

Table of Contents

Table of Contents	1
1. Number of handled queries.	5
1.1 Number of queries	5
1.2 Number of queries per channel of communication.	5
1.3 Total number of telephone calls (Inbound + Voicemail) and % on total number of queries.	5
2. Number of queries per channel of communication and type of contact initiator.	6
2.1 Telephone calls + Emails	6
2.1.1 Beneficiaries queries and % on total number of queries.	6
2.1.2 General public queries and % on total number of queries.	6
2.1.3 Providers queries and % on total number of queries.	6
2.2 Telephone calls	6
2.2.1 Beneficiaries queries and % on total number of telephone call queries.	6
2.2.2 General public queries and % on total number of telephone call queries.	6
2.2.3 Providers queries and % on total number of telephone call queries.	6
2.3 Emails	6
2.3.1 Beneficiaries queries and % on total number of email queries.	6
2.3.2 General public queries and % on total number of email queries.	6
2.3.3 Providers queries and % on total number of email queries.	6
3. Number of queries per channel of communication, per gender and age group of beneficiaries.	7
3.1 Telephone calls + Emails	7
3.1.1 Beneficiary Male queries and % on total number of Beneficiaries queries.	7
3.1.2 Beneficiary Female queries and % on total number of Beneficiaries queries.	7
3.2 Telephone calls	7
3.2.1 Beneficiary Male queries and % on total number of Beneficiaries telephone call queries.	7
3.2.2 Beneficiary Female queries and % on total number of Beneficiaries telephone call queries.	7
3.3 Emails	7
3.3.1 Beneficiary Male queries and % on total number of Beneficiaries email queries.	7
3.3.2 Beneficiary Female queries and % on total number of Beneficiaries email queries.	7
4. Number of queries per channel of communication, per provider segment and specialty.	8
4.1 Telephone calls + Emails	8
4.1.1 Providers segment queries and % on total number of Providers queries.	8
4.1.2 PD Specialties queries and % on total number of PD queries.	8
4.1.3 OS Specialties queries and % on total number of OS queries.	8
4.1.4 IS Specialties queries and % on total number of IS queries.	9
4.2 Telephone calls	10
4.2.1 Providers segment queries and % on total number of Providers telephone call queries.	10
4.2.2 PD Specialties queries and % on total number of PD telephone call queries.	10
4.2.3 OS Specialties queries and % on total number of OS telephone call queries.	10
4.2.4 IS Specialties queries and % on total number of IS telephone call queries.	12
4.3 Emails	12
4.3.1 Providers segment queries and % on total number of Providers email queries.	12
4.3.2 PD Specialties queries and % on total number of PD email queries.	12
4.3.3 OS Specialties queries and % on total number of OS email queries.	12
4.3.4 IS Specialties queries and % on total number of IS email queries.	14
5. Number of queries per channel of communication, per contact type category, per segment and specialty.	15
5.1 Telephone calls + Emails	15
5.1.1 Contact type categories queries and % on total number of queries.	15
5.1.2 Beneficiaries Contact type categories queries and % on total number of Beneficiaries queries.	15
5.1.3 General Public Contact type categories queries and % on total number of General Public queries.	16
5.1.4 Providers Contact type categories queries and % on total number of Providers queries.	16
5.1.5 Beneficiaries Male & Female Age Group Contact type categories queries and % on total number of Beneficiaries Contact Type Categories queries.	17
5.1.6 Providers Segment Contact type categories queries and % on total number of Providers Contact Type Categories queries.	19
5.1.7 PD Specialties Contact type categories queries and % on total number of PD in Providers Segment Contact type categories queries.	24
5.1.8 OS Specialties Contact type categories queries and % on total number of OS in Providers Segment Contact type categories queries.	27
5.1.9 IS Specialties Contact type categories queries and % on total number of IS in Providers Segment Contact type categories queries.	52
5.2 Telephone calls	53
5.2.1 Contact type categories queries and % on total number of telephone call queries.	53
5.2.2 Beneficiaries Contact type categories queries and % on total number of Beneficiaries telephone call queries.	54
5.2.3 General Public Contact type categories queries and % on total number of General Public telephone call queries.	55
5.2.4 Providers Contact type categories queries and % on total number of Providers telephone call queries.	55
5.2.5 Beneficiaries Male & Female Age Group Contact type categories queries and % on total number of Beneficiaries Contact Type Categories queries.	55

telephone call queries.	56
5.2.6 Providers Segment Contact type categories queries and % on total number of Providers Contact Type Categories telephone call queries.	58
5.2.7 PD Specialties Contact type categories queries and % on total number of PD in Providers Segment Contact type categories telephone call queries.	63
5.2.8 OS Specialties Contact type categories queries and % on total number of OS in Providers Segment Contact type categories telephone call queries.	66
5.2.9 IS Specialties Contact type categories queries and % on total number of IS in Providers Segment Contact type categories telephone call queries.	90
5.3 Emails	92
5.3.1 Contact type categories queries and % on total number of email queries.	92
5.3.2 Beneficiaries Contact type categories queries and % on total number of Beneficiaries email queries.	93
5.3.3 General Public Contact type categories queries and % on total number of General Public email queries.	93
5.3.4 Providers Contact type categories queries and % on total number of Providers email queries.	94
5.3.5 Beneficiaries Male & Female Age Group Contact type categories queries and % on total number of Beneficiaries Contact Type Categories email queries.	95
5.3.6 Providers Segment Contact type categories queries and % on total number of Providers Contact Type Categories email queries.	96
5.3.7 PD Specialties Contact type categories queries and % on total number of PD in Providers Segment Contact type categories email queries.	102
5.3.8 OS Specialties Contact type categories queries and % on total number of OS in Providers Segment Contact type categories email queries.	105
5.3.9 IS Specialties Contact type categories queries and % on total number of IS in Providers Segment Contact type categories email queries.	129
6. Number of queries per channel of communication, per status, per segment and specialty and contact type category.	132
6.1 Telephone calls + Emails	132
6.1.1 Status of queries and % on total number of queries.	132
6.1.2 Status of Beneficiaries queries and % on total number of Beneficiaries queries.	132
6.1.3 Status of General Public queries and % on total number of General Public queries.	132
6.1.4 Status of Providers queries and % on total number of Providers queries.	132
6.1.5 Status of Beneficiaries Male & Female Age Group queries and % on total number of Status of Beneficiaries queries.	132
6.1.6 Status of Providers Segment queries and % on total number of Status of Providers queries.	133
6.1.7 Status of PD Specialties queries and % on total number of PD in Status of Providers Segment queries.	133
6.1.8 Status of OS Specialties queries and % on total number of OS in Status of Providers Segment queries.	134
6.1.9 Status of IS Specialties queries and % on total number of IS in Status of Providers Segment queries.	138
6.1.10 Status of Contact Type Categories queries and % on total number of Contact Type Categories queries.	138
6.2 Telephone calls	141
6.2.1 Status of queries and % on total number of telephone call queries.	141
6.2.2 Status of Beneficiaries queries and % on total number of Beneficiaries telephone call queries.	141
6.2.3 Status of General Public queries and % on total number of General Public telephone call queries.	141
6.2.4 Status of Providers queries and % on total number of Providers telephone call queries.	141
6.2.5 Status of Beneficiaries Male & Female Age Group queries and % on total number of Status of Beneficiaries telephone call queries.	141
6.2.6 Status of Providers Segment queries and % on total number of Status of Providers telephone call queries.	142
6.2.7 Status of PD Specialties queries and % on total number of PD in Status of Providers Segment telephone call queries.	143
6.2.8 Status of OS Specialties queries and % on total number of OS in Status of Providers Segment telephone call queries.	143
6.2.9 Status of IS Specialties queries and % on total number of IS in Status of Providers Segment telephone call queries.	147
6.2.10 Status of Contact Type Categories queries and % on total number of Contact Type Categories telephone call queries.	147
6.3 Emails	150
6.3.1 Status of queries and % on total number of email queries.	150
6.3.2 Status of Beneficiaries queries and % on total number of Beneficiaries email queries.	150
6.3.3 Status of General Public queries and % on total number of General Public email queries.	150
6.3.4 Status of Providers queries and % on total number of Providers email queries.	150
6.3.5 Status of Beneficiaries Male & Female Age Group queries and % on total number of Status of Beneficiaries email queries.	150
6.3.6 Status of Providers Segment queries and % on total number of Status of Providers email queries.	151
6.3.7 Status of PD Specialties queries and % on total number of PD in Status of Providers Segment email queries.	152
6.3.8 Status of OS Specialties queries and % on total number of OS in Status of Providers Segment email queries.	152
6.3.9 Status of IS Specialties queries and % on total number of IS in Status of Providers Segment email queries.	156
6.3.10 Status of Contact Type Categories queries and % on total number of Contact Type Categories email queries.	157
7. Telephone calls average length time.	160
8. Telephone calls average wrap up time.	160
9. Telephone calls average waiting time.	160
10. Telephone response time for beneficiaries (SLA-9).	160
11. Telephone response time for healthcare providers (SLA-8).	160
12. First Contact Resolution (SLA-11).	160
13. Emails average assignment time.	161
14. Emails average resolution time.	161
15. Email priority assignment (SLA-10).	161
16. Email resolution (SLA-12).	161
17. Survey IVR - Contact Centre Quality (SLA-13).	161

Report name:	Vocalcom application reporting.		
Report description:	Reporting for inbound contacts submitted to the Contact Centre Services by telephone calls and emails for a specific period with the use of Vocalcom application.		
Reporting software:	Vocalcom application.		
Customer:	Health Insurance organization	Contact Person:	Ifigeneia Kammitsi
Printing date:	30/12/2025 07:12:37		
Reporting period date:	30/11/2025 02:30:49 - 29/12/2025 19:47:38		

1. Number of handled queries.

1.1 Number of queries

Number of queries: 19448

1.2 Number of queries per channel of communication.

Channel of Communication	Total	Percentage %
Inbound	18139	93.27%
Voicemail	133	0.68%
Email	1176	6.05%

1.3 Total number of telephone calls (Inbound + Voicemail) and % on total number of queries.

Channel of Communication	Total	Percentage %
Telephone calls	18272	93.95%

2. Number of queries per channel of communication and type of contact initiator.

2.1 Telephone calls + Emails

2.1.1 Beneficiaries queries and % on total number of queries.

Contact Initiator	Total	Percentage %
Beneficiaries	8623	44.34%

2.1.2 General public queries and % on total number of queries.

Contact Initiator	Total	Percentage %
General Public	1226	6.3%

2.1.3 Providers queries and % on total number of queries.

Contact Initiator	Total	Percentage %
Providers	9599	49.36%

2.2 Telephone calls

2.2.1 Beneficiaries queries and % on total number of telephone call queries.

Contact Initiator	Total	Percentage %
Beneficiaries	8619	47.17%

2.2.2 General public queries and % on total number of telephone call queries.

Contact Initiator	Total	Percentage %
General Public	61	0.33%

2.2.3 Providers queries and % on total number of telephone call queries.

Contact Initiator	Total	Percentage %
Providers	9592	52.5%

2.3 Emails

2.3.1 Beneficiaries queries and % on total number of email queries.

Contact Initiator	Total	Percentage %
Beneficiaries	4	0.34%

2.3.2 General public queries and % on total number of email queries.

Contact Initiator	Total	Percentage %
General Public	1165	99.06%

2.3.3 Providers queries and % on total number of email queries.

Contact Initiator	Total	Percentage %
Providers	7	0.6%

3. Number of queries per channel of communication, per gender and age group of beneficiaries.

3.1 Telephone calls + Emails

3.1.1 Beneficiary Male queries and % on total number of Beneficiaries queries.

Beneficiary Gender	Total	Percentage %
Beneficiary Male	3801	44.08%

3.1.2 Beneficiary Female queries and % on total number of Beneficiaries queries.

Beneficiary Gender	Total	Percentage %
Beneficiary Female	4822	55.92%

3.2 Telephone calls

3.2.1 Beneficiary Male queries and % on total number of Beneficiaries telephone call queries.

Beneficiary Gender	Total	Percentage %
Beneficiary Male	3799	44.08%

3.2.2 Beneficiary Female queries and % on total number of Beneficiaries telephone call queries.

Beneficiary Gender	Total	Percentage %
Beneficiary Female	4820	55.92%

3.3 Emails

3.3.1 Beneficiary Male queries and % on total number of Beneficiaries email queries.

Beneficiary Gender	Total	Percentage %
Beneficiary Male	2	50%

3.3.2 Beneficiary Female queries and % on total number of Beneficiaries email queries.

Beneficiary Gender	Total	Percentage %
Beneficiary Female	2	50%

4. Number of queries per channel of communication, per provider segment and specialty.

4.1 Telephone calls + Emails

4.1.1 Providers segment queries and % on total number of Providers queries.

Providers Segment	Total	Percentage %
PD	3574	37.23%
OS	934	9.73%
LAB	71	0.74%
PH	866	9.02%
IS	359	3.74%
AE	9	0.09%
AH	3587	37.37%
NM	50	0.52%
DE	149	1.55%

