Holiday & training closures

Novitas Solutions observes most federal holidays, as well as select additional corporate holidays. Please refer to the chart below for important answers to common questions. This applies to both Part A and Part B Medicare.

For additional Customer Contact Center closures due to scheduled training exercises, refer to:

* Scheduled Contact Center closures for Jurisdiction L customers
* Scheduled Contact Center closures for Jurisdiction H customers

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| --- | --- | --- | --- | --- | --- |
| Holiday | Date observed | Novitas Customer Service closed? | Federal Offices closed? | Payments and remittance? | EDI and IVR available? |
| Veterans Day  | Monday, November 11, 2024 | no | yes | no | yes |
| Thanksgiving Day | Thursday, November 28, 2024 | yes | yes | no | yes |
| Day after Thanksgiving | Friday, November 29, 2024 | yes | no | yes | yes |
| Christmas Eve | Tuesday, December 24, 2024 | yes | no | yes | yes |
| Christmas Day | Wednesday, December 25, 2024 | yes | yes | no | yes |
| New Year's Day  | Wednesday, January 01, 2025 | yes | yes | no | yes |
| Martin Luther King, Jr. Day | Monday, January 20, 2025 | yes | yes | no | yes |
| Presidents Day | Monday, February 17, 2025 | no | yes | no | yes |
| Spring Holiday | Friday, April 18, 2025 | yes | no | yes | yes |
| Memorial Day | Monday, May 26, 2025 | yes | yes | no | yes |
| Juneteenth | Thursday, June 19, 2025 | yes | no | yes | yes |
| Independence Day | Friday, July 04, 2025 | yes | yes | no | yes |
| Labor Day | Monday, September 01, 2025 | yes | yes | no | yes |
| Columbus Day | Monday, October 13, 2025 | no | yes | no | yes |
| Veterans Day  | Tuesday, November 11, 2025 | no | yes | no | yes |
| Thanksgiving Day | Thursday, November 27, 2025 | yes | yes | no | yes |
| Day after Thanksgiving | Friday, November 28, 2025 | yes | no | yes | yes |
| Christmas holiday | Thursday, December 25, 2025 | yes | no | yes | yes |
| Christmas holiday | Friday, December 26, 2025 | yes | yes | no | yes |

The interactive voice response Unit (IVR) and Direct Data Entry (DDE) remain available during all of the above holiday closures.

Note: Electronic claims submitted on a federal or Novitas holiday will be receipt dated the next business day. Part A claims submitted on a federal or Novitas holiday will be available in FISS within two business days. Part B claims submitted on a federal or Novitas holiday will be available in MCS within three business days.