

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:	31/12/2025 08:01:43		
Reporting period date:	30/11/2025 02:30:49 - 30/12/2025 19:54:33		

1. Number of handled queries.

1.1 Number of queries

Number of queries: 20104

1.2 Number of queries per channel of communication.

Channel of Communication	Total	Percentage %
Inbound	18765	93.34%
Voicemail	135	0.67%
Email	1204	5.99%

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

Channel of Communication	Total	Percentage %
Telephone calls	18900	94.01%

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	8900	44.27%

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

Contact Initiator	Total	Percentage %
General Public	1257	6.25%

2.1.3 Providers queries and % on total number of queries.

Contact Initiator	Total	Percentage %
Providers	9947	49.48%

2.2 Telephone calls

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

Contact Initiator	Total	Percentage %
Beneficiaries	8896	47.07%

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

Contact Initiator	Total	Percentage %
General Public	64	0.34%

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

Contact Initiator	Total	Percentage %
Providers	9940	52.59%

2.3 Emails

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

Contact Initiator	Total	Percentage %
Beneficiaries	4	0.33%

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

Contact Initiator	Total	Percentage %
General Public	1193	99.09%

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

Contact Initiator	Total	Percentage %
Providers	7	0.58%

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	3907	43.9%

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

Beneficiary Gender	Total	Percentage %
Beneficiary Female	4993	56.1%

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	3905	43.9%

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

Beneficiary Gender	Total	Percentage %
Beneficiary Female	4991	56.1%

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	3702	37.22%
OS	961	9.66%
LAB	71	0.71%
PH	911	9.16%
IS	371	3.73%
AE	10	0.1%
AH	3714	37.34%
NM	51	0.51%
DE	156	1.57%

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

PD Specialties	Total	Percentage %
PD - GENERAL MEDICINE	3360	90.76%
PD - GERIATRICIAN	67	1.81%
PD - PEDIATRICIAN	240	6.48%
PD - INTERNAL MEDICINE	35	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	0.83%
OS - UROLOGY	39	4.06%
OS - RENAL DISEASES	9	0.94%
OS - NEUROLOGY	45	4.68%
OS - VASCULAR SURGERY	5	0.52%
OS - NEUROLOGICAL SURGERY	22	2.29%
OS - NUCLEAR MEDICINE	6	0.62%
OS - OBSTETRICS - GYNAECOLOGY	65	6.76%
OS - OPHTHALMOLOGY	59	6.14%
OS - ORTHOPAEDICS	73	7.6%
OS - OTORHINOLARYNGOLOGY	21	2.19%
OS - ALLERGOLOGY	24	2.5%

OS - ANESTHESIOLOGY OS Specialties	36 Total	3.75% Percentage %
OS - PAEDIATRICS	4	0.42%
OS - CARDIOLOGY	123	12.8%
OS - MEDICAL GENETIC	20	2.08%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	10	1.04%
OS - DERMATO-VENEREOLOGY	54	5.62%
OS - CHILD & ADOLESCENT PSYCHIATRY	4	0.42%
OS - DIAGNOSTIC RADIOLOGY	41	4.27%
OS - ACCIDENT & EMERGENCY MEDICINE	4	0.42%
OS - ENDOCRINOLOGY	33	3.43%
OS - PAEDIATRIC SURGERY	6	0.62%
OS - GASTROENTEROLOGY	42	4.37%
OS - GENERAL SURGERY	64	6.66%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	5	0.52%
OS - PATHOLOGICAL ANATOMY	1	0.1%
OS - MEDICAL ONCOLOGY	9	0.94%
OS - INTERNAL MEDICINE	1	0.1%
OS - PHYSICAL MEDICINE AND REHABILITATION	1	0.1%
OS - PLASTIC SURGERY	15	1.56%
OS - RESPIRATORY MEDICINE	26	2.71%
OS - PSYCHIATRY	46	4.79%
OS - RADIOTHERAPY	13	1.35%
OS - RHEUMATOLOGY	15	1.56%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	5	0.52%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	1	0.1%
OS - THORACIC SURGERY / CARDIO SURGERY	6	0.62%

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

IS Specialties	Total	Percentage %

IS - CODER IS Specialties	39 Total	10.51% Percentage %
IS - DOCTOR	332	89.49%

4.2 Telephone calls

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

Providers Segment	Total	Percentage %
PD	3697	37.19%
OS	960	9.66%
LAB	71	0.71%
PH	911	9.16%
IS	370	3.72%
AE	10	0.1%
AH	3714	37.36%
NM	51	0.51%
DE	156	1.57%

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

PD Specialties	Total	Percentage %
PD - GENERAL MEDICINE	3355	90.75%
PD - GERIATRICIAN	67	1.81%
PD - PEDIATRICIAN	240	6.49%
PD - INTERNAL MEDICINE	35	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	0.83%
OS - UROLOGY	39	4.06%
OS - RENAL DISEASES	9	0.94%
OS - NEUROLOGY	45	4.69%
OS - VASCULAR SURGERY	5	0.52%
OS - NEUROLOGICAL SURGERY	22	2.29%
OS - NUCLEAR MEDICINE	6	0.63%
OS - OBSTETRICS - GYNAECOLOGY	65	6.77%
OS - OPHTHALMOLOGY	59	6.15%
OS - ORTHOPAEDICS	73	7.6%
OS - OTORHINOLARYNGOLOGY	21	2.19%

OS Specialties	Total	Percentage %
OS - ANESTHESIOLOGY	36	3.75%
OS - PAEDIATRICS	4	0.42%
OS - CARDIOLOGY	123	12.81%
OS - MEDICAL GENETIC	20	2.08%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	10	1.04%
OS - DERMATO-VENEREOLOGY	54	5.63%
OS - CHILD & ADOLESCENT PSYCHIATRY	4	0.42%
OS - DIAGNOSTIC RADIOLOGY	40	4.17%
OS - ACCIDENT & EMERGENCY MEDICINE	4	0.42%
OS - ENDOCRINOLOGY	33	3.44%
OS - PAEDIATRIC SURGERY	6	0.63%
OS - GASTROENTEROLOGY	42	4.38%
OS - GENERAL SURGERY	64	6.67%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	5	0.52%
OS - PATHOLOGICAL ANATOMY	1	0.1%
OS - MEDICAL ONCOLOGY	9	0.94%
OS - INTERNAL MEDICINE	1	0.1%
OS - PHYSICAL MEDICINE AND REHABILITATION	1	0.1%
OS - PLASTIC SURGERY	15	1.56%
OS - RESPIRATORY MEDICINE	26	2.71%
OS - PSYCHIATRY	46	4.79%
OS - RADIOTHERAPY	13	1.35%
OS - RHEUMATOLOGY	15	1.56%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	5	0.52%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	1	0.1%
OS - THORACIC SURGERY / CARDIO SURGERY	6	0.63%