4.1.2 PD Specialties queries and % on total number of PD queries.

PD Specialties	Total	Percentage %
PD - GENERAL MEDICINE	3250	90.93%
PD - GERIATRICIAN	61	1.71%
PD - PEDIATRICIAN	229	6.41%
PD - INTERNAL MEDICINE	34	0.95%

4.1.3 OS Specialties queries and % on total number of OS queries.

OS Specialties	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	8	0.86%
OS - UROLOGY	39	4.18%
OS - RENAL DISEASES	8	0.86%
OS - NEUROLOGY	44	4.71%
OS - VASCULAR SURGERY	5	0.54%
OS - NEUROLOGICAL SURGERY	18	1.93%
OS - NUCLEAR MEDICINE	5	0.54%
OS - OBSTETRICS - GYNAECOLOGY	62	6.64%
OS - OPHTHALMOLOGY	59	6.32%
OS - ORTHOPAEDICS	72	7.71%
OS - OTORHINOLARYNGOLOGY	20	2.14%
OS - ALLERGOLOGY	23	2.46%

OS Specialties	Total	Percentage %
OS - ANESTHESIOLOGY	35	3.75%
OS - PAEDIATRICS	4	0.43%
OS - CARDIOLOGY	120	12.85%
OS - MEDICAL GENETIC	20	2.14%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	9	0.96%
OS - DERMATO-VENEREOLOGY	54	5.78%
OS - CHILD & ADOLESCENT PSYCHIATRY	4	0.43%
OS - DIAGNOSTIC RADIOLOGY	39	4.18%
OS - ACCIDENT & EMERGENCY MEDICINE	4	0.43%
OS - ENDOCRINOLOGY	32	3.43%
OS - PAEDIATRIC SURGERY	6	0.64%
OS - GASTROENTEROLOGY	42	4.5%
OS - GENERAL SURGERY	64	6.85%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	5	0.54%
OS - PATHOLOGICAL ANATOMY	1	0.11%
OS - MEDICAL ONCOLOGY	9	0.96%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	15	1.61%
OS - RESPIRATORY MEDICINE	26	2.78%
OS - PSYCHIATRY	44	4.71%
OS - RADIOTHERAPY	12	1.28%
OS - RHEUMATOLOGY	14	1.5%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	5	0.54%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	1	0.11%
OS - THORACIC SURGERY / CARDIO SURGERY	6	0.64%

4.1.4 IS Specialties queries and % on total number of IS queries.

IS Specialties	Total	Percentage %

IS - CODER IS Specialties	37 Total	10.31% Percentage %
IS - DOCTOR	322	89.69%

4.2 Telephone calls

4.2.1 Providers segment queries and % on total number of Providers telephone call queries.

Providers Segment	Total	Percentage %
PD	3569	37.21%
OS	933	9.73%
LAB	71	0.74%
PH	866	9.03%
IS	358	3.73%
AE	9	0.09%
AH	3587	37.4%
NM	50	0.52%
DE	149	1.55%

4.2.2 PD Specialties queries and % on total number of PD telephone call queries.

PD Specialties	Total	Percentage %
PD - GENERAL MEDICINE	3245	90.92%
PD - GERIATRICIAN	61	1.71%
PD - PEDIATRICIAN	229	6.42%
PD - INTERNAL MEDICINE	34	0.95%

4.2.3 OS Specialties queries and % on total number of OS telephone call queries.

OS Specialties	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	8	0.86%
OS - UROLOGY	39	4.18%
OS - RENAL DISEASES	8	0.86%
OS - NEUROLOGY	44	4.72%
OS - VASCULAR SURGERY	5	0.54%
OS - NEUROLOGICAL SURGERY	18	1.93%
OS - NUCLEAR MEDICINE	5	0.54%
OS - OBSTETRICS - GYNAECOLOGY	62	6.65%
OS - OPHTHALMOLOGY	59	6.32%
OS - ORTHOPAEDICS	72	7.72%
OS - OTORHINOLARYNGOLOGY	20	2.14%

OS Specialties	Total	Percentage %
OS - ANESTHESIOLOGY	35	3.75%
OS - PAEDIATRICS	4	0.43%
OS - CARDIOLOGY	120	12.86%
OS - MEDICAL GENETIC	20	2.14%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	9	0.96%
OS - DERMATO-VENEREOLOGY	54	5.79%
OS - CHILD & ADOLESCENT PSYCHIATRY	4	0.43%
OS - DIAGNOSTIC RADIOLOGY	38	4.07%
OS - ACCIDENT & EMERGENCY MEDICINE	4	0.43%
OS - ENDOCRINOLOGY	32	3.43%
OS - PAEDIATRIC SURGERY	6	0.64%
OS - GASTROENTEROLOGY	42	4.5%
OS - GENERAL SURGERY	64	6.86%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	5	0.54%
OS - PATHOLOGICAL ANATOMY	1	0.11%
OS - MEDICAL ONCOLOGY	9	0.96%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	15	1.61%
OS - RESPIRATORY MEDICINE	26	2.79%
OS - PSYCHIATRY	44	4.72%
OS - RADIOTHERAPY	12	1.29%
OS - RHEUMATOLOGY	14	1.5%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	5	0.54%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	1	0.11%
OS - THORACIC SURGERY / CARDIO SURGERY	6	0.64%

4.2.4 IS Specialties queries and % on total number of IS telephone call queries.

IS Specialties	Total	Percentage %
IS - CODER	37	10.34%
IS - DOCTOR	321	89.66%

4.3 Emails

4.3.1 Providers segment queries and % on total number of Providers email queries.

Providers Segment	Total	Percentage %
PD	5	71.43%
OS	1	14.29%
LAB	0	0%
PH	0	0%
IS	1	14.29%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%

4.3.2 PD Specialties queries and % on total number of PD email queries.

PD Specialties	Total	Percentage %
PD - GENERAL MEDICINE	5	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%

4.3.3 OS Specialties queries and % on total number of OS email queries.

OS Specialties	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%

OS - ORTHOPAEDICS OS Specialties	0 Total	0% Percentage %
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	1	100%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%

OS - THORACIC SURGERY / CARDIO SURGERY OS Specialties	0 Total	0% Percentage %
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4.3.4 IS Specialties queries and % on total number of IS email queries.

IS Specialties	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	1	100%

5. Number of queries per channel of communication, per contact type category, per segment and specialty.

5.1 Telephone calls + Emails

5.1.1 Contact type categories queries and % on total number of queries.

Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	2953	15.18%
Delayed reimbursement cases	2	0.01%
Provider & Healthcare Professionals Enrolment Inf	245	1.26%
Registration to Personal Doctor beneficiary list	293	1.51%
Provider Contracting	284	1.46%
Benefits Package	901	4.63%
Beneficiary Eligibility Information	509	2.62%
Service Provision	8214	42.24%
Contribution/Copayments Information	324	1.67%
Reimbursement Information	174	0.89%
Portal/Website Information	3208	16.5%
Technical Support	50	0.26%
Other Information	1437	7.39%
Complaints or appeals	177	0.91%
Pre-approval support to Providers	6	0.03%
Beneficiary and Provider support on Beneficiary el	1	0.01%
Claims	56	0.29%
Service provision support to Providers	614	3.16%

5.1.2 Beneficiaries Contact type categories queries and % on total number of Beneficiaries queries.

Beneficiaries Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	2162	25.07%
Delayed reimbursement cases	1	0.01%
Provider & Healthcare Professionals Enrolment Inf	13	0.15%
Registration to Personal Doctor beneficiary list	221	2.56%
Provider Contracting	7	0.08%
Benefits Package	291	3.37%
Beneficiary Eligibility Information	394	4.57%
Service Provision	2657	30.81%
Contribution/Copayments Information	224	2.6%

Reimbursement Information Beneficiaries Contact Type Categories	8 Total	0.09% Percentage %
Portal/Website Information	1531	17.75%
Technical Support	16	0.19%
Other Information	978	11.34%
Complaints or appeals	99	1.15%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	3	0.03%
Service provision support to Providers	18	0.21%

5.1.3 General Public Contact type categories queries and % on total number of General Public queries.

General Public Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	323	26.35%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	12	0.98%
Registration to Personal Doctor beneficiary list	29	2.37%
Provider Contracting	20	1.63%
Benefits Package	21	1.71%
Beneficiary Eligibility Information	40	3.26%
Service Provision	140	11.42%
Contribution/Copayments Information	27	2.2%
Reimbursement Information	10	0.82%
Portal/Website Information	300	24.47%
Technical Support	1	0.08%
Other Information	239	19.49%
Complaints or appeals	54	4.4%
Pre-approval support to Providers	1	0.08%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	2	0.16%
Service provision support to Providers	7	0.57%

5.1.4 Providers Contact type categories queries and % on total number of Providers queries.

Providers Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	468	4.88%

Delayed reimbursement cases Providers Contact Type Categories	1 Total	0.01% Percentage %
Provider & Healthcare Professionals Enrolment Inf	220	2.29%
Registration to Personal Doctor beneficiary list	43	0.45%
Provider Contracting	257	2.68%
Benefits Package	589	6.14%
Beneficiary Eligibility Information	75	0.78%
Service Provision	5417	56.43%
Contribution/Copayments Information	73	0.76%
Reimbursement Information	156	1.63%
Portal/Website Information	1377	14.35%
Technical Support	33	0.34%
Other Information	220	2.29%
Complaints or appeals	24	0.25%
Pre-approval support to Providers	5	0.05%
Beneficiary and Provider support on Beneficiary el	1	0.01%
Claims	51	0.53%
Service provision support to Providers	589	6.14%

5.1.5 Beneficiaries Male & Female Age Group Contact type categories queries and % on total number of Beneficiaries Contact Type Categories queries.

Beneficiary Enrolment Information	Total	Percentage %
Beneficiary Male	1296	59.94%
Beneficiary Female	866	40.06%
Delayed reimbursement cases	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	1	100%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
Beneficiary Male	6	46.15%
Beneficiary Female	7	53.85%
Registration to Personal Doctor beneficiary list	Total	Percentage %
Beneficiary Male	92	41.63%
Beneficiary Female	129	58.37%
Provider Contracting	Total	Percentage %
Beneficiary Male	4	57.14%

Beneficiary Female	3	42.86%
Benefits Package	Total	Percentage %
Beneficiary Male	96	32.99%
Beneficiary Female	195	67.01%
Beneficiary Eligibility Information	Total	Percentage %
Beneficiary Male	167	42.39%
Beneficiary Female	227	57.61%
Service Provision	Total	Percentage %
Beneficiary Male	1047	39.41%
Beneficiary Female	1610	60.59%
Contribution/Copayments Information	Total	Percentage %
Beneficiary Male	68	30.36%
Beneficiary Female	156	69.64%
Reimbursement Information	Total	Percentage %
Beneficiary Male	4	50%
Beneficiary Female	4	50%
Portal/Website Information	Total	Percentage %
Beneficiary Male	595	38.86%
Beneficiary Female	936	61.14%
Technical Support	Total	Percentage %
Beneficiary Male	6	37.5%
Beneficiary Female	10	62.5%
Other Information	Total	Percentage %
Beneficiary Male	375	38.34%
Beneficiary Female	603	61.66%
Complaints or appeals	Total	Percentage %
Beneficiary Male	37	37.37%
Beneficiary Female	62	62.63%
Pre-approval support to Providers	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Beneficiary and Provider support on Beneficiary el	Total	Percentage %

Beneficiary Male	0	0%
Beneficiary Female	0	0%
Claims	Total	Percentage %
Beneficiary Male	1	33.33%
Beneficiary Female	2	66.67%
Service provision support to Providers	Total	Percentage %
Beneficiary Male	7	38.89%
Beneficiary Female	11	61.11%

5.1.6 Providers Segment Contact type categories queries and % on total number of Providers Contact Type Categories queries.

