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Report name:	Portals reporting.		
Report description:	Reporting for inbound contacts submitted to the Contact Centre Services by Portals for a specific period with the use of MedNext+ application		
Reporting software:	MedNext+ application.		
Customer:	Health Insurance organization	Contact Person:	Ifigeneia Kammitsi
Printing date:	22/12/2025 08:42:42		
Reporting period date:	01/12/2025 07:15:02 - 20/12/2025 15:39:25		

## 1. Handled contacts through Portals.

### 1.1. Number of Portal contacts

Number of Portal contacts: 686

## 2. Number of contacts per Issue Category

### 2.1 Number of Queries and % on total number of Portal contacts.

Issue Category	Total	Percentage %
Query	598	87.17%

### 2.2 Number of Complaints and % on total number of Portal contacts.

Issue Category	Total	Percentage %
Complaint	88	12.83%

### 2.3 Number of Follow up and % on total number of Portal contacts.

Issue Category	Total	Percentage %
Follow Up	0	0%

### 3. Number of contacts per Originator Type

#### 3.1 Number of contacts per Originator Type and % on total number of Portal contacts.

Issue Category	Total	Percentage %
Insured Member	78	11.37%
Provider	608	88.63%
Other	0	0%

#### 3.2 Number of contacts per Originator Type per Query and % on total number of Queries.

Issue Category	Total	Percentage %
Insured Member	62	10.37%
Provider	536	89.63%
Other	0	0%

#### 3.3 Number of contacts per Originator Type per Complaint and % on total number of Complaints.

Issue Category	Total	Percentage %
Insured Member	16	18.18%
Provider	72	81.82%
Other	0	0%

#### 3.4 Number of contacts per Originator Type per Follow up and % on total number of Follow up.

Issue Category	Total	Percentage %
Insured Member	0	0%
Provider	0	0%
Other	0	0%

#### 4. Number of Queries per Sub Category

##### 4.1 Number of Queries per Sub Category and % on total number of Queries.

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	55	9.2%
Provider & Healthcare Professionals Enrolment Info	30	5.02%
Registration to Personal Doctor beneficiary list	2	0.33%
Provider Contracting	22	3.68%
Benefits Package	43	7.19%
Beneficiary Eligibility Information	7	1.17%
Service Provision	203	33.95%
Contribution/Copayments Information	3	0.5%
Reimbursement Information	46	7.69%
Portal/Website Information	21	3.51%
Technical Support	4	0.67%
Other Information	45	7.53%
Pre-approval support to Providers	12	2.01%
Beneficiary and Provider support on Beneficiary el	13	2.17%
Business Continuity Service	0	0%
Service provision support to Providers	15	2.51%
Delayed reimbursement cases	1	0.17%

##### 4.2 Number of Queries per Sub Category for Insured Member and % on total number of Queries for Insured members.

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	27	43.55%
Provider & Healthcare Professionals Enrolment Info	1	1.61%
Registration to Personal Doctor beneficiary list	1	1.61%
Provider Contracting	1	1.61%
Benefits Package	3	4.84%
Beneficiary Eligibility Information	5	8.06%
Service Provision	3	4.84%
Contribution/Copayments Information	1	1.61%
Reimbursement Information	0	0%
Portal/Website Information	8	12.9%

Technical Support Sub Category Other Information	0 Total 10	0% Percentage % 16.13%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	1	1.61%
Business Continuity Service	0	0%
Service provision support to Providers	0	0%
Delayed reimbursement cases	0	0%

#### 4.3 Number of Queries per Sub Category for Provider and % on total number of Queries for Providers.

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	28	5.22%
Provider & Healthcare Professionals Enrolment Info	29	5.41%
Registration to Personal Doctor beneficiary list	1	0.19%
Provider Contracting	21	3.92%
Benefits Package	40	7.46%
Beneficiary Eligibility Information	2	0.37%
Service Provision	200	37.31%
Contribution/Copayments Information	2	0.37%
Reimbursement Information	46	8.58%
Portal/Website Information	13	2.43%
Technical Support	4	0.75%
Other Information	35	6.53%
Pre-approval support to Providers	12	2.24%
Beneficiary and Provider support on Beneficiary el	12	2.24%
Business Continuity Service	0	0%
Service provision support to Providers	15	2.8%
Delayed reimbursement cases	1	0.19%

#### 4.4 Number of Queries per Sub Category for Other and % on total number of Queries for Others.

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	0	0%
Provider & Healthcare Professionals Enrolment Info	0	0%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	0	0%
Benefits Package	0	0%

