

## FY 2013/FY 2014 Call Volume and Web Enrollment Comparison:

### Phone Program:

Month:	FY2013	FY2014
July	940	1124
August	1057	1058
September	917	876
October	1023	1263**
November	900	1263
December	715	921
January	943	1249
February	929	1314
March	1069	N/A
April	1012	N/A
May	1089	N/A
June	1835*	N/A

### Stand-Alone Web Program

Month:	FY2013	FY2014
July	N/A	180
August	N/A	129
September	N/A	105
October	26	281**
November	59	252
December	33	182
January	49	219
February	49	149
March	56	N/A
April	69	N/A
May	77	N/A
June	687*	N/A

\*June 2013 IDPH did press release announcing 4 week NRT benefit

\*\*NRT benefit increased from 4 to 8 weeks