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Report name:	Portals reporting.		
Report description:	Reporting for inbound contacts submitted to the Contact Centre Services by Portals for a specific period with the use of MedNext+ application		
Reporting software:	MedNext+ application.		
Customer:	Health Insurance organization	Contact Person:	Ifigeneia Kammitsi
Printing date:	31/12/2025 07:50:19		
Reporting period date:	01/12/2025 07:15:02 - 30/12/2025 20:51:13		

## 1. Handled contacts through Portals.

### 1.1. Number of Portal contacts

Number of Portal contacts: 814

## 2. Number of contacts per Issue Category

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

Issue Category	Total	Percentage %
Query	708	86.98%

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

Issue Category	Total	Percentage %
Complaint	106	13.02%

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

Issue Category	Total	Percentage %
Follow Up	0	0%

### 3. Number of contacts per Originator Type

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

Issue Category	Total	Percentage %
Insured Member	105	12.9%
Provider	709	87.1%
Other	0	0%

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

Issue Category	Total	Percentage %
Insured Member	85	12.01%
Provider	623	87.99%
Other	0	0%

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

Issue Category	Total	Percentage %
Insured Member	20	18.87%
Provider	86	81.13%
Other	0	0%

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

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

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

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	70	9.89%
Provider & Healthcare Professionals Enrolment Info	36	5.08%
Registration to Personal Doctor beneficiary list	2	0.28%
Provider Contracting	31	4.38%
Benefits Package	47	6.64%
Beneficiary Eligibility Information	8	1.13%
Service Provision	226	31.92%
Contribution/Copayments Information	4	0.56%
Reimbursement Information	57	8.05%
Portal/Website Information	26	3.67%
Technical Support	7	0.99%
Other Information	63	8.9%
Pre-approval support to Providers	14	1.98%
Beneficiary and Provider support on Beneficiary el	14	1.98%
Business Continuity Service	0	0%
Service provision support to Providers	16	2.26%
Delayed reimbursement cases	1	0.14%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	38	44.71%
Provider & Healthcare Professionals Enrolment Info	1	1.18%
Registration to Personal Doctor beneficiary list	1	1.18%
Provider Contracting	1	1.18%
Benefits Package	3	3.53%
Beneficiary Eligibility Information	6	7.06%
Service Provision	5	5.88%
Contribution/Copayments Information	2	2.35%
Reimbursement Information	0	0%
Portal/Website Information	10	11.76%

Technical Support Sub Category Other Information	1 Total 13	1.18% Percentage % 15.29%
Pre-approval support to Providers	1	1.18%
Beneficiary and Provider support on Beneficiary el	2	2.35%
Business Continuity Service	0	0%
Service provision support to Providers	0	0%
Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	32	5.14%
Provider & Healthcare Professionals Enrolment Info	35	5.62%
Registration to Personal Doctor beneficiary list	1	0.16%
Provider Contracting	30	4.82%
Benefits Package	44	7.06%
Beneficiary Eligibility Information	2	0.32%
Service Provision	221	35.47%
Contribution/Copayments Information	2	0.32%
Reimbursement Information	57	9.15%
Portal/Website Information	16	2.57%
Technical Support	6	0.96%
Other Information	50	8.03%
Pre-approval support to Providers	13	2.09%
Beneficiary and Provider support on Beneficiary el	12	1.93%
Business Continuity Service	0	0%
Service provision support to Providers	16	2.57%
Delayed reimbursement cases	1	0.16%

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

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

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



## 5. Number of Complaints per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	4	3.77%
Provider Enrolment Complaint	7	6.6%
Registration to Personal Doctor beneficiary list C	3	2.83%
Provider Contracting Complaint	4	3.77%
Benefits Package Complaint	5	4.72%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	17	16.04%
Contribution/Copayments Complaint	3	2.83%
Reimbursement Complaint	14	13.21%
Portal/Website Complaint	14	13.21%
Technical Issues Complaint	0	0%
Other Complaints	7	6.6%
Complaint for specific Provider	5	4.72%
Complaint for specific Beneficiary	5	4.72%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.94%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	1	0.94%
Complaint for Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	1	5%
Provider Enrolment Complaint	1	5%
Registration to Personal Doctor beneficiary list C	3	15%
Provider Contracting Complaint	0	0%
Benefits Package Complaint	1	5%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	1	5%