Beneficiary Enrolment Information	Total	Percentage %
PD	458	97.86%
OS	2	0.43%
LAB	0	0%
PH	2	0.43%
IS	0	0%
AE	0	0%
AH	2	0.43%
NM	1	0.21%
DE	3	0.64%
Delayed reimbursement cases	Total	Percentage %
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	1	100%
DE	0	0%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
PD	36	16.36%
OS	37	16.82%

LAB	5	2.27%
PH	33	15%
IS	9	4.09%
AE	0	0%
AH	75	34.09%
NM	10	4.55%
DE	15	6.82%
Registration to Personal Doctor beneficiary list	Total	Percentage %
PD	40	93.02%
OS	1	2.33%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	1	2.33%
AH	1	2.33%
NM	0	0%
DE	0	0%
Provider Contracting	Total	Percentage %
PD	104	40.47%
OS	53	20.62%
LAB	2	0.78%
PH	3	1.17%
IS	4	1.56%
AE	0	0%
AH	66	25.68%
NM	1	0.39%
DE	24	9.34%
Benefits Package	Total	Percentage %
PD	50	8.49%
OS	25	4.24%
LAB	2	0.34%
PH	5	0.85%

IS	1	0.17%
AE	1	0.17%
AH	501	85.06%
NM	3	0.51%
DE	1	0.17%
Beneficiary Eligibility Information	Total	Percentage %
PD	54	72%
OS	8	10.67%
LAB	1	1.33%
PH	0	0%
IS	3	4%
AE	0	0%
AH	9	12%
NM	0	0%
DE	0	0%
Service Provision	Total	Percentage %
PD	1778	32.82%
OS	396	7.31%
LAB	29	0.54%
PH	426	7.86%
IS	233	4.3%
AE	5	0.09%
AH	2476	45.71%
NM	23	0.42%
DE	51	0.94%
Contribution/Copayments Information	Total	Percentage %
PD	24	32.88%
OS	20	27.4%
LAB	1	1.37%
PH	5	6.85%
IS	1	1.37%
AE	0	0%

AH	22	30.14%
NM	0	0%
DE	0	0%
Reimbursement Information	Total	Percentage %
PD	40	25.64%
OS	34	21.79%
LAB	3	1.92%
PH	8	5.13%
IS	6	3.85%
AE	0	0%
AH	60	38.46%
NM	1	0.64%
DE	4	2.56%
Portal/Website Information	Total	Percentage %
PD	680	49.38%
OS	217	15.76%
LAB	20	1.45%
PH	246	17.86%
IS	49	3.56%
AE	1	0.07%
AH	137	9.95%
NM	1	0.07%
DE	26	1.89%
Technical Support	Total	Percentage %
PD	9	27.27%
OS	4	12.12%
LAB	0	0%
PH	2	6.06%
IS	16	48.48%
AE	0	0%
AH	2	6.06%
NM	0	0%

DE	0	0%
Other Information	Total	Percentage %
PD	114	51.82%
OS	29	13.18%
LAB	1	0.45%
PH	15	6.82%
IS	9	4.09%
AE	0	0%
AH	43	19.55%
NM	2	0.91%
DE	7	3.18%
Complaints or appeals	Total	Percentage %
PD	10	41.67%
OS	11	45.83%
LAB	0	0%
PH	1	4.17%
IS	1	4.17%
AE	1	4.17%
AH	0	0%
NM	0	0%
DE	0	0%
Pre-approval support to Providers	Total	Percentage %
PD	2	40%
OS	1	20%
LAB	0	0%
PH	0	0%
IS	1	20%
AE	0	0%
AH	1	20%
NM	0	0%
DE	0	0%
Beneficiary and Provider support on Beneficiary el	Total	Percentage %

PD	0	0%
OS	1	100%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Claims	Total	Percentage %
PD	20	39.22%
OS	12	23.53%
LAB	0	0%
PH	0	0%
IS	2	3.92%
AE	0	0%
AH	15	29.41%
NM	1	1.96%
DE	1	1.96%
Service provision support to Providers	Total	Percentage %
PD	155	26.32%
OS	83	14.09%
LAB	7	1.19%
PH	120	20.37%
IS	24	4.07%
AE	0	0%
AH	177	30.05%
NM	6	1.02%
DE	17	2.89%

5.1.7 PD Specialties Contact type categories queries and % on total number of PD in Providers Segment Contact type categories queries.

Beneficiary Enrolment Information	Total	Percentage %
PD - GENERAL MEDICINE	421	91.92%

PD - GERIATRICIAN	2	0.44%
PD - PEDIATRICIAN	33	7.21%
PD - INTERNAL MEDICINE	2	0.44%
Delayed reimbursement cases	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
PD - GENERAL MEDICINE	31	86.11%
PD - GERIATRICIAN	2	5.56%
PD - PEDIATRICIAN	2	5.56%
PD - INTERNAL MEDICINE	1	2.78%
Registration to Personal Doctor beneficiary list	Total	Percentage %
PD - GENERAL MEDICINE	36	90%
PD - GERIATRICIAN	1	2.5%
PD - PEDIATRICIAN	2	5%
PD - INTERNAL MEDICINE	1	2.5%
Provider Contracting	Total	Percentage %
PD - GENERAL MEDICINE	92	88.46%
PD - GERIATRICIAN	1	0.96%
PD - PEDIATRICIAN	7	6.73%
PD - INTERNAL MEDICINE	4	3.85%
Benefits Package	Total	Percentage %
PD - GENERAL MEDICINE	39	78%
PD - GERIATRICIAN	3	6%
PD - PEDIATRICIAN	7	14%
PD - INTERNAL MEDICINE	1	2%
Beneficiary Eligibility Information	Total	Percentage %
PD - GENERAL MEDICINE	45	83.33%
PD - GERIATRICIAN	2	3.7%
PD - PEDIATRICIAN	7	12.96%

PD - INTERNAL MEDICINE	0	0%
Service Provision	Total	Percentage %
PD - GENERAL MEDICINE	1639	92.18%
PD - GERIATRICIAN	28	1.57%
PD - PEDIATRICIAN	105	5.91%
PD - INTERNAL MEDICINE	6	0.34%
Contribution/Copayments Information	Total	Percentage %
PD - GENERAL MEDICINE	15	62.5%
PD - GERIATRICIAN	1	4.17%
PD - PEDIATRICIAN	4	16.67%
PD - INTERNAL MEDICINE	4	16.67%
Reimbursement Information	Total	Percentage %
PD - GENERAL MEDICINE	31	77.5%
PD - GERIATRICIAN	3	7.5%
PD - PEDIATRICIAN	6	15%
PD - INTERNAL MEDICINE	0	0%
Portal/Website Information	Total	Percentage %
PD - GENERAL MEDICINE	625	91.91%
PD - GERIATRICIAN	8	1.18%
PD - PEDIATRICIAN	36	5.29%
PD - INTERNAL MEDICINE	11	1.62%
Technical Support	Total	Percentage %
PD - GENERAL MEDICINE	6	66.67%
PD - GERIATRICIAN	2	22.22%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	1	11.11%
Other Information	Total	Percentage %
PD - GENERAL MEDICINE	98	85.96%
PD - GERIATRICIAN	6	5.26%
PD - PEDIATRICIAN	8	7.02%
PD - INTERNAL MEDICINE	2	1.75%
Complaints or appeals	Total	Percentage %

PD - GENERAL MEDICINE	7	70%
PD - GERIATRICIAN	1	10%
PD - PEDIATRICIAN	1	10%
PD - INTERNAL MEDICINE	1	10%
Pre-approval support to Providers	Total	Percentage %
PD - GENERAL MEDICINE	2	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Beneficiary and Provider support on Beneficiary el	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Claims	Total	Percentage %
PD - GENERAL MEDICINE	17	85%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	3	15%
PD - INTERNAL MEDICINE	0	0%
Service provision support to Providers	Total	Percentage %
PD - GENERAL MEDICINE	146	94.19%
PD - GERIATRICIAN	1	0.65%
PD - PEDIATRICIAN	8	5.16%
PD - INTERNAL MEDICINE	0	0%

5.1.8 OS Specialties Contact type categories queries and % on total number of OS in Providers Segment Contact type categories queries.

Beneficiary Enrolment Information	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	1	50%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%

OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	1	50%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%

OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Delayed reimbursement cases	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%

OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	1	2.7%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	1	2.7%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	3	8.11%
OS - OPHTHALMOLOGY	6	16.22%
OS - ORTHOPAEDICS	2	5.41%
OS - OTORHINOLARYNGOLOGY	1	2.7%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	3	8.11%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	5	13.51%
OS - MEDICAL GENETIC	0	0%

OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	2.7%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	2.7%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	3	8.11%
OS - GENERAL SURGERY	8	21.62%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	1	2.7%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	1	2.7%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Registration to Personal Doctor beneficiary list	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%

OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	100%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%

OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Provider Contracting	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	3	5.66%
OS - RENAL DISEASES	1	1.89%
OS - NEUROLOGY	2	3.77%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	1	1.89%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	9	16.98%
OS - OPHTHALMOLOGY	4	7.55%
OS - ORTHOPAEDICS	2	3.77%
OS - OTORHINOLARYNGOLOGY	3	5.66%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	4	7.55%
OS - PAEDIATRICS	1	1.89%
OS - CARDIOLOGY	4	7.55%
OS - MEDICAL GENETIC	1	1.89%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	4	7.55%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	2	3.77%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	1	1.89%
OS - GENERAL SURGERY	7	13.21%

OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	1	1.89%
OS - RESPIRATORY MEDICINE	1	1.89%
OS - PSYCHIATRY	2	3.77%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Benefits Package	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	1	4%
OS - VASCULAR SURGERY	2	8%
OS - NEUROLOGICAL SURGERY	1	4%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	1	4%
OS - OPHTHALMOLOGY	1	4%
OS - ORTHOPAEDICS	2	8%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	2	8%
OS - ANESTHESIOLOGY	3	12%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	4	16%

OS - MEDICAL GENETIC	1	4%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	2	8%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	1	4%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	4%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	1	4%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	1	4%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	1	4%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Beneficiary Eligibility Information	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	1	12.5%

OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	1	12.5%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	12.5%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	1	12.5%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	1	12.5%
OS - PSYCHIATRY	1	12.5%
OS - RADIOTHERAPY	1	12.5%

OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	1	12.5%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Service Provision	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	4	1.01%
OS - UROLOGY	17	4.29%
OS - RENAL DISEASES	1	0.25%
OS - NEUROLOGY	27	6.82%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	13	3.28%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	27	6.82%
OS - OPHTHALMOLOGY	22	5.56%
OS - ORTHOPAEDICS	32	8.08%
OS - OTORHINOLARYNGOLOGY	6	1.52%
OS - ALLERGOLOGY	9	2.27%
OS - ANESTHESIOLOGY	9	2.27%
OS - PAEDIATRICS	3	0.76%
OS - CARDIOLOGY	42	10.61%
OS - MEDICAL GENETIC	3	0.76%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	27	6.82%
OS - CHILD & ADOLESCENT PSYCHIATRY	3	0.76%
OS - DIAGNOSTIC RADIOLOGY	17	4.29%
OS - ACCIDENT & EMERGENCY MEDICINE	1	0.25%
OS - ENDOCRINOLOGY	16	4.04%
OS - PAEDIATRIC SURGERY	3	0.76%
OS - GASTROENTEROLOGY	18	4.55%

