



KENTUCKY/OHIO PART B

CGS offices are closed on most Federal Holidays. In addition, the Provider Contact Center (PCC) closes periodically to offer training to our customer service representatives (CSRs). The 2024 PCC Closure schedule is as follows:

PCC Closure Schedule

DATE	EVENT	CLOSURE SCHEDULE
January 2024	Monday, January 1	New Year's Day Office Closed
	Thursday, January 11	CSR Training PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Monday, January 15	Martin Luther King, Jr.'s Birthday Office Closed
	Thursday, January 25	CSR Training PCC Closed, 9:00 a.m. - 11:00 a.m. ET
February 2024	Monday, February 19	CSR Training PCC Closed, 8:00 a.m. - 5:00 p.m. ET
March 2024	Thursday, March 14	CSR Training PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Thursday, March 28	CSR Training PCC Closed, 9:00 a.m. - 11:00 a.m. ET
April 2024	Thursday, April 11	CSR Training PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Thursday, April 25	CSR Training PCC Closed, 9:00 a.m. - 11:00 a.m. ET
May 2024	Thursday, May 9	CSR Training PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Thursday, May 23	CSR Training PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Monday, May 27	Memorial Day Office Closed
June 2024	Thursday, June 13	CSR Training PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Thursday, June 27	CSR Training PCC Closed, 9:00 a.m. - 11:00 a.m. ET
July 2024	Thursday, July 4	Independence Day Office Closed
	Thursday, July 11	CSR Training PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Thursday, July 25	CSR Training PCC Closed, 9:00 a.m. - 11:00 a.m. ET
August 2024	Thursday, August 8	CSR Training PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Thursday, August 22	CSR Training PCC Closed, 9:00 a.m. - 11:00 a.m. ET
September 2024	Monday, September 2	Labor Day Office Closed
	Thursday, September 12	CSR Training PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Thursday, September 26	CSR Training PCC Closed, 9:00 a.m. - 11:00 a.m. ET
October 2024	Monday, October 14	CSR Training PCC Closed, 8:00 a.m. - 5:00 p.m. ET
November 2024	Monday, November 11	CSR Training PCC Closed, 8:00 a.m. - 5:00 p.m. ET
	Thursday, November 28	Thanksgiving Day Office Closed
	Friday, November 29	Day after Thanksgiving Office Closed
December 2024	Thursday, December 12	CSR Training PCC Closed, 9:00 a.m. - 11:00 a.m. ET
	Tuesday, December 24	Christmas Eve Office Closed
	Wednesday, December 25	Christmas Day Office Closed