Contribution/Copayments Complaint Sub Category	3 Total	15% Percentage %
Reimbursement Complaint	1	5%
Portal/Website Complaint	3	15%
Technical Issues Complaint	0	0%
Other Complaints	1	5%
Complaint for specific Provider	3	15%
Complaint for specific Beneficiary	0	0%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	0	0%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	3	3.49%
Provider Enrolment Complaint	6	6.98%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	4	4.65%
Benefits Package Complaint	4	4.65%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	16	18.6%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	13	15.12%
Portal/Website Complaint	11	12.79%
Technical Issues Complaint	0	0%
Other Complaints	6	6.98%
Complaint for specific Provider	2	2.33%
Complaint for specific Beneficiary	5	5.81%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	1.16%
Complaint for Beneficiary and Provider support on	0	0%

Complaint for Business Continuity Service Sub Category	0 Total	0% Percentage %
Complaint for Service provision support to Provide	1	1.16%
Complaint for Delayed reimbursement cases	0	0%

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

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

## 6. Number of contacts per Sub Category

### 6.1 Number of contacts per Sub Category

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	70	8.6%
Provider & Healthcare Professionals Enrolment Info	36	4.42%
Registration to Personal Doctor beneficiary list	2	0.25%
Provider Contracting	31	3.81%
Benefits Package	47	5.77%
Beneficiary Eligibility Information	8	0.98%
Service Provision	226	27.76%
Contribution/Copayments Information	4	0.49%
Reimbursement Information	57	7%
Portal/Website Information	26	3.19%
Technical Support	7	0.86%
Other Information	63	7.74%
Pre-approval support to Providers	14	1.72%
Beneficiary and Provider support on Beneficiary el	14	1.72%
Business Continuity Service	0	0%
Service provision support to Providers	16	1.97%
Delayed reimbursement cases	1	0.12%
Beneficiary Enrolment Complaint	4	0.49%
Provider Enrolment Complaint	7	0.86%
Registration to Personal Doctor beneficiary list C	3	0.37%
Provider Contracting Complaint	4	0.49%
Benefits Package Complaint	5	0.61%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	17	2.09%
Contribution/Copayments Complaint	3	0.37%
Reimbursement Complaint	14	1.72%
Portal/Website Complaint	14	1.72%
Technical Issues Complaint	0	0%
Other Complaints	7	0.86%

Complaint for specific Provider <b>Sub Category</b>	<b>5 Total</b>	<b>0.61% Percentage %</b>
Complaint for specific Beneficiary	5	0.61%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.12%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	1	0.12%
Complaint for Delayed reimbursement cases	0	0%

## 7. Portals average assignment time

### 7.1 Portals average assignment time

Portals average assignment time (seconds):10415

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

### 8.1 Portals assignment time

Portal contacts acquired in 1 business day.	Total	Percentage %
SLA is 95% of portals.	814/814	100%

## 9. Portals average resolution time

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

Average resolution time for contacts resolve by the Contact Centre Services (seconds): 22120

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

Average resolution time for contacts escalated from the Contact Centre Services (seconds): 19964

9.3 Portals average resolution time.

Portals average resolution time (seconds): 21042

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

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

Portals resolved in 3 business days.	Total	Percentage %
SLA is 98% of portals.	558/562	99.29%

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

11.1. Contacts wrongly transferred outside the Contact Centre for resolution

Wrongly escalated contacts	Total	Percentage %
SLA is 2% of escalated contacts.	1/653	0.15%

## 12. Escalated Portal Contacts

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

Portal contacts	Total	Percentage %
Escalated portal contacts	252	30.96%



### 13. Escalated Portal Contacts per Issue Category

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

Issue Category	Total	Percentage %
Query	190	75.4%

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

Issue Category	Total	Percentage %
Complaint	62	24.6%

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

Issue Category	Total	Percentage %
Follow Up	0	0%

## 14. Escalated Portal Contacts per Originator Type

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

Issue Category	Total	Percentage %
Insured Member	12	4.76%
Provider	240	95.24%
Other	0	0%

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

Issue Category	Total	Percentage %
Insured Member	7	3.68%
Provider	183	96.32%
Other	0	0%

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

Issue Category	Total	Percentage %
Insured Member	5	8.06%
Provider	57	91.94%
Other	0	0%

