

DEPARTMENT OF HEALTH & HUMAN SERVICES  
Centers for Medicare & Medicaid Services  
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## CENTER FOR BENEFICIARY CHOICES

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### MEMORANDUM

DATE: April 3, 2007

Memorandum to: All Medicare Part D Sponsors

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

Subject: Medicare Part D 2007 Complaints Tracking Module (CTM) Training

This memo is to inform all Part D Sponsors that CMS Complaints Tracking Module (CTM) training will be available to all CTM users on April 3, 2007. This training will be available as a video streaming/podcast for through October 2007. To view the training and download the presentation handout, follow the instructions outlined below.

The CTM training, viewed in its entirety, is approximately two (2) hours. In order to view the training, your computer must have QuickTime to view the Video Streaming format, or iTunes to view the Podcast format. If you do not have QuickTime or iTunes, visit [www.Quicktime.com](http://www.Quicktime.com) and/or [www.itunes.com](http://www.itunes.com) to download the free software.

Instructions to download and view the CTM training are below.

1. Using your internet browser address field, enter the following address  
<http://www.cms.hhs.gov/apps/events/UpcomingEvents.asp?type=3>.
2. Click to check the box for the "Show only items containing the following keywords".
3. Type "CTM" into the text box.
4. Click on the "Show items" box.
5. Under "Event Title", select the [CTM Part D Sponsor Video Streaming/Podcast](#) link.
6. Complete the required registration.
7. View the training presentation.
8. To download the training presentation handout, click the handout link.
9. Download handouts.
10. Click on viewing link.

The training contains guidance regarding technical aspects of the CTM, CTM policy, and casework. In addition to the training broadcast, a User Manual with detailed technical instructions for navigating the CTM module is located on the HPMS CTM Start Page under "Documentation".

Thank you in advance for completing the 2007 CTM training and for your continued support of the Medicare Part D prescription drug program. Additional questions or comments regarding the CTM training should be submitted via email to [CTM@cms.hhs.gov](mailto:CTM@cms.hhs.gov) with “CTM Training” in the subject line.