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DATE: April 26, 2006

Memorandum To: All Part D Sponsors

Subject: Complaints Tracking Improvement

From: Cynthia Tudor, Acting Director, Medicare Drug Benefit Group

A new process for communicating, tracking, and resolving complaints between Plans and CMS will be implemented in early May. This process will enable all Plans to directly access the Complaint Tracking Module (CTM) through the Health Plan Management system (HPMS). The CTM is the CMS central repository for all Part D complaints and through direct access to this system, the work flow process will become more streamlined and efficient resulting in improved service to all beneficiaries.

Training on the CTM will be made available to all Plans on May 12, 2006. This program will be accessible by satellite and web cast beginning at 1:00 p.m. Eastern time and will be followed by a live Q&A session. The web cast will also be archived for a short time for later viewing. More information regarding this training is available on the registration website at <http://cms.distributedclassroom.org/>. For updated information and CTM training materials, please register at this site and log in prior to May 12, 2006.

Due to the sensitivity of these data, access to this system will only be granted to individuals designated within each Contract to be CTM users. CTM access will be gained through the HPMS and must be requested separate from HPMS access. Requests for access to the CTM should be sent to ctm@cms.hhs.gov by May 4, 2006. The request for CTM access should come from the Medicare Compliance Officer and include the following for each person:

Contract Number	
Organization Name	
HPMS User ID	
Name of User	
Title of User	
Email address of User	
Phone number of User	
Name of Individual Authorizing Access	
Title of Authorizing Individual	
Email address of Authorizing Individual	
Phone number of Authorizing Individual	
Region (CMS designated)	

Please note that a new request for HPMS access will delay availability of the CTM for that individual, and should not be sent to the CTM mailbox. Please follow the normal procedures for requesting access to the HPMS for those individuals without a HPMS User ID. Additionally, if an individual who has HPMS access to multiple contracts is given CTM access for one of those, by default he/she will have access to the CTM for all of those contracts.

Thank you for your continued support as we strive to improve the process of complaint documentation and resolution.