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<b>Report name:</b>	Portals reporting.		
<b>Report description:</b>	Reporting for inbound contacts submitted to the Contact Centre Services by Portals for a specific period with the use of MedNext+ application		
<b>Reporting software:</b>	MedNext+ application.		
<b>Customer:</b>	Health Insurance organization	<b>Contact Person:</b>	Ifigeneia Kammitsi
<b>Printing date:</b>	29/12/2025 07:19:52		
<b>Reporting period date:</b>	01/12/2025 07:15:02 - 27/12/2025 15:18:56		

1. Handled contacts through Portals.

1.1. Number of Portal contacts

Number of Portal contacts: 752

2. Number of contacts per Issue Category

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

Issue Category	Total	Percentage %
Query	653	86.84%

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

Issue Category	Total	Percentage %
Complaint	99	13.16%

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	88	11.7%
Provider	664	88.3%
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	69	10.57%
Provider	584	89.43%
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	19	19.19%
Provider	80	80.81%
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	58	8.88%
Provider & Healthcare Professionals Enrolment Info	33	5.05%
Registration to Personal Doctor beneficiary list	2	0.31%
Provider Contracting	28	4.29%
Benefits Package	43	6.58%
Beneficiary Eligibility Information	8	1.23%
Service Provision	216	33.08%
Contribution/Copayments Information	4	0.61%
Reimbursement Information	53	8.12%
Portal/Website Information	25	3.83%
Technical Support	4	0.61%
Other Information	55	8.42%
Pre-approval support to Providers	13	1.99%
Beneficiary and Provider support on Beneficiary el	13	1.99%
Business Continuity Service	0	0%
Service provision support to Providers	16	2.45%
Delayed reimbursement cases	1	0.15%

##### 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	29	42.03%
Provider & Healthcare Professionals Enrolment Info	1	1.45%
Registration to Personal Doctor beneficiary list	1	1.45%
Provider Contracting	1	1.45%
Benefits Package	3	4.35%
Beneficiary Eligibility Information	6	8.7%
Service Provision	3	4.35%
Contribution/Copayments Information	2	2.9%
Reimbursement Information	0	0%
Portal/Website Information	10	14.49%

Sub Category	Total	Percentage %
Other Information	11	15.94%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	1	1.45%
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	29	4.97%
Provider & Healthcare Professionals Enrolment Info	32	5.48%
Registration to Personal Doctor beneficiary list	1	0.17%
Provider Contracting	27	4.62%
Benefits Package	40	6.85%
Beneficiary Eligibility Information	2	0.34%
Service Provision	213	36.47%
Contribution/Copayments Information	2	0.34%
Reimbursement Information	53	9.08%
Portal/Website Information	15	2.57%
Technical Support	4	0.68%
Other Information	44	7.53%
Pre-approval support to Providers	13	2.23%
Beneficiary and Provider support on Beneficiary el	12	2.05%
Business Continuity Service	0	0%
Service provision support to Providers	16	2.74%
Delayed reimbursement cases	1	0.17%

#### 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	4.04%
Provider Enrolment Complaint	6	6.06%
Registration to Personal Doctor beneficiary list C	3	3.03%
Provider Contracting Complaint	3	3.03%
Benefits Package Complaint	5	5.05%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	16	16.16%
Contribution/Copayments Complaint	3	3.03%
Reimbursement Complaint	13	13.13%
Portal/Website Complaint	14	14.14%
Technical Issues Complaint	0	0%
Other Complaints	7	7.07%
Complaint for specific Provider	4	4.04%
Complaint for specific Beneficiary	5	5.05%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	1.01%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provider	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	5.26%
Provider Enrolment Complaint	1	5.26%
Registration to Personal Doctor beneficiary list C	3	15.79%
Provider Contracting Complaint	0	0%
Benefits Package Complaint	1	5.26%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	1	5.26%

Contribution/Copayments Complaint Sub Category	<sup>3</sup> Total	15.79% Percentage %
Reimbursement Complaint	1	5.26%
Portal/Website Complaint	3	15.79%
Technical Issues Complaint	0	0%
Other Complaints	1	5.26%
Complaint for specific Provider	2	10.53%
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	3.75%
Provider Enrolment Complaint	5	6.25%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	3	3.75%
Benefits Package Complaint	4	5%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	15	18.75%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	12	15%
Portal/Website Complaint	11	13.75%
Technical Issues Complaint	0	0%
Other Complaints	6	7.5%
Complaint for specific Provider	2	2.5%
Complaint for specific Beneficiary	5	6.25%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	1.25%
Complaint for Beneficiary and Provider support on	0	0%

