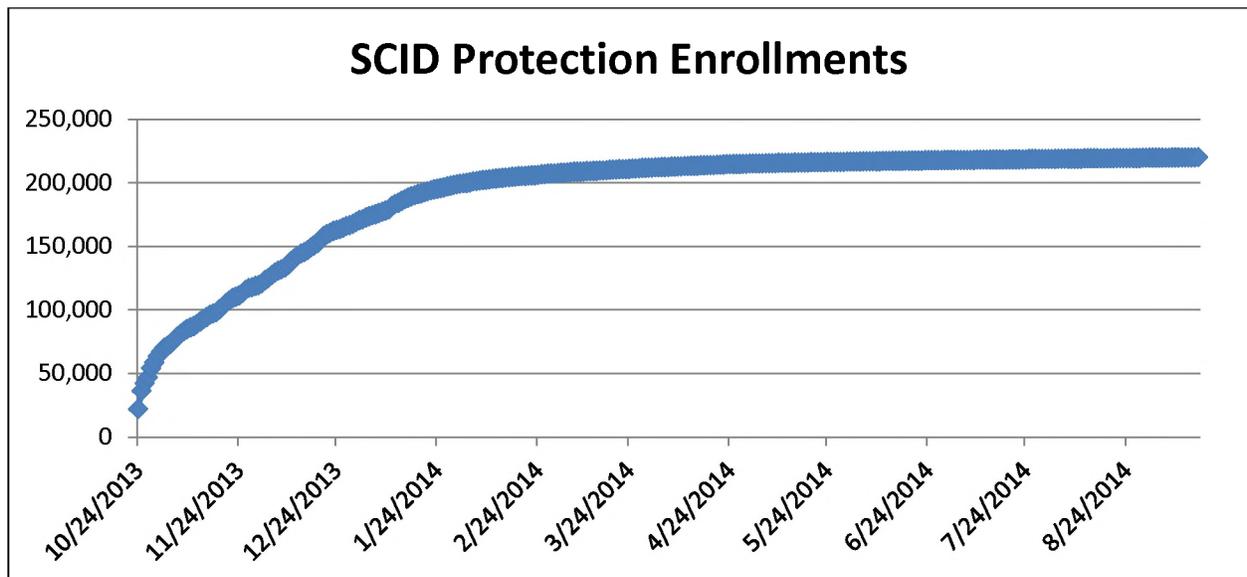




SCID Protection Weekly Report: 9/15/14

Summary of SCID Protection Enrollment (as of 9/8/14)

- ~ 198,919 adult enrollments
 - ~ 16,190 Offline enrollments
 - ~ 182,729 Online enrollments
 - ~ 24,789 Out-of-state enrollments
- ~ 18,596 child enrollments
- ~ 2,302 business enrollments
- 156,704 total calls processed
- 6:22 average call time
- 0:28 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:

- “Thank you so much, everyone I talk to are so nice and kind. I really appreciate CSID.”
- “I really do appreciate this service. I never want this to stop. I just love the alerts you send me, it gives me the tremendous peace of mind.”
- “You’ve done a wonderful job and would like to thank you. You guys have been very efficient.”
- “Thank you for all of your help and patience. I always speak highly of you guys to everyone.”
- “Y’all have always given me alerts when things happen. You catch it immediately, so I’m really happy with the service.”

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.