

CMS Manual System	Department of Health & Human Services (DHHS)
Pub 100-09 Medicare Contractor Beneficiary and Provider Communications	Centers for Medicare & Medicaid Services (CMS)
Transmittal 10519	Date: December 14, 2020
	Change Request 11918

Transmittal 10519, dated December 14, 2020, is being rescinded and replaced by Transmittal 10772, dated, April 29, 2021 to revise elements of the IOM.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