Sub Category	Total	Percentage %
Beneficiary Eligibility Information	0	0%
Service Provision	0	0%
Contribution/Copayments Information	0	0%
Reimbursement Information	0	0%
Portal/Website Information	0	0%
Technical Support	0	0%
Other Information	0	0%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	0	0%
Delayed reimbursement cases	0	0%



## 5. Number of Complaints per Sub Category

### 5.1 Number of Complaints per Sub Category and % on total number of Complaint.

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	4	4.55%
Provider Enrolment Complaint	5	5.68%
Registration to Personal Doctor beneficiary list C	3	3.41%
Provider Contracting Complaint	3	3.41%
Benefits Package Complaint	4	4.55%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	13	14.77%
Contribution/Copayments Complaint	2	2.27%
Reimbursement Complaint	12	13.64%
Portal/Website Complaint	14	15.91%
Technical Issues Complaint	0	0%
Other Complaints	7	7.95%
Complaint for specific Provider	3	3.41%
Complaint for specific Beneficiary	3	3.41%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	1.14%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

### 5.2 Number of Complaints per Sub Category for Insured Member and % on total number of Complaints for Insured members.

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	1	6.25%
Provider Enrolment Complaint	1	6.25%
Registration to Personal Doctor beneficiary list C	3	18.75%
Provider Contracting Complaint	0	0%
Benefits Package Complaint	0	0%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	1	6.25%

Contribution/Copayments Complaint Sub Category	2 Total	12.5% Percentage %
Reimbursement Complaint	1	6.25%
Portal/Website Complaint	3	18.75%
Technical Issues Complaint	0	0%
Other Complaints	1	6.25%
Complaint for specific Provider	1	6.25%
Complaint for specific Beneficiary	0	0%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	0	0%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

### 5.3 Number of Complaints per Sub Category for Provider and % on total number of Complaints for Providers.

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	3	4.17%
Provider Enrolment Complaint	4	5.56%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	3	4.17%
Benefits Package Complaint	4	5.56%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	12	16.67%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	11	15.28%
Portal/Website Complaint	11	15.28%
Technical Issues Complaint	0	0%
Other Complaints	6	8.33%
Complaint for specific Provider	2	2.78%
Complaint for specific Beneficiary	3	4.17%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	1.39%
Complaint for Beneficiary and Provider support on	0	0%

Complaint for Business Continuity Service Sub Category	0 Total	0% Percentage %
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

#### 5.4 Number of Complaints per Sub Category for Other and % on total number of Complaints for Others.

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	0	0%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	0	0%
Benefits Package Complaint	0	0%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	0	0%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	0	0%
Portal/Website Complaint	0	0%
Technical Issues Complaint	0	0%
Other Complaints	0	0%
Complaint for specific Provider	0	0%
Complaint for specific Beneficiary	0	0%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	0	0%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

## 6. Number of contacts per Sub Category

### 6.1 Number of contacts per Sub Category

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	55	8.02%
Provider & Healthcare Professionals Enrolment Info	30	4.37%
Registration to Personal Doctor beneficiary list	2	0.29%
Provider Contracting	22	3.21%
Benefits Package	43	6.27%
Beneficiary Eligibility Information	7	1.02%
Service Provision	203	29.59%
Contribution/Copayments Information	3	0.44%
Reimbursement Information	46	6.71%
Portal/Website Information	21	3.06%
Technical Support	4	0.58%
Other Information	45	6.56%
Pre-approval support to Providers	12	1.75%
Beneficiary and Provider support on Beneficiary el	13	1.9%
Business Continuity Service	0	0%
Service provision support to Providers	15	2.19%
Delayed reimbursement cases	1	0.15%
Beneficiary Enrolment Complaint	4	0.58%
Provider Enrolment Complaint	5	0.73%
Registration to Personal Doctor beneficiary list C	3	0.44%
Provider Contracting Complaint	3	0.44%
Benefits Package Complaint	4	0.58%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	13	1.9%
Contribution/Copayments Complaint	2	0.29%
Reimbursement Complaint	12	1.75%
Portal/Website Complaint	14	2.04%
Technical Issues Complaint	0	0%
Other Complaints	7	1.02%

Complaint for specific Provider <b>Sub Category</b>	<b>3</b> <b>Total</b>	<b>0.44%</b> <b>Percentage %</b>
Complaint for specific Beneficiary	3	0.44%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.15%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

