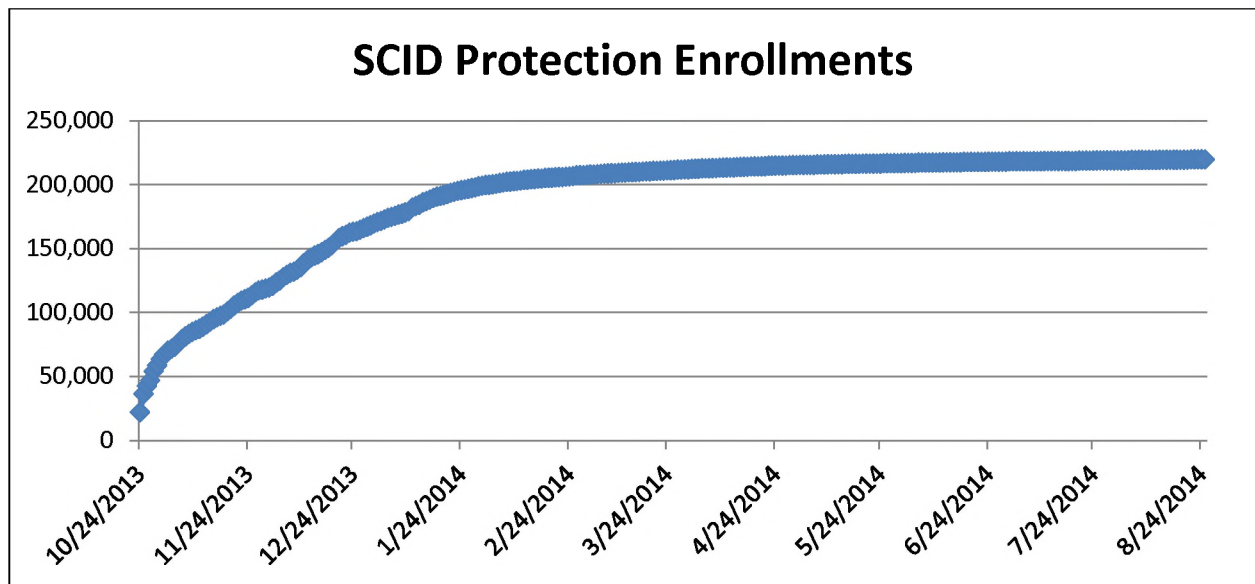




SCID Protection Weekly Report: 8/25/14

Summary of SCID Protection Enrollment (as of 4:00 PM EDT)

- ~ 198,542 adult enrollments
 - ~ 16,181 Offline enrollments
 - ~ 182,361 Online enrollments
 - ~ 24,679 Out-of-state enrollments
- ~ 18,576 child enrollments
- ~ 2,297 business enrollments
- 154,781 total calls processed
- 6:22 average call time
- 0:27 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:

- "Perfect Service!"
- "Ya'll have been so patient and so good."
- "Oh my gosh I am so glad I got you guys to help. I'm going to have a much more peaceful weekend now."
- "I just want to tell you guys you're doing a great job."
- "This service is excellent."

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.