



CENTER FOR MEDICARE

DATE: December 22, 2025

TO: All Medicare Advantage Organizations

FROM: Vanessa S. Duran, Director
Medicare Drug Benefit and C&D Data Group

SUBJECT: Health Plan Management System (HPMS) Complaints Tracking Module Updates for Managing Provider Complaints

On December 22, 2025, CMS will implement an online form on [cms.gov](https://www.cms.gov) for providers that need to report a complaint about a Medicare Advantage plan. Upon submission, these complaints will be sent to the HPMS Complaints Tracking Module (CTM). The process will flow as described below:

- Providers will access the online complaint 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.

Please contact Kristy Holtje (Kristy.Holtje@cms.hhs.gov) for questions about this memo.