

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



## **CENTER FOR DRUG and HEALTH PLAN CHOICE**

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TO: All Registered HPMS Users

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

SUBJECT: CMS Data Center Maintenance Notice

DATE: August 21, 2008

CMS will be performing critical system maintenance at the CMS Data Center from **Friday, August 29, 2008 at 9:00 p.m. EDT through Monday, September 1, 2008 at 2:00 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, August 30, 2008. Due to the Labor Day holiday, CMS will load these complaints into the CTM on Tuesday, September 2, 2008.

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