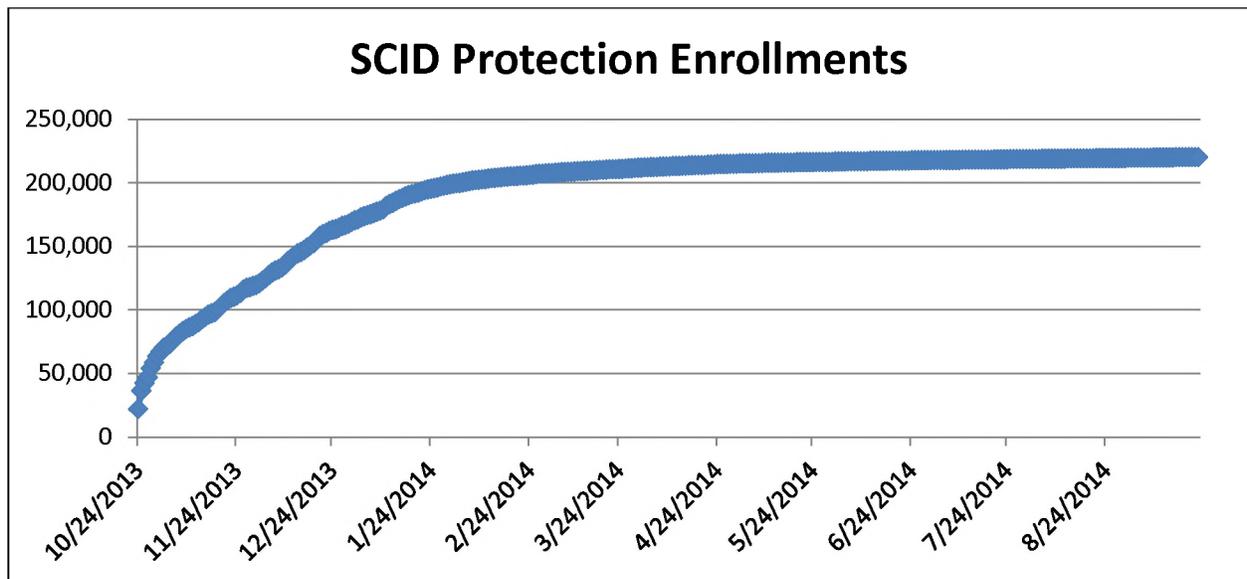




SCID Protection Weekly Report: 9/22/14

Summary of SCID Protection Enrollment

- ~ 199,117 adult enrollments
 - ~ 16,194 Offline enrollments
 - ~ 182,923 Online enrollments
 - ~ 24,844 Out-of-state enrollments
- ~ 18,596 child enrollments
- ~ 2,305 business enrollments
- 157,352 total calls processed
- 6:21 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:

- “I do appreciate your help and all y’all do.”
- “This is good, quality service.”
- “Boy oh boy, these things are accurate!”

Constructive:

- “Can’t you just text me my alerts?”
- “It’s strange that your passwords won’t allow special characters.”

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.