

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



CENTER FOR BENEFICIARY CHOICES

MEMORANDUM

DATE: July 11, 2006

Memorandum to: All Part D Plan Sponsors

From: Cynthia Tudor, Ph.D., Director, Medicare Drug Benefit Group

Subject: Analysis of Complaint Rates for Part D Sponsors

Thank you for your continued support in resolving beneficiary complaints related to the Medicare Prescription Drug Benefit.

Recently, Part D sponsors have had the opportunity to view data on their Part D complaint rates. This information was provided to assist Part D sponsors determine whether or not they are outliers based on the number of complaints they have received. Part D sponsors are encouraged to view these data if they have not already done so. Again, these data are available in HPMS titled "Complaint Rates" within the "Contract Management" section. Part D plan sponsors can only view information for their current contracts on complaint rates for total complaints, benefits/access complaints, enrollment/disenrollment complaints, pricing complaints, and other complaints.

This report was refreshed on Friday, July 7, 2006 with data from the Complaints Tracking Module (CTM) for the month of June. Subsequent updates are expected to occur quarterly. Technical notes are also provided on HPMS which describe each of the rates.

In support of the Administrator's vision on performance improvement, CMS will be sharing these data publicly in an effort to demonstrate that Part D Sponsors are continuing to improve their quality of service for beneficiaries.

Again, thank you for your participation in the Medicare prescription drug benefit. If you have any questions or comments about the data please submit via email to ctm@cms.hhs.gov and put "COMPLAINT RATES" in the subject line.