

CMS Unique ID Complaint Form

SHIP and SMP team members who are assigned a CMS Unique ID can use their ID to talk to CMS Customer Service Representatives (CSRs) on a beneficiary's behalf by calling the designated number for SHIPs and SMPs: 1-888-647-6701.

This form is intended to help report issues using your CMS Unique ID due to a CMS CSR's lack of understanding of the CMS Unique ID process. For example:

- The CSR couldn't find your CMS Unique ID in their system.
- The CSR wasn't familiar with the CMS Unique ID process.
- The CSR was unable to help with something we know they should be able to assist with.

To submit a complaint, take the following steps:

Step 1: Complete the information below and provide it to your SHIP or SMP director or their designee. Your director or their designee must review all details of the situation and confirm that your CMS Unique ID is active. If your CMS Unique ID is no longer active, the problem is not with the CMS CSR and must instead be addressed within your SHIP or SMP program.

Information to include when submitting your complaint:

- Name of CMS Unique ID user:
- Date of call:
- Time of call:
- Phone number the CMS Unique ID user called from:
- State or time zone the CMS Unique ID user called from:
- Brief description of the issue:
- Name of director or designee who approved submitting this issue as a complaint:

Step 2: Wait for your director or their designee to approve submission of the complaint.

Step 3: Send the information above in an email to: OHIC@acl.hhs.gov. You can complete and attach this form, or you can provide the information in the body of your email instead.