



CENTER FOR MEDICARE

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.

Appendix A: CTM Plan Download File Record Layout

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 |

| Field Name | Field Description |
|---------------------------------------|---|
| 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 |