

PROVIDER NOTICE: UPDATED MEDICARE OUTPATIENT OBSERVATION NOTICE

The Centers for Medicare & Medicaid Services (CMS) has released an updated version of the [Medicare Outpatient Observation Notice \(MOON\)](#) following approval by the Office of Management and Budget.

The updated MOON includes improvements to readability and design and is available in English and Spanish on the CMS Beneficiary Notices Initiative (BNI) webpage.

Key Points for Providers:

- The updated [MOON](#) is effective now and approved for use through February 28, 2029.
- Providers may continue using existing stock of the previous MOON version through April 20, 2026.
- All providers must transition to the updated MOON no later than April 20, 2026.
- The MOON requirement applies to all Medicare beneficiaries, including Medicare Advantage enrollees.
- Hospitals and Critical Access Hospitals are required to provide the MOON to Medicare beneficiaries who are receiving outpatient observation services and are not admitted as hospital inpatients.

Providers are reminded that the MOON is delivered to the patient (or their representative), explained verbally, and retained in the patient's medical record. The MOON is not submitted to South Country Health Alliance or CMS.

For detailed instructions on issuing the MOON, please refer to [Chapter 30, Section 400 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.