Written; enter 3 to indicate Telephone and Written; enter 4 to indicate None. This field must be 1, 2, or 3 if Y or N is entered into the Complainant Satisfied? field.	Y	"0" - Unknown, "1" - Telephone, "2" - Written, "3" - Telephone and Written, "4" - None, null	N/A
resolveComplaintYN	string	Enter Y if the complaint should be resolved. Enter N if the complaint should remain open.	Y	"Y", "N"	N/A
comments	string null	If desired, provide any notes that CMS should see when performing their casework. Otherwise, leave this field blank.	Y	"Some comments", null	N/A
complainantSatisfied	string null	If Y is entered into the Resolve Complaint Y/N field, then this field must be non-null. Enter N to indicate No; enter Y to indicate Yes; enter U to indicate Unknown/Unable to Reach. This field must be blank or U if N is entered into the Resolve Complaint Y/N field.	Y	"Y" – Yes, "N" – No, "U" - Unknown/Unable to Reach, null	N/A
agentBrokerComplaint	string null	Enter Y if the complaint should be marked as an Agent/Broker	Y	"Y" - Yes,	N/A

		Complaint. Enter N if the complaint should not be marked as an Agent/Broker Complaint. Only complaints that allow Agent/Broker information based on the assigned Category/Subcategory will be updated.		"N" - No, null	
agentBrokerFirstName	string null	Enter the Agent/Broker First Name if Y is entered into the Agent/Broker Complaint field. Only complaints that allow Agent/Broker information based on the assigned Category/Subcategory will be updated. This field must be blank if N is entered into the Agent/Broker Complaint Y/N field.	Y	"First Name" null	N/A
agentBrokerLastName	string null	Enter the Agent/Broker Last Name if Y is entered into the Agent/Broker Complaint field. Only complaints that allow Agent/Broker information based on the assigned Category/Subcategory will be updated. This field must be blank if N is entered into the Agent/Broker Complaint Y/N field.	Y	"Last Name" Null	N/A
agentBrokerNPN	string null	Enter the Agent/Broker National Producer Number if Y is entered into the Agent/Broker Complaint field. Only complaints that allow Agent/Broker information based on the assigned Category/Subcategory will be updated. This field must be blank if N is entered into the Agent/Broker Complaint Y/N field.	Y	"123456789012345" Null	N/A
agentBrokerFMO	string null	Enter the Agent/Broker Field Marketing Organizations if Y is entered into the Agent/Broker Complaint field. Only complaints that allow Agent/Broker information based on the assigned Category/Subcategory will be updated. This field must be blank if N is entered into the Agent/Broker Complaint Y/N field.	Y	"Company Name" null	N/A
agentBrokerNotes	string null	Enter the Agent/Broker Notes if Y is entered into the Agent/Broker Complaint field. Only complaints that allow Agent/Broker information based on the assigned Category/Subcategory will be updated. This field must be blank if N is entered into the Agent/Broker Complaint Y/N field.	Y	"Agent/Broker Notes" null	N/A

1.6 Usage

Example request

```
POST /api/ctm_ext/api/uploadcaseworkfile
Authorization:
    Auth Type Bearer Token: your generated token
Headers:
    Content-Type: application/json
    X-API-CONSUMER-ID: your api key
Body:
    [
      {
        "caseworkNotes": "testing ctm ext api casework upload feature",
        "complaintId": "C1600999999",
        "hpiRelated": null,
        "resolutionNotification": null,
        "resolveComplaintYN": "N",
        "comments": null,
        "complainantSatisfied": null
        "agentBrokerComplaint": "N"
        "agentBrokerFirstName": null
        "agentBrokerLastName": null
        "agentBrokerNPN": null
        "agentBrokerFMO": null
        "agentBrokerNotes": null
      },
      {
        "caseworkNotes": "Some casework notes!",
        "complaintId": "C222222222",
        "hpiRelated": null,
        "resolutionNotification": null,
        "resolveComplaintYN": "N",
        "comments": null,
        "complainantSatisfied": null
        "agentBrokerComplaint": "Y"
        "agentBrokerFirstName": "John"
        "agentBrokerLastName": "Doe"
        "agentBrokerNPN": "123456789012345"
        "agentBrokerFMO": "Company Name"
        "agentBrokerNotes": "Related agent broker notes"
      },
      ...
    ]
```


Example responses:

CODE: 200

```
"Status": [  
  {  
    "line": 2,  
    "complaintId": "C222222222",  
    "message": "The specified case does not exist."  
  },  
  {  
    "line": 1,  
    "complaintId": "C1600999999",  
    "message": "Casework Saved"  
  }  
]
```

CODE: 400

```
{  
  "error": "Parameter: contracts type mismatch. Expected: string Actual: number"  
}
```

CODE: 401

```
{  
  "error": "Authorization failed"  
}
```

CODE: 500

```
{  
  "error": "Internal Server Error"  
}
```

NOTE: You will receive the 401 “Authorization failed” error if the following scenarios are true:

1. Your "accessToken" is either incorrect or it has expired. Be sure to run the token call before running the downloadcomplaints api to get a current "accessToken".
2. The Key X-API-CONSUMER-ID is not included/checked in the header or the key Value is incorrect.