DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
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CMS/
CENTERS for MEDICARE & MEDICAID SERVICES

PLAN OVERSIGHT & ACCOUNTABILITY GROUP

DATE: December 27, 2006

TO: All Organizations

FROM: Cynthia E. Moreno, Director, Plan Oversight & Accountability Group
               Cynthia Tudor, Ph.D., Director, Medicare Drug Benefit Group

SUBJECT: **HPMS Migration to the EDC and the Impact on CTM**

As communicated earlier this month, CMS will be moving its web hosting environment from AT&T to the new Enterprise Data Center (EDC) managed by EDS. As part of this effort, HPMS is currently scheduled to be relocated to the EDC on Monday, January 8, 2007. System downtime will be required to perform the final cutover to the EDC. At this time, **we anticipate that the system will be unavailable beginning close of business on Thursday, January 4 until the morning of Monday, January 8.** Since the Complaint Tracking Module (CTM) is housed within HPMS, the CTM will also be unavailable during this time.

Performance metrics related to complaint rates will not be affected during this time because only the number of complaints received, and not the resolution status, are counted. In addition, CMS will take into consideration this downtime and will not hold plans accountable for the expected two day turn around for closure of immediate need/action complaints during the dates specified above.

We have considered the impacts of the system's downtime on the CTM processes, from the CMS and the organizations' perspectives. We have developed the following action plan to ensure that necessary business processes can still continue during the migration.

What do you need to know?
1. Plans will not be able to access HPMS from the evening of January 4th through the morning of January 8th.
2. Plans will still be receiving daily Gentran/Connect:Direct files and should be using those to resolve cases. Please note that the Gentran/Connect:Direct files on the specific days mentioned below will not include CTM Complaint ids, HPMS Contract Numbers and HPMS Region Names. The HPMS Region Responsible Identifier and all other fields will be populated as usual. It is recommended that plan users proactively check for their Gentran/Connect:Direct files each day because there will be no notice from CMS when they are available.

3. Plans will receive a file on Monday Jan.8th which contains exact duplicates to the Gentran/Connect:Direct files received on January 5th and 6th, only appended with CTM Complaint ids, HPMS Contract Numbers and HPMS Region Names.
4. Plans are expected to upload resolutions into CTM as quickly as possible once the system becomes available again on Monday, January 8th.
5. For immediate need complaints that are CMS Issues, plans are to use their previous method of communication, prior to having the ability to resolve complaints in the CTM (i.e., email to the RO mailbox, phone, fax, etc.), with their CMS regional office (RO). Plans are to contact the CMS RO within one day of receipt of these immediate need CMS Issue complaints. Plans are expected to reassign these complaints as "CMS Issues" as soon as the system is operational again for those that have been passed onto the CMS Regional Office. All other reassignment requests should be made when the system is available again.
6. The Division of Clinical and Economic Performance (DCEP) complaints analysis and reports will take into account the system downtime when calculating and reporting the number of days the plans needed to resolve cases.

Please review the details of the action plan in the day-to-day chart below. All HPMS CTM questions should be directed to Ana Nunez-Poole (ana.nunez-poole@cms.hhs.gov) or Lori Robinson (lori.robinson@cms.hhs.gov).

	Thurs 1/4	Fri 1/5	Sat 1/6	Sun 1/7	Mon 1/8	Tues 1/9
1-800-MEDICARE call data loaded into CTM	Wed calls will be loaded, as usual	No data loaded	No data loaded	No data loaded, as usual	Sat & Sun calls will be loaded, as usual. Thurs & Fri calls will be loaded and assigned CTM complaint ids	Mon calls will be loaded, as usual
Gentran/ Connect: Direct files for plans	Files will be transferred as usual (Wed data)	Files will be transferred W/O CTM complaint ids, HPMS contract numbers and HPMS Region Names (Thurs data)	Files will be transferred W/O CTM complaint ids, HPMS contract numbers and HPMS Region Names (Fri data)	No files transferred, as usual	Files will be transferred, as usual (Sat & Sun data). Files of Thurs & Fri data will be resent, with CTM complaint ids, HPMS contract numbers	Files will be transferred, as usual (Mon data)

					and HPMS Region Names	