## 7. Portals average assignment time

### 7.1 Portals average assignment time

Portals average assignment time (seconds):6938

## 8. Contact centre non-telephone priority assignment (SLA-10)

### 8.1 Portals assignment time

Portal contacts acquired in 1 business day.	Total	Percentage %
SLA is 95% of portals.	686/686	100%

## 9. Portals average resolution time

9.1 Average resolution time for contacts resolve by the Contact Centre Services.

Average resolution time for contacts resolve by the Contact Centre Services (seconds): 17471

9.2 Average resolution time for contacts escalated from the Contact Centre Services.

Average resolution time for contacts escalated from the Contact Centre Services (seconds): 14996

9.3 Portals average resolution time.

Portals average resolution time (seconds): 16234

## 10. Contact centre – Standard Contact resolution (SLA-12)

10.1 Resolution time for contacts resolve by the Contact Centre Services.

Portals resolved in 3 business days.	Total	Percentage %
SLA is 98% of portals.	479/479	100%

## 11. Contact centre quality (SLA-14)

11.1. Contacts wrongly transferred outside the Contact Centre for resolution

Wrongly escalated contacts	Total	Percentage %
SLA is 2% of escalated contacts.	1/535	0.19%

## 12. Escalated Portal Contacts

### 12.1. Number of escalated portal contacts and % on total number of portal contacts

Portal contacts	Total	Percentage %
Escalated portal contacts	207	30.17%



### 13. Escalated Portal Contacts per Issue Category

#### 13.1. Number of Escalated Portal Queries and % on total number of Escalated Portal contacts

Issue Category	Total	Percentage %
Query	157	75.85%

#### 13.2. Number of Escalated Portal Complaints and % on total number of Escalated Portal contacts

Issue Category	Total	Percentage %
Complaint	50	24.15%

#### 13.3. Number of Escalated Portal Follow ups and % on total number of Escalated Portal contacts

Issue Category	Total	Percentage %
Follow Up	0	0%

## 14. Escalated Portal Contacts per Originator Type

### 14.1. Number of Escalated Portal Contacts per Originator type and % on total number of Escalated Portal contacts

Issue Category	Total	Percentage %
Insured Member	7	3.38%
Provider	200	96.62%
Other	0	0%

### 14.2. Number of Escalated Portal Contacts per Originator type per Query and % on total number of Escalated Portal Queries

Issue Category	Total	Percentage %
Insured Member	5	3.18%
Provider	152	96.82%
Other	0	0%

### 14.3. Number of Escalated Portal per Originator type per Complaint and % on total number of Escalated Portal Complaints

Issue Category	Total	Percentage %
Insured Member	2	4%
Provider	48	96%
Other	0	0%

### 14.4. Number of Escalated Portal per Originator type per Follow up and % on total number of Escalated Portal Follow ups

Issue Category	Total	Percentage %
Insured Member	0	0%
Provider	0	0%
Other	0	0%

## 15. Escalated Queries per Sub Category

### 15.1. Number of Escalated Queries per Sub Category and % on total number of Escalated Queries

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	8	5.1%
Provider & Healthcare Professionals Enrolment Info	5	3.18%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	7	4.46%
Benefits Package	19	12.1%
Beneficiary Eligibility Information	0	0%
Service Provision	26	16.56%
Contribution/Copayments Information	0	0%
Reimbursement Information	36	22.93%
Portal/Website Information	9	5.73%
Technical Support	2	1.27%
Other Information	2	1.27%
Pre-approval support to Providers	9	5.73%
Beneficiary and Provider support on Beneficiary el	3	1.91%
Business Continuity Service	0	0%
Service provision support to Providers	2	1.27%
Delayed reimbursement cases	0	0%

### 15.2. Number of Escalated Queries per Sub Category for Insured Member and % on total number of Escalated Queries for Insured members

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	1	20%
Provider & Healthcare Professionals Enrolment Info	0	0%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	0	0%
Benefits Package	2	40%
Beneficiary Eligibility Information	0	0%
Service Provision	0	0%
Contribution/Copayments Information	0	0%
Reimbursement Information	0	0%
Portal/Website Information	0	0%

Technical Support Sub Category	0 Total	0% Percentage %
Other Information	1	20%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	0	0%
Delayed reimbursement cases	0	0%

### 15.3. Number of Escalated Queries per Sub Category for Provider and % on total number of Escalated Queries for Providers

