

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



**CENTERS FOR MEDICARE & MEDICAID SERVICES**

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**DATE:** November 22, 2019

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

**FROM:** Amy Larrick Chavez-Valdez, Director  
Medicare Drug Benefit and C & D Data Group

**SUBJECT:** Complaints Tracking Module (CTM) Customer Service Enhancement

CMS will be increasing the frequency that Complaints Tracking Module (CTM) complaints originating at the 1-800 MEDICARE Call Center are loaded into the CTM, allowing plans and CMS to more quickly review and address complaints. Currently, 1-800-MEDICARE complaints are typically batched and loaded daily, except Sundays and select holidays. Effective January 18, 2020, complaints will be recorded in the system real-time.

The Complaint Received date will reflect the actual date a complaint is received. However, recognizing that plans are accustomed to a daily upload process, the Contract Assignment date will reflect the date the complaint would have been assigned to plans to perform casework. The Contract Assignment date is the date used to measure timeliness in CMS' performance measurement.

Technical data questions related to plan's CTM performance: [ctm@cms.hhs.gov](mailto:ctm@cms.hhs.gov).