

## **HPMS E-Mail**

**Date:** June 19, 2008

**Subject:** HPMS Complaint Rate Report - 2008 Q1 Update

A new complaint rate report has been added to HPMS that displays contract-specific CTM complaint rates per 1,000 enrollees (pro-rated to 30 days) based on the period from 01/01/08 to 03/31/08. The complaint rate reports are located in HPMS at: Quality and Performance / Part D Performance Metrics and Reports / Complaint Rates. Technical notes are provided via a hyperlink at the bottom of each specific report. Please send any questions on these data to [PartDMetrics@cms.hhs.gov](mailto:PartDMetrics@cms.hhs.gov) and include "Complaint Rates" and a contract ID in the subject line.