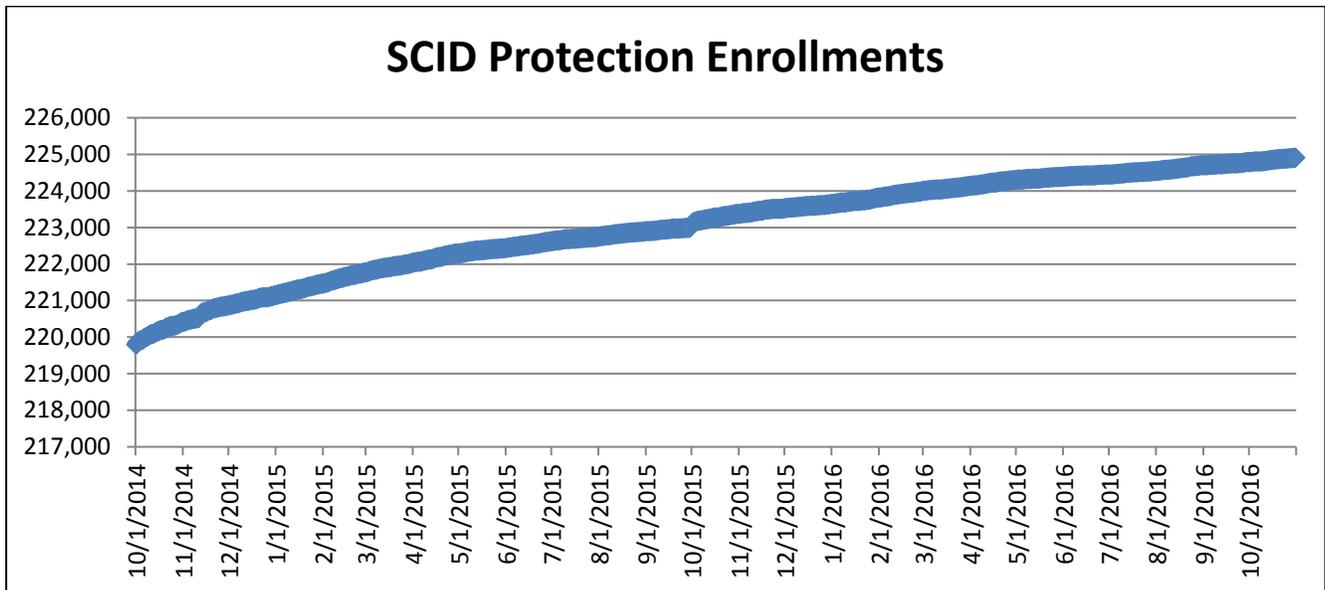




SCID Protection Monthly Report: October 2016

Summary of SCID Protection Enrollment

- ~ 202,634 adult enrollments
 - ~ 16,213 Offline enrollments
 - ~ 186,421 Online enrollments
 - ~ 25,417 Out-of-state enrollments
- ~ 17,409 child enrollments
- ~ 2,342 business enrollments
- 217,832 total calls processed
- 7:43 average talk time
- 00:16 average hold 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**



Member Feedback

- I'm extremely thankful that we are having another year of service!
- The most professional people I have ever spoke too! You guys get 10 stars!
- Everyone is so polite and helpful. I really appreciate this service.

Constructive

- Our Username should not have to be our email address. We only have one email account.
- If you say my information is not matching a sex offender then why does the email say it does? This should be reworded.