OS - GENERAL SURGERY	29	7.32%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	3	0.76%
OS - PATHOLOGICAL ANATOMY	1	0.25%
OS - MEDICAL ONCOLOGY	3	0.76%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	6	1.52%
OS - RESPIRATORY MEDICINE	15	3.79%
OS - PSYCHIATRY	22	5.56%
OS - RADIOTHERAPY	7	1.77%
OS - RHEUMATOLOGY	7	1.77%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	3	0.76%
Contribution/Copayments Information	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	1	5%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	1	5%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	1	5%
OS - ALLERGOLOGY	1	5%
OS - ANESTHESIOLOGY	2	10%
OS - PAEDIATRICS	0	0%

OS - CARDIOLOGY	1	5%
OS - MEDICAL GENETIC	1	5%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	1	5%
OS - DERMATO-VENEREOLOGY	3	15%
OS - CHILD & ADOLESCENT PSYCHIATRY	1	5%
OS - DIAGNOSTIC RADIOLOGY	1	5%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	5%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	2	10%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	1	5%
OS - THORACIC SURGERY / CARDIO SURGERY	2	10%
Reimbursement Information	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	1	2.94%
OS - UROLOGY	2	5.88%
OS - RENAL DISEASES	0	0%

OS - NEUROLOGY	2	5.88%
OS - VASCULAR SURGERY	1	2.94%
OS - NEUROLOGICAL SURGERY	2	5.88%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	2	5.88%
OS - ORTHOPAEDICS	1	2.94%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	3	8.82%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	6	17.65%
OS - MEDICAL GENETIC	2	5.88%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	4	11.76%
OS - GENERAL SURGERY	3	8.82%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	1	2.94%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	1	2.94%
OS - RESPIRATORY MEDICINE	1	2.94%
OS - PSYCHIATRY	1	2.94%

OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	1	2.94%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Portal/Website Information	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	3	1.38%
OS - UROLOGY	10	4.61%
OS - RENAL DISEASES	3	1.38%
OS - NEUROLOGY	4	1.84%
OS - VASCULAR SURGERY	2	0.92%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	4	1.84%
OS - OBSTETRICS - GYNAECOLOGY	9	4.15%
OS - OPHTHALMOLOGY	17	7.83%
OS - ORTHOPAEDICS	20	9.22%
OS - OTORHINOLARYNGOLOGY	8	3.69%
OS - ALLERGOLOGY	8	3.69%
OS - ANESTHESIOLOGY	4	1.84%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	37	17.05%
OS - MEDICAL GENETIC	9	4.15%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	2	0.92%
OS - DERMATO-VENEREOLOGY	16	7.37%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	8	3.69%
OS - ACCIDENT & EMERGENCY MEDICINE	2	0.92%
OS - ENDOCRINOLOGY	7	3.23%
OS - PAEDIATRIC SURGERY	1	0.46%

OS - GASTROENTEROLOGY	7	3.23%
OS - GENERAL SURGERY	5	2.3%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	1	0.46%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	4	1.84%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	1	0.46%
OS - RESPIRATORY MEDICINE	7	3.23%
OS - PSYCHIATRY	10	4.61%
OS - RADIOTHERAPY	4	1.84%
OS - RHEUMATOLOGY	3	1.38%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	1	0.46%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Technical Support	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	1	25%

OS - ANESTHESIOLOGY	1	25%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	1	25%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	25%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Other Information	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%

OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	1	3.45%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	1	3.45%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	2	6.9%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	1	3.45%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	1	3.45%
OS - ANESTHESIOLOGY	3	10.34%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	4	13.79%
OS - MEDICAL GENETIC	2	6.9%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	3	10.34%
OS - DERMATO-VENEREOLOGY	1	3.45%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	1	3.45%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	3	10.34%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	2	6.9%
OS - GENERAL SURGERY	3	10.34%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%

OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	1	3.45%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Complaints or appeals	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	1	9.09%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	2	18.18%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	1	9.09%
OS - DERMATO-VENEREOLOGY	2	18.18%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	1	9.09%

OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	1	9.09%
OS - GENERAL SURGERY	1	9.09%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	1	9.09%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	1	9.09%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Pre-approval support to Providers	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	1	100%
OS - OTORHINOLARYNGOLOGY	0	0%

OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%

Beneficiary and Provider support on Beneficiary el	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	1	100%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%

OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Claims	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	1	8.33%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	1	8.33%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	2	16.67%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	8.33%

OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	1	8.33%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	1	8.33%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	3	25%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	1	8.33%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	1	8.33%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Service provision support to Providers	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	4	4.82%
OS - RENAL DISEASES	2	2.41%
OS - NEUROLOGY	5	6.02%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	10	12.05%

OS - OPHTHALMOLOGY	6	7.23%
OS - ORTHOPAEDICS	11	13.25%
OS - OTORHINOLARYNGOLOGY	1	1.2%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	1	1.2%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	11	13.25%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	2	2.41%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	6	7.23%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	1.2%
OS - PAEDIATRIC SURGERY	1	1.2%
OS - GASTROENTEROLOGY	5	6.02%
OS - GENERAL SURGERY	4	4.82%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	1	1.2%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	3	3.61%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	7	8.43%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	1	1.2%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%

OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	1	1.2%

5.1.9 IS Specialties Contact type categories queries and % on total number of IS in Providers Segment Contact type categories queries.

Beneficiary Enrolment Information	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Delayed reimbursement cases	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	9	100%
Registration to Personal Doctor beneficiary list	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Provider Contracting	Total	Percentage %
IS - CODER	1	25%
IS - DOCTOR	3	75%
Benefits Package	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	1	100%
Beneficiary Eligibility Information	Total	Percentage %
IS - CODER	2	66.67%
IS - DOCTOR	1	33.33%
Service Provision	Total	Percentage %
IS - CODER	5	2.15%
IS - DOCTOR	228	97.85%
Contribution/Copayments Information	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	1	100%
Reimbursement Information	Total	Percentage %
IS - CODER	0	0%

IS - DOCTOR	6	100%
Portal/Website Information	Total	Percentage %
IS - CODER	23	46.94%
IS - DOCTOR	26	53.06%
Technical Support	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	16	100%
Other Information	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	9	100%
Complaints or appeals	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	1	100%
Pre-approval support to Providers	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	1	100%
Beneficiary and Provider support on Beneficiary el	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Claims	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	2	100%
Service provision support to Providers	Total	Percentage %
IS - CODER	6	25%
IS - DOCTOR	18	75%

5.2 Telephone calls

5.2.1 Contact type categories queries and % on total number of telephone call queries.

Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	2631	14.4%
Delayed reimbursement cases	2	0.01%
Provider & Healthcare Professionals Enrolment Inf	234	1.28%
Registration to Personal Doctor beneficiary list	264	1.44%

Provider Contracting	263	1.44%
Contact Type Categories	Total	Percentage %
Benefits Package	880	4.82%
Beneficiary Eligibility Information	471	2.58%
Service Provision	8084	44.24%
Contribution/Copayments Information	297	1.63%
Reimbursement Information	163	0.89%
Portal/Website Information	2907	15.91%
Technical Support	49	0.27%
Other Information	1235	6.76%
Complaints or appeals	123	0.67%
Pre-approval support to Providers	5	0.03%
Beneficiary and Provider support on Beneficiary el	1	0.01%
Claims	55	0.3%
Service provision support to Providers	608	3.33%

5.2.2 Beneficiaries Contact type categories queries and % on total number of Beneficiaries telephone call queries.

Beneficiaries Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	2161	25.07%
Delayed reimbursement cases	1	0.01%
Provider & Healthcare Professionals Enrolment Inf	13	0.15%
Registration to Personal Doctor beneficiary list	221	2.56%
Provider Contracting	7	0.08%
Benefits Package	291	3.38%
Beneficiary Eligibility Information	394	4.57%
Service Provision	2657	30.83%
Contribution/Copayments Information	224	2.6%
Reimbursement Information	8	0.09%
Portal/Website Information	1528	17.73%
Technical Support	16	0.19%
Other Information	978	11.35%
Complaints or appeals	99	1.15%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	3	0.03%

Beneficiaries Contact Type Categories	Total	Percentage %
Service provision support to Providers	18	0.21%

5.2.3 General Public Contact type categories queries and % on total number of General Public telephone call queries.

General Public Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	2	3.28%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	1	1.64%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	0	0%
Benefits Package	0	0%
Beneficiary Eligibility Information	2	3.28%
Service Provision	12	19.67%
Contribution/Copayments Information	1	1.64%
Reimbursement Information	0	0%
Portal/Website Information	3	4.92%
Technical Support	0	0%
Other Information	38	62.3%
Complaints or appeals	0	0%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	1	1.64%
Service provision support to Providers	1	1.64%

5.2.4 Providers Contact type categories queries and % on total number of Providers telephone call queries.

Providers Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	468	4.88%
Delayed reimbursement cases	1	0.01%
Provider & Healthcare Professionals Enrolment Inf	220	2.29%
Registration to Personal Doctor beneficiary list	43	0.45%
Provider Contracting	256	2.67%
Benefits Package	589	6.14%
Beneficiary Eligibility Information	75	0.78%
Service Provision	5415	56.45%
Contribution/Copayments Information	72	0.75%

Providers Contact Type Categories	Total	Percentage %
Portal/Website Information	1376	14.35%
Technical Support	33	0.34%
Other Information	219	2.28%
Complaints or appeals	24	0.25%
Pre-approval support to Providers	5	0.05%
Beneficiary and Provider support on Beneficiary el	1	0.01%
Claims	51	0.53%
Service provision support to Providers	589	6.14%

5.2.5 Beneficiaries Male & Female Age Group Contact type categories queries and % on total number of Beneficiaries Contact Type Categories telephone call queries.

Beneficiary Enrolment Information	Total	Percentage %
Beneficiary Male	1295	59.93%
Beneficiary Female	866	40.07%
Delayed reimbursement cases	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	1	100%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
Beneficiary Male	6	46.15%
Beneficiary Female	7	53.85%
Registration to Personal Doctor beneficiary list	Total	Percentage %
Beneficiary Male	92	41.63%
Beneficiary Female	129	58.37%
Provider Contracting	Total	Percentage %
Beneficiary Male	4	57.14%
Beneficiary Female	3	42.86%
Benefits Package	Total	Percentage %
Beneficiary Male	96	32.99%
Beneficiary Female	195	67.01%
Beneficiary Eligibility Information	Total	Percentage %
Beneficiary Male	167	42.39%
Beneficiary Female	227	57.61%

Service Provision	Total	Percentage %
Beneficiary Male	1047	39.41%
Beneficiary Female	1610	60.59%
Contribution/Copayments Information	Total	Percentage %
Beneficiary Male	68	30.36%
Beneficiary Female	156	69.64%
Reimbursement Information	Total	Percentage %
Beneficiary Male	4	50%
Beneficiary Female	4	50%
Portal/Website Information	Total	Percentage %
Beneficiary Male	594	38.87%
Beneficiary Female	934	61.13%
Technical Support	Total	Percentage %
Beneficiary Male	6	37.5%
Beneficiary Female	10	62.5%
Other Information	Total	Percentage %
Beneficiary Male	375	38.34%
Beneficiary Female	603	61.66%
Complaints or appeals	Total	Percentage %
Beneficiary Male	37	37.37%
Beneficiary Female	62	62.63%
Pre-approval support to Providers	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Beneficiary and Provider support on Beneficiary el	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Claims	Total	Percentage %
Beneficiary Male	1	33.33%
Beneficiary Female	2	66.67%
Service provision support to Providers	Total	Percentage %
Beneficiary Male	7	38.89%

Beneficiary Female	11	61.11%
5.2.6 Providers Segment Contact type categories queries and % on total number of Providers Contact Type Categories telephone call queries.		
Beneficiary Enrolment Information	Total	Percentage %
PD	458	97.86%
OS	2	0.43%
LAB	0	0%
PH	2	0.43%
IS	0	0%
AE	0	0%
AH	2	0.43%
NM	1	0.21%
DE	3	0.64%
Delayed reimbursement cases	Total	Percentage %
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	1	100%
DE	0	0%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
PD	36	16.36%
OS	37	16.82%
LAB	5	2.27%
PH	33	15%
IS	9	4.09%
AE	0	0%
AH	75	34.09%
NM	10	4.55%
DE	15	6.82%

