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**TO:** All Medicare Advantage, Prescription Drug Plan, Cost, PACE, and Demonstration Organizations

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

**DATE:** April 9, 2009

**SUBJECT:** Important Notice Regarding the Complaints Tracking Module (CTM) Release

As communicated in the March 3, 2009 memo entitled "Upcoming Complaints Tracking Module (CTM) Enhancements," CMS will be implementing some important enhancements to the HPMS CTM. Due to technical difficulties with HPMS, CMS has rescheduled the CTM release for **Friday, April 10, 2009**.

CTM downtime will be required to perform the final cutover to the new release. CMS will begin the cutover process on Friday, April 10, 2009 at 5:00 p.m. EDT, at which time the CTM will be taken offline. CMS anticipates that the release deployment and data migration activities will be completed by Monday, April 13, 2009 at 8:00 a.m. EDT, at which point the new CTM will be available for use.

Due to the CTM downtime, CMS will not be able to perform the regularly scheduled load of 1-800-Medicare complaints into the CTM on Saturday, April 11, 2009. Instead, complaints received by 1-800-Medicare on April 10, 2009 through April 12, 2009 will be loaded into CTM on Monday, April 13, 2009.

Please note that CMS will take the CTM downtime into account when calculating and reporting plan performance metrics on the number of days needed to resolve cases.

For questions on 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.