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

IS Specialties	Total	Percentage %
IS - CODER	39	10.54%
IS - DOCTOR	331	89.46%

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 %
---	-------------------	---------------------------

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	3047	15.16%
Delayed reimbursement cases	2	0.01%
Provider & Healthcare Professionals Enrolment Inf	268	1.33%
Registration to Personal Doctor beneficiary list	302	1.5%
Provider Contracting	306	1.52%
Benefits Package	932	4.64%
Beneficiary Eligibility Information	529	2.63%
Service Provision	8470	42.13%
Contribution/Copayments Information	339	1.69%
Reimbursement Information	179	0.89%
Portal/Website Information	3290	16.36%
Technical Support	53	0.26%
Other Information	1478	7.35%
Complaints or appeals	182	0.91%
Pre-approval support to Providers	7	0.03%
Beneficiary and Provider support on Beneficiary el	1	0%
Claims	57	0.28%
Service provision support to Providers	662	3.29%

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

Beneficiaries Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	2227	25.02%
Delayed reimbursement cases	1	0.01%
Provider & Healthcare Professionals Enrolment Inf	15	0.17%
Registration to Personal Doctor beneficiary list	229	2.57%
Provider Contracting	8	0.09%
Benefits Package	297	3.34%
Beneficiary Eligibility Information	414	4.65%
Service Provision	2723	30.6%
Contribution/Copayments Information	236	2.65%

Reimbursement Information Beneficiaries Contact Type Categories	8 Total	0.09% Percentage %
Portal/Website Information	1589	17.85%
Technical Support	18	0.2%
Other Information	1011	11.36%
Complaints or appeals	103	1.16%
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	0.2%

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	331	26.33%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	14	1.11%
Registration to Personal Doctor beneficiary list	29	2.31%
Provider Contracting	21	1.67%
Benefits Package	22	1.75%
Beneficiary Eligibility Information	40	3.18%
Service Provision	144	11.46%
Contribution/Copayments Information	28	2.23%
Reimbursement Information	11	0.88%
Portal/Website Information	306	24.34%
Technical Support	1	0.08%
Other Information	244	19.41%
Complaints or appeals	55	4.38%
Pre-approval support to Providers	2	0.16%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	2	0.16%
Service provision support to Providers	7	0.56%

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

Providers Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	489	4.92%

Delayed reimbursement cases Providers Contact Type Categories	1 Total	0.01% Percentage %
Provider & Healthcare Professionals Enrolment Inf	239	2.4%
Registration to Personal Doctor beneficiary list	44	0.44%
Provider Contracting	277	2.78%
Benefits Package	613	6.16%
Beneficiary Eligibility Information	75	0.75%
Service Provision	5603	56.33%
Contribution/Copayments Information	75	0.75%
Reimbursement Information	160	1.61%
Portal/Website Information	1395	14.02%
Technical Support	34	0.34%
Other Information	223	2.24%
Complaints or appeals	24	0.24%
Pre-approval support to Providers	5	0.05%
Beneficiary and Provider support on Beneficiary el	1	0.01%
Claims	52	0.52%
Service provision support to Providers	637	6.4%

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	1323	59.41%
Beneficiary Female	904	40.59%
Delayed reimbursement cases	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	1	100%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
Beneficiary Male	7	46.67%
Beneficiary Female	8	53.33%
Registration to Personal Doctor beneficiary list	Total	Percentage %
Beneficiary Male	94	41.05%
Beneficiary Female	135	58.95%
Provider Contracting	Total	Percentage %
Beneficiary Male	4	50%

Beneficiary Female	4	50%
Benefits Package	Total	Percentage %
Beneficiary Male	100	33.67%
Beneficiary Female	197	66.33%
Beneficiary Eligibility Information	Total	Percentage %
Beneficiary Male	175	42.27%
Beneficiary Female	239	57.73%
Service Provision	Total	Percentage %
Beneficiary Male	1070	39.29%
Beneficiary Female	1653	60.71%
Contribution/Copayments Information	Total	Percentage %
Beneficiary Male	70	29.66%
Beneficiary Female	166	70.34%
Reimbursement Information	Total	Percentage %
Beneficiary Male	4	50%
Beneficiary Female	4	50%
Portal/Website Information	Total	Percentage %
Beneficiary Male	619	38.96%
Beneficiary Female	970	61.04%
Technical Support	Total	Percentage %
Beneficiary Male	8	44.44%
Beneficiary Female	10	55.56%
Other Information	Total	Percentage %
Beneficiary Male	386	38.18%
Beneficiary Female	625	61.82%
Complaints or appeals	Total	Percentage %
Beneficiary Male	39	37.86%
Beneficiary Female	64	62.14%
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	479	97.96%
OS	2	0.41%
LAB	0	0%
PH	2	0.41%
IS	0	0%
AE	0	0%
AH	2	0.41%
NM	1	0.2%
DE	3	0.61%
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	40	16.74%
OS	40	16.74%

LAB	5	2.09%
PH	33	13.81%
IS	10	4.18%
AE	0	0%
AH	84	35.15%
NM	10	4.18%
DE	17	7.11%
Registration to Personal Doctor beneficiary list	Total	Percentage %
PD	41	93.18%
OS	1	2.27%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	1	2.27%
AH	1	2.27%
NM	0	0%
DE	0	0%
Provider Contracting	Total	Percentage %
PD	111	40.07%
OS	60	21.66%
LAB	2	0.72%
PH	3	1.08%
IS	4	1.44%
AE	0	0%
AH	71	25.63%
NM	1	0.36%
DE	25	9.03%
Benefits Package	Total	Percentage %
PD	50	8.16%
OS	26	4.24%
LAB	2	0.33%
PH	5	0.82%

IS	1	0.16%
AE	2	0.33%
AH	522	85.15%
NM	4	0.65%
DE	1	0.16%
Beneficiary Eligibility Information		Total
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
PD	1852	33.05%
OS	404	7.21%
LAB	29	0.52%
PH	448	8%
IS	239	4.27%
AE	5	0.09%
AH	2549	45.49%
NM	23	0.41%
DE	54	0.96%
Contribution/Copayments Information		Total
PD	26	34.67%
OS	20	26.67%
LAB	1	1.33%
PH	5	6.67%
IS	1	1.33%
AE	0	0%

