



HOME HEALTH & HOSPICE

CGS offices are closed on most Federal Holidays. In addition, the Provider Contact Center (PCC) closes periodically during each month and/or on Federal Holidays when CGS offices are not closed to offer training to our customer service representatives (CSRs). The 2023 Federal Holiday/PCC Training Closure schedule is as follows:

Holiday/Training Closure Schedule

DATE	EVENT	CLOSURE SCHEDULE	
January 2023	Monday, January 2	New Year's Day (observed)	Office Closed
	Thursday, January 12	CSR Training	PCC Closed, 8:00 a.m. - 10:00 a.m. CT
	Monday, January 16	Martin Luther King, Jr.'s Birthday	Office Closed
	Thursday, January 26	CSR Training	PCC Closed, 8:00 a.m. - 10:00 a.m. CT
February 2023	Monday, February 20	President's Day	PCC Closed, 8:00 a.m. - 4:30 p.m. CT
March 2023	Thursday, March 9	CSR Training	PCC Closed, 8:00 a.m. - 10:00 a.m. CT
	Thursday, March 23	CSR Training	PCC Closed, 8:00 a.m. - 10:00 a.m. CT
April 2023	Thursday, April 13	CSR Training	PCC Closed, 8:00 a.m. - 10:00 a.m. CT
	Thursday, April 27	CSR Training	PCC Closed, 8:00 a.m. - 10:00 a.m. CT
May 2023	Thursday, May 11	CSR Training	PCC Closed, 8:00 a.m. - 10:00 a.m. CT
	Thursday, May 25	CSR Training	PCC Closed, 8:00 a.m. - 10:00 a.m. CT
	Monday, May 29	Memorial Day	Office Closed
June 2023	Thursday, June 8	CSR Training	PCC Closed, 8:00 a.m. - 10:00 a.m. CT
	Thursday, June 22	CSR Training	PCC Closed, 8:00 a.m. - 10:00 a.m. CT
July 2023	Tuesday, July 4	Independence Day	Office Closed
	Thursday, July 13	CSR Training	PCC Closed, 8:00 a.m. - 10:00 a.m. CT
	Thursday, July 27	CSR Training	PCC Closed, 8:00 a.m. - 10:00 a.m. CT
August 2023	Thursday, August 10	CSR Training	PCC Closed, 8:00 a.m. - 10:00 a.m. CT
	Thursday, August 24	CSR Training	PCC Closed, 8:00 a.m. - 10:00 a.m. CT
September 2023	Monday, September 4	Labor Day	Office Closed
	Thursday, September 14	CSR Training	PCC Closed, 8:00 a.m. - 10:00 a.m. CT
	Thursday, September 28	CSR Training	PCC Closed, 8:00 a.m. - 10:00 a.m. CT
October 2023	Monday, October 9	Columbus Day	PCC Closed, 8:00 a.m. - 4:30 p.m. CT
November 2023	Friday, November 10	Veterans' Day (observed)	PCC Closed, 8:00 a.m. - 4:30 p.m. CT
	Thursday, November 23	Thanksgiving Day	Office Closed
	Friday, November 24	Day after Thanksgiving	Office Closed
December 2023	Thursday, December 14	CSR Training	PCC Closed, 8:00 a.m. - 10:00 a.m. CT
	Monday, December 25	Christmas Eve (observed)	Office Closed
	Tuesday, December 26	Christmas Day (observed)	Office Closed