



Kentucky/Ohio Part A

HOLIDAY/TRAINING CLOSURE SCHEDULE

CGS offices are closed on most Federal Holidays. However, on Federal Holidays where CGS offices are not closed, the Kentucky and Ohio Part A Medicare Provider Contact Center (PCC) will be closed to offer their customer service representatives (CSRs) a full day of training. In addition, periodically during each month the Part A PCC will close for additional CSR training. The following provides the 2016 Federal Holiday/PCC Training Closure schedule.

DATE	EVENT	CLOSURE SCHEDULE
January	Friday, January 1	New Year's Day Office Closed
	Thursday, January 14	CSR Training Part A PCC Closed, 9:00 - 11:00 a.m. ET
	Monday, January 18	Martin Luther King, Jr.'s Birthday Office Closed
	Thursday, January 28	CSR Training Part A PCC Closed, 9:00 - 11:00 a.m. ET
February	Monday, February 15	President's Day Part A PCC Closed, 9:00 a.m. – 5:30 p.m. ET
March	Thursday, March 10	CSR Training Part A PCC Closed, 9:00 - 11:00 a.m. ET
	Thursday, March 24	CSR Training Part A PCC Closed, 9:00 - 11:00 a.m. ET
April	Thursday, April 14	CSR Training Part A PCC Closed, 9:00 - 11:00 a.m. ET
	Thursday, April 28	CSR Training Part A PCC Closed, 9:00 - 11:00 a.m. ET
May	Thursday, May 12	CSR Training Part A PCC Closed, 9:00 - 11:00 a.m. ET
	Thursday, May 26	CSR Training Part A PCC Closed, 9:00 - 11:00 a.m. ET
	Monday, May 30	Memorial Day Office Closed
June	Thursday, June 9	CSR Training Part A PCC Closed, 9:00 - 11:00 a.m. ET
	Thursday, June 23	CSR Training Part A PCC Closed, 9:00 - 11:00 a.m. ET
July	Friday, July 4	Independence Day Office Closed
	Thursday, July 14	CSR Training Part A PCC Closed, 9:00 - 11:00 a.m. ET
	Thursday, July 28	CSR Training Part A PCC Closed, 9:00 - 11:00 a.m. ET
August	Thursday, August 11	CSR Training Part A PCC Closed, 9:00 - 11:00 a.m. ET
	Thursday, August 25	CSR Training Part A PCC Closed, 9:00 - 11:00 a.m. ET
September	Monday, September 5	Labor Day Office Closed
	Thursday, September 22	CSR Training Part A PCC Closed, 9:00 - 11:00 a.m. ET
October	Monday, October 10	Columbus Day Part A PCC Closed, 9:00 a.m. – 5:30 p.m. ET
November	Friday, November 11	Veterans Day Part A PCC Closed, 9:00 a.m. – 5:30 p.m. ET
	Thursday, November 24	Thanksgiving Office Closed
	Friday, November 25	Day after Thanksgiving Office Closed
December	Thursday, December 8	CSR Training Part A PCC Closed, 9:00 - 11:00 a.m. ET
	Friday, December 23	Christmas Eve Observance Office Closed
	Monday, December 26	Christmas Day Observance Office Closed