

HPMS E-Mail

Date: September 1, 2023

Subject: Complaints Tracking Module Update

To All Complaints Tracking Module (CTM) Plan Users:

CMS will be updating the naming convention of the “CMS Issue Plan” request to “CMS Lead Plan” request on September 1, 2023. Plans will be able to select this plan request if they feel that a complaint was incorrectly assigned as plan lead and responsibility, requesting consideration for a change to CMS lead and responsibility. With this update, this will be the only option for plans to request that CMS evaluate or approve these plan requests. If you have any questions, please contact Kristy Holtje at Kristy.Holtje@cms.hhs.gov.