



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 2017 Federal Holiday/PCC Training Closure schedule.

DATE		EVENT	CLOSURE SCHEDULE
January	Monday, January 2	New Year's Day	Office Closed
	Thursday, January 12	CSR Training	Part B PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Monday, January 16	Martin Luther King, Jr.'s Birthday	Office Closed
	Thursday, January 26	CSR Training	Part B PCC Closed, 9:00 a.m. - 11:00 a.m. ET
February	Monday, February 20	President's Day	Part B PCC Closed, 8:00 a.m. - 5:00 p.m. ET
March	Thursday, March 9	CSR Training	Part B PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Thursday, March 23	CSR Training	Part B PCC Closed, 9:00 a.m. - 11:00 a.m. ET
April	Thursday, April 13	CSR Training	Part B PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Thursday, April 27	CSR Training	Part B PCC Closed, 9:00 a.m. - 11:00 a.m. ET
May	Thursday, May 11	CSR Training	Part B PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Thursday, May 25	CSR Training	Part B PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Monday, May 29	Memorial Day	Office Closed
June	Thursday, June 8	CSR Training	Part B PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Thursday, June 22	CSR Training	Part B PCC Closed, 9:00 a.m. - 11:00 a.m. ET
July	Tuesday, July 4	Independence Day	Office Closed
	Thursday, July 13	CSR Training	Part B PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Thursday, July 27	CSR Training	Part B PCC Closed, 9:00 a.m. - 11:00 a.m. ET
August	Thursday, August 10	CSR Training	Part B PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Thursday, August 24	CSR Training	Part B PCC Closed, 9:00 a.m. - 11:00 a.m. ET
September	Monday, September 4	Labor Day	Office Closed
	Thursday, September 14	CSR Training	Part B PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Thursday, September 28	CSR Training	Part B PCC Closed, 9:00 a.m. - 11:00 a.m. ET
October	Monday, October 9	Columbus Day	Part B PCC Closed, 8:00 a.m. - 5:00 p.m. ET
November	Friday, November 10	Veterans Day	Part B PCC Closed, 8:00 a.m. - 5:00 p.m. ET
	Thursday, November 23	Thanksgiving	Office Closed
	Friday, November 24	Day after Thanksgiving	Office Closed
December	Thursday, December 14	CSR Training	Part B PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Monday, December 25	Christmas Day	Office Closed
	Tuesday, December 26	Christmas Day Observance	Office Closed