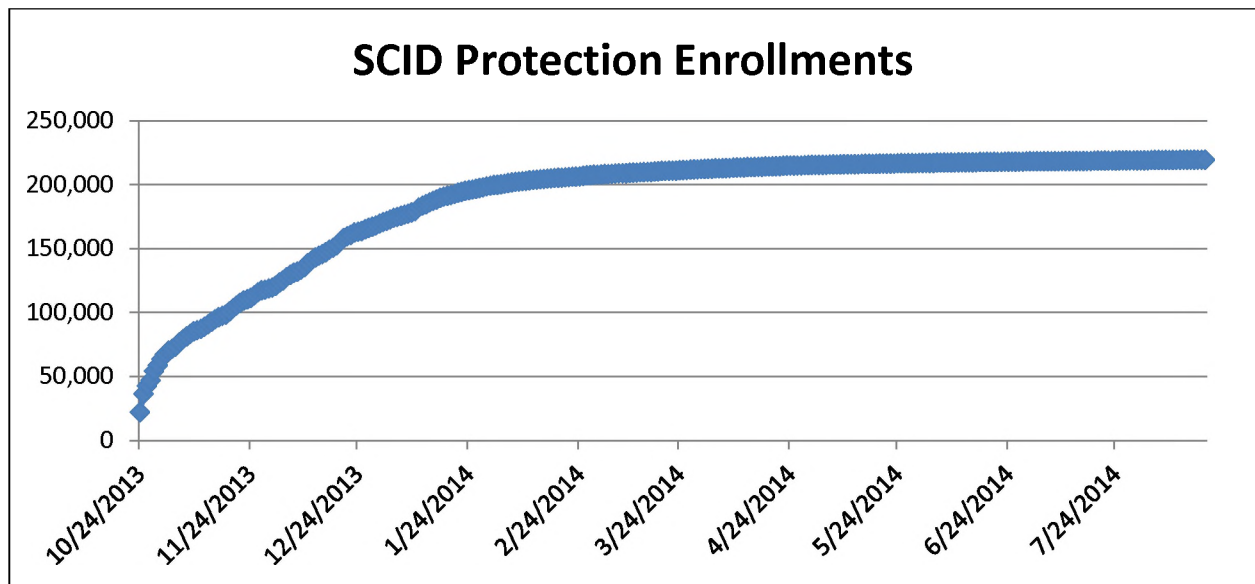## SCID Protection Weekly Report: 8/18/14

Summary of SCID Protection Enrollment (as of 8/18/14)
- ~ 198,360 adult enrollments
  - ~ 16,180 Offline enrollments
  - ~ 182,180 Online enrollments
  - ~ 24,628 Out-of-state enrollments
- ~ 18,582 child enrollments
- ~ 2,295 business enrollments
- 154,294 total calls processed
- 6:23 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:
- "You guys are great, thank you for providing this service to me."
- "Thanks for everything. I appreciate what y'all guys do for me. I can rest now after talking to you."
- "I want to thank you for the information, I feel a lot better now. And I do just want to say I think you guys are doing a great job for us in South Carolina, providing us with all this information."
- "Thank you so much! You never know how much this service is needed until something like this happens. You just never realize how important it is to take stuff like this serious."

Constructive:
- "I wish there was a way I could sign up with you directly and have access to my credit reports in my account so I didn't have to get them elsewhere."

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.