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**DATE:** October 24, 2022

**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:** October 2022 Complaints Tracking Module (CTM) Enhancements

On October 31, 2022, CMS will implement a new release of the Health Plan Management System (HPMS) CTM. This release includes the addition of the “Print to PDF” function and changes to the CTM search results for complaints marked as “CMS Issue.”

- Plans will be able to view information for a Plan Lead complaint after it is marked as “CMS Issue.” Within the Manage Complaint Search Results, these complaints will be viewable in the Search Results grid along with a new column that reads “CMS Issue.” Users will also be able to search on this field within the Manage Complaint Advanced Search function. Plan users will not be able to view additional details about the complaint beyond what is displayed on the Search Results page.
- In response to user requests, the “Print to PDF” button will return to the Manage Complaint Details page. All users will have the ability to export the complaint data to a PDF file. Information from the following sections of the complaint will be contained in the PDF: Tracking Information, Intake information, Plan Request, History, and Resolution.
- Where Category and Subcategory are displayed in the search results, users will be able to hover to see the crosswalk of the category and subcategory names.
- Timestamps are being added to the “Assignment Date” and “Resolved Date” columns on applicable reports.

For any questions regarding this memo, please contact Kristy Holtje at [Kristy.Holtje@cms.hhs.gov](mailto:Kristy.Holtje@cms.hhs.gov).