

HPMS E-Mail

Date: December 13, 2013

Subject: Data Center Maintenance Activities

E-mail Message:

CMS will be performing enterprise data center maintenance this weekend. Users may encounter issues during the following timeframes: Saturday, December 14 between 11:00 a.m. and 4:00 p.m. EST and Sunday, December 15 between 11:00 a.m. and 3:00 p.m. EST.

As a result, CMS will **NOT** load 1-800-Medicare complaints on Saturday, December 14. Instead, these complaints will be loaded into CTM on Monday, December 16.