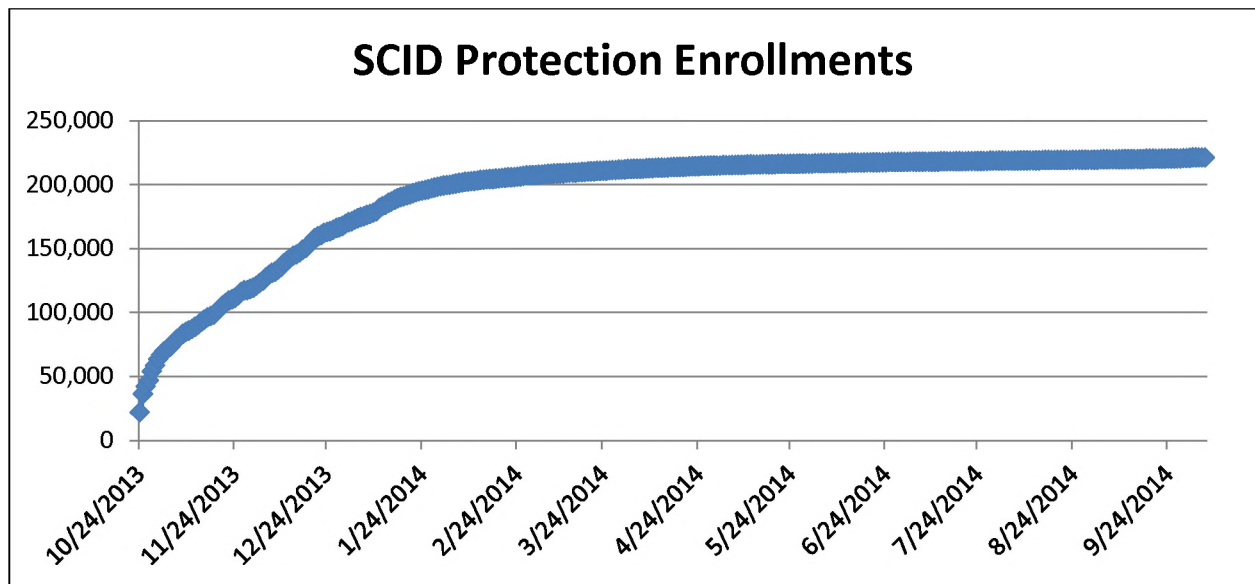




SCID Protection Weekly Report: 10/6/14

Summary of SCID Protection Enrollment

- ~ 199,821 adult enrollments
 - ~ 16,205 Offline enrollments
 - ~ 183,616 Online enrollments
 - ~ 25,026 Out-of-state enrollments
- ~ 18,769 child enrollments
- ~ 2,313 business enrollments
- 158,637 total calls processed
- 6:20 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 am so glad we will continue to be protected."
- "I would have paid to continue my protection, but I'm glad I don't need to!"
- "Having you guys there gives me such peace of mind."

Constructive:

- "I am not really sure how to read these alerts."
- "The wording in your email notifications could be better."

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.