

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



CENTER FOR BENEFICIARY CHOICES

MEMORANDUM

DATE: July 21, 2006

Memorandum to: All Part D Plan Sponsors

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

Subject: Part D Complaints Assigned to the Parent Organization

Your continued cooperation resolving complaints related to the Medicare prescription drug benefit is greatly appreciated. The new streamlined process using the Part D Complaint Tracking Module (CTM) is functioning to allow for a more timely mechanism for resolving Part D complaints. A majority of the complaints that are populated in the Part D CTM originate from 1-800-MEDICARE call centers. The 1-800 MEDICARE Customer Service Representatives (CSRs) work with beneficiaries to collect as much information as possible, but in some instances the beneficiary does not have the contract ID for the plan that they are complaining about, but they do have the plan's name. Currently 1-800 MEDICARE CSRs are assigning these complaints to a plan contract ID of unknown. To ensure that these complaints are brought to the plans attention in a timely manner, 1-800 MEDICARE CSRs will assign these complaints to the appropriate parent organization by selecting the plan contract ID within the parent organization that has the greatest enrollment. It is the responsibility of that plan within the parent organization to communicate with CMS' Regional Offices to reassign the complaint to another plan within its parent organization if appropriate.

Again, thank you for your participation in the Medicare prescription drug benefit. If you have any questions or comments about this process, please contact CMS via email to ctm@cms.hhs.gov with "Parent Organization Complaints" in the subject line.