



Kentucky/Ohio Part B

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 B 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 B 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 B 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 B PCC Closed, 9:00 - 11:00 a.m. ET |
| February | Monday, February 15 | President's Day Part B PCC Closed, 9:00 a.m. – 5:30 p.m. ET |
| March | Thursday, March 10 | CSR Training Part B PCC Closed, 9:00 - 11:00 a.m. ET |
| | Thursday, March 24 | CSR Training Part B PCC Closed, 9:00 - 11:00 a.m. ET |
| April | Thursday, April 14 | CSR Training Part B PCC Closed, 9:00 - 11:00 a.m. ET |
| | Thursday, April 28 | CSR Training Part B PCC Closed, 9:00 - 11:00 a.m. ET |
| May | Thursday, May 12 | CSR Training Part B PCC Closed, 9:00 – 11:00 a.m. ET |
| | Thursday, May 26 | CSR Training Part B PCC Closed, 9:00 – 11:00 a.m. ET |
| | Monday, May 30 | Memorial Day Office Closed |
| June | Thursday, June 9 | CSR Training Part B PCC Closed, 9:00 - 11:00 a.m. ET |
| | Thursday, June 23 | CSR Training Part B PCC Closed, 9:00 - 11:00 a.m. ET |
| July | Friday, July 4 | Independence Day Office Closed |
| | Thursday, July 14 | CSR Training Part B PCC Closed, 9:00 - 11:00 a.m. ET |
| | Thursday, July 28 | CSR Training Part B PCC Closed, 9:00 - 11:00 a.m. ET |
| August | Thursday, August 11 | CSR Training Part B PCC Closed, 9:00 - 11:00 a.m. ET |
| | Thursday, August 25 | CSR Training Part B PCC Closed, 9:00 - 11:00 a.m. ET |
| September | Monday, September 5 | Labor Day Office Closed |
| | Thursday, September 22 | CSR Training Part B PCC Closed, 9:00 - 11:00 a.m. ET |
| October | Monday, October 10 | Columbus Day Part B PCC Closed, 9:00 a.m. – 5:30 p.m. ET |
| November | Friday, November 11 | Veterans Day Part B 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 B 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 |