

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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### MEMORANDUM

**DATE:** June 30, 2006

**Memorandum to:** All Part D Plan Sponsors

**From:** Cynthia Tudor, Ph.D., Director, Medicare Drug Benefit Group

**Subject:** Analysis of Complaint Rates for Part D Sponsors

Thank you for your efforts to address and resolve beneficiary complaints related to the Medicare Prescription Drug Benefit. Since the start of the program, beneficiaries have looked to CMS for resolution of their complaints with the Part D program and with Part D Sponsors. As CMS would like to continue demonstrating to our beneficiaries that we and our partners strive to improve the quality of service of this program, we plan on releasing contract level complaint rates in the near future.

In promoting the Administrator's vision on performance improvement, we are pleased to announce that Part D plan sponsors will now have the ability to view data on their Part D complaint rates. These data will be shown on a new module in HPMS titled "Complaint Rates" that will be accessible under the "Contract Management" section. Part D plan sponsors will be able to view only information for their current contracts on complaint rates for total complaints, benefits/access complaints, enrollment/disenrollment complaints, pricing complaints, and other complaints.

The first set of data for this report is based on complaints received by 1-800-Medicare. This report will be updated on Friday, July 7, 2006 with data from the Complaints Tracking Module (CTM) for the month of June. Following the posting of June CTM data updates are expected to occur quarterly. Technical notes are also provided on HPMS which describe each of the rates. CMS believes that providing superior service is vital to the Part D program. Excellent performance in responding to complaints and resolving issues helps to ensure a high level of beneficiary satisfaction.

This new information is designed to help Part D Sponsors determine if they are significant outliers based on the number of complaints they have received. Soon, CMS will be sharing these complaint rates publicly. Sharing this information is necessary to demonstrate that Part D Sponsors are continuing to improve their quality of service for beneficiaries.

Again, thank you for your participation in the Medicare prescription drug benefit. While we have had many successes, it is important that we continue to improve. If you have any questions or comments about the data please submit via email to [ctm@cms.hhs.gov](mailto:ctm@cms.hhs.gov) and put “COMPLAINT RATES” in the subject line.