Registration to Personal Doctor beneficiary list	Total	Percentage %
PD	40	93.02%
OS	1	2.33%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	1	2.33%
AH	1	2.33%
NM	0	0%
DE	0	0%
Provider Contracting	Total	Percentage %
PD	104	40.63%
OS	52	20.31%
LAB	2	0.78%
PH	3	1.17%
IS	4	1.56%
AE	0	0%
AH	66	25.78%
NM	1	0.39%
DE	24	9.38%
Benefits Package	Total	Percentage %
PD	50	8.49%
OS	25	4.24%
LAB	2	0.34%
PH	5	0.85%
IS	1	0.17%
AE	1	0.17%
AH	501	85.06%
NM	3	0.51%
DE	1	0.17%
Beneficiary Eligibility Information	Total	Percentage %
PD	54	72%

OS	8	10.67%
LAB	1	1.33%
PH	0	0%
IS	3	4%
AE	0	0%
AH	9	12%
NM	0	0%
DE	0	0%
Service Provision	Total	Percentage %
PD	1777	32.82%
OS	396	7.31%
LAB	29	0.54%
PH	426	7.87%
IS	232	4.28%
AE	5	0.09%
AH	2476	45.72%
NM	23	0.42%
DE	51	0.94%
Contribution/Copayments Information	Total	Percentage %
PD	23	31.94%
OS	20	27.78%
LAB	1	1.39%
PH	5	6.94%
IS	1	1.39%
AE	0	0%
AH	22	30.56%
NM	0	0%
DE	0	0%
Reimbursement Information	Total	Percentage %
PD	39	25.16%
OS	34	21.94%
LAB	3	1.94%

PH	8	5.16%
IS	6	3.87%
AE	0	0%
AH	60	38.71%
NM	1	0.65%
DE	4	2.58%
Portal/Website Information	Total	Percentage %
PD	679	49.35%
OS	217	15.77%
LAB	20	1.45%
PH	246	17.88%
IS	49	3.56%
AE	1	0.07%
AH	137	9.96%
NM	1	0.07%
DE	26	1.89%
Technical Support	Total	Percentage %
PD	9	27.27%
OS	4	12.12%
LAB	0	0%
PH	2	6.06%
IS	16	48.48%
AE	0	0%
AH	2	6.06%
NM	0	0%
DE	0	0%
Other Information	Total	Percentage %
PD	113	51.6%
OS	29	13.24%
LAB	1	0.46%
PH	15	6.85%
IS	9	4.11%

AE	0	0%
AH	43	19.63%
NM	2	0.91%
DE	7	3.2%
Complaints or appeals	Total	Percentage %
PD	10	41.67%
OS	11	45.83%
LAB	0	0%
PH	1	4.17%
IS	1	4.17%
AE	1	4.17%
AH	0	0%
NM	0	0%
DE	0	0%
Pre-approval support to Providers	Total	Percentage %
PD	2	40%
OS	1	20%
LAB	0	0%
PH	0	0%
IS	1	20%
AE	0	0%
AH	1	20%
NM	0	0%
DE	0	0%
Beneficiary and Provider support on Beneficiary el	Total	Percentage %
PD	0	0%
OS	1	100%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%

NM	0	0%
DE	0	0%
Claims	Total	Percentage %
PD	20	39.22%
OS	12	23.53%
LAB	0	0%
PH	0	0%
IS	2	3.92%
AE	0	0%
AH	15	29.41%
NM	1	1.96%
DE	1	1.96%
Service provision support to Providers	Total	Percentage %
PD	155	26.32%
OS	83	14.09%
LAB	7	1.19%
PH	120	20.37%
IS	24	4.07%
AE	0	0%
AH	177	30.05%
NM	6	1.02%
DE	17	2.89%

5.2.7 PD Specialties Contact type categories queries and % on total number of PD in Providers Segment Contact type categories telephone call queries.

Beneficiary Enrolment Information	Total	Percentage %
PD - GENERAL MEDICINE	421	91.92%
PD - GERIATRICIAN	2	0.44%
PD - PEDIATRICIAN	33	7.21%
PD - INTERNAL MEDICINE	2	0.44%
Delayed reimbursement cases	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%

PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
PD - GENERAL MEDICINE	31	86.11%
PD - GERIATRICIAN	2	5.56%
PD - PEDIATRICIAN	2	5.56%
PD - INTERNAL MEDICINE	1	2.78%
Registration to Personal Doctor beneficiary list	Total	Percentage %
PD - GENERAL MEDICINE	36	90%
PD - GERIATRICIAN	1	2.5%
PD - PEDIATRICIAN	2	5%
PD - INTERNAL MEDICINE	1	2.5%
Provider Contracting	Total	Percentage %
PD - GENERAL MEDICINE	92	88.46%
PD - GERIATRICIAN	1	0.96%
PD - PEDIATRICIAN	7	6.73%
PD - INTERNAL MEDICINE	4	3.85%
Benefits Package	Total	Percentage %
PD - GENERAL MEDICINE	39	78%
PD - GERIATRICIAN	3	6%
PD - PEDIATRICIAN	7	14%
PD - INTERNAL MEDICINE	1	2%
Beneficiary Eligibility Information	Total	Percentage %
PD - GENERAL MEDICINE	45	83.33%
PD - GERIATRICIAN	2	3.7%
PD - PEDIATRICIAN	7	12.96%
PD - INTERNAL MEDICINE	0	0%
Service Provision	Total	Percentage %
PD - GENERAL MEDICINE	1638	92.18%
PD - GERIATRICIAN	28	1.58%
PD - PEDIATRICIAN	105	5.91%
PD - INTERNAL MEDICINE	6	0.34%

Contribution/Copayments Information	Total	Percentage %
PD - GENERAL MEDICINE	14	60.87%
PD - GERIATRICIAN	1	4.35%
PD - PEDIATRICIAN	4	17.39%
PD - INTERNAL MEDICINE	4	17.39%
Reimbursement Information	Total	Percentage %
PD - GENERAL MEDICINE	30	76.92%
PD - GERIATRICIAN	3	7.69%
PD - PEDIATRICIAN	6	15.38%
PD - INTERNAL MEDICINE	0	0%
Portal/Website Information	Total	Percentage %
PD - GENERAL MEDICINE	624	91.9%
PD - GERIATRICIAN	8	1.18%
PD - PEDIATRICIAN	36	5.3%
PD - INTERNAL MEDICINE	11	1.62%
Technical Support	Total	Percentage %
PD - GENERAL MEDICINE	6	66.67%
PD - GERIATRICIAN	2	22.22%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	1	11.11%
Other Information	Total	Percentage %
PD - GENERAL MEDICINE	97	85.84%
PD - GERIATRICIAN	6	5.31%
PD - PEDIATRICIAN	8	7.08%
PD - INTERNAL MEDICINE	2	1.77%
Complaints or appeals	Total	Percentage %
PD - GENERAL MEDICINE	7	70%
PD - GERIATRICIAN	1	10%
PD - PEDIATRICIAN	1	10%
PD - INTERNAL MEDICINE	1	10%
Pre-approval support to Providers	Total	Percentage %
PD - GENERAL MEDICINE	2	100%

PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Beneficiary and Provider support on Beneficiary el	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Claims	Total	Percentage %
PD - GENERAL MEDICINE	17	85%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	3	15%
PD - INTERNAL MEDICINE	0	0%
Service provision support to Providers	Total	Percentage %
PD - GENERAL MEDICINE	146	94.19%
PD - GERIATRICIAN	1	0.65%
PD - PEDIATRICIAN	8	5.16%
PD - INTERNAL MEDICINE	0	0%

5.2.8 OS Specialties Contact type categories queries and % on total number of OS in Providers Segment Contact type categories telephone call queries.

Beneficiary Enrolment Information	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	1	50%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	1	50%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%

	Total	Percentage %
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Delayed reimbursement cases	Total	Percentage %

OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%

OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	1	2.7%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	1	2.7%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	3	8.11%
OS - OPHTHALMOLOGY	6	16.22%
OS - ORTHOPAEDICS	2	5.41%
OS - OTORHINOLARYNGOLOGY	1	2.7%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	3	8.11%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	5	13.51%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	2.7%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%

OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	2.7%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	3	8.11%
OS - GENERAL SURGERY	8	21.62%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	1	2.7%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	1	2.7%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Registration to Personal Doctor beneficiary list	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%

OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	100%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%

Provider Contracting	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	3	5.77%
OS - RENAL DISEASES	1	1.92%
OS - NEUROLOGY	2	3.85%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	1	1.92%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	9	17.31%
OS - OPHTHALMOLOGY	4	7.69%
OS - ORTHOPAEDICS	2	3.85%
OS - OTORHINOLARYNGOLOGY	3	5.77%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	4	7.69%
OS - PAEDIATRICS	1	1.92%
OS - CARDIOLOGY	4	7.69%
OS - MEDICAL GENETIC	1	1.92%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	3	5.77%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	2	3.85%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	1	1.92%
OS - GENERAL SURGERY	7	13.46%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%

OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	1	1.92%
OS - RESPIRATORY MEDICINE	1	1.92%
OS - PSYCHIATRY	2	3.85%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Benefits Package	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	1	4%
OS - VASCULAR SURGERY	2	8%
OS - NEUROLOGICAL SURGERY	1	4%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	1	4%
OS - OPHTHALMOLOGY	1	4%
OS - ORTHOPAEDICS	2	8%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	2	8%
OS - ANESTHESIOLOGY	3	12%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	4	16%
OS - MEDICAL GENETIC	1	4%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	2	8%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%

OS - DIAGNOSTIC RADIOLOGY	1	4%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	4%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	1	4%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	1	4%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	1	4%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Beneficiary Eligibility Information	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	1	12.5%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%

OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	1	12.5%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	12.5%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	1	12.5%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	1	12.5%
OS - PSYCHIATRY	1	12.5%
OS - RADIOTHERAPY	1	12.5%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	1	12.5%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%

OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Service Provision	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	4	1.01%
OS - UROLOGY	17	4.29%
OS - RENAL DISEASES	1	0.25%
OS - NEUROLOGY	27	6.82%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	13	3.28%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	27	6.82%
OS - OPHTHALMOLOGY	22	5.56%
OS - ORTHOPAEDICS	32	8.08%
OS - OTORHINOLARYNGOLOGY	6	1.52%
OS - ALLERGOLOGY	9	2.27%
OS - ANESTHESIOLOGY	9	2.27%
OS - PAEDIATRICS	3	0.76%
OS - CARDIOLOGY	42	10.61%
OS - MEDICAL GENETIC	3	0.76%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	27	6.82%
OS - CHILD & ADOLESCENT PSYCHIATRY	3	0.76%
OS - DIAGNOSTIC RADIOLOGY	17	4.29%
OS - ACCIDENT & EMERGENCY MEDICINE	1	0.25%
OS - ENDOCRINOLOGY	16	4.04%
OS - PAEDIATRIC SURGERY	3	0.76%
OS - GASTROENTEROLOGY	18	4.55%
OS - GENERAL SURGERY	29	7.32%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	3	0.76%
OS - PATHOLOGICAL ANATOMY	1	0.25%
OS - MEDICAL ONCOLOGY	3	0.76%

OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	6	1.52%
OS - RESPIRATORY MEDICINE	15	3.79%
OS - PSYCHIATRY	22	5.56%
OS - RADIOTHERAPY	7	1.77%
OS - RHEUMATOLOGY	7	1.77%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	3	0.76%
Contribution/Copayments Information	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	1	5%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	1	5%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	1	5%
OS - ALLERGOLOGY	1	5%
OS - ANESTHESIOLOGY	2	10%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	5%
OS - MEDICAL GENETIC	1	5%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	1	5%
OS - DERMATO-VENEREOLOGY	3	15%