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

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

## 15. Escalated Queries per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	11	5.79%
Provider & Healthcare Professionals Enrolment Info	6	3.16%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	11	5.79%
Benefits Package	21	11.05%
Beneficiary Eligibility Information	0	0%
Service Provision	33	17.37%
Contribution/Copayments Information	0	0%
Reimbursement Information	44	23.16%
Portal/Website Information	10	5.26%
Technical Support	2	1.05%
Other Information	3	1.58%
Pre-approval support to Providers	11	5.79%
Beneficiary and Provider support on Beneficiary el	3	1.58%
Business Continuity Service	0	0%
Service provision support to Providers	2	1.05%
Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	2	28.57%
Provider & Healthcare Professionals Enrolment Info	0	0%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	0	0%
Benefits Package	2	28.57%
Beneficiary Eligibility Information	0	0%
Service Provision	0	0%
Contribution/Copayments Information	0	0%
Reimbursement Information	0	0%
Portal/Website Information	0	0%

Technical Support Sub Category	0 Total	0% Percentage %
Other Information	1	14.29%
Pre-approval support to Providers	1	14.29%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	0	0%
Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	9	4.92%
Provider & Healthcare Professionals Enrolment Info	6	3.28%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	11	6.01%
Benefits Package	19	10.38%
Beneficiary Eligibility Information	0	0%
Service Provision	33	18.03%
Contribution/Copayments Information	0	0%
Reimbursement Information	44	24.04%
Portal/Website Information	10	5.46%
Technical Support	2	1.09%
Other Information	2	1.09%
Pre-approval support to Providers	10	5.46%
Beneficiary and Provider support on Beneficiary el	3	1.64%
Business Continuity Service	0	0%
Service provision support to Providers	2	1.09%
Delayed reimbursement cases	0	0%

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

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

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

## 16. Escalated Complaints per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	2	1.05%
Provider Enrolment Complaint	5	2.63%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	1	0.53%
Benefits Package Complaint	5	2.63%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	13	6.84%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	8	4.21%
Portal/Website Complaint	8	4.21%
Technical Issues Complaint	0	0%
Other Complaints	2	1.05%
Complaint for specific Provider	5	2.63%
Complaint for specific Beneficiary	4	2.11%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.53%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	0	0%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	0	0%
Benefits Package Complaint	1	14.29%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	0	0%

Contribution/Copayments Complaint Sub Category	0 Total	0% Percentage %
Reimbursement Complaint	0	0%
Portal/Website Complaint	0	0%
Technical Issues Complaint	0	0%
Other Complaints	1	14.29%
Complaint for specific Provider	3	42.86%
Complaint for specific Beneficiary	0	0%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	0	0%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	2	1.09%
Provider Enrolment Complaint	5	2.73%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	1	0.55%
Benefits Package Complaint	4	2.19%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	13	7.1%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	8	4.37%
Portal/Website Complaint	8	4.37%
Technical Issues Complaint	0	0%
Other Complaints	1	0.55%
Complaint for specific Provider	2	1.09%
Complaint for specific Beneficiary	4	2.19%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.55%
Complaint for Beneficiary and Provider support on	0	0%

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

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

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



## 17. Escalated Portal Contacts per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	11	4.37%
Provider & Healthcare Professionals Enrolment Info	6	2.38%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	11	4.37%
Benefits Package	21	8.33%
Beneficiary Eligibility Information	0	0%
Service Provision	33	13.1%
Contribution/Copayments Information	0	0%
Reimbursement Information	44	17.46%
Portal/Website Information	10	3.97%
Technical Support	2	0.79%
Other Information	3	1.19%
Pre-approval support to Providers	11	4.37%
Beneficiary and Provider support on Beneficiary el	3	1.19%
Business Continuity Service	0	0%
Service provision support to Providers	2	0.79%
Delayed reimbursement cases	0	0%
Beneficiary Enrolment Complaint	2	0.79%
Provider Enrolment Complaint	5	1.98%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	1	0.4%
Benefits Package Complaint	5	1.98%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	13	5.16%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	8	3.17%
Portal/Website Complaint	8	3.17%
Technical Issues Complaint	0	0%
Other Complaints	2	0.79%

Complaint for specific Provider Sub Category	5 Total	1.98% Percentage %
Complaint for specific Beneficiary	4	1.59%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.4%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

End of Report