

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



CENTER FOR DRUG and HEALTH PLAN CHOICE

TO: All Registered HPMS Users

FROM: Cynthia G. Tudor, Ph.D., Director, Medicare Drug Benefit and C & D Data Group

SUBJECT: HPMS Maintenance Notice for Saturday, July 12, 2008

DATE: July 2, 2008

CMS will be performing critical system maintenance on the HPMS infrastructure on **Saturday, July 12, 2008 from 8:00 a.m. until 4:00 p.m. EDT**. HPMS will **not** be accessible to users for the duration of this maintenance window.

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, July 12, 2008. Consequently, CMS will load these complaints into the CTM on Monday, July 14, 2008.

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