AH	22	29.33%
NM	0	0%
DE	0	0%
Reimbursement Information	Total	Percentage %
PD	42	26.25%
OS	34	21.25%
LAB	3	1.88%
PH	8	5%
IS	6	3.75%
AE	0	0%
AH	62	38.75%
NM	1	0.63%
DE	4	2.5%
Portal/Website Information	Total	Percentage %
PD	684	49.03%
OS	221	15.84%
LAB	20	1.43%
PH	253	18.14%
IS	50	3.58%
AE	1	0.07%
AH	139	9.96%
NM	1	0.07%
DE	26	1.86%
Technical Support	Total	Percentage %
PD	9	26.47%
OS	4	11.76%
LAB	0	0%
PH	2	5.88%
IS	17	50%
AE	0	0%
AH	2	5.88%
NM	0	0%

DE	0	0%
Other Information	Total	Percentage %
PD	116	52.02%
OS	29	13%
LAB	1	0.45%
PH	16	7.17%
IS	9	4.04%
AE	0	0%
AH	43	19.28%
NM	2	0.9%
DE	7	3.14%
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	21	40.38%
OS	12	23.08%
LAB	0	0%
PH	0	0%
IS	2	3.85%
AE	0	0%
AH	15	28.85%
NM	1	1.92%
DE	1	1.92%
Service provision support to Providers	Total	Percentage %
PD	165	25.9%
OS	87	13.66%
LAB	7	1.1%
PH	135	21.19%
IS	27	4.24%
AE	0	0%
AH	192	30.14%
NM	6	0.94%
DE	18	2.83%

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	440	91.86%

PD - GERIATRICIAN	2	0.42%
PD - PEDIATRICIAN	35	7.31%
PD - INTERNAL MEDICINE	2	0.42%
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	33	82.5%
PD - GERIATRICIAN	3	7.5%
PD - PEDIATRICIAN	2	5%
PD - INTERNAL MEDICINE	2	5%
Registration to Personal Doctor beneficiary list	Total	Percentage %
PD - GENERAL MEDICINE	37	90.24%
PD - GERIATRICIAN	1	2.44%
PD - PEDIATRICIAN	2	4.88%
PD - INTERNAL MEDICINE	1	2.44%
Provider Contracting	Total	Percentage %
PD - GENERAL MEDICINE	99	89.19%
PD - GERIATRICIAN	1	0.9%
PD - PEDIATRICIAN	7	6.31%
PD - INTERNAL MEDICINE	4	3.6%
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	1702	91.9%
PD - GERIATRICIAN	32	1.73%
PD - PEDIATRICIAN	112	6.05%
PD - INTERNAL MEDICINE	6	0.32%
Contribution/Copayments Information	Total	Percentage %
PD - GENERAL MEDICINE	16	61.54%
PD - GERIATRICIAN	1	3.85%
PD - PEDIATRICIAN	5	19.23%
PD - INTERNAL MEDICINE	4	15.38%
Reimbursement Information	Total	Percentage %
PD - GENERAL MEDICINE	32	76.19%
PD - GERIATRICIAN	3	7.14%
PD - PEDIATRICIAN	7	16.67%
PD - INTERNAL MEDICINE	0	0%
Portal/Website Information	Total	Percentage %
PD - GENERAL MEDICINE	628	91.81%
PD - GERIATRICIAN	9	1.32%
PD - PEDIATRICIAN	36	5.26%
PD - INTERNAL MEDICINE	11	1.61%
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	100	86.21%
PD - GERIATRICIAN	6	5.17%
PD - PEDIATRICIAN	8	6.9%
PD - INTERNAL MEDICINE	2	1.72%
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	18	85.71%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	3	14.29%
PD - INTERNAL MEDICINE	0	0%
Service provision support to Providers	Total	Percentage %
PD - GENERAL MEDICINE	156	94.55%
PD - GERIATRICIAN	1	0.61%
PD - PEDIATRICIAN	8	4.85%
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	2.5%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	1	2.5%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	4	10%
OS - OPHTHALMOLOGY	6	15%
OS - ORTHOPAEDICS	2	5%
OS - OTORHINOLARYNGOLOGY	1	2.5%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	4	10%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	5	12.5%
OS - MEDICAL GENETIC	0	0%

OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	2.5%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	2.5%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	3	7.5%
OS - GENERAL SURGERY	8	20%
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	2.5%
OS - PSYCHIATRY	1	2.5%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	1	2.5%
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%
OS - RENAL DISEASES	1	1.67%
OS - NEUROLOGY	2	3.33%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	3	5%
OS - NUCLEAR MEDICINE	1	1.67%
OS - OBSTETRICS - GYNAECOLOGY	10	16.67%
OS - OPHTHALMOLOGY	4	6.67%
OS - ORTHOPAEDICS	2	3.33%
OS - OTORHINOLARYNGOLOGY	3	5%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	4	6.67%
OS - PAEDIATRICS	1	1.67%
OS - CARDIOLOGY	4	6.67%
OS - MEDICAL GENETIC	1	1.67%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	5	8.33%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	2	3.33%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	1	1.67%
OS - GENERAL SURGERY	7	11.67%

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	1.67%
OS - RESPIRATORY MEDICINE	1	1.67%
OS - PSYCHIATRY	3	5%
OS - RADIOTHERAPY	1	1.67%
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	3.85%
OS - VASCULAR SURGERY	2	7.69%
OS - NEUROLOGICAL SURGERY	1	3.85%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	1	3.85%
OS - OPHTHALMOLOGY	1	3.85%
OS - ORTHOPAEDICS	2	7.69%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	2	7.69%
OS - ANESTHESIOLOGY	3	11.54%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	5	19.23%

OS - MEDICAL GENETIC	1	3.85%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	2	7.69%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	1	3.85%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	3.85%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	1	3.85%
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	3.85%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	1	3.85%
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	0.99%
OS - UROLOGY	17	4.21%
OS - RENAL DISEASES	1	0.25%
OS - NEUROLOGY	27	6.68%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	15	3.71%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	27	6.68%
OS - OPHTHALMOLOGY	22	5.45%
OS - ORTHOPAEDICS	32	7.92%
OS - OTORHINOLARYNGOLOGY	6	1.49%
OS - ALLERGOLOGY	9	2.23%
OS - ANESTHESIOLOGY	9	2.23%
OS - PAEDIATRICS	3	0.74%
OS - CARDIOLOGY	43	10.64%
OS - MEDICAL GENETIC	3	0.74%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	1	0.25%
OS - DERMATO-VENERELOGY	27	6.68%
OS - CHILD & ADOLESCENT PSYCHIATRY	3	0.74%
OS - DIAGNOSTIC RADIOLOGY	17	4.21%
OS - ACCIDENT & EMERGENCY MEDICINE	1	0.25%
OS - ENDOCRINOLOGY	17	4.21%
OS - PAEDIATRIC SURGERY	3	0.74%
OS - GASTROENTEROLOGY	18	4.46%