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	58	7.71%
Provider & Healthcare Professionals Enrolment Info	33	4.39%
Registration to Personal Doctor beneficiary list	2	0.27%
Provider Contracting	28	3.72%
Benefits Package	43	5.72%
Beneficiary Eligibility Information	8	1.06%
Service Provision	216	28.72%
Contribution/Copayments Information	4	0.53%
Reimbursement Information	53	7.05%
Portal/Website Information	25	3.32%
Technical Support	4	0.53%
Other Information	55	7.31%
Pre-approval support to Providers	13	1.73%
Beneficiary and Provider support on Beneficiary el	13	1.73%
Business Continuity Service	0	0%
Service provision support to Providers	16	2.13%
Delayed reimbursement cases	1	0.13%
Beneficiary Enrolment Complaint	4	0.53%
Provider Enrolment Complaint	6	0.8%
Registration to Personal Doctor beneficiary list C	3	0.4%
Provider Contracting Complaint	3	0.4%
Benefits Package Complaint	5	0.66%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	16	2.13%
Contribution/Copayments Complaint	3	0.4%
Reimbursement Complaint	13	1.73%
Portal/Website Complaint	14	1.86%
Technical Issues Complaint	0	0%
Other Complaints	7	0.93%

Sub Category	4 Total	0.53% Percentage %
Complaint for specific Beneficiary	5	0.66%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.13%
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):10028

## 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.	752/752	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): 21512

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): 15112

9.3 Portals average resolution time.

Portals average resolution time (seconds): 18312

## 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.	521/522	99.81%

## 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.	1/599	0.17%

## 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	230	30.59%

### 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	173	75.22%

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

Issue Category	Total	Percentage %
Complaint	57	24.78%

#### 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	9	3.91%
Provider	221	96.09%
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	2.89%
Provider	168	97.11%
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	4	7.02%
Provider	53	92.98%
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	9	5.2%
Provider & Healthcare Professionals Enrolment Info	5	2.89%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	10	5.78%
Benefits Package	19	10.98%
Beneficiary Eligibility Information	0	0%
Service Provision	31	17.92%
Contribution/Copayments Information	0	0%
Reimbursement Information	40	23.12%
Portal/Website Information	10	5.78%
Technical Support	2	1.16%
Other Information	2	1.16%
Pre-approval support to Providers	10	5.78%
Beneficiary and Provider support on Beneficiary el	3	1.73%
Business Continuity Service	0	0%
Service provision support to Providers	2	1.16%
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	8	4.76%
Provider & Healthcare Professionals Enrolment Info	5	2.98%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	10	5.95%
Benefits Package	17	10.12%
Beneficiary Eligibility Information	0	0%
Service Provision	31	18.45%
Contribution/Copayments Information	0	0%
Reimbursement Information	40	23.81%
Portal/Website Information	10	5.95%
Technical Support	2	1.19%
Other Information	1	0.6%
Pre-approval support to Providers	10	5.95%
Beneficiary and Provider support on Beneficiary el	3	1.79%
Business Continuity Service	0	0%
Service provision support to Providers	2	1.19%
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	1.16%
Provider Enrolment Complaint	5	2.89%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	1	0.58%
Benefits Package Complaint	5	2.89%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	11	6.36%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	7	4.05%
Portal/Website Complaint	8	4.62%
Technical Issues Complaint	0	0%
Other Complaints	2	1.16%
Complaint for specific Provider	4	2.31%
Complaint for specific Beneficiary	4	2.31%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.58%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provider	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	1	20%
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	2	40%
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	1.19%
Provider Enrolment Complaint	5	2.98%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	1	0.6%
Benefits Package Complaint	4	2.38%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	11	6.55%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	7	4.17%
Portal/Website Complaint	8	4.76%
Technical Issues Complaint	0	0%
Other Complaints	1	0.6%
Complaint for specific Provider	2	1.19%
Complaint for specific Beneficiary	4	2.38%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.6%
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	9	3.91%
Provider & Healthcare Professionals Enrolment Info	5	2.17%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	10	4.35%
Benefits Package	19	8.26%
Beneficiary Eligibility Information	0	0%
Service Provision	31	13.48%
Contribution/Copayments Information	0	0%
Reimbursement Information	40	17.39%
Portal/Website Information	10	4.35%
Technical Support	2	0.87%
Other Information	2	0.87%
Pre-approval support to Providers	10	4.35%
Beneficiary and Provider support on Beneficiary el	3	1.3%
Business Continuity Service	0	0%
Service provision support to Providers	2	0.87%
Delayed reimbursement cases	0	0%
Beneficiary Enrolment Complaint	2	0.87%
Provider Enrolment Complaint	5	2.17%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	1	0.43%
Benefits Package Complaint	5	2.17%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	11	4.78%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	7	3.04%
Portal/Website Complaint	8	3.48%
Technical Issues Complaint	0	0%
Other Complaints	2	0.87%

Complaint for specific Provider Sub Category	4 Total	1.74% Percentage %
Complaint for specific Beneficiary	4	1.74%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.43%
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