

PCIP Call Center Report

PCIP Enrollment Suspension Calls

Monthly

	Feb-13	Mar-13	Grand Total
Total	173	260	433

Daily

	February									Grand Total
	2/19	2/20	2/21	2/22	2/23	2/25	2/26	2/27	2/28	Total
Total	42	29	21	16	5	15	17	15	13	173

	March																				Grand Total					
	3/1	3/2	3/4	3/5	3/6	3/7	3/8	3/9	3/11	3/12	3/13	3/14	3/15	3/16	3/18	3/19	3/20	3/21	3/22	3/25	3/26	3/27	3/28	3/29	3/30	Total
Total	16	2	10	9	10	6	10	2	4	17	17	15	12	1	16	10	15	13	12	15	21	12	9	5	1	260

Applicants/Subscribers: 87%
Brokers/Certified Application Assistants: 13%

Common Questions

Applicant/Subscribers

1. Does the PCIP program still accept applications and what is the deadline for submitting the application?
2. Are there other health care options available?
3. Is PCIP closing and am I going to lose my health care coverage?

Brokers/CAAs

1. What is the deadline to submit applications?
2. If the application is submitted on or before 3/2 and there is missing information (MI), would the application be processed when MI is received?