



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 2019 Federal Holiday/PCC Training Closure schedule.

DATE	EVENT	CLOSURE SCHEDULE	
JANUARY	Tuesday, January 1	New Year's Day	Office Closed
	Thursday, January 10	CSR Training	Part B PCC Closed, 9:00 - 11:00 a.m. ET
	Monday, January 21	Martin Luther King, Jr.'s Birthday	Office Closed
FEBRUARY	Monday, February 18	President's Day	Part B PCC Closed, 8:00 a.m. – 5:00 p.m. ET
MARCH	Thursday, March 14	CSR Training	Part B PCC Closed, 9:00 - 11:00 a.m. ET
	Thursday, March 28	CSR Training	Part B PCC Closed, 9:00 - 11:00 a.m. ET
APRIL	Thursday, April 11	CSR Training	Part B PCC Closed, 9:00 - 11:00 a.m. ET
	Thursday, April 25	CSR Training	Part B PCC Closed, 9:00 - 11:00 a.m. ET
MAY	Thursday, May 9	CSR Training	Part B PCC Closed, 9:00 - 11:00 a.m. ET
	Thursday, May 23	CSR Training	Part B PCC Closed, 9:00 - 11:00 a.m. ET
	Monday, May 27	Memorial Day	Office Closed
JUNE	Thursday, June 13	CSR Training	Part B PCC Closed, 9:00 - 11:00 a.m. ET
	Thursday, June 27	CSR Training	Part B PCC Closed, 9:00 - 11:00 a.m. ET
JULY	Thursday, July 4	Independence Day	Office Closed
	Thursday, July 11	CSR Training	Part B PCC Closed, 9:00 - 11:00 a.m. ET
	Thursday, July 25	CSR Training	Part B PCC Closed, 9:00 - 11:00 a.m. ET
AUGUST	Thursday, August 8	CSR Training	Part B PCC Closed, 9:00 - 11:00 a.m. ET
	Thursday, August 22	CSR Training	Part B PCC Closed, 9:00 - 11:00 a.m. ET
SEPTEMBER	Monday, September 2	Labor Day	Office Closed
	Thursday, September 12	CSR Training	Part B PCC Closed, 9:00 - 11:00 a.m. ET
	Thursday, September 26	CSR Training	Part B PCC Closed, 9:00 - 11:00 a.m. ET
OCTOBER	Monday, October 14	Columbus Day	Part B PCC Closed, 8:00 a.m. – 5:00 p.m. ET
NOVEMBER	Monday, November 11	Veterans Day	Part B PCC Closed, 8:00 a.m. – 5:00 p.m. ET
	Thursday, November 28	Thanksgiving	Office Closed
	Friday, November 29	Day after Thanksgiving	Office Closed
DECEMBER	Thursday, December 12	CSR Training	Part B PCC Closed, 9:00 - 11:00 a.m. ET
	Tuesday, December 24	Christmas Day Observance	Office Closed
	Wednesday, December 25	Christmas Day	Office Closed