



**CENTERS FOR MEDICARE & MEDICAID SERVICES**

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**DATE:** April 5, 2019

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

**FROM:** Amy Larrick Chavez-Valdez, Director  
Medicare Drug Benefit and C & D Data Group

**SUBJECT:** Updated Complaints Tracking Module (CTM) Notification Emails

On April 19, 2019, CMS will deploy an update to the HPMS Complaints Tracking Module (CTM) in order to streamline the email notification process.

Notable changes for plan users include the following:

- Email notifications will be separated to allow plans to better identify between **new** complaints being loaded vs. updates to existing complaints.
- The new complaint email will indicate the contract number(s) for which new complaints were received. See **Appendix A**.
- The update notification email will include the impacted complaint ID(s) and list of possible updates to the complaint ID(s). See **Appendix B**. The following complaint updates may trigger this email:
  - Contract ID updated
  - Complaint Lead updated
  - CMS Issue updated
  - Issue Level updated
  - Reopening of a Closed Complaint
  - CMS Issue Change Request Response updated

At most, a CTM user may receive up to two emails per day: (a) one email notification for new complaint(s) added for one or more of the contract numbers associated with the user's profile in HPMS, and/or (b) one email notification for an update to complaint(s) associated with one or more contract numbers assigned to the user's profile in HPMS. A CTM user will only receive an email notification if one of these scenarios is triggered. The corresponding account manager and lead caseworker will also receive these emails.

As a reminder, you cannot opt out of receiving these notifications. Emails will typically be sent before 10:00 a.m. ET. Please direct questions to the HPMS Help Desk at [hpms@cms.hhs.gov](mailto:hpms@cms.hhs.gov).

## **Appendix A**

**To:** <Plan users associated with the contract numbers> <CMS Account Manager>  
<Caseworker> <CMS Regional Office Branch Manager\* (for PACE only)>

**Subject: New CTM Complaint(s) Received**

### **Body:**

You are receiving this email because one or more complaints have been submitted for contract(s) to which you are associated, as listed below:

Contract Number(s): Hxxx1, Hxxx2

This information was accurate as of the time of this email. The information may change due to further reassignment of complaint(s) by CMS.

CC: CMS Regional Office Branch Manager (For PACE only)

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To see the complaints, log into HPMS by going to [HPMS URL], select the Monitoring tab, and Complaints Tracking from the menu.

We are unable to remove individual users from receiving these requests. If you would like to be removed, we recommend establishing a rule in your email client to route these message to your trash or recycle bin.

## Appendix B

**To:** <Plan users> <CMS Account Manager> <Caseworker> <CMS Regional Office Branch Manager\* (for PACE only)>

**Subject:** Updated CTM Complaint(s)

**Body:**

You are receiving this email because one of the following changes occurred to the complaint IDs listed below:

- Contract ID updated
- Complaint Lead updated
- CMS Issue updated
- Issue level updated
- Resolution status updated
- CMS issue change request response updated

Complaint ID list: <Complaint #1>, <Complaint #2>

This information was accurate as of the time of this email. The information may change due to further reassignment or handling of the complaint(s) by CMS.

CC: CMS Regional Office Branch Manager (For PACE only)

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To see the complaints, log into HPMS by going to [HPMS URL], select the Monitoring tab, and Complaints Tracking from the menu.

We are unable to remove individual users from receiving these requests. If you would like to be removed, we recommend establishing a rule in your email client to route these message to your trash or recycle bin.