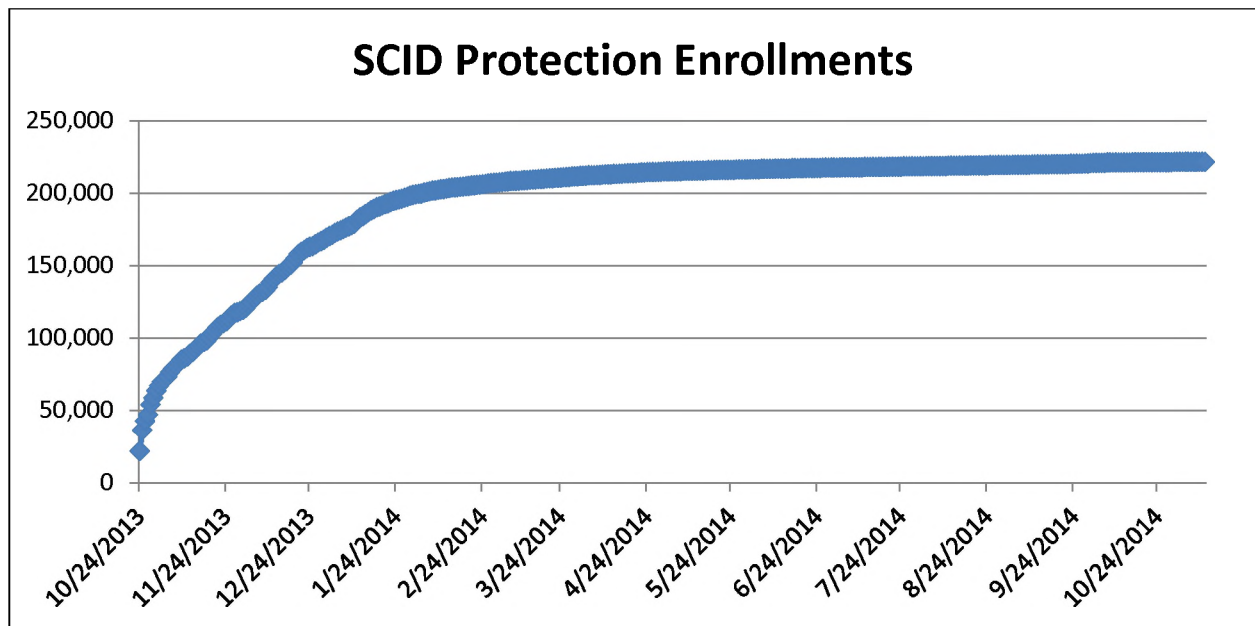## SCID Protection Weekly Report: 11/10/14

### Summary of SCID Protection Enrollment

- ~ 200,241 adult enrollments
  - ~ 16,215 Offline enrollments
  - ~ 184,026 Online enrollments
  - ~ 25,075 Out-of-state enrollments
- ~ 18,774 child enrollments
- ~ 2,315 business enrollments
- 161,107 total calls processed
- 6:19 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:

- "You guys seem to be so quick to help your members!"
- "At first I wasn't too sure, but now I see the value in your service."
- "I feel really silly for not signing up last year. You guys are great!"
- "Every agent I've talked to is so friendly. I am so delighted every time I call."

Constructive:

- "The password you guys sent was long and jumbled. Then I ended up getting locked out again!"

## 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.