

## IMPORTANT MESSAGE FROM MEDICARE AND DETAILED NOTICE OF DISCHARGE

The Office of Management and Budget (OMB) approved updated versions of the Important Message from Medicare (IM) and the Detailed Notice of Discharge (DND) for a three-year period.

The updated notices include improvements to readability and design and are available in English and Spanish on the [CMS Beneficiary Notices Initiative \(BNI\) webpage](#).

### Effective Dates and Use of Forms

- The updated IM and DND are effective immediately and expire **March 31, 2029**.
- Providers may continue to use previously approved versions of the IM and DND until **May 15, 2026**.
- Providers must transition to the newly approved forms **no later than May 15, 2026**.

### Applicability

Hospitals are required to provide the Important Message from Medicare (IM) (formerly CMS-R-193, now CMS-10065) to all Medicare beneficiaries, including Original Medicare and Medicare Advantage enrollees, who are admitted as hospital inpatients. The IM informs beneficiaries of their rights to appeal a hospital discharge.

The Detailed Notice of Discharge (DND) is provided only when a beneficiary requests a discharge appeal and explains the specific reasons for the discharge determination.

### Additional Guidance

For additional instructions regarding delivery and use of the IM and DND, providers should refer to [Chapter 30, Section 200 of the CMS Claims Processing Manual](#).





Bulletin/Update

## **South Country Provider Contact Center**

**1-888-633-4055**

**Hours: 8 a.m. - 4:30 p.m.**

The Provider Contact Center staff are available as your first point of contact to assist with the following.

Member benefit coverage

Authorization verification

Website questions

Claims billing and processing guidelines

Remittance adjustment code details and payment information

Provider web portal issues

Claim rejection guidance

General information

South Country wants to ensure providers are reimbursed for services provided to our members and following all billing guidelines. Our staff are committed to support and guide you in understanding all South Country processes and procedures. In addition, callers that utilize our Provider Contact Center are provided a reference number that identifies your call in our system. Please keep the reference number in your records to refer to if you have any additional questions or need to check the status of an open issue. The reference number will help the representative locate your issue quickly.