

Open Enrollment – NES Release and System Availability

- The C4 systems will be unavailable while both the NES updates and renewals are moved to production.
 - System will be unavailable starting 7AM Thursday 10/11
 - System will be available by 7AM Monday 10/15, prior to the service center opening
- Testing of the NES production release will take place from Monday 10/15 until Friday 10/26
- C4 is planning another release the weekend of 10/27 to address any bugs found during our testing period

SC and Member Services Hours of Operations and Holidays

OE6 SC and Member Services Standard Hours of Operation Monday – Friday, 8am – 6pm

Exceptions to standard hours of operation for OE6:

- Saturday, December 8th
 - 8am – 6pm
- Monday – Friday, December 10th – 14th
 - 8am – 8pm
- Saturday, December 15th
 - 8am – 12am (midnight)
- Monday, December 24th
 - 8am – 2pm
- Monday, December 31st
 - 8am – 2pm
- Saturday, January 12th
 - 8am – 6pm
- Saturday, January 15th
 - 8am – 10pm

SC and Member Services Holiday Closures:

- Thursday, November 22nd
- Tuesday, December 25th
- Tuesday, January 1st

C4HCO Administrative Holidays:

- Thursday, Nov. 22nd – Friday November 23rd
- Monday, December 24th – Tuesday, December 25th
- Tuesday, January 1st