

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



CENTER FOR BENEFICIARY CHOICES

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.