OS - CHILD & ADOLESCENT PSYCHIATRY	1	5%
OS - DIAGNOSTIC RADIOLOGY	1	5%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	5%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	2	10%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	1	5%
OS - THORACIC SURGERY / CARDIO SURGERY	2	10%
Reimbursement Information	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	1	2.94%
OS - UROLOGY	2	5.88%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	2	5.88%
OS - VASCULAR SURGERY	1	2.94%
OS - NEUROLOGICAL SURGERY	2	5.88%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%

OS - OPHTHALMOLOGY	2	5.88%
OS - ORTHOPAEDICS	1	2.94%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	3	8.82%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	6	17.65%
OS - MEDICAL GENETIC	2	5.88%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	4	11.76%
OS - GENERAL SURGERY	3	8.82%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	1	2.94%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	1	2.94%
OS - RESPIRATORY MEDICINE	1	2.94%
OS - PSYCHIATRY	1	2.94%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	1	2.94%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%

OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Portal/Website Information	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	3	1.38%
OS - UROLOGY	10	4.61%
OS - RENAL DISEASES	3	1.38%
OS - NEUROLOGY	4	1.84%
OS - VASCULAR SURGERY	2	0.92%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	4	1.84%
OS - OBSTETRICS - GYNAECOLOGY	9	4.15%
OS - OPHTHALMOLOGY	17	7.83%
OS - ORTHOPAEDICS	20	9.22%
OS - OTORHINOLARYNGOLOGY	8	3.69%
OS - ALLERGOLOGY	8	3.69%
OS - ANESTHESIOLOGY	4	1.84%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	37	17.05%
OS - MEDICAL GENETIC	9	4.15%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	2	0.92%
OS - DERMATO-VENEREOLOGY	16	7.37%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	8	3.69%
OS - ACCIDENT & EMERGENCY MEDICINE	2	0.92%
OS - ENDOCRINOLOGY	7	3.23%
OS - PAEDIATRIC SURGERY	1	0.46%
OS - GASTROENTEROLOGY	7	3.23%
OS - GENERAL SURGERY	5	2.3%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	1	0.46%
OS - PATHOLOGICAL ANATOMY	0	0%

OS - MEDICAL ONCOLOGY	4	1.84%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	1	0.46%
OS - RESPIRATORY MEDICINE	7	3.23%
OS - PSYCHIATRY	10	4.61%
OS - RADIOTHERAPY	4	1.84%
OS - RHEUMATOLOGY	3	1.38%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	1	0.46%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Technical Support	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	1	25%
OS - ANESTHESIOLOGY	1	25%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	1	25%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%

OS - DERMATO-VENEREOLOGY	1	25%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Other Information	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	1	3.45%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	1	3.45%
OS - NUCLEAR MEDICINE	0	0%

OS - OBSTETRICS - GYNAECOLOGY	2	6.9%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	1	3.45%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	1	3.45%
OS - ANESTHESIOLOGY	3	10.34%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	4	13.79%
OS - MEDICAL GENETIC	2	6.9%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	3	10.34%
OS - DERMATO-VENEREOLOGY	1	3.45%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	1	3.45%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	3	10.34%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	2	6.9%
OS - GENERAL SURGERY	3	10.34%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	1	3.45%

OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Complaints or appeals	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	1	9.09%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	2	18.18%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	1	9.09%
OS - DERMATO-VENEREOLOGY	2	18.18%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	1	9.09%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	1	9.09%
OS - GENERAL SURGERY	1	9.09%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	1	9.09%

OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	1	9.09%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Pre-approval support to Providers	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	1	100%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%

OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Beneficiary and Provider support on Beneficiary el	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%

OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	1	100%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%

OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Claims	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	1	8.33%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	1	8.33%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	2	16.67%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	8.33%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	1	8.33%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	1	8.33%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	3	25%

OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	1	8.33%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	1	8.33%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Service provision support to Providers	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	4	4.82%
OS - RENAL DISEASES	2	2.41%
OS - NEUROLOGY	5	6.02%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	10	12.05%
OS - OPHTHALMOLOGY	6	7.23%
OS - ORTHOPAEDICS	11	13.25%
OS - OTORHINOLARYNGOLOGY	1	1.2%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	1	1.2%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	11	13.25%

OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	2	2.41%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	6	7.23%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	1.2%
OS - PAEDIATRIC SURGERY	1	1.2%
OS - GASTROENTEROLOGY	5	6.02%
OS - GENERAL SURGERY	4	4.82%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	1	1.2%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	3	3.61%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	7	8.43%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	1	1.2%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	1	1.2%

5.2.9 IS Specialties Contact type categories queries and % on total number of IS in Providers Segment Contact type categories telephone call queries.

Beneficiary Enrolment Information	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Delayed reimbursement cases	Total	Percentage %

IS - CODER	0	0%
IS - DOCTOR	0	0%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	9	100%
Registration to Personal Doctor beneficiary list	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Provider Contracting	Total	Percentage %
IS - CODER	1	25%
IS - DOCTOR	3	75%
Benefits Package	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	1	100%
Beneficiary Eligibility Information	Total	Percentage %
IS - CODER	2	66.67%
IS - DOCTOR	1	33.33%
Service Provision	Total	Percentage %
IS - CODER	5	2.16%
IS - DOCTOR	227	97.84%
Contribution/Copayments Information	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	1	100%
Reimbursement Information	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	6	100%
Portal/Website Information	Total	Percentage %
IS - CODER	23	46.94%
IS - DOCTOR	26	53.06%
Technical Support	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	16	100%

Other Information	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	9	100%
Complaints or appeals	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	1	100%
Pre-approval support to Providers	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	1	100%
Beneficiary and Provider support on Beneficiary el	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Claims	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	2	100%
Service provision support to Providers	Total	Percentage %
IS - CODER	6	25%
IS - DOCTOR	18	75%

5.3 Emails

5.3.1 Contact type categories queries and % on total number of email queries.

Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	322	27.38%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	11	0.94%
Registration to Personal Doctor beneficiary list	29	2.47%
Provider Contracting	21	1.79%
Benefits Package	21	1.79%
Beneficiary Eligibility Information	38	3.23%
Service Provision	130	11.05%
Contribution/Copayments Information	27	2.3%
Reimbursement Information	11	0.94%
Portal/Website Information	301	25.6%

Technical Support Contact Type Categories	1 Total	0.09% Percentage %
Other Information	202	17.18%
Complaints or appeals	54	4.59%
Pre-approval support to Providers	1	0.09%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	1	0.09%
Service provision support to Providers	6	0.51%

5.3.2 Beneficiaries Contact type categories queries and % on total number of Beneficiaries email queries.

Beneficiaries Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	1	25%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	0	0%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	0	0%
Benefits Package	0	0%
Beneficiary Eligibility Information	0	0%
Service Provision	0	0%
Contribution/Copayments Information	0	0%
Reimbursement Information	0	0%
Portal/Website Information	3	75%
Technical Support	0	0%
Other Information	0	0%
Complaints or appeals	0	0%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	0	0%
Service provision support to Providers	0	0%

5.3.3 General Public Contact type categories queries and % on total number of General Public email queries.

General Public Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	321	27.55%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	11	0.94%

Registration to Personal Doctor beneficiary list General Public Contact Type Categories	29 Total	2.49% Percentage %
Provider Contracting	20	1.72%
Benefits Package	21	1.8%
Beneficiary Eligibility Information	38	3.26%
Service Provision	128	10.99%
Contribution/Copayments Information	26	2.23%
Reimbursement Information	10	0.86%
Portal/Website Information	297	25.49%
Technical Support	1	0.09%
Other Information	201	17.25%
Complaints or appeals	54	4.64%
Pre-approval support to Providers	1	0.09%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	1	0.09%
Service provision support to Providers	6	0.52%

5.3.4 Providers Contact type categories queries and % on total number of Providers email queries.

Providers Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	0	0%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	0	0%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	1	14.29%
Benefits Package	0	0%
Beneficiary Eligibility Information	0	0%
Service Provision	2	28.57%
Contribution/Copayments Information	1	14.29%
Reimbursement Information	1	14.29%
Portal/Website Information	1	14.29%
Technical Support	0	0%
Other Information	1	14.29%
Complaints or appeals	0	0%
Pre-approval support to Providers	0	0%

Beneficiary and Provider support on Beneficiary el Providers Contact Type Categories	0 Total	0% Percentage %
Claims	0	0%
Service provision support to Providers	0	0%

5.3.5 Beneficiaries Male & Female Age Group Contact type categories queries and % on total number of Beneficiaries Contact Type Categories email queries.

Beneficiary Enrolment Information	Total	Percentage %
Beneficiary Male	1	100%
Beneficiary Female	0	0%
Delayed reimbursement cases	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Registration to Personal Doctor beneficiary list	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Provider Contracting	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Benefits Package	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Beneficiary Eligibility Information	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Service Provision	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Contribution/Copayments Information	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Reimbursement Information	Total	Percentage %

Beneficiary Male	0	0%
Beneficiary Female	0	0%
Portal/Website Information	Total	Percentage %
Beneficiary Male	1	33.33%
Beneficiary Female	2	66.67%
Technical Support	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Other Information	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Complaints or appeals	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Pre-approval support to Providers	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Beneficiary and Provider support on Beneficiary el	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Claims	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Service provision support to Providers	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%

5.3.6 Providers Segment Contact type categories queries and % on total number of Providers Contact Type Categories email queries.

Beneficiary Enrolment Information	Total	Percentage %
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%

IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Delayed reimbursement cases	Total	Percentage %
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Registration to Personal Doctor beneficiary list	Total	Percentage %
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%

AH	0	0%
NM	0	0%
DE	0	0%
Provider Contracting	Total	Percentage %
PD	0	0%
OS	1	100%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Benefits Package	Total	Percentage %
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Beneficiary Eligibility Information	Total	Percentage %
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%

DE	0	0%
Service Provision	Total	Percentage %
PD	1	50%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	1	50%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Contribution/Copayments Information	Total	Percentage %
PD	1	100%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Reimbursement Information	Total	Percentage %
PD	1	100%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Portal/Website Information	Total	Percentage %

PD	1	100%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Technical Support	Total	Percentage %
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Other Information	Total	Percentage %
PD	1	100%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Complaints or appeals	Total	Percentage %
PD	0	0%
OS	0	0%

LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Pre-approval support to Providers	Total	Percentage %
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Beneficiary and Provider support on Beneficiary el	Total	Percentage %
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Claims	Total	Percentage %
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%

IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Service provision support to Providers	Total	Percentage %
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%

5.3.7 PD Specialties Contact type categories queries and % on total number of PD in Providers Segment Contact type categories email queries.

Beneficiary Enrolment Information	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Delayed reimbursement cases	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%

Registration to Personal Doctor beneficiary list	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Provider Contracting	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Benefits Package	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Beneficiary Eligibility Information	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Service Provision	Total	Percentage %
PD - GENERAL MEDICINE	1	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Contribution/Copayments Information	Total	Percentage %
PD - GENERAL MEDICINE	1	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Reimbursement Information	Total	Percentage %
PD - GENERAL MEDICINE	1	100%

PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Portal/Website Information	Total	Percentage %
PD - GENERAL MEDICINE	1	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Technical Support	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Other Information	Total	Percentage %
PD - GENERAL MEDICINE	1	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Complaints or appeals	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Pre-approval support to Providers	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Beneficiary and Provider support on Beneficiary el	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%

PD - INTERNAL MEDICINE	0	0%
Claims	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Service provision support to Providers	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%

5.3.8 OS Specialties Contact type categories queries and % on total number of OS in Providers Segment Contact type categories email queries.

Beneficiary Enrolment Information	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%

OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Delayed reimbursement cases	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%

OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%

OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%

OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Registration to Personal Doctor beneficiary list	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%

OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Provider Contracting	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%

OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	1	100%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%

OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Benefits Package	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%

OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Beneficiary Eligibility Information	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%

Service Provision	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%

OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%

OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Contribution/Copayments Information	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%

OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Reimbursement Information	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%

	Total	Percentage %
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Portal/Website Information	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%

OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%

OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Technical Support	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%

OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Other Information	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%

Complaints or appeals	Total	Percentage %
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%

OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%

OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Pre-approval support to Providers	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%

OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Beneficiary and Provider support on Beneficiary el	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%

Claims	Total	Percentage %
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%

OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%

OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Service provision support to Providers	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%

OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%

5.3.9 IS Specialties Contact type categories queries and % on total number of IS in Providers Segment Contact type categories email queries.

