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MEMORANDUM

DATE: January 8, 2006

To: All Part D Plan Sponsors

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

Subject: Revised Complaint Tracking Module (CTM) Access Request Policy

This memo is to notify Part D plans sponsors of the revised Complaint Tracking Module (CTM) access request process.

Effective January 8, 2007, Part D Plan Sponsors are required to submit an access request form for all new CTM access requests. Current CTM users are not required to reapply. New user requests must be submitted by the organization's Medicare Compliance Officer via email to CTMACCESS@cms.hhs.gov, using the attached form and instructions. CMS recommends each organization verify that the Medicare Compliance Officer and his/ her contact information listed in HPMS are current. Requests that do not meet the form requirements will be returned to the requestor for resubmission.

Thank you for your continued support of the Medicare Prescription Drug Program. Questions regarding this memorandum should be sent to CMS via email to CTM@cms.hhs.gov and should include "Access Form Question" as the subject.