OS - GENERAL SURGERY	29	7.18%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	3	0.74%
OS - PATHOLOGICAL ANATOMY	1	0.25%
OS - MEDICAL ONCOLOGY	3	0.74%
OS - INTERNAL MEDICINE	1	0.25%
OS - PHYSICAL MEDICINE AND REHABILITATION	1	0.25%
OS - PLASTIC SURGERY	6	1.49%
OS - RESPIRATORY MEDICINE	15	3.71%
OS - PSYCHIATRY	22	5.45%
OS - RADIOTHERAPY	7	1.73%
OS - RHEUMATOLOGY	8	1.98%
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	0.74%
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	1.36%
OS - UROLOGY	10	4.52%
OS - RENAL DISEASES	3	1.36%
OS - NEUROLOGY	4	1.81%
OS - VASCULAR SURGERY	2	0.9%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	4	1.81%
OS - OBSTETRICS - GYNAECOLOGY	10	4.52%
OS - OPHTHALMOLOGY	17	7.69%
OS - ORTHOPAEDICS	21	9.5%
OS - OTORHINOLARYNGOLOGY	8	3.62%
OS - ALLERGOLOGY	9	4.07%
OS - ANESTHESIOLOGY	4	1.81%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	37	16.74%
OS - MEDICAL GENETIC	9	4.07%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	2	0.9%
OS - DERMATO-VENEREOLOGY	16	7.24%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	9	4.07%
OS - ACCIDENT & EMERGENCY MEDICINE	2	0.9%
OS - ENDOCRINOLOGY	7	3.17%
OS - PAEDIATRIC SURGERY	1	0.45%

OS - GASTROENTEROLOGY	7	3.17%
OS - GENERAL SURGERY	5	2.26%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	1	0.45%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	4	1.81%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	1	0.45%
OS - RESPIRATORY MEDICINE	7	3.17%
OS - PSYCHIATRY	10	4.52%
OS - RADIOTHERAPY	4	1.81%
OS - RHEUMATOLOGY	3	1.36%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	1	0.45%
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	4.6%
OS - RENAL DISEASES	3	3.45%
OS - NEUROLOGY	6	6.9%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	10	11.49%

OS - OPHTHALMOLOGY	6	6.9%
OS - ORTHOPAEDICS	11	12.64%
OS - OTORHINOLARYNGOLOGY	2	2.3%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	1	1.15%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	12	13.79%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	2	2.3%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	6	6.9%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	1.15%
OS - PAEDIATRIC SURGERY	1	1.15%
OS - GASTROENTEROLOGY	5	5.75%
OS - GENERAL SURGERY	4	4.6%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	1	1.15%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	3	3.45%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	7	8.05%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	1	1.15%
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	1.15%

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	10	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	2.09%
IS - DOCTOR	234	97.91%
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%
IS - DOCTOR	27	54%
Technical Support	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	17	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	8	29.63%
IS - DOCTOR	19	70.37%

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	2717	14.38%
Delayed reimbursement cases	2	0.01%
Provider & Healthcare Professionals Enrolment Inf	255	1.35%
Registration to Personal Doctor beneficiary list	273	1.44%

Provider Contracting	284	1.5%
Contact Type Categories	Total	Percentage %
Benefits Package	910	4.81%
Beneficiary Eligibility Information	491	2.6%
Service Provision	8336	44.11%
Contribution/Copayments Information	311	1.65%
Reimbursement Information	167	0.88%
Portal/Website Information	2984	15.79%
Technical Support	52	0.28%
Other Information	1272	6.73%
Complaints or appeals	127	0.67%
Pre-approval support to Providers	5	0.03%
Beneficiary and Provider support on Beneficiary el	1	0.01%
Claims	56	0.3%
Service provision support to Providers	657	3.48%

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	2226	25.02%
Delayed reimbursement cases	1	0.01%
Provider & Healthcare Professionals Enrolment Inf	15	0.17%
Registration to Personal Doctor beneficiary list	229	2.57%
Provider Contracting	8	0.09%
Benefits Package	297	3.34%
Beneficiary Eligibility Information	414	4.65%
Service Provision	2723	30.61%
Contribution/Copayments Information	236	2.65%
Reimbursement Information	8	0.09%
Portal/Website Information	1586	17.83%
Technical Support	18	0.2%
Other Information	1011	11.36%
Complaints or appeals	103	1.16%
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	0.2%

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	3.13%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	1	1.56%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	0	0%
Benefits Package	0	0%
Beneficiary Eligibility Information	2	3.13%
Service Provision	12	18.75%
Contribution/Copayments Information	1	1.56%
Reimbursement Information	0	0%
Portal/Website Information	4	6.25%
Technical Support	0	0%
Other Information	39	60.94%
Complaints or appeals	0	0%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	1	1.56%
Service provision support to Providers	2	3.13%

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	489	4.92%
Delayed reimbursement cases	1	0.01%
Provider & Healthcare Professionals Enrolment Inf	239	2.4%
Registration to Personal Doctor beneficiary list	44	0.44%
Provider Contracting	276	2.78%
Benefits Package	613	6.17%
Beneficiary Eligibility Information	75	0.75%
Service Provision	5601	56.35%
Contribution/Copayments Information	74	0.74%

Providers Contact Type Categories	Total	Percentage %
Portal/Website Information	1394	14.02%
Technical Support	34	0.34%
Other Information	222	2.23%
Complaints or appeals	24	0.24%
Pre-approval support to Providers	5	0.05%
Beneficiary and Provider support on Beneficiary el	1	0.01%
Claims	52	0.52%
Service provision support to Providers	637	6.41%

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	1322	59.39%
Beneficiary Female	904	40.61%
Delayed reimbursement cases	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	1	100%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
Beneficiary Male	7	46.67%
Beneficiary Female	8	53.33%
Registration to Personal Doctor beneficiary list	Total	Percentage %
Beneficiary Male	94	41.05%
Beneficiary Female	135	58.95%
Provider Contracting	Total	Percentage %
Beneficiary Male	4	50%
Beneficiary Female	4	50%
Benefits Package	Total	Percentage %
Beneficiary Male	100	33.67%
Beneficiary Female	197	66.33%
Beneficiary Eligibility Information	Total	Percentage %
Beneficiary Male	175	42.27%
Beneficiary Female	239	57.73%

