

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



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### MEMORANDUM

**DATE:** January 10, 2006

**To:** All Part D Plan Sponsors

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

**Subject:** Medicare Part D Complaints Tracking Module (CTM) Frequently Asked Questions (FAQ)

This memorandum is to notify all Part D Sponsors that answers to several frequently asked questions (FAQs) involving Part D complaints are available in the Health Plan Management System (HPMS). All Part D Sponsors are strongly encouraged to review the FAQ document, which can be found under the “Part D CTM FAQ” link below “Documentation” on the Complaints Tracking Module (CTM) Startpage.

Questions regarding this memorandum should be sent to CMS via email to [ctm@cms.hhs.gov](mailto:ctm@cms.hhs.gov) and should include “FAQ Question” in the subject line. Thank you for your continued cooperation.