

2020

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 2020 Federal Holiday/PCC Training Closure schedule.

DATE	EVENT	CLOSURE SCHEDULE	
January	Wednesday, January 1	New Year's Day	Office Closed
	Thursday, January 9	CSR Training	Part B PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Monday, January 20	Martin Luther King, Jr.'s Birthday	Office Closed
February	Monday, February 17	President's Day	Part B PCC Closed, 8:00 - 5:00 p.m. ET
March	Thursday, March 12	CSR Training	Part B PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Thursday, March 26	CSR Training	Part B PCC Closed, 9:00 a.m. - 11:00 a.m. ET
April	Thursday, April 9	CSR Training	Part B PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Thursday, April 23	CSR Training	Part B PCC Closed, 9:00 a.m. - 11:00 a.m. ET
May	Thursday, May 14	CSR Training	Part B PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Monday, May 25	Memorial Day	Office Closed
June	Thursday, June 11	CSR Training	Part B PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Thursday, June 25	CSR Training	Part B PCC Closed, 9:00 a.m. - 11:00 a.m. ET
July	Friday, July 3	Independence Day Observance	Office Closed
	Thursday, July 9	CSR Training	Part B PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Thursday, July 23	CSR Training	Part B PCC Closed, 9:00 a.m. - 11:00 a.m. ET
August	Thursday, August 13	CSR Training	Part B PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Thursday, August 27	CSR Training	Part B PCC Closed, 9:00 a.m. - 11:00 a.m. ET
September	Monday, September 7	Labor Day	Office Closed
	Thursday, September 24	CSR Training	Part B PCC Closed, 9:00 a.m. - 1:00 p.m. ET
October	Monday, October 12	Columbus Day	Part B PCC Closed, 8:00 - 5:00 p.m. ET
November	Wednesday, November 11	Veterans Day	Part B PCC Closed, 8:00 - 5:00 p.m. ET
	Thursday, November 26	Thanksgiving	Office Closed
	Friday, November 27	Day after Thanksgiving	Office Closed
December	Thursday, December 10	CSR Training	Part B PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Thursday, December 24	Christmas Day Observance	Office Closed
	Friday, December 25	Christmas Day	Office Closed