

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



PLAN OVERSIGHT & ACCOUNTABILITY GROUP

DATE: March 28, 2008

TO: All HPMS Users

FROM: Cynthia Moreno, Director

SUBJECT: CMS Data Center Shutdown and its Impact on HPMS and the Loading of 1-800-Medicare Complaints

CMS will be performing scheduled system and power maintenance on the CMS Data Center beginning at 8:00 a.m. EDT on Saturday, April 5, 2008 through 8:00 a.m. EDT on Sunday, April 6, 2008.

HPMS will **not** be accessible during this time.

Due to the shutdown, CMS will not be able to perform the regularly scheduled load of 1-800-Medicare complaints into the HPMS Complaint Tracking Module (CTM) on Saturday, April 5, 2008. Consequently, these complaints will be loaded into the CTM on Monday, April 7, 2008.

If you have questions about this memo, please contact the HPMS Help Desk at either 1-800-220-2028 or hpms@cms.hhs.gov. Thank you.