



**CENTER FOR MEDICARE**

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**DATE:** September 13, 2024

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

**FROM:** Vanessa S. Duran, Director  
Medicare Drug Benefit and C & D Data Group

**SUBJECT:** October 2024 Complaints Tracking Module (CTM) Enhancements

On October 31, 2024, CMS will implement a new release of the Health Plan Management System (HPMS) CTM. This release is comprised of the following changes:

- Plans will have the option to use an Application Programming Interface (API) for downloading beneficiary complaints and uploading plan casework resolutions. Please refer to the September 6, 2024 memo entitled “HPMS Complaints Tracking Module Application Programming Interface” for more information.
- The SWIFT Y/N field will be added as a searchable field on the Manage Complaints page under the Advanced Search functionality.
- Plans will be able to edit the Agent/Broker name and license number fields on the Administration Information panel of the complaint.
- The plan download (see Appendix A) will be updated to include the following changes:
  - Change the CMS\_ISSUE\_CHANGE\_REQUESTS column heading/field name to CMS\_LEAD\_CHANGE\_REQUESTS.
  - Add the 'SWIFT' and 'SWIFT control number' columns between the CONGRESSIONAL\_INFORMATION and AGENT\_BROKER columns.
  - Remove extra tabs at the end of every data row in the PlanDownload.txt file so there are a total of 35 columns for every row in the plan download files.
  - The Download Complaints PlanDownload.txt file will allow > 4000 characters for the following fields:
    - RESOLUTION\_SUMMARY
    - COMMENTS

- PLAN\_CASEWORK\_NOTES

- The parent organization will auto-populate when the contract number has been entered into the Contract Information panel.
- The 'Contract Assignment Date' column will be moved next to the 'Received Date' column on the 'My Top 15 Open Complaints' dashboard card, the 'My Open Complaints' page, and the associated .csv download.
- CTM category 2.54 will be revised as follows: Beneficiary has a cost-sharing/co-insurance issue, including Medicare Prescription Payment Plan costs.

For any questions regarding these updates, please contact Kristy Holtje at [Kristy.Holtje@cms.hhs.gov](mailto:Kristy.Holtje@cms.hhs.gov).

## Appendix A: CTM Plan Download File Record Layout

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File is tab-delimited text, with one record per line.

Field Name	Field Description
COMPLAINT_ID	HPMS CTM Complaint ID Exact length = 11
RECEIVED_DATE	Complaint Received Date Maximum length = 10
CASEWORKER	Name of Caseworker Maximum length = 70
COMPLAINT_TYPE	Beneficiary or Provider Maximum length = 11
CONTACT_FNAME	Contact First Name Maximum length = 50
CONTACT_LNAME	Contact Last Name Maximum length = 50
CONTACT_PHONE	Contact Phone Number Maximum length = 50
CONTRACT_ID	Contract ID Exact length = 5
CATEGORY_LEAD	CMS or Plan Maximum length = 4
COMPLAINT_CATEGORY	Complaint Category Maximum length = 250
COMPLAINT_SUBCATEGORY	Complaint Subcategory Maximum length = 250
COMPLAINT_SUBCAT_OTHER	Complaint Subcategory Description Other Maximum length = 400
COMPLAINT_SUMMARY	Complaint Summary Maximum length = 4,000
RESOLUTION_DATE	Complaint Resolution Date Maximum length = 10
RESOLUTION_SUMMARY	Complaint Resolution Summary Maximum length = 10,000

<b>Field Name</b>	<b>Field Description</b>
ISSUE_LEVEL	Issue Level Description Maximum length = 100
BENE_ID	Health Insurance Claim Number/Medicare Beneficiary Identifier Maximum length = 13
ALT_PHONE	Alternate Phone Number Maximum length = 50
PREFERRED_CALL_TIME	Preferred Call Back Time Maximum length = 250
PREFERRED_LANGUAGE	Preferred Language Maximum length = 50
CONGRESSIONAL	Congressional Yes/No Maximum Length = 3
CONGRESSIONAL_INFORMATION	Congressional Information Maximum Length = 250
SWIFT	Congressional Yes/No Maximum Length = 3
SWIFT_CONTROL_NUMBER	Swift Control Number Maximum Length = 20
AGENT_BROKER	Agent Broker Yes/No Maximum Length = 3
AGENT_BROKER_INFORMATION	Agent Broker Information Maximum Length = 250
ASSIGNMENT/REASSIGNMENT_DATE	Date Current Contract was Assigned/Reassigned to the Complaint Maximum length = 10
COMMENTS	CMS, Plan, and System- generated Comments Maximum length = 10,000
PLAN_CASEWORK_NOTES	Plan Casework Notes Maximum length = 10,000
ATTACHMENTS_YN	Attachments Indicator Yes/No Maximum length = 3
CONTACT_PLAN_BEFORE_COMPLAINT_ENTERED	Did the complainant contact the plan before the complaint was entered? Yes/No Maximum length = 3

Field Name	Field Description
CONTRACT_CHANGE_REQUESTS	Contract Change Request Indicator Value: blank, Pending, Approved, Rejected Maximum length = 8
ISSUE_LEVEL_CHANGE_REQUESTS	Issue Level Request Indicator Value: blank, Pending, Approved, Rejected Maximum length = 8
CMS_LEAD_CHANGE_REQUESTS	CMS Lead Change Request Indicator Value: blank, Pending, Approved, Rejected Maximum length = 8
COMPLAINANT_SATISFIED	Was Complainant satisfied by the outcome Indicator Value: Yes, No, Unknown/Unable to Reach Maximum length = 23
RESOLUTION_NOTIFICATION	Resolution notification used Value: Unknown, Telephone, Written, Telephone and Written, None Maximum length = 21
HPI_RELATED	HPI Related Indicator Value: Yes, No, Unknown/Unsure Maximum length = 14
ACCESSIBLE_FORMAT	Accessible Format Value: Yes, No, Blank Maximum Length = 3