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

CENTER FOR MEDICARE

DATE: July 17, 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: HPMS Complaints Tracking Module Application Programming Interface

In October 2024, CMS will implement an application programming interface (API) option for
the HPMS Complaints Tracking Module (CTM). This API will provide an alternative method for
downloading beneficiary complaints and uploading plan casework resolutions.

CMS will administer pilot testing for the CTM API from **September 16, 2024 through
September 27, 2024**. This opportunity will be made available to all plans, including consultants
and third party vendors that are sponsored by a contracted plan organization.

CMS will send a separate communication on the process for requesting API keys, the testing
environment, API documentation, and the method for submitting pilot feedback.

For questions regarding this memo, please contact Kristy Holtje at Kristy.Holtje@cms.hhs.gov.