

HPMS E-Mail

Date: April 6, 2022

Subject: Follow-Up on the Upcoming CTM Release

CMS is sending this email as a follow-up to the “Upcoming Health Plan Management System (HPMS) Complaint Tracking Module (CTM) Release and Training information” memo sent on March 18, 2022.

As noted in the memo referenced above, the plan download, plan upload, and data extract record layouts are not changing. However, the plan download will no longer be delivered in a zip file after the CTM release. Rather, the file will now be downloaded directly to plan users as a text or XML file, depending upon the user’s file type selection.

CMS will demonstrate this update during the April 8, 2022 CTM training for plans scheduled for 1-2:00 p.m. ET.

As a reminder, to participate in the plan training, please register by **COB April 6, 2022** at the following URL: https://cms.zoomgov.com/webinar/register/WN_H0iprAnwSF6S9_czWdTOVg.