

February 12, 2026

HEALTH PLAN MANAGEMENT SYSTEM (HPMS) COMPLAINTS TRACKING MODULE UPDATES FOR MANAGING PROVIDER COMPLAINTS

BACKGROUND

On Monday, December 22, 2025, CMS implemented an online form on cms.gov for providers that need to report a complaint about a Medicare Advantage plan. These complaints will be sent to the HPMS Complaints Tracking Module (CTM).

KEY DETAILS

Here is the process flow:

- Providers will access the online complaint form using the following steps:
 - Go to <https://www.cms.gov>.
 - Select "Medicare" from the top left dropdown menu.
 - Select "Health & drug plans" from the left-hand navigation.
 - Select "Report a provider complaint about an MA plan."
- The online form will capture basic information about the complainant, beneficiary, provider, and Medicare Advantage plan, a complaint summary, and optional fields for date(s) of service and claim number.
- Given these data will be captured by an online form, MA plans will no longer receive an attachment of the original provider complaint form.
- Provider complaints will be placed into a queue in the CTM, where CMS will review and triage prior to assigning a contract number.

RESOURCES

Links:	Provider Complaint Tracker: https://www.cms.gov
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QUESTIONS

For any questions regarding this notice, please contact your Community Provider Performance Manager (provider representative). E-mail: ProviderRelationsInquiries@CommunityHealthChoice.org