

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

## CENTER FOR BENEFICIARY CHOICES

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### MEMORANDUM

**Date:** October 20, 2006

**Memorandum to:** All Part D Sponsors

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

**Subject:** Complaints Data Weekend Upload Schedule Change

Beginning October 29, 2006, CMS will no longer upload complaints received by 1-800-MEDICARE call centers into the Complaints Tracking Module (CTM) on Sundays. As a result, data from Saturday and Sunday calls will be uploaded into the CTM on Mondays. Data uploads for all other days will continue as usual:

- Mondays' calls are loaded on Tuesdays
- Tuesdays' calls are loaded on Wednesdays
- Wednesdays' calls are loaded on Thursdays
- Thursdays' calls are loaded on Fridays
- Fridays' calls are loaded on Saturdays
- Saturdays' and Sundays' calls will be loaded on Mondays.

Please note that plans are held accountable for complaints beginning when the complaint is available in the CTM and viewable to the Part D sponsor. In this instance, the complaints received by 1-800-Medicare call centers for Saturday and Sunday will be available to the plans each Monday.

CMS appreciates your continued support in resolving complaints in a timely manner and your flexibility as we strive to improve the process. Should you have any questions regarding the CTM, please submit an email to [ctm@cms.hhs.gov](mailto:ctm@cms.hhs.gov).