



**CENTER FOR MEDICARE**

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**DATE:** June 9, 2011

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

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**SUBJECT:** Complaints Tracking Module (CTM) Upload File Record Layout Changes

As explained in the May 27, 2011 memo entitled “Upcoming Complaints Tracking Module (CTM) Enhancements,” the resolution of complaints will be standardized with the June 17, 2011 release. This supplemental memo provides additional guidance on changes to the Upload File Record Layout resulting from the standardization of complaints resolution.

Specifically, two resolution fields have been added to CTM:

1. Contact Made (the user must select only one of the following values):
  - Beneficiary / Representative
  - Provider
  - Elected Official
  - Contact Unsuccessful with Beneficiary / Representative
  - MEDIC
  - Other (with text box enabled)
2. System Update Action Taken (MARx action, Referred to RPC, Plan system update, etc.)

As a result, three fields have been appended to the end of the Upload File Record Layout:

- Contact Made (required)
- Contact Other (required when Other is chosen in the Contact Made field)
- System Update (required)

The revised Upload File Record Layout is provided in **Appendix A**.

For technical assistance with the HPMS CTM, please contact the HPMS Help Desk at either 1-800-220-2028 or [hpms@cms.hhs.gov](mailto:hpms@cms.hhs.gov). For general questions about complaint handling and casework operating procedures, please contact your Lead Caseworker or Account Manager.

## Appendix A – Upload File Record Layout

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- ASCII tab-delimited text file is the required file format.
- Do NOT include a header record.
- Filename extension should be ".TXT"
- Uploads will NOT be accepted for any complaints that are already closed.
- Upload the data according to the Upload File Record Layout provided below. Only the listed data (Field Name) will be uploaded.
- Casework Note entered becomes the Resolution Summary if the complaint is resolved.

Field Name	Field Type	Field Length	Field Description	Sample Field Value(s)
Complaint ID	CHAR REQUIRED	11	Complaint ID assigned by HPMS CTM. The complaint ID must already exist in HPMS CTM.	C0600999999
Casework Notes	CHAR REQUIRED	4,000	Summary description regarding the complaint and its resolution. Only include new notes. Any notes already entered in the HPMS CTM should not be included in the upload. Please note: if the user is closing the complaint the Casework Note becomes the Resolution Summary.	
Close Complaint Y/N	CHAR REQUIRED	1	Enter "1" if the complaint should be closed. Enter "0" if the complaint should remain open.	

Field Name	Field Type	Field Length	Field Description	Sample Field Value(s)
Date of Resolution	CHAR CONDITIONAL	10	<p>If "1" is entered into the Complaint Closed Y/N field, then this field must be non-missing. Use format MM/DD/YYYY.</p> <p>If complaint has been resolved, then enter date of resolution. Otherwise, leave this field blank.</p> <p>If complaint is already resolved in HPMS CTM, then this field should not be blank.</p>	07/04/2006
Comments	CHAR OPTIONAL	4,000	If desired, provide any notes that the plan should see when performing their plan resolution. Otherwise, leave this field blank.	
Contact Made	CHAR CONDITIONAL	1	<p>If "1" is entered into the Complaint Closed Y/N field, then this field must be non-missing. Enter one of the following if Contact Made should be the standard resolution selection.</p> <ol style="list-style-type: none"> <li>1. Beneficiary / Representative</li> <li>2. Provider</li> <li>3. Elected Official</li> <li>4. Contact Unsuccessful with Beneficiary / Representative</li> <li>5. MEDIC</li> <li>6. Other</li> </ol>	

Field Name	Field Type	Field Length	Field Description	Sample Field Value(s)
Contact Other	CHAR CONDITIONAL	200	If "O" is selected for Contact Made, please enter the Other Contact information.	
System Update (MARx action, Referred to RPC, Plan system update, etc. Action Taken)	CHAR CONDITIONAL	1	<p>If "1" is entered into the Complaint Closed Y/N field, then this field must be non-missing. Enter "1" if System Update should be the standard resolution selection.</p> <p>Enter "0" if System Update should not be the selection.</p>	