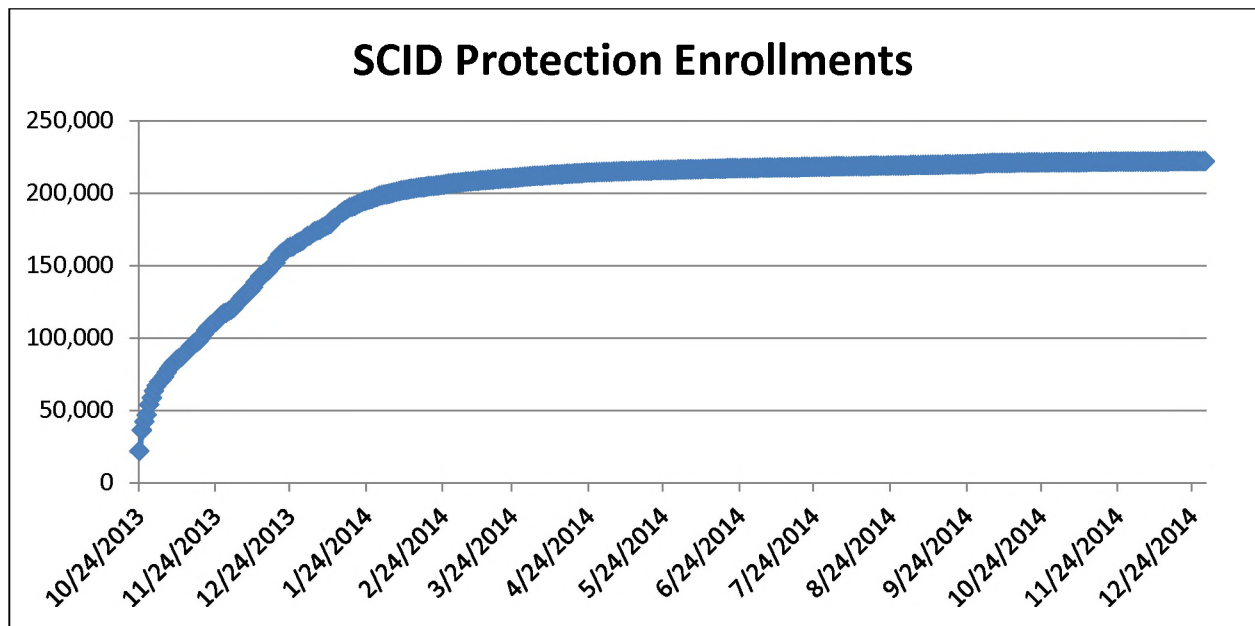




## SCID Protection Weekly Report: 12/29/14

### Summary of SCID Protection Enrollment

- ~ 200,721 adult enrollments
  - ~ 16,221 Offline enrollments
  - ~ 184,500 Online enrollments
  - ~ 25,090 Out-of-state enrollments
- ~ 18,702 child enrollments
- ~ 2,321 business enrollments
- 164,396 total calls processed
- 6:18 average call time
- 0:29 average wait time



### **Main reasons for calls/inquiries (to CSID, SCDOR):**

- **Eligibility** – Users are not eligible for coverage as they were not part of the main database provided by the SCDOR. These users will need to wait until CSID receives an approved PIN from SCDOR for CSID to call/email the user back and allow them to enroll with the PIN.
- **General information/questions** – Users would like information on how to enroll/eligibility as well as contact information and information regarding reports and alerts.
- **Problems enrolling online**



### **Feedback**

#### Positive:

- "I have been very pleased with your site and will be considering continuing with your site. You have been perfect help."
- "It's very nice to call into a company and get somebody that is so helpful and patient."
- "I would have no idea about my credit without your services."
- "We love all your features and we are both glad that we have you all."
- "You gave me a better idea of what the alert is about, thank you so much for helping me understand and for your help."

#### Constructive:

### **Next Steps**

- CSID will continue to process enrollments both online and in our call centers, and continue to promote SCID Protection.
- CSID will continue to respond to inquiries via phone and email.
- CSID will continue to monitor our website traffic, call hold times, etc.