



## Holiday/Training Closure Schedule

# KENTUCKY/OHIO PART A

CGS offices are closed on most Federal Holidays. In addition, the Provider Contact Center (PCC) closes periodically during each month and/or on Federal Holidays when CGS offices are not closed to offer training to our customer service representatives (CSRs). The 2023 Federal Holiday/PCC Training Closure schedule is as follows:

DATE	EVENT	CLOSURE SCHEDULE
January 2023	Monday, January 2	New Year's Day (observed) Office Closed
	Thursday, January 12	CSR Training 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 PCC Closed, 9:00 a.m. - 11:00 a.m. ET
February 2023	Monday, February 20	President's Day PCC Closed, 8:00 a.m. - 5:00 p.m. ET
March 2023	Thursday, March 9	CSR Training PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Thursday, March 23	CSR Training PCC Closed, 9:00 a.m. - 11:00 a.m. ET
April 2023	Thursday, April 13	CSR Training PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Thursday, April 27	CSR Training PCC Closed, 9:00 a.m. - 11:00 a.m. ET
May 2023	Thursday, May 11	CSR Training PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Thursday, May 25	CSR Training PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Monday, May 29	Memorial Day Office Closed
June 2023	Thursday, June 8	CSR Training PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Thursday, June 22	CSR Training PCC Closed, 9:00 a.m. - 11:00 a.m. ET
July 2023	Tuesday, July 4	Independence Day Office Closed
	Thursday, July 13	CSR Training PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Thursday, July 27	CSR Training PCC Closed, 9:00 a.m. - 11:00 a.m. ET
August 2023	Thursday, August 10	CSR Training PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Thursday, August 24	CSR Training PCC Closed, 9:00 a.m. - 11:00 a.m. ET
September 2023	Monday, September 4	Labor Day Office Closed
	Thursday, September 14	CSR Training PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Thursday, September 28	CSR Training PCC Closed, 9:00 a.m. - 11:00 a.m. ET
October 2023	Monday, October 9	Columbus Day PCC Closed, 8:00 a.m. - 5:00 p.m. ET
November 2023	Friday, November 10	Veterans' Day PCC Closed, 8:00 a.m. - 5:00 p.m. ET
	Thursday, November 23	Thanksgiving Day Office Closed
	Friday, November 24	Day after Thanksgiving Office Closed
December 2023	Thursday, December 14	CSR Training PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Monday, December 25	Christmas Eve (observed) Office Closed
	Tuesday, December 26	Christmas Day (observed) Office Closed