

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

CENTER FOR BENEFICIARY CHOICES

MEMORANDUM

Date: October 23, 2006

Memorandum to: All New 2007 Part D Sponsors

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

Subject: Access to Complaints Tracking Module (CTM)

All Part D plans must use the Complaint Tracking Module (CTM) through the Health Plan Management system (HPMS) to track, and resolve complaints about the Medicare Prescription Drug Benefit

As a new plan for 2007, you must request CTM access by Tuesday, October 31, 2006 so you can begin resolving complaints attributed to your contract(s).

If you have HPMS access, follow these steps to request access to CTM:

1. Designate people within each contract to handle the sensitive data in CTM.
 - The **Medicare Compliance Officer** should send an email to ctm@cms.hhs.gov by October 31, 2006 with the information listed below.
 - 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)

If you don't have HPMS access, you must follow the normal procedures for requesting access to the HPMS for those people without a HPMS User ID before you can proceed

with the steps above to get CTM access. To obtain HPMS access for a new user, please refer to the March 30, 2006 HPMS memo from Cynthia Moreno (http://32.91.239.68/hpms/secure/attachments/2006/hpms%20access%20note_03292006.pdf and <http://32.91.239.68/hpms/secure/attachments/2006/access.pdf>)

Please note that if someone has HPMS access to multiple contracts and they are given CTM access for **one** of the contracts, they will have access to the CTM for **all** of those contracts.

We will be in touch with you about CTM training for new contracts soon. Until then, please review the Updated CTM Plan Standard Operating Procedure, which is posted “In the News” on HPMS on October 3, 2006

(http://32.91.239.68/hpms/secure/attachments/2006/MemoCTMGuidance_10.03.06.pdf).

You can always work with the regional office staff assigned to help you get acquainted with the module and the complaints resolution process. For CMS regional office contact information, please refer to the HPMS Partner Tip sheet dated September 7, 2006

(<http://32.91.239.68/hpms/secure/attachments/2006/Partner%20Tip%20Sheet%20-%20Part%20D%20Complaints%208-17-06.pdf>).

Thanks for participating in the Medicare Prescription Drug Benefit. Please send any questions about the CTM to ctm@cms.hhs.gov via email.