

HPMS E-Mail

Date: February 11, 2009

Subject: Complaints Tracking Module (CTM)

On March 6, 2009, CMS will implement some important enhancements to the Health Plan Management System (HPMS) Complaints Tracking Module (CTM). Part D Sponsors will receive further details about CTM Release 12 enhancements and training opportunities very soon. However, an early, related change is that the MA/Part D indicator will be automatically assigned to the complaint based upon the contract number and subcategory of a complaint. Thus, effective February 20, 2009, the plan request to change the program type (MA/Part D) of a complaint will be removed from CTM in order to allow CMS sufficient time to address open plan requests.

Thank you for your continued support of the Part D program.