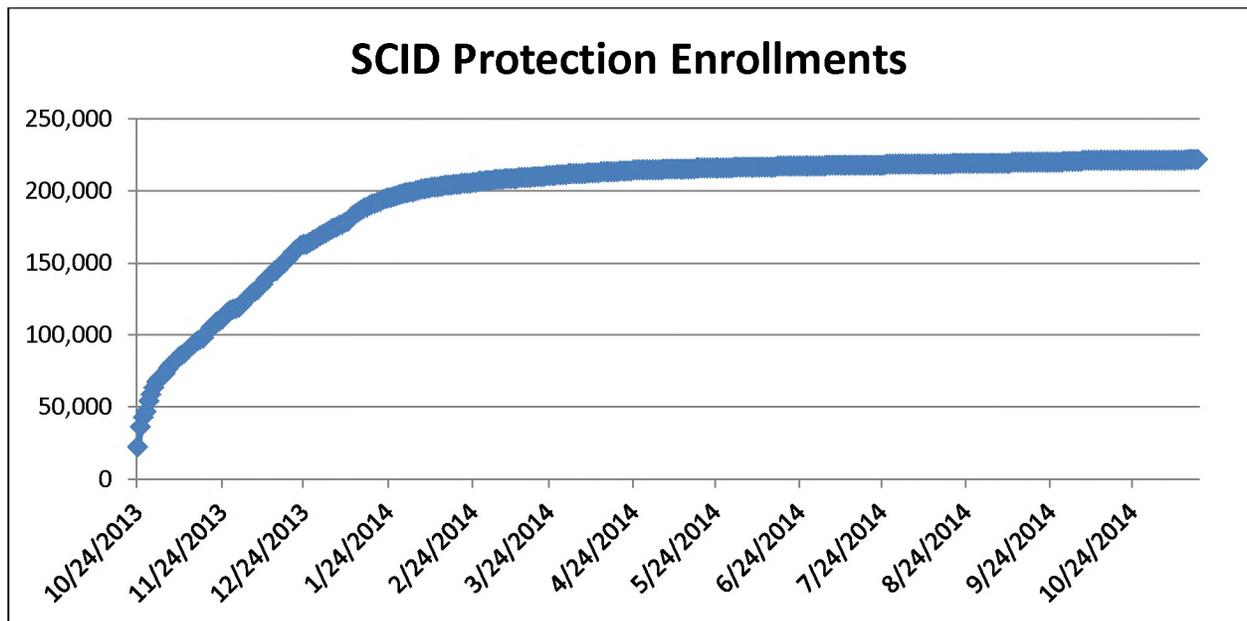




SCID Protection Weekly Report: 11/17/14

Summary of SCID Protection Enrollment

- ~ 200,404 adult enrollments
 - ~ 16,214 Offline enrollments
 - ~ 184,198 Online enrollments
 - ~ 25,083 Out-of-state enrollments
- ~ 18,776 child enrollments
- ~ 2,315 business enrollments
- 161,486 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:

- “I never would have known about that account without your service.”
- “Thank you for not making me feel silly about my question.”
- “The enrollment process is seamless.”
- “It’s annoying being asked all these questions but I do appreciate the tight security measures.”

Constructive:

- “Your site is not blind friendly.”

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.