Beneficiary Enrolment Information	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Delayed reimbursement cases	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%

Registration to Personal Doctor beneficiary list	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Provider Contracting	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Benefits Package	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Beneficiary Eligibility Information	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Service Provision	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	1	100%
Contribution/Copayments Information	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Reimbursement Information	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Portal/Website Information	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Technical Support	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Other Information	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Complaints or appeals	Total	Percentage %
IS - CODER	0	0%

IS - DOCTOR	0	0%
Pre-approval support to Providers	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Beneficiary and Provider support on Beneficiary el	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Claims	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Service provision support to Providers	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%

6. Number of queries per channel of communication, per status, per segment and specialty and contact type category.

6.1 Telephone calls + Emails

6.1.1 Status of queries and % on total number of queries.

Status	Total	Percentage %
First Contact Resolution	18805	96.69%
Escalated	384	1.97%
Follow up	259	1.33%

6.1.2 Status of Beneficiaries queries and % on total number of Beneficiaries queries.

Beneficiaries Status	Total	Percentage %
First Contact Resolution	8527	98.89%
Escalated	96	1.11%
Follow up	0	0%

6.1.3 Status of General Public queries and % on total number of General Public queries.

General Public Status	Total	Percentage %
First Contact Resolution	744	60.69%
Escalated	224	18.27%
Follow up	258	21.04%

6.1.4 Status of Providers queries and % on total number of Providers queries.

Providers Status	Total	Percentage %
First Contact Resolution	9534	99.32%
Escalated	64	0.67%
Follow up	1	0.01%

6.1.5 Status of Beneficiaries Male & Female Age Group queries and % on total number of Status of Beneficiaries queries.

First Contact Resolution	Total	Percentage %
Beneficiary Male	3763	44.13%
Beneficiary Female	4764	55.87%
Escalated	Total	Percentage %
Beneficiary Male	38	39.58%
Beneficiary Female	58	60.42%
Follow up	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%

6.1.6 Status of Providers Segment queries and % on total number of Status of Providers queries.

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First Contact Resolution	Total	Percentage %
PD	3550	37.24%
OS	918	9.63%
LAB	70	0.73%
PH	861	9.03%
IS	354	3.71%
AE	9	0.09%
AH	3574	37.49%
NM	49	0.51%
DE	149	1.56%
Escalated	Total	Percentage %
PD	23	35.94%
OS	16	25%
LAB	1	1.56%
PH	5	7.81%
IS	5	7.81%
AE	0	0%
AH	13	20.31%
NM	1	1.56%
DE	0	0%
Follow up	Total	Percentage %
PD	1	100%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%

6.1.7 Status of PD Specialties queries and % on total number of PD in Status of Providers Segment queries.

First Contact Resolution	Total	Percentage %

PD - GENERAL MEDICINE	3229	90.96%
PD - GERIATRICIAN	61	1.72%
PD - PEDIATRICIAN	226	6.37%
PD - INTERNAL MEDICINE	34	0.96%
Escalated	Total	Percentage %
PD - GENERAL MEDICINE	20	86.96%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	3	13.04%
PD - INTERNAL MEDICINE	0	0%
Follow up	Total	Percentage %
PD - GENERAL MEDICINE	1	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%

6.1.8 Status of OS Specialties queries and % on total number of OS in Status of Providers Segment queries.

First Contact Resolution	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	8	0.87%
OS - UROLOGY	39	4.25%
OS - RENAL DISEASES	8	0.87%
OS - NEUROLOGY	43	4.68%
OS - VASCULAR SURGERY	5	0.54%
OS - NEUROLOGICAL SURGERY	17	1.85%
OS - NUCLEAR MEDICINE	5	0.54%
OS - OBSTETRICS - GYNAECOLOGY	62	6.75%
OS - OPHTHALMOLOGY	58	6.32%
OS - ORTHOPAEDICS	69	7.52%
OS - OTORHINOLARYNGOLOGY	20	2.18%
OS - ALLERGOLOGY	23	2.51%
OS - ANESTHESIOLOGY	35	3.81%
OS - PAEDIATRICS	4	0.44%
OS - CARDIOLOGY	119	12.96%
OS - MEDICAL GENETIC	20	2.18%

OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	9	0.98%
OS - DERMATO-VENEREOLOGY	54	5.88%
OS - CHILD & ADOLESCENT PSYCHIATRY	4	0.44%
OS - DIAGNOSTIC RADIOLOGY	36	3.92%
OS - ACCIDENT & EMERGENCY MEDICINE	4	0.44%
OS - ENDOCRINOLOGY	32	3.49%
OS - PAEDIATRIC SURGERY	5	0.54%
OS - GASTROENTEROLOGY	42	4.58%
OS - GENERAL SURGERY	63	6.86%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	5	0.54%
OS - PATHOLOGICAL ANATOMY	1	0.11%
OS - MEDICAL ONCOLOGY	9	0.98%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	15	1.63%
OS - RESPIRATORY MEDICINE	24	2.61%
OS - PSYCHIATRY	44	4.79%
OS - RADIOTHERAPY	11	1.2%
OS - RHEUMATOLOGY	13	1.42%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	5	0.54%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	1	0.11%
OS - THORACIC SURGERY / CARDIO SURGERY	6	0.65%
Escalated	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	1	6.25%
OS - VASCULAR SURGERY	0	0%

OS - NEUROLOGICAL SURGERY	1	6.25%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	1	6.25%
OS - ORTHOPAEDICS	3	18.75%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	6.25%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	3	18.75%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	1	6.25%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	1	6.25%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	2	12.5%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	1	6.25%
OS - RHEUMATOLOGY	1	6.25%

OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Follow up	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%

OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%

6.1.9 Status of IS Specialties queries and % on total number of IS in Status of Providers Segment queries.

First Contact Resolution	Total	Percentage %
IS - CODER	37	10.45%
IS - DOCTOR	317	89.55%
Escalated	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	5	100%
Follow up	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%

6.1.10 Status of Contact Type Categories queries and % on total number of Contact Type Categories queries.

Beneficiary Enrolment Information	Total	Percentage %
First Contact Resolution	2865	97.02%
Escalated	67	2.27%
Follow up	21	0.71%
Delayed reimbursement cases	Total	Percentage %

First Contact Resolution	2	100%
Escalated	0	0%
Follow up	0	0%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
First Contact Resolution	237	96.73%
Escalated	7	2.86%
Follow up	1	0.41%
Registration to Personal Doctor beneficiary list	Total	Percentage %
First Contact Resolution	282	96.25%
Escalated	2	0.68%
Follow up	9	3.07%
Provider Contracting	Total	Percentage %
First Contact Resolution	276	97.18%
Escalated	7	2.46%
Follow up	1	0.35%
Benefits Package	Total	Percentage %
First Contact Resolution	888	98.56%
Escalated	11	1.22%
Follow up	2	0.22%
Beneficiary Eligibility Information	Total	Percentage %
First Contact Resolution	504	99.02%
Escalated	4	0.79%
Follow up	1	0.2%
Service Provision	Total	Percentage %
First Contact Resolution	8102	98.64%
Escalated	89	1.08%
Follow up	23	0.28%
Contribution/Copayments Information	Total	Percentage %
First Contact Resolution	310	95.68%
Escalated	10	3.09%
Follow up	4	1.23%
Reimbursement Information	Total	Percentage %

First Contact Resolution	171	98.28%
Escalated	3	1.72%
Follow up	0	0%
Portal/Website Information	Total	Percentage %
First Contact Resolution	3059	95.36%
Escalated	124	3.87%
Follow up	25	0.78%
Technical Support	Total	Percentage %
First Contact Resolution	49	98%
Escalated	1	2%
Follow up	0	0%
Other Information	Total	Percentage %
First Contact Resolution	1257	87.47%
Escalated	18	1.25%
Follow up	162	11.27%
Complaints or appeals	Total	Percentage %
First Contact Resolution	132	74.58%
Escalated	35	19.77%
Follow up	10	5.65%
Pre-approval support to Providers	Total	Percentage %
First Contact Resolution	5	83.33%
Escalated	1	16.67%
Follow up	0	0%
Beneficiary and Provider support on Beneficiary el	Total	Percentage %
First Contact Resolution	1	100%
Escalated	0	0%
Follow up	0	0%
Claims	Total	Percentage %
First Contact Resolution	54	96.43%
Escalated	2	3.57%
Follow up	0	0%
Service provision support to Providers	Total	Percentage %

First Contact Resolution	611	99.51%
Escalated	3	0.49%
Follow up	0	0%

6.2 Telephone calls

6.2.1 Status of queries and % on total number of telephone call queries.

Status	Total	Percentage %
First Contact Resolution	18115	99.14%
Escalated	157	0.86%
Follow up	0	0%

6.2.2 Status of Beneficiaries queries and % on total number of Beneficiaries telephone call queries.

Beneficiaries Status	Total	Percentage %
First Contact Resolution	8525	98.91%
Escalated	94	1.09%
Follow up	0	0%

6.2.3 Status of General Public queries and % on total number of General Public telephone call queries.

General Public Status	Total	Percentage %
First Contact Resolution	61	100%
Escalated	0	0%
Follow up	0	0%

6.2.4 Status of Providers queries and % on total number of Providers telephone call queries.

Providers Status	Total	Percentage %
First Contact Resolution	9529	99.34%
Escalated	63	0.66%
Follow up	0	0%

6.2.5 Status of Beneficiaries Male & Female Age Group queries and % on total number of Status of Beneficiaries telephone call queries.

First Contact Resolution	Total	Percentage %
Beneficiary Male	3762	44.13%
Beneficiary Female	4763	55.87%
Escalated	Total	Percentage %
Beneficiary Male	37	39.36%
Beneficiary Female	57	60.64%
Follow up	Total	Percentage %
Beneficiary Male	0	0%

Beneficiary Female	0	0%
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6.2.6 Status of Providers Segment queries and % on total number of Status of Providers telephone call queries.

First Contact Resolution	Total	Percentage %
PD	3547	37.22%
OS	917	9.62%
LAB	70	0.73%
PH	861	9.04%
IS	353	3.7%
AE	9	0.09%
AH	3574	37.51%
NM	49	0.51%
DE	149	1.56%
Escalated	Total	Percentage %
PD	22	34.92%
OS	16	25.4%
LAB	1	1.59%
PH	5	7.94%
IS	5	7.94%
AE	0	0%
AH	13	20.63%
NM	1	1.59%
DE	0	0%
Follow up	Total	Percentage %
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%

6.2.7 Status of PD Specialties queries and % on total number of PD in Status of Providers Segment telephone call queries.

First Contact Resolution	Total	Percentage %
PD - GENERAL MEDICINE	3226	90.95%
PD - GERIATRICIAN	61	1.72%
PD - PEDIATRICIAN	226	6.37%
PD - INTERNAL MEDICINE	34	0.96%
Escalated	Total	Percentage %
PD - GENERAL MEDICINE	19	86.36%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	3	13.64%
PD - INTERNAL MEDICINE	0	0%
Follow up	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%

6.2.8 Status of OS Specialties queries and % on total number of OS in Status of Providers Segment telephone call queries.

