

<b>CMS Manual System</b>	<b>Department of Health &amp; Human Services (DHHS)</b>
<b>Pub 100-09 Medicare Contractor Beneficiary and Provider Communications</b>	<b>Centers for Medicare &amp; Medicaid Services (CMS)</b>
<b>Transmittal 10455</b>	<b>Date: November 13, 2020</b>
	<b>Change Request 11918</b>

**Transmittal 10455, dated November 13, 2020, is being rescinded and replaced by Transmittal 10519, dated, December 14, 2020 to revise elements of the IOM. All other information remains the same.**

**SUBJECT: Updates to Pub. 100-09, Chapter 6 Beneficiary and Provider Communications Manual, Chapter 6, Provider Customer Service Program**