Service Provision	Total	Percentage %
Beneficiary Male	1070	39.29%
Beneficiary Female	1653	60.71%
Contribution/Copayments Information	Total	Percentage %
Beneficiary Male	70	29.66%
Beneficiary Female	166	70.34%
Reimbursement Information	Total	Percentage %
Beneficiary Male	4	50%
Beneficiary Female	4	50%
Portal/Website Information	Total	Percentage %
Beneficiary Male	618	38.97%
Beneficiary Female	968	61.03%
Technical Support	Total	Percentage %
Beneficiary Male	8	44.44%
Beneficiary Female	10	55.56%
Other Information	Total	Percentage %
Beneficiary Male	386	38.18%
Beneficiary Female	625	61.82%
Complaints or appeals	Total	Percentage %
Beneficiary Male	39	37.86%
Beneficiary Female	64	62.14%
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	479	97.96%
OS	2	0.41%
LAB	0	0%
PH	2	0.41%
IS	0	0%
AE	0	0%
AH	2	0.41%
NM	1	0.2%
DE	3	0.61%
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	40	16.74%
OS	40	16.74%
LAB	5	2.09%
PH	33	13.81%
IS	10	4.18%
AE	0	0%
AH	84	35.15%
NM	10	4.18%
DE	17	7.11%

Registration to Personal Doctor beneficiary list	Total	Percentage %
PD	41	93.18%
OS	1	2.27%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	1	2.27%
AH	1	2.27%
NM	0	0%
DE	0	0%
Provider Contracting	Total	Percentage %
PD	111	40.22%
OS	59	21.38%
LAB	2	0.72%
PH	3	1.09%
IS	4	1.45%
AE	0	0%
AH	71	25.72%
NM	1	0.36%
DE	25	9.06%
Benefits Package	Total	Percentage %
PD	50	8.16%
OS	26	4.24%
LAB	2	0.33%
PH	5	0.82%
IS	1	0.16%
AE	2	0.33%
AH	522	85.15%
NM	4	0.65%
DE	1	0.16%
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	1851	33.05%
OS	404	7.21%
LAB	29	0.52%
PH	448	8%
IS	238	4.25%
AE	5	0.09%
AH	2549	45.51%
NM	23	0.41%
DE	54	0.96%
Contribution/Copayments Information	Total	Percentage %
PD	25	33.78%
OS	20	27.03%
LAB	1	1.35%
PH	5	6.76%
IS	1	1.35%
AE	0	0%
AH	22	29.73%
NM	0	0%
DE	0	0%
Reimbursement Information	Total	Percentage %
PD	41	25.79%
OS	34	21.38%
LAB	3	1.89%

PH	8	5.03%
IS	6	3.77%
AE	0	0%
AH	62	38.99%
NM	1	0.63%
DE	4	2.52%
Portal/Website Information		Total
PD	683	49%
OS	221	15.85%
LAB	20	1.43%
PH	253	18.15%
IS	50	3.59%
AE	1	0.07%
AH	139	9.97%
NM	1	0.07%
DE	26	1.87%
Technical Support		Total
PD	9	26.47%
OS	4	11.76%
LAB	0	0%
PH	2	5.88%
IS	17	50%
AE	0	0%
AH	2	5.88%
NM	0	0%
DE	0	0%
Other Information		Total
PD	115	51.8%
OS	29	13.06%
LAB	1	0.45%
PH	16	7.21%
IS	9	4.05%

AE	0	0%
AH	43	19.37%
NM	2	0.9%
DE	7	3.15%
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	21	40.38%
OS	12	23.08%
LAB	0	0%
PH	0	0%
IS	2	3.85%
AE	0	0%
AH	15	28.85%
NM	1	1.92%
DE	1	1.92%
Service provision support to Providers	Total	Percentage %
PD	165	25.9%
OS	87	13.66%
LAB	7	1.1%
PH	135	21.19%
IS	27	4.24%
AE	0	0%
AH	192	30.14%
NM	6	0.94%
DE	18	2.83%

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	440	91.86%
PD - GERIATRICIAN	2	0.42%
PD - PEDIATRICIAN	35	7.31%
PD - INTERNAL MEDICINE	2	0.42%
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	33	82.5%
PD - GERIATRICIAN	3	7.5%
PD - PEDIATRICIAN	2	5%
PD - INTERNAL MEDICINE	2	5%
Registration to Personal Doctor beneficiary list	Total	Percentage %
PD - GENERAL MEDICINE	37	90.24%
PD - GERIATRICIAN	1	2.44%
PD - PEDIATRICIAN	2	4.88%
PD - INTERNAL MEDICINE	1	2.44%
Provider Contracting	Total	Percentage %
PD - GENERAL MEDICINE	99	89.19%
PD - GERIATRICIAN	1	0.9%
PD - PEDIATRICIAN	7	6.31%
PD - INTERNAL MEDICINE	4	3.6%
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	1701	91.9%
PD - GERIATRICIAN	32	1.73%
PD - PEDIATRICIAN	112	6.05%
PD - INTERNAL MEDICINE	6	0.32%

Contribution/Copayments Information	Total	Percentage %
PD - GENERAL MEDICINE	15	60%
PD - GERIATRICIAN	1	4%
PD - PEDIATRICIAN	5	20%
PD - INTERNAL MEDICINE	4	16%
Reimbursement Information	Total	Percentage %
PD - GENERAL MEDICINE	31	75.61%
PD - GERIATRICIAN	3	7.32%
PD - PEDIATRICIAN	7	17.07%
PD - INTERNAL MEDICINE	0	0%
Portal/Website Information	Total	Percentage %
PD - GENERAL MEDICINE	627	91.8%
PD - GERIATRICIAN	9	1.32%
PD - PEDIATRICIAN	36	5.27%
PD - INTERNAL MEDICINE	11	1.61%
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	99	86.09%
PD - GERIATRICIAN	6	5.22%
PD - PEDIATRICIAN	8	6.96%
PD - INTERNAL MEDICINE	2	1.74%
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	18	85.71%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	3	14.29%
PD - INTERNAL MEDICINE	0	0%
Service provision support to Providers	Total	Percentage %
PD - GENERAL MEDICINE	156	94.55%
PD - GERIATRICIAN	1	0.61%
PD - PEDIATRICIAN	8	4.85%
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	2.5%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	1	2.5%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	4	10%
OS - OPHTHALMOLOGY	6	15%
OS - ORTHOPAEDICS	2	5%
OS - OTORHINOLARYNGOLOGY	1	2.5%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	4	10%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	5	12.5%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	2.5%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%

OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	2.5%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	3	7.5%
OS - GENERAL SURGERY	8	20%
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	2.5%
OS - PSYCHIATRY	1	2.5%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	1	2.5%
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	5.08%
OS - RENAL DISEASES	1	1.69%
OS - NEUROLOGY	2	3.39%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	3	5.08%
OS - NUCLEAR MEDICINE	1	1.69%
OS - OBSTETRICS - GYNAECOLOGY	10	16.95%
OS - OPHTHALMOLOGY	4	6.78%
OS - ORTHOPAEDICS	2	3.39%
OS - OTORHINOLARYNGOLOGY	3	5.08%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	4	6.78%
OS - PAEDIATRICS	1	1.69%
OS - CARDIOLOGY	4	6.78%
OS - MEDICAL GENETIC	1	1.69%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	4	6.78%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	2	3.39%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	1	1.69%
OS - GENERAL SURGERY	7	11.86%
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	1.69%
OS - RESPIRATORY MEDICINE	1	1.69%
OS - PSYCHIATRY	3	5.08%
OS - RADIOTHERAPY	1	1.69%
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	3.85%
OS - VASCULAR SURGERY	2	7.69%
OS - NEUROLOGICAL SURGERY	1	3.85%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	1	3.85%
OS - OPHTHALMOLOGY	1	3.85%
OS - ORTHOPAEDICS	2	7.69%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	2	7.69%
OS - ANESTHESIOLOGY	3	11.54%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	5	19.23%
OS - MEDICAL GENETIC	1	3.85%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	2	7.69%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%

OS - DIAGNOSTIC RADIOLOGY	1	3.85%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	3.85%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	1	3.85%
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	3.85%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	1	3.85%
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	0.99%
OS - UROLOGY	17	4.21%
OS - RENAL DISEASES	1	0.25%
OS - NEUROLOGY	27	6.68%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	15	3.71%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	27	6.68%
OS - OPHTHALMOLOGY	22	5.45%
OS - ORTHOPAEDICS	32	7.92%
OS - OTORHINOLARYNGOLOGY	6	1.49%
OS - ALLERGOLOGY	9	2.23%
OS - ANESTHESIOLOGY	9	2.23%
OS - PAEDIATRICS	3	0.74%
OS - CARDIOLOGY	43	10.64%
OS - MEDICAL GENETIC	3	0.74%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	1	0.25%
OS - DERMATO-VENEREOLOGY	27	6.68%
OS - CHILD & ADOLESCENT PSYCHIATRY	3	0.74%
OS - DIAGNOSTIC RADIOLOGY	17	4.21%
OS - ACCIDENT & EMERGENCY MEDICINE	1	0.25%
OS - ENDOCRINOLOGY	17	4.21%
OS - PAEDIATRIC SURGERY	3	0.74%
OS - GASTROENTEROLOGY	18	4.46%
OS - GENERAL SURGERY	29	7.18%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	3	0.74%
OS - PATHOLOGICAL ANATOMY	1	0.25%
OS - MEDICAL ONCOLOGY	3	0.74%

OS - INTERNAL MEDICINE	1	0.25%
OS - PHYSICAL MEDICINE AND REHABILITATION	1	0.25%
OS - PLASTIC SURGERY	6	1.49%
OS - RESPIRATORY MEDICINE	15	3.71%
OS - PSYCHIATRY	22	5.45%
OS - RADIOTHERAPY	7	1.73%
OS - RHEUMATOLOGY	8	1.98%
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	0.74%
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	1.36%
OS - UROLOGY	10	4.52%
OS - RENAL DISEASES	3	1.36%
OS - NEUROLOGY	4	1.81%
OS - VASCULAR SURGERY	2	0.9%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	4	1.81%
OS - OBSTETRICS - GYNAECOLOGY	10	4.52%
OS - OPHTHALMOLOGY	17	7.69%
OS - ORTHOPAEDICS	21	9.5%
OS - OTORHINOLARYNGOLOGY	8	3.62%
OS - ALLERGOLOGY	9	4.07%
OS - ANESTHESIOLOGY	4	1.81%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	37	16.74%
OS - MEDICAL GENETIC	9	4.07%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	2	0.9%
OS - DERMATO-VENEREOLOGY	16	7.24%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	9	4.07%
OS - ACCIDENT & EMERGENCY MEDICINE	2	0.9%
OS - ENDOCRINOLOGY	7	3.17%
OS - PAEDIATRIC SURGERY	1	0.45%
OS - GASTROENTEROLOGY	7	3.17%
OS - GENERAL SURGERY	5	2.26%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	1	0.45%
OS - PATHOLOGICAL ANATOMY	0	0%

OS - MEDICAL ONCOLOGY	4	1.81%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	1	0.45%
OS - RESPIRATORY MEDICINE	7	3.17%
OS - PSYCHIATRY	10	4.52%
OS - RADIOTHERAPY	4	1.81%
OS - RHEUMATOLOGY	3	1.36%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	1	0.45%
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	4.6%
OS - RENAL DISEASES	3	3.45%
OS - NEUROLOGY	6	6.9%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	10	11.49%
OS - OPHTHALMOLOGY	6	6.9%
OS - ORTHOPAEDICS	11	12.64%
OS - OTORHINOLARYNGOLOGY	2	2.3%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	1	1.15%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	12	13.79%

OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	2	2.3%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	6	6.9%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	1.15%
OS - PAEDIATRIC SURGERY	1	1.15%
OS - GASTROENTEROLOGY	5	5.75%
OS - GENERAL SURGERY	4	4.6%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	1	1.15%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	3	3.45%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	7	8.05%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	1	1.15%
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	1.15%

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	10	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	2.1%
IS - DOCTOR	233	97.9%
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%
IS - DOCTOR	27	54%
Technical Support	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	17	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	8	29.63%
IS - DOCTOR	19	70.37%

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	330	27.41%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	13	1.08%
Registration to Personal Doctor beneficiary list	29	2.41%
Provider Contracting	22	1.83%
Benefits Package	22	1.83%
Beneficiary Eligibility Information	38	3.16%
Service Provision	134	11.13%
Contribution/Copayments Information	28	2.33%
Reimbursement Information	12	1%
Portal/Website Information	306	25.42%

Technical Support Contact Type Categories	1 Total	0.08% Percentage %
Other Information	206	17.11%
Complaints or appeals	55	4.57%
Pre-approval support to Providers	2	0.17%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	1	0.08%
Service provision support to Providers	5	0.42%

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	329	27.58%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	13	1.09%

Registration to Personal Doctor beneficiary list General Public Contact Type Categories	29 Total	2.43% Percentage %
Provider Contracting	21	1.76%
Benefits Package	22	1.84%
Beneficiary Eligibility Information	38	3.19%
Service Provision	132	11.06%
Contribution/Copayments Information	27	2.26%
Reimbursement Information	11	0.92%
Portal/Website Information	302	25.31%
Technical Support	1	0.08%
Other Information	205	17.18%
Complaints or appeals	55	4.61%
Pre-approval support to Providers	2	0.17%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	1	0.08%
Service provision support to Providers	5	0.42%

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	19445	96.72%
Escalated	397	1.97%
Follow up	262	1.3%

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

Beneficiaries Status	Total	Percentage %
First Contact Resolution	8803	98.91%
Escalated	97	1.09%
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	762	60.62%
Escalated	234	18.62%
Follow up	261	20.76%

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

Providers Status	Total	Percentage %
First Contact Resolution	9880	99.33%
Escalated	66	0.66%
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	3869	43.95%
Beneficiary Female	4934	56.05%
Escalated	Total	Percentage %
Beneficiary Male	38	39.18%
Beneficiary Female	59	60.82%
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.

