

DEPARTMENT OF HEALTH & HUMAN SERVICES  
Centers for Medicare & Medicaid Services  
7500 Security Boulevard  
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**CENTERS FOR MEDICARE & MEDICAID SERVICES**

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**DATE:** May 10, 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:** Complaints Tracking Module (CTM) File Layout Change and Updated Standard Operating Procedures

CMS will be deploying a minor change to the Complaints Tracking Module (CTM) notification effective May 31, 2019.

The “Special Interest” and “Special Interest Information” fields, located on the CTM Intake Information screen will now be labeled “Congressional” and “Congressional Information,” respectively in the User Interface. Also, as a result of the change, the field header in the Plan Download File Record Layout formerly labelled “SPECIAL\_INTEREST” will now say “CONGRESSIONAL” and “SPECIAL\_INTEREST\_INFORMATION” will say “CONGRESSIONAL\_INFORMATION”.

In addition, the included CTM Standard Operating Procedures have been updated to reflect this name change where applicable. There are no other changes to the document since it was last issued on March 2, 2018.

Also, remaining references to HICN throughout the CTM User Interface has been replaced with Beneficiary Identifier.

Lastly, for plan users, the Search Complaints page has been enhanced. The Contract ID dropdown will display ALL active and inactive contracts that user has access to, irrespective of whether a complaint has been assigned to this contract or not.