Peak Hours with Volume	July 11		July 19		July 27		August 4	
HP Call Units	**Call Vol**	**Peak Hr**	**Call Vol**	**Peak Hr**	**Call Vol**	**Peak Hr**	**Call Vol**	**Peak Hr**
HP Call Center	200	3-4pm	204	10-11am	209	3-4pm	214	10-11am
Insure Oklahoma	98	11-12pm	117	1-2pm	87	2-3pm	72	2-3pm
Spanish Assistance	5	2-3pm	N/A	N/A	6	2-3pm	3	2-3pm
Life Care Units	**Call Vol**	**Peak Hr**	**Call Vol**	**Peak Hr**	**Call Vol**	**Peak Hr**	**Call Vol**	**Peak Hr**
SoonerCare Help Line	466	3-4pm	397	11am-12pm	416	3-4pm	370	3-4pm
Online Enrollment Helpdesk	71	10-11am	54	11am-12pm	69	3-4pm	61	4-5pm
Online Enrollment Spanish	2	2-3pm	2	10-11am	3	2-3pm	2	4-5pm
Patient Advice Line	13	5-6am	16	5-6am	19	5-6am	13	7-8am
SoonerCare Spanish	44	3-4pm	34	10-11am	33	2-3pm	34	4-5pm
OHCA Call Units	**Call Vol**	**Peak Hr**	**Call Vol**	**Peak Hr**	**Call Vol**	**Peak Hr**	**Call Vol**	**Peak Hr**
OHCA DHS	2	9-10am	3	11am-12pm	2	9-10am	2	2-3pm
Online Enrollment Applications	141	3-4pm	105	11-12pm	125	11 - 12pm	87	4-5pm
Online Enrollment Applications Spanish	13	12-1pm	13	10-11am	8	3-4pm	9	10-11am