

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



## **CENTER FOR BENEFICIARY CHOICES**

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**DATE:** May 19, 2006

**Memorandum To:** All Part D Sponsors

**Subject:** Complaints Tracking Improvement

**From:** Gary Bailey, Deputy Director, Center for Beneficiary Choices

Training for using the CMS Complaints Tracking Module was made available to all Plans last Friday, May 12, 2006. This training broadcast will be available for one month at <http://distributedclassroom.org>. As a supplement to the training broadcast, a User Manual with detailed instructions for using the HPMS module is attached. Please find instructions in this User Manual for how to log on to HPMS, access the Complaints Tracking Module from HPMS, view and search for complaints, enter resolution summaries, and how to close out cases.

Thank you for your continued support as we start this new and improved method to resolve Part D complaints.