

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



CENTER FOR BENEFICIARY CHOICES

DATE: February 21, 2007

TO: All Medicare Advantage, Cost, PACE, Demonstration, and Prescription Drug Plan Organizations

FROM: Cynthia Moreno, Director, Plan Oversight and Accountability Group
Cynthia Tudor, Ph.D., Director, Medicare Drug Benefit Group

SUBJECT: Important Complaints Tracking Module Enhancements

On February 23, 2007, CMS will implement some important enhancements to the Health Plan Management System (HPMS) Complaints Tracking Module (CTM). These enhancements will change the way your organization works with the CTM, so please pay close attention to the following modifications:

- The HIC# and Member ID# fields will be added throughout the CTM on the appropriate screens. If these data are available, it will be automatically populated for complaints entered or loaded into the CTM from February 23rd forward. These fields will be available for your use in resolving complaints.
- The HIC# and Member ID# fields will be included in the Plan Download file; therefore, the Plan Download file record layout has changed and is attached for your review.
- Effective February 24th, CMS **will no longer transmit** the CTM Gentran/Connect:Direct files since the HIC# and Member ID# will be available through the CTM and the Plan Download file.
- Plan users will have access to a new Aging Report in the CTM, which will include all cases after May 1, 2006. The Aging Report will use the Assignment/Reassignment Date (aka Contract Entry Date in the Plan Download file) for reporting.

For general questions about complaints tracking, please contact CMS via the CTM mailbox at ctm@cms.hhs.gov.

For technical assistance with the HPMS CTM, please contact the HPMS Help Desk at either 1-800-220-2028 or hpms@cms.hhs.gov.

Thank you for your continued work and support in complaints resolution.