



CENTER FOR MEDICARE

DATE: February 2, 2022

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

FROM: Amy Larrick Chavez-Valdez, Director
Medicare Drug Benefit and C & D Data Group

SUBJECT: Upcoming Enhancements to the Health Plan Management System (HPMS)
Complaint Tracking Module

In response to continuous user feedback, CMS is modernizing the HPMS Complaint Tracking Module (CTM) to improve the module's user interface and navigation through the use of new technologies. The module release is planned for the late April to early May 2022 timeframe. This memo provides information on what plan sponsors, states, and other end users can expect to see in the enhanced module.

While the look and feel and navigation of the module is changing, it is important to note that the data being collected, as well as the plan download, plan upload, and data extract record layouts, will **not** be changing. Below are a few examples of the changes to expect:

- A new module dashboard providing a list of the user's most recent complaints, including links to navigate directly to the selected complaint in the module.
- The ability to search for complaints in three ways: using the complaint ID; using a quick search; and using an advanced search.
- The use of the new HPMS user interface features, such as the ability to "type ahead" in form fields like contract number or name and filtering and sorting in table headers.
- A new right rail that displays the complaint's intake information, history, and comments, allowing the user to view the data while working on the complaint.

CMS will send a separate communication with further details on the module changes, the extended maintenance window for the release, and the logistics for industry training.

For questions regarding the CTM modernization effort, please contact Kristy Holtje at kristy.holtje@cms.hhs.gov.