--	--

First Contact Resolution	Total	Percentage %
PD	3676	37.21%
OS	945	9.56%
LAB	70	0.71%
PH	906	9.17%
IS	366	3.7%
AE	10	0.1%
AH	3701	37.46%
NM	50	0.51%
DE	156	1.58%
Escalated	Total	Percentage %
PD	25	37.88%
OS	16	24.24%
LAB	1	1.52%
PH	5	7.58%
IS	5	7.58%
AE	0	0%
AH	13	19.7%
NM	1	1.52%
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	3338	90.81%
PD - GERIATRICIAN	67	1.82%
PD - PEDIATRICIAN	236	6.42%
PD - INTERNAL MEDICINE	35	0.95%
Escalated	Total	Percentage %
PD - GENERAL MEDICINE	21	84%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	4	16%
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	0.85%
OS - UROLOGY	39	4.13%
OS - RENAL DISEASES	9	0.95%
OS - NEUROLOGY	44	4.66%
OS - VASCULAR SURGERY	5	0.53%
OS - NEUROLOGICAL SURGERY	21	2.22%
OS - NUCLEAR MEDICINE	6	0.63%
OS - OBSTETRICS - GYNAECOLOGY	65	6.88%
OS - OPHTHALMOLOGY	58	6.14%
OS - ORTHOPAEDICS	70	7.41%
OS - OTORHINOLARYNGOLOGY	21	2.22%
OS - ALLERGOLOGY	24	2.54%
OS - ANESTHESIOLOGY	36	3.81%
OS - PAEDIATRICS	4	0.42%
OS - CARDIOLOGY	122	12.91%
OS - MEDICAL GENETIC	20	2.12%

OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	10	1.06%
OS - DERMATO-VENEREOLOGY	54	5.71%
OS - CHILD & ADOLESCENT PSYCHIATRY	4	0.42%
OS - DIAGNOSTIC RADIOLOGY	38	4.02%
OS - ACCIDENT & EMERGENCY MEDICINE	4	0.42%
OS - ENDOCRINOLOGY	33	3.49%
OS - PAEDIATRIC SURGERY	5	0.53%
OS - GASTROENTEROLOGY	42	4.44%
OS - GENERAL SURGERY	63	6.67%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	5	0.53%
OS - PATHOLOGICAL ANATOMY	1	0.11%
OS - MEDICAL ONCOLOGY	9	0.95%
OS - INTERNAL MEDICINE	1	0.11%
OS - PHYSICAL MEDICINE AND REHABILITATION	1	0.11%
OS - PLASTIC SURGERY	15	1.59%
OS - RESPIRATORY MEDICINE	24	2.54%
OS - PSYCHIATRY	46	4.87%
OS - RADIOTHERAPY	12	1.27%
OS - RHEUMATOLOGY	14	1.48%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	5	0.53%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	1	0.11%
OS - THORACIC SURGERY / CARDIO SURGERY	6	0.63%
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	39	10.66%
IS - DOCTOR	327	89.34%
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	2957	97.05%
Escalated	69	2.26%
Follow up	21	0.69%
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	259	96.64%
Escalated	7	2.61%
Follow up	2	0.75%
Registration to Personal Doctor beneficiary list	Total	Percentage %
First Contact Resolution	291	96.36%
Escalated	2	0.66%
Follow up	9	2.98%
Provider Contracting	Total	Percentage %
First Contact Resolution	298	97.39%
Escalated	7	2.29%
Follow up	1	0.33%
Benefits Package	Total	Percentage %
First Contact Resolution	918	98.5%
Escalated	12	1.29%
Follow up	2	0.21%
Beneficiary Eligibility Information	Total	Percentage %
First Contact Resolution	524	99.05%
Escalated	4	0.76%
Follow up	1	0.19%
Service Provision	Total	Percentage %
First Contact Resolution	8355	98.64%
Escalated	90	1.06%
Follow up	25	0.3%
Contribution/Copayments Information	Total	Percentage %
First Contact Resolution	325	95.87%
Escalated	10	2.95%
Follow up	4	1.18%
Reimbursement Information	Total	Percentage %

First Contact Resolution	176	98.32%
Escalated	3	1.68%
Follow up	0	0%
Portal/Website Information	Total	Percentage %
First Contact Resolution	3137	95.35%
Escalated	129	3.92%
Follow up	24	0.73%
Technical Support	Total	Percentage %
First Contact Resolution	52	98.11%
Escalated	1	1.89%
Follow up	0	0%
Other Information	Total	Percentage %
First Contact Resolution	1295	87.62%
Escalated	20	1.35%
Follow up	163	11.03%
Complaints or appeals	Total	Percentage %
First Contact Resolution	136	74.73%
Escalated	36	19.78%
Follow up	10	5.49%
Pre-approval support to Providers	Total	Percentage %
First Contact Resolution	6	85.71%
Escalated	1	14.29%
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	55	96.49%
Escalated	2	3.51%
Follow up	0	0%
Service provision support to Providers	Total	Percentage %

First Contact Resolution	658	99.4%
Escalated	4	0.6%
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	18740	99.15%
Escalated	160	0.85%
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	8801	98.93%
Escalated	95	1.07%
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	64	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	9875	99.35%
Escalated	65	0.65%
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	3868	43.95%
Beneficiary Female	4933	56.05%
Escalated	Total	Percentage %
Beneficiary Male	37	38.95%
Beneficiary Female	58	61.05%
Follow up	Total	Percentage %
Beneficiary Male	0	0%

Beneficiary Female	0	0%
--------------------	---	----

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	3673	37.19%
OS	944	9.56%
LAB	70	0.71%
PH	906	9.17%
IS	365	3.7%
AE	10	0.1%
AH	3701	37.48%
NM	50	0.51%
DE	156	1.58%
Escalated	Total	Percentage %
PD	24	36.92%
OS	16	24.62%
LAB	1	1.54%
PH	5	7.69%
IS	5	7.69%
AE	0	0%
AH	13	20%
NM	1	1.54%
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	3335	90.8%
PD - GERIATRICIAN	67	1.82%
PD - PEDIATRICIAN	236	6.43%
PD - INTERNAL MEDICINE	35	0.95%
Escalated	Total	Percentage %
PD - GENERAL MEDICINE	20	83.33%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	4	16.67%
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	0.85%
OS - UROLOGY	39	4.13%
OS - RENAL DISEASES	9	0.95%
OS - NEUROLOGY	44	4.66%
OS - VASCULAR SURGERY	5	0.53%
OS - NEUROLOGICAL SURGERY	21	2.22%
OS - NUCLEAR MEDICINE	6	0.64%
OS - OBSTETRICS - GYNAECOLOGY	65	6.89%
OS - OPHTHALMOLOGY	58	6.14%
OS - ORTHOPAEDICS	70	7.42%
OS - OTORHINOLARYNGOLOGY	21	2.22%
OS - ALLERGOLOGY	24	2.54%
OS - ANESTHESIOLOGY	36	3.81%
OS - PAEDIATRICS	4	0.42%

