

Pennie Contact Center Hours of Operations



Purpose:

The purpose of this document is to create awareness of Pennie Contact Center operating hours during and outside of the Open Enrollment Period (OEP). Pennie's OEP launches on November 1st and concludes on January 15th, unless otherwise extended by Pennie and agreed to by Vimo.



Telephone Numbers:

Telephone Line	Telephone Number
Pennie Customer Line	844-844-8040
Pennie Broker/Assister Line	844-844-4440



Hours of Operations:

Hours of Operations	Monday - Friday	Saturday	Sunday
During OEP (11/1- 1/15)	8:00am - 10:00pm EST	8:00am - 1:00pm EST	Closed
Outside of OEP (1/16 - 10/31)	8:00am - 6:00pm EST	Closed	Closed

Note: Hours are subject to change when mutually agreed upon by Pennie, stakeholders, and vendor partner.



Extended Dates and Times:

Dates	Hours of Operations
Sunday, November 1, 2026	9:00am-6:00pm EST
Friday, January 15, 2027	8:00am-11:59pm EST



Holidays Observed:

Holiday	Date
Labor Day	Monday, September 7, 2026
Indigenous Peoples' Day	Monday, October 12, 2026
Veterans Day	Wednesday, November 11, 2026
Thanksgiving Day	Thursday, November 26, 2026
Christmas Eve	Thursday, December 24, 2026
Christmas Day	Friday, December 25, 2026
New Year's Day	Friday, January 1, 2027
Martin Luther King Day	Monday, January 18, 2027
Presidents Day	Monday, February 15, 2027
Memorial Day	Monday, May 31, 2027
Juneteenth	Friday, June 18, 2027 (Recognized on Friday)
Independence Day	Monday, July 5, 2027 (Recognized on Monday)

Note: Holidays are subject to change when mutually agreed upon in advance by Pennie and Vimo.