DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard
Baltimore, Maryland 21244-1850

CENTER FOR MEDICARE

DATE: March 18, 2022

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

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

SUBJECT: Upcoming Health Plan Management System (HPMS) Complaint Tracking
                Module (CTM) Release and Training information

As discussed in the February 2, 2022 memorandum entitled "Upcoming Enhancements to the
Health Plan Management System (HPMS) Complaint Tracking Module," CMS is releasing a
modernized CTM to improve the module's user interface and navigation through the use of new
technologies. This memo provides plan users with further details on the module changes, the
extended maintenance window for the release, and the logistics for industry training.

As noted in the prior memorandum, CMS has modernized the look and feel and navigation of the
module. However, the data being collected, as well as the plan download, plan upload, and data
extract record layouts, have <u>not</u> changed. Specific enhancements include the following:

- A new module dashboard provides a list of the user's most recent complaints, including
  links to navigate directly to the selected complaint in the module.

- Add Complaint page:

  o The page content has been reorganized to ensure that most of the required fields
    are centrally located to ease data entry.
  o A right rail has been added that displays key fields as the user enters the
    complaint information.
  o Attachments can be uploaded when creating the complaint.
  o The module will generate the complaint ID after the user has entered and
    submitted the information successfully.
  o Following submission, a user will have three navigation options: Add Another
    Complaint; Go to Manage Complaint; and Go to CTM Dashboard.

- Search Complaint page:

  o The Search complaint function will be available via the "Manage Complaint"
    menu item.

- o Users may search for complaints in three ways: using the complaint ID; using a quick search; and using an advanced search.
  - o The Search results page has been updated to use 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.
  - o The Search feature has been expanded to produce up to 1000 results on the web page.
  - o The "Download to Excel" feature has been converted to the CSV format. This export will return up to 1500 records.

- Complaint View page:

  - o A right rail has been added that displays the complaint's intake information, history, and comments, allowing the user to view the data while working on the complaint.

- Overall, the module has been updated to use the new HPMS user interface features.

- New workflow-specific buttons have been added to the module pages to mitigate technical issues created when using the web browser "Back" button.

To facilitate the production release, CTM will be unavailable between **Friday, April 29, 2022 at 6:00 p.m. ET until 8:00 p.m. ET on Saturday, April 30, 2022**. During the maintenance window, CMS will suspend the loading of complaints from 1-800-Medicare.

CMS will offer training for plan users on **April 8, 2022 from 1-2:00 p.m. ET**. Users must visit the following URL to register:

https://cms.zoomgov.com/webinar/register/WN_H0iprAnwSF6S9_czWdTOVg

Users are strongly encouraged to register **before COB on COB April 6, 2022** to ensure the timely receipt of the training instructions.

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