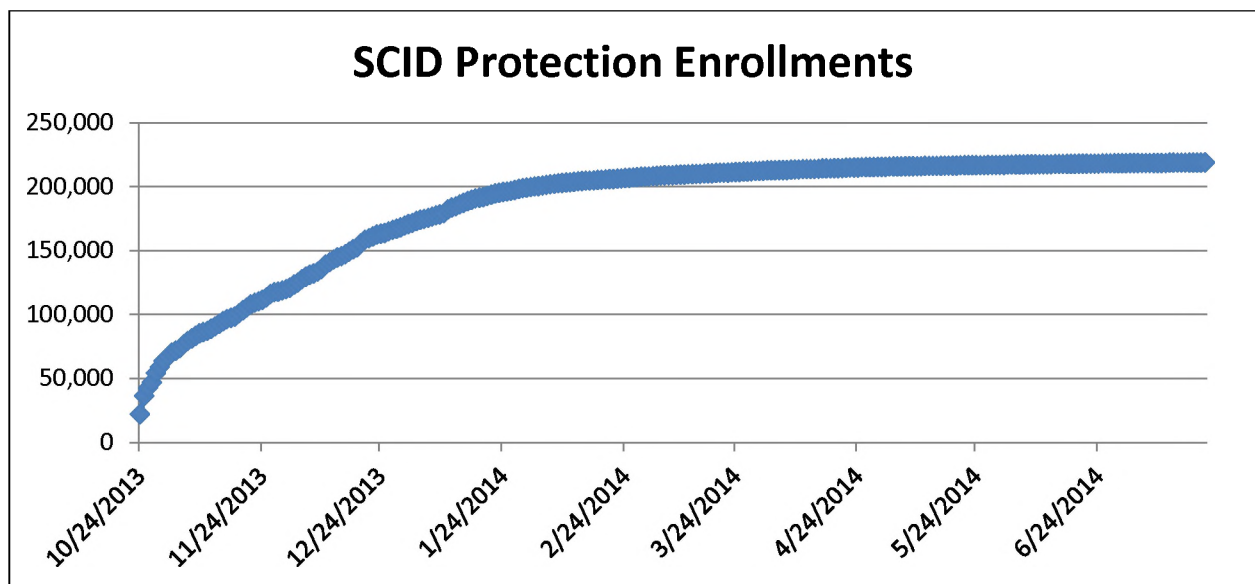**CS ID**

SCID Protection Weekly Report: 7/21/14

Summary of SCID Protection Enrollment (as of 4:00 PM EDT)
- ~ 197,674 adult enrollments
  - ~ 16,165 Offline enrollments
  - ~ 181,509 Online enrollments
  - ~ 24,478 Out-of-state enrollments
- ~ 18,613 child enrollments
- ~ 2,289 business enrollments
- 152,021 total calls processed
- 6:23 average call time
- 0:26 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 really like that your website is user friendly."
- "Thanks for providing this service; it makes things so much easier for me."
- "I'm so glad that I took the time to enroll with you, it makes me feel safe."
- "I really appreciate the reports you provide every month, keep up the good work."
- "I appreciate the patience it took to help me understand my alerts. Now I have a better understanding of things."

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.