First Contact Resolution	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	8	0.87%
OS - UROLOGY	39	4.25%
OS - RENAL DISEASES	8	0.87%
OS - NEUROLOGY	43	4.69%
OS - VASCULAR SURGERY	5	0.55%
OS - NEUROLOGICAL SURGERY	17	1.85%
OS - NUCLEAR MEDICINE	5	0.55%
OS - OBSTETRICS - GYNAECOLOGY	62	6.76%
OS - OPHTHALMOLOGY	58	6.32%
OS - ORTHOPAEDICS	69	7.52%
OS - OTORHINOLARYNGOLOGY	20	2.18%
OS - ALLERGOLOGY	23	2.51%
OS - ANESTHESIOLOGY	35	3.82%
OS - PAEDIATRICS	4	0.44%

		Total	Percentage %
OS - CARDIOLOGY	119	12.98%	
OS - MEDICAL GENETIC	20	2.18%	
OS - PAEDIATRIC CARDIOLOGY	0	0%	
OS - CYTOLOGY	9	0.98%	
OS - DERMATO-VENEREOLOGY	54	5.89%	
OS - CHILD & ADOLESCENT PSYCHIATRY	4	0.44%	
OS - DIAGNOSTIC RADIOLOGY	35	3.82%	
OS - ACCIDENT & EMERGENCY MEDICINE	4	0.44%	
OS - ENDOCRINOLOGY	32	3.49%	
OS - PAEDIATRIC SURGERY	5	0.55%	
OS - GASTROENTEROLOGY	42	4.58%	
OS - GENERAL SURGERY	63	6.87%	
OS - GERIATRICS	0	0%	
OS - HAEMATOLOGY	5	0.55%	
OS - PATHOLOGICAL ANATOMY	1	0.11%	
OS - MEDICAL ONCOLOGY	9	0.98%	
OS - INTERNAL MEDICINE	0	0%	
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%	
OS - PLASTIC SURGERY	15	1.64%	
OS - RESPIRATORY MEDICINE	24	2.62%	
OS - PSYCHIATRY	44	4.8%	
OS - RADIOTHERAPY	11	1.2%	
OS - RHEUMATOLOGY	13	1.42%	
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%	
OS - SPECIALISED IN INTENSIVE CARE	5	0.55%	
OS - SPECIALISED IN NEONATOLOGY	0	0%	
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	1	0.11%	
OS - THORACIC SURGERY / CARDIO SURGERY	6	0.65%	
Escalated	Total	Percentage %	
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%	
OS - UROLOGY	0	0%	
OS - RENAL DISEASES	0	0%	

OS - NEUROLOGY	1	6.25%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	1	6.25%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	1	6.25%
OS - ORTHOPAEDICS	3	18.75%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	6.25%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	3	18.75%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	1	6.25%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	1	6.25%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	2	12.5%
OS - PSYCHIATRY	0	0%

OS - RADIOTHERAPY	1	6.25%
OS - RHEUMATOLOGY	1	6.25%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Follow up	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%

OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%

6.2.9 Status of IS Specialties queries and % on total number of IS in Status of Providers Segment telephone call queries.

First Contact Resolution	Total	Percentage %
IS - CODER	37	10.48%
IS - DOCTOR	316	89.52%
Escalated	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	5	100%
Follow up	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%

6.2.10 Status of Contact Type Categories queries and % on total number of Contact Type Categories telephone call queries.

Beneficiary Enrolment Information	Total	Percentage %
First Contact Resolution	2587	98.33%
Escalated	44	1.67%

Follow up	0	0%
Delayed reimbursement cases	Total	Percentage %
First Contact Resolution	2	100%
Escalated	0	0%
Follow up	0	0%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
First Contact Resolution	228	97.44%
Escalated	6	2.56%
Follow up	0	0%
Registration to Personal Doctor beneficiary list	Total	Percentage %
First Contact Resolution	263	99.62%
Escalated	1	0.38%
Follow up	0	0%
Provider Contracting	Total	Percentage %
First Contact Resolution	259	98.48%
Escalated	4	1.52%
Follow up	0	0%
Benefits Package	Total	Percentage %
First Contact Resolution	872	99.09%
Escalated	8	0.91%
Follow up	0	0%
Beneficiary Eligibility Information	Total	Percentage %
First Contact Resolution	467	99.15%
Escalated	4	0.85%
Follow up	0	0%
Service Provision	Total	Percentage %
First Contact Resolution	8021	99.22%
Escalated	63	0.78%
Follow up	0	0%
Contribution/Copayments Information	Total	Percentage %
First Contact Resolution	294	98.99%
Escalated	3	1.01%

Follow up	0	0%
Reimbursement Information	Total	Percentage %
First Contact Resolution	161	98.77%
Escalated	2	1.23%
Follow up	0	0%
Portal/Website Information	Total	Percentage %
First Contact Resolution	2897	99.66%
Escalated	10	0.34%
Follow up	0	0%
Technical Support	Total	Percentage %
First Contact Resolution	48	97.96%
Escalated	1	2.04%
Follow up	0	0%
Other Information	Total	Percentage %
First Contact Resolution	1233	99.84%
Escalated	2	0.16%
Follow up	0	0%
Complaints or appeals	Total	Percentage %
First Contact Resolution	120	97.56%
Escalated	3	2.44%
Follow up	0	0%
Pre-approval support to Providers	Total	Percentage %
First Contact Resolution	4	80%
Escalated	1	20%
Follow up	0	0%
Beneficiary and Provider support on Beneficiary el	Total	Percentage %
First Contact Resolution	1	100%
Escalated	0	0%
Follow up	0	0%
Claims	Total	Percentage %
First Contact Resolution	53	96.36%
Escalated	2	3.64%

Follow up	0	0%
Service provision support to Providers	Total	Percentage %
First Contact Resolution	605	99.51%
Escalated	3	0.49%
Follow up	0	0%

6.3 Emails

6.3.1 Status of queries and % on total number of email queries.

Status	Total	Percentage %
First Contact Resolution	690	58.67%
Escalated	227	19.3%
Follow up	259	22.02%

6.3.2 Status of Beneficiaries queries and % on total number of Beneficiaries email queries.

Beneficiaries Status	Total	Percentage %
First Contact Resolution	2	50%
Escalated	2	50%
Follow up	0	0%

6.3.3 Status of General Public queries and % on total number of General Public email queries.

General Public Status	Total	Percentage %
First Contact Resolution	683	58.63%
Escalated	224	19.23%
Follow up	258	22.15%

6.3.4 Status of Providers queries and % on total number of Providers email queries.

Providers Status	Total	Percentage %
First Contact Resolution	5	71.43%
Escalated	1	14.29%
Follow up	1	14.29%

6.3.5 Status of Beneficiaries Male & Female Age Group queries and % on total number of Status of Beneficiaries email queries.

First Contact Resolution	Total	Percentage %
Beneficiary Male	1	50%
Beneficiary Female	1	50%
Escalated	Total	Percentage %
Beneficiary Male	1	50%

Beneficiary Female	1	50%
Follow up	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%

6.3.6 Status of Providers Segment queries and % on total number of Status of Providers email queries.

First Contact Resolution	Total	Percentage %
PD	3	60%
OS	1	20%
LAB	0	0%
PH	0	0%
IS	1	20%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Escalated	Total	Percentage %
PD	1	100%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Follow up	Total	Percentage %
PD	1	100%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%

AH	0	0%
NM	0	0%
DE	0	0%

6.3.7 Status of PD Specialties queries and % on total number of PD in Status of Providers Segment email queries.

First Contact Resolution	Total	Percentage %
PD - GENERAL MEDICINE	3	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Escalated	Total	Percentage %
PD - GENERAL MEDICINE	1	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Follow up	Total	Percentage %
PD - GENERAL MEDICINE	1	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%

6.3.8 Status of OS Specialties queries and % on total number of OS in Status of Providers Segment email queries.

First Contact Resolution	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%

	Total	Percentage %
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	1	100%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Escalated	Total	Percentage %

OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%

OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Follow up	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%

OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%

6.3.9 Status of IS Specialties queries and % on total number of IS in Status of Providers Segment email queries.

First Contact Resolution	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	1	100%
Escalated	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Follow up	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%

6.3.10 Status of Contact Type Categories queries and % on total number of Contact Type Categories email queries.

Beneficiary Enrolment Information	Total	Percentage %
First Contact Resolution	278	86.34%
Escalated	23	7.14%
Follow up	21	6.52%
Delayed reimbursement cases	Total	Percentage %
First Contact Resolution	0	0%
Escalated	0	0%
Follow up	0	0%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
First Contact Resolution	9	81.82%
Escalated	1	9.09%
Follow up	1	9.09%
Registration to Personal Doctor beneficiary list	Total	Percentage %
First Contact Resolution	19	65.52%
Escalated	1	3.45%
Follow up	9	31.03%
Provider Contracting	Total	Percentage %
First Contact Resolution	17	80.95%
Escalated	3	14.29%
Follow up	1	4.76%
Benefits Package	Total	Percentage %
First Contact Resolution	16	76.19%
Escalated	3	14.29%
Follow up	2	9.52%
Beneficiary Eligibility Information	Total	Percentage %
First Contact Resolution	37	97.37%
Escalated	0	0%
Follow up	1	2.63%
Service Provision	Total	Percentage %
First Contact Resolution	81	62.31%
Escalated	26	20%
Follow up	23	17.69%

Contribution/Copayments Information	Total	Percentage %
First Contact Resolution	16	59.26%
Escalated	7	25.93%
Follow up	4	14.81%
Reimbursement Information	Total	Percentage %
First Contact Resolution	10	90.91%
Escalated	1	9.09%
Follow up	0	0%
Portal/Website Information	Total	Percentage %
First Contact Resolution	162	53.82%
Escalated	114	37.87%
Follow up	25	8.31%
Technical Support	Total	Percentage %
First Contact Resolution	1	100%
Escalated	0	0%
Follow up	0	0%
Other Information	Total	Percentage %
First Contact Resolution	24	11.88%
Escalated	16	7.92%
Follow up	162	80.2%
Complaints or appeals	Total	Percentage %
First Contact Resolution	12	22.22%
Escalated	32	59.26%
Follow up	10	18.52%
Pre-approval support to Providers	Total	Percentage %
First Contact Resolution	1	100%
Escalated	0	0%
Follow up	0	0%
Beneficiary and Provider support on Beneficiary el	Total	Percentage %
First Contact Resolution	0	0%
Escalated	0	0%
Follow up	0	0%

Claims	Total	Percentage %
First Contact Resolution	1	100%
Escalated	0	0%
Follow up	0	0%
Service provision support to Providers	Total	Percentage %
First Contact Resolution	6	100%
Escalated	0	0%
Follow up	0	0%

7. Telephone calls average length time.

- 7.1 Average length time (seconds): 68
- 7.2 Beneficiaries Average length time (seconds): 64
- 7.3 Providers Average length time (seconds): 72

8. Telephone calls average wrap up time.

- 8.1 Average wrap up time (seconds): 11
- 8.2 Beneficiaries Average wrap up time (seconds): 14
- 8.3 Providers Average wrap up time (seconds): 9

9. Telephone calls average waiting time.

- 9.1 Average waiting time (seconds): 23
- 9.2 Beneficiaries Average waiting time (seconds): 35
- 9.3 Providers Average waiting time (seconds): 13

10. Telephone response time for beneficiaries (SLA-9).

Beneficiaries Overflow: 0

Calls answered in 60 seconds.	Total	Percentage %
SLA is 80% for inbound calls.	6946/8568	81.07%

Calls answered in 120 seconds.	Total	Percentage %
SLA is 90% for inbound calls.	8109/8568	94.64%

11. Telephone response time for healthcare providers (SLA-8).

Providers Overflow: 0

Calls answered in 20 seconds.	Total	Percentage %
SLA is 80% for inbound calls.	7780/9571	81.29%

Calls answered in 60 seconds.	Total	Percentage %
SLA is 95% for inbound calls.	9168/9571	95.79%

12. First Contact Resolution (SLA-11).

Calls marked as first contact resolution.	Total	Percentage %
SLA is 95% of calls.	18115/18272	99.14%

13. Emails average assignment time.

Emails average assignment time (seconds): 33915

14. Emails average resolution time.

Emails average resolution time (seconds): 34198

15. Email priority assignment (SLA-10).

Email acquired in 1 business day.	Total	Percentage %
SLA is 95% of emails.	1173/1176	99.74%

16. Email resolution (SLA-12).

Emails resolved within 3 business days.	Total	Percentage %
SLA is 98% of emails.	948/949	99.89%

17. Survey IVR - Contact Centre Quality (SLA-13).

17.1 Total Surveys

Total Surveys: 830

Rating in scale of 4	Average
SLA is > 3	2.99

End of Report