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	7	4.61%
Provider & Healthcare Professionals Enrolment Info	5	3.29%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	7	4.61%
Benefits Package	17	11.18%
Beneficiary Eligibility Information	0	0%
Service Provision	26	17.11%
Contribution/Copayments Information	0	0%
Reimbursement Information	36	23.68%
Portal/Website Information	9	5.92%
Technical Support	2	1.32%
Other Information	1	0.66%
Pre-approval support to Providers	9	5.92%
Beneficiary and Provider support on Beneficiary el	3	1.97%
Business Continuity Service	0	0%
Service provision support to Providers	2	1.32%
Delayed reimbursement cases	0	0%

### 15.4. Number of Escalated Queries per Sub Category for Other and % on total number of Escalated Queries for Others

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	0	0%
Provider & Healthcare Professionals Enrolment Info	0	0%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	0	0%

Sub Category	Total	Percentage %
Beneficiary Eligibility Information	0	0%
Service Provision	0	0%
Contribution/Copayments Information	0	0%
Reimbursement Information	0	0%
Portal/Website Information	0	0%
Technical Support	0	0%
Other Information	0	0%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	0	0%
Delayed reimbursement cases	0	0%

## 16. Escalated Complaints per Sub Category

### 16.1. Number of Escalated Complaints per Sub Category and % on total number of Escalated Complaints

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	2	1.27%
Provider Enrolment Complaint	4	2.55%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	1	0.64%
Benefits Package Complaint	4	2.55%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	9	5.73%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	7	4.46%
Portal/Website Complaint	8	5.1%
Technical Issues Complaint	0	0%
Other Complaints	2	1.27%
Complaint for specific Provider	3	1.91%
Complaint for specific Beneficiary	3	1.91%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.64%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

### 16.2. Number of Escalated Complaints per Sub Category for Insured Member and % on total number of Escalated Complaints for Insured members

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	0	0%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	0	0%
Benefits Package Complaint	0	0%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	0	0%

Contribution/Copayments Complaint Sub Category	0 Total	0% Percentage %
Reimbursement Complaint	0	0%
Portal/Website Complaint	0	0%
Technical Issues Complaint	0	0%
Other Complaints	1	20%
Complaint for specific Provider	1	20%
Complaint for specific Beneficiary	0	0%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	0	0%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

### 16.3. Number of Escalated Complaints per Sub Category for Provider and % on total number of Escalated Complaints for Providers

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	2	1.32%
Provider Enrolment Complaint	4	2.63%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	1	0.66%
Benefits Package Complaint	4	2.63%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	9	5.92%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	7	4.61%
Portal/Website Complaint	8	5.26%
Technical Issues Complaint	0	0%
Other Complaints	1	0.66%
Complaint for specific Provider	2	1.32%
Complaint for specific Beneficiary	3	1.97%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.66%
Complaint for Beneficiary and Provider support on	0	0%

Sub Category	Total	Percentage %
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

#### 16.4. Number of Escalated Complaints per Sub Category for Other and % on total number of Escalated Complaints for Others

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	0	0%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	0	0%
Benefits Package Complaint	0	0%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	0	0%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	0	0%
Portal/Website Complaint	0	0%
Technical Issues Complaint	0	0%
Other Complaints	0	0%
Complaint for specific Provider	0	0%
Complaint for specific Beneficiary	0	0%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	0	0%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%



## 17. Escalated Portal Contacts per Sub Category

### 17.1. Number of Escalated Portal Contacts per Sub Category

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	8	3.86%
Provider & Healthcare Professionals Enrolment Info	5	2.42%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	7	3.38%
Benefits Package	19	9.18%
Beneficiary Eligibility Information	0	0%
Service Provision	26	12.56%
Contribution/Copayments Information	0	0%
Reimbursement Information	36	17.39%
Portal/Website Information	9	4.35%
Technical Support	2	0.97%
Other Information	2	0.97%
Pre-approval support to Providers	9	4.35%
Beneficiary and Provider support on Beneficiary el	3	1.45%
Business Continuity Service	0	0%
Service provision support to Providers	2	0.97%
Delayed reimbursement cases	0	0%
Beneficiary Enrolment Complaint	2	0.97%
Provider Enrolment Complaint	4	1.93%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	1	0.48%
Benefits Package Complaint	4	1.93%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	9	4.35%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	7	3.38%
Portal/Website Complaint	8	3.86%
Technical Issues Complaint	0	0%
Other Complaints	2	0.97%

Complaint for specific Provider Sub Category	3 Total	1.45% Percentage %
Complaint for specific Beneficiary	3	1.45%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.48%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

End of Report