OS - CARDIOLOGY	122	12.92%
OS - MEDICAL GENETIC	20	2.12%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	10	1.06%
OS - DERMATO-VENEREOLOGY	54	5.72%
OS - CHILD & ADOLESCENT PSYCHIATRY	4	0.42%
OS - DIAGNOSTIC RADIOLOGY	37	3.92%
OS - ACCIDENT & EMERGENCY MEDICINE	4	0.42%
OS - ENDOCRINOLOGY	33	3.5%
OS - PAEDIATRIC SURGERY	5	0.53%
OS - GASTROENTEROLOGY	42	4.45%
OS - GENERAL SURGERY	63	6.67%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	5	0.53%
OS - PATHOLOGICAL ANATOMY	1	0.11%
OS - MEDICAL ONCOLOGY	9	0.95%
OS - INTERNAL MEDICINE	1	0.11%
OS - PHYSICAL MEDICINE AND REHABILITATION	1	0.11%
OS - PLASTIC SURGERY	15	1.59%
OS - RESPIRATORY MEDICINE	24	2.54%
OS - PSYCHIATRY	46	4.87%
OS - RADIOTHERAPY	12	1.27%
OS - RHEUMATOLOGY	14	1.48%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	5	0.53%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	1	0.11%
OS - THORACIC SURGERY / CARDIO SURGERY	6	0.64%
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	39	10.68%
IS - DOCTOR	326	89.32%
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	2672	98.34%
Escalated	45	1.66%

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	249	97.65%
Escalated	6	2.35%
Follow up	0	0%
Registration to Personal Doctor beneficiary list	Total	Percentage %
First Contact Resolution	272	99.63%
Escalated	1	0.37%
Follow up	0	0%
Provider Contracting	Total	Percentage %
First Contact Resolution	280	98.59%
Escalated	4	1.41%
Follow up	0	0%
Benefits Package	Total	Percentage %
First Contact Resolution	902	99.12%
Escalated	8	0.88%
Follow up	0	0%
Beneficiary Eligibility Information	Total	Percentage %
First Contact Resolution	487	99.19%
Escalated	4	0.81%
Follow up	0	0%
Service Provision	Total	Percentage %
First Contact Resolution	8272	99.23%
Escalated	64	0.77%
Follow up	0	0%
Contribution/Copayments Information	Total	Percentage %
First Contact Resolution	308	99.04%
Escalated	3	0.96%

Follow up	0	0%
Reimbursement Information	Total	Percentage %
First Contact Resolution	165	98.8%
Escalated	2	1.2%
Follow up	0	0%
Portal/Website Information	Total	Percentage %
First Contact Resolution	2973	99.63%
Escalated	11	0.37%
Follow up	0	0%
Technical Support	Total	Percentage %
First Contact Resolution	51	98.08%
Escalated	1	1.92%
Follow up	0	0%
Other Information	Total	Percentage %
First Contact Resolution	1270	99.84%
Escalated	2	0.16%
Follow up	0	0%
Complaints or appeals	Total	Percentage %
First Contact Resolution	124	97.64%
Escalated	3	2.36%
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	54	96.43%
Escalated	2	3.57%

Follow up	0	0%
Service provision support to Providers	Total	Percentage %
First Contact Resolution	654	99.54%
Escalated	3	0.46%
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	705	58.55%
Escalated	237	19.68%
Follow up	262	21.76%

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	698	58.51%
Escalated	234	19.61%
Follow up	261	21.88%

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	285	86.36%
Escalated	24	7.27%
Follow up	21	6.36%
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	10	76.92%
Escalated	1	7.69%
Follow up	2	15.38%
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	18	81.82%
Escalated	3	13.64%
Follow up	1	4.55%
Benefits Package	Total	Percentage %
First Contact Resolution	16	72.73%
Escalated	4	18.18%
Follow up	2	9.09%
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	83	61.94%
Escalated	26	19.4%
Follow up	25	18.66%

Contribution/Copayments Information	Total	Percentage %
First Contact Resolution	17	60.71%
Escalated	7	25%
Follow up	4	14.29%
Reimbursement Information	Total	Percentage %
First Contact Resolution	11	91.67%
Escalated	1	8.33%
Follow up	0	0%
Portal/Website Information	Total	Percentage %
First Contact Resolution	164	53.59%
Escalated	118	38.56%
Follow up	24	7.84%
Technical Support	Total	Percentage %
First Contact Resolution	1	100%
Escalated	0	0%
Follow up	0	0%
Other Information	Total	Percentage %
First Contact Resolution	25	12.14%
Escalated	18	8.74%
Follow up	163	79.13%
Complaints or appeals	Total	Percentage %
First Contact Resolution	12	21.82%
Escalated	33	60%
Follow up	10	18.18%
Pre-approval support to Providers	Total	Percentage %
First Contact Resolution	2	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	4	80%
Escalated	1	20%
Follow up	0	0%

7. Telephone calls average length time.

- 7.1 Average length time (seconds): 69
- 7.2 Beneficiaries Average length time (seconds): 65
- 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): 34
- 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.	7215/8846	81.56%

Calls answered in 120 seconds.	Total	Percentage %
SLA is 90% for inbound calls.	8387/8846	94.81%

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.	8114/9919	81.8%

Calls answered in 60 seconds.	Total	Percentage %
SLA is 95% for inbound calls.	9509/9919	95.87%

12. First Contact Resolution (SLA-11).

Calls marked as first contact resolution.	Total	Percentage %
SLA is 95% of calls.	18740/18900	99.15%

13. Emails average assignment time.

Emails average assignment time (seconds): 33894

14. Emails average resolution time.

Emails average resolution time (seconds): 34179

15. Email priority assignment (SLA-10).

Email acquired in 1 business day.	Total	Percentage %
SLA is 95% of emails.	1201/1204	99.75%

16. Email resolution (SLA-12).

Emails resolved within 3 business days.	Total	Percentage %
SLA is 98% of emails.	966/967	99.9%

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

17.1 Total Surveys

Total Surveys: 906

Rating in scale of 4	Average
SLA is > 3	3.06

End of Report