CTM Plan Download File Record Layout	
Field Name	**Field Description**
COMPLAINT_ID	HPMS CTM Complaint ID Exact length of 11.
MA_PD_IND	MA or Part D Complaint Max length is 7.
RECEIVED_DATE	Complaint Received Date Max length is 10.
CASEWORKER	Name of Caseworker Max length is 70.
COMPLAINANT_TYPE	Is Complaint on Behalf of a Beneficiary or Provider? Value is "Beneficiary" or "Provider".
COMPLAINANT	Complainant Type Max length is 50.
COMPLAINANT_OTHER	Complainant Type Other Description If Complainant Type is "Other" then user provides description. Max length is 400.
C_FNAME	Complainant First Name Max length is 50.
C_LNAME	Complainant Last Name Max length is 50.
C_PHONE	Complainant Phone Number Max length is 10.
C_PHONE_EXT	Complainant Phone Number Extension Max length is 5.
CONTRACT_ID	Part D Contract Number Exact length is 5.
COMPLAINT_CATEGORY	Complaint Category Max length is 100.
COMPLAINT_SUBCATEGORY	Complaint Subcategory Max length is 250.
COMPLAINT_SUBCAT_OTHER	Complaint Subcategory Other Description If Complaint Subcategory is "Other" then user provides description. Max length is 4,000.
COMPLAINT_SUMMARY	Complaint Summary Max length is 4,000.
RESOLUTION_DATE	CMS Complaint Resolution Date Max length of 10.
RESOLUTION_SUMMARY	CMS Complaint Resolution Summary Max length is 4,000.
COMPLAINT_STATUS	CMS Complaint Resolution Status Value is "Open" or "Closed".
ISSUE_LEVEL_DESCRIPTION	Complaint Issue Level Max length is 100.

CTM Plan Download File Record Layout	
Field Name	**Field Description**
PLAN_RESOLUTION_STATUS	Plan Complaint Resolution Status Value is "Open" or "Closed".
PLAN_RESOLUTION_DATE	Plan Complaint Resolution Date Max length of 10.
NOTES_TO_PLAN	CMS Note to the Plan Max length is 4,000.
CONTRACT_ENTRY_DATE	Date Current Contract Number was Assigned to Complaint Max length of 10.
RESOLUTION_ENTRY	Plan Resolution Notes Max length is 4,000.
HIC	Health Insurance Claim Number Max length is 100.
PLAN_MEMBER_ID	Plan Member Identification Max length is 100.
COMPLAINT_PLAN_NAME	Pearson File Plan Name Max Length is 2000.
ALT_PHONE	Pearson File alternate call back number. Max Length is 2000.
ALT_PHONE_EXT	Pearson File alternate call back extension. Max Length is 2000.
PREFERRED_CALL_TIME	Pearson File preferred call back time. Max Length is 2000.
LANGUAGE	Pearson File language of caller. Max length is 2000.