

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: <a href="https://www.cms.gov">https://www.cms.gov</a>
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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](mailto:ProviderRelationsInquiries@CommunityHealthChoice.org)