



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 2018 Federal Holiday/PCC Training Closure schedule.

DATE		EVENT	CLOSURE SCHEDULE
January	Monday, January 1	New Year's Day	Office Closed
	Thursday, January 11	CSR Training	Part A PCC Closed, 9:00 - 11:00 a.m. ET
	Monday, January 15	Martin Luther King, Jr.'s Birthday	Office Closed
	Thursday, January 25	CSR Training	Part A PCC Closed, 9:00 - 11:00 a.m. ET
February	Monday, February 19	President's Day	Part A PCC Closed, 9:00 a.m. – 5:30 p.m. ET
March	Thursday, March 8	CSR Training	Part A PCC Closed, 9:00 - 11:00 a.m. ET
	Thursday, March 22	CSR Training	Part A PCC Closed, 9:00 - 11:00 a.m. ET
April	Thursday, April 12	CSR Training	Part A PCC Closed, 9:00 - 11:00 a.m. ET
	Thursday, April 26	CSR Training	Part A PCC Closed, 9:00 - 11:00 a.m. ET
May	Thursday, May 10	CSR Training	Part A PCC Closed, 9:00 - 11:00 a.m. ET
	Thursday, May 24	CSR Training	Part A PCC Closed, 9:00 - 11:00 a.m. ET
	Monday, May 28	Memorial Day	Office Closed
June	Thursday, June 14	CSR Training	Part A PCC Closed, 9:00 - 11:00 a.m. ET
	Thursday, June 28	CSR Training	Part A PCC Closed, 9:00 - 11:00 a.m. ET
July	Wednesday, July 4	Independence Day	Office Closed
	Thursday, July 12	CSR Training	Part A PCC Closed, 9:00 - 11:00 a.m. ET
	Thursday, July 26	CSR Training	Part A PCC Closed, 9:00 - 11:00 a.m. ET
August	Thursday, August 9	CSR Training	Part A PCC Closed, 9:00 - 11:00 a.m. ET
	Thursday, August 23	CSR Training	Part A PCC Closed, 9:00 - 11:00 a.m. ET
September	Monday, September 3	Labor Day	Office Closed
	Thursday, September 13	CSR Training	Part A PCC Closed, 9:00 - 11:00 a.m. ET
	Thursday, September 27	CSR Training	Part A PCC Closed, 9:00 - 11:00 a.m. ET
October	Monday, October 8	Columbus Day	Part A PCC Closed, 9:00 a.m. – 5:30 p.m. ET
November	Monday, November 12	Veterans Day	Part A PCC Closed, 9:00 a.m. – 5:30 p.m. ET
	Thursday, November 22	Thanksgiving	Office Closed
	Friday, November 23	Day after Thanksgiving	Office Closed
December	Thursday, December 13	CSR Training	Part A PCC Closed, 9:00 - 11:00 a.m. ET
	Monday, December 24	Christmas Day Observance	Office Closed
	Tuesday, December 25	Christmas Day	Office Closed