

## HPMS E-Mail

**Date:** October 12, 2023

**Subject:** October 2023 Complaints Tracking Module (CTM) Updates

On October 31, 2023, CMS will implement a new release of the Health Plan Management System (HPMS) CTM. This release is comprised of minor changes, including the following:

- Plan users will be able to see the *type* of plan request in reports rather than only the accepted/rejected indicator for a plan request related to a complaint.
- CMS has added a new indicator to flag SWIFT-related complaints. Plans will be able to see this indicator marked within the complaint, but it is for CMS use only.

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