

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard, Mail Stop C2-21-15
Baltimore, Maryland 21244-1850



CENTER FOR BENEFICIARY CHOICES

DATE: September 14, 2006

TO: All PACE Organizations

FROM: Cynthia Tudor, Director Medicare Drug Benefit Group
David Lewis, Acting Director, Medicare Advantage Group

SUBJECT: Complaints Tracking Module

In recent months, CMS has implemented the Complaints Tracking Module (CTM) to document and track all Medicare Part D complaints. All Part D sponsors, including PACE organizations are responsible for communicating complaint resolution to CMS via the CTM in a timely manner.

Organizations that have not obtained CTM access must do so no later than August 31, 2006 by contacting the CTM mailbox at ctm@cms.hh.gov

Please refer to the April 26, 2006 HPMS memo titled *Complaints Tracking Improvement* (copy attached) which clarifies the process for requesting CTM access. In addition, copies of the May 12th CTM broadcast training may be requested by writing to

National Technical Information Service (NTIS)
5285 Port Royal Rd
Rm. 2014
Springfield, VA 22161

If you have questions about the CTM process, please contact Anita Varghese at 410-786-8640.