



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 2021 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, 8:00 – 5:00 p.m. ET
March	Thursday, March 11	CSR Training Part A PCC Closed, 9:00 - 11:00 a.m. ET
	Thursday, March 25	CSR Training Part A PCC Closed, 9:00 - 11:00 a.m. ET
April	Thursday, April 8	CSR Training Part A PCC Closed, 9:00 - 11:00 a.m. ET
	Thursday, April 22	CSR Training Part A PCC Closed, 9:00 - 11:00 a.m. ET
May	Thursday, May 13	CSR Training Part A PCC Closed, 9:00 – 11:00 a.m. ET
	Thursday, May 27	CSR Training Part A PCC Closed, 9:00 – 11:00 a.m. ET
	Monday, May 31	Memorial Day Office Closed
June	Thursday, June 10	CSR Training Part A PCC Closed, 9:00 - 11:00 a.m. ET
	Thursday, June 24	CSR Training Part A PCC Closed, 9:00 - 11:00 a.m. ET
July	Monday, July 5	Independence Day (observed) Office Closed
	Thursday, July 22	CSR Training Part A PCC Closed, 9:00 - 11:00 a.m. ET
August	Thursday, August 12	CSR Training Part A PCC Closed, 9:00 - 11:00 a.m. ET
	Thursday, August 26	CSR Training Part A PCC Closed, 9:00 - 11:00 a.m. ET
September	Monday, September 6	Labor Day Office Closed
	Thursday, September 23	CSR Training Part A PCC Closed, 9:00 - 11:00 a.m. ET
October	Monday, October 11	Columbus Day Part A PCC Closed, 8:00 – 5:00 p.m. ET
November	Thursday, November 11	Veterans Day Part A PCC Closed, 8:00 – 5:00 p.m. ET
	Thursday, November 25	Thanksgiving Office Closed
	Friday, November 26	Day after Thanksgiving Office Closed
December	Thursday, December 9	CSR Training Part A PCC Closed, 9:00 - 11:00 a.m. ET
	Thursday, December 23	Christmas Day Observance Office Closed
	Friday, December 24	Christmas Day Observance Office Closed