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<b>Report name:</b>	Vocalcom application reporting.		
<b>Report description:</b>	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.		
<b>Reporting software:</b>	Vocalcom application.		
<b>Customer:</b>	Health Insurance organization	<b>Contact Person:</b>	Ifigeneia Kammitsi
<b>Printing date:</b>	02/01/2026 13:48:31		
<b>Reporting period date:</b>	30/11/2025 02:30:49 - 31/12/2025 19:42:47		

## 1. Number of handled queries.

### 1.1 Number of queries

Number of queries: 20329

### 1.2 Number of queries per channel of communication.

Channel of Communication	Total	Percentage %
Inbound	18954	93.24%
Voicemail	137	0.67%
Email	1238	6.09%

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

Channel of Communication	Total	Percentage %
Telephone calls	19091	93.91%

## 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	9009	44.32%

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

Contact Initiator	Total	Percentage %
General Public	1291	6.35%

#### 2.1.3 Providers queries and % on total number of queries.

Contact Initiator	Total	Percentage %
Providers	10029	49.33%

### 2.2 Telephone calls

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

Contact Initiator	Total	Percentage %
Beneficiaries	9005	47.17%

#### 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	10022	52.5%

### 2.3 Emails

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

Contact Initiator	Total	Percentage %
Beneficiaries	4	0.32%

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

Contact Initiator	Total	Percentage %
General Public	1227	99.11%

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

Contact Initiator	Total	Percentage %
Providers	7	0.57%

### 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	3957	43.92%

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

Beneficiary Gender	Total	Percentage %
Beneficiary Female	5052	56.08%

#### 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	3955	43.92%

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

Beneficiary Gender	Total	Percentage %
Beneficiary Female	5050	56.08%

#### 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	3723	37.12%
OS	973	9.7%
LAB	71	0.71%
PH	916	9.13%
IS	378	3.77%
AE	10	0.1%
AH	3750	37.39%
NM	51	0.51%
DE	157	1.57%

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

PD Specialties	Total	Percentage %
PD - GENERAL MEDICINE	3380	90.79%
PD - GERIATRICIAN	67	1.8%
PD - PEDIATRICIAN	241	6.47%
PD - INTERNAL MEDICINE	35	0.94%

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

OS Specialties	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	8	0.82%
OS - UROLOGY	39	4.01%
OS - RENAL DISEASES	10	1.03%
OS - NEUROLOGY	45	4.62%
OS - VASCULAR SURGERY	5	0.51%
OS - NEUROLOGICAL SURGERY	22	2.26%
OS - NUCLEAR MEDICINE	6	0.62%
OS - OBSTETRICS - GYNAECOLOGY	65	6.68%
OS - OPHTHALMOLOGY	62	6.37%
OS - ORTHOPAEDICS	73	7.5%
OS - OTORHINOLARYNGOLOGY	21	2.16%
OS - ALLERGOLOGY	24	2.47%

<b>OS - ANESTHESIOLOGY OS Specialties</b>	<b>36 Total</b>	<b>3.7% Percentage %</b>
OS - PAEDIATRICS	4	0.41%
OS - CARDIOLOGY	127	13.05%
OS - MEDICAL GENETIC	20	2.06%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	10	1.03%
OS - DERMATO-VENEREOLOGY	55	5.65%
OS - CHILD & ADOLESCENT PSYCHIATRY	4	0.41%
OS - DIAGNOSTIC RADIOLOGY	41	4.21%
OS - ACCIDENT & EMERGENCY MEDICINE	4	0.41%
OS - ENDOCRINOLOGY	33	3.39%
OS - PAEDIATRIC SURGERY	6	0.62%
OS - GASTROENTEROLOGY	43	4.42%
OS - GENERAL SURGERY	65	6.68%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	5	0.51%
OS - PATHOLOGICAL ANATOMY	1	0.1%
OS - MEDICAL ONCOLOGY	9	0.92%
OS - INTERNAL MEDICINE	1	0.1%
OS - PHYSICAL MEDICINE AND REHABILITATION	1	0.1%
OS - PLASTIC SURGERY	15	1.54%
OS - RESPIRATORY MEDICINE	27	2.77%
OS - PSYCHIATRY	46	4.73%
OS - RADIOTHERAPY	13	1.34%
OS - RHEUMATOLOGY	15	1.54%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	5	0.51%
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.

<b>IS Specialties</b>	<b>Total</b>	<b>Percentage %</b>

IS - CODER <b>IS Specialties</b>	39 <b>Total</b>	10.32% <b>Percentage %</b>
IS - DOCTOR	339	89.68%

#### 4.2 Telephone calls

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

Providers Segment	Total	Percentage %
PD	3718	37.1%
OS	972	9.7%
LAB	71	0.71%
PH	916	9.14%
IS	377	3.76%
AE	10	0.1%
AH	3750	37.42%
NM	51	0.51%
DE	157	1.57%

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

PD Specialties	Total	Percentage %
PD - GENERAL MEDICINE	3375	90.77%
PD - GERIATRICIAN	67	1.8%
PD - PEDIATRICIAN	241	6.48%
PD - INTERNAL MEDICINE	35	0.94%

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	0.82%
OS - UROLOGY	39	4.01%
OS - RENAL DISEASES	10	1.03%
OS - NEUROLOGY	45	4.63%
OS - VASCULAR SURGERY	5	0.51%
OS - NEUROLOGICAL SURGERY	22	2.26%
OS - NUCLEAR MEDICINE	6	0.62%
OS - OBSTETRICS - GYNAECOLOGY	65	6.69%
OS - OPHTHALMOLOGY	62	6.38%
OS - ORTHOPAEDICS	73	7.51%
OS - OTORHINOLARYNGOLOGY	21	2.16%

OS Specialties	Total	Percentage %
OS - ANESTHESIOLOGY	36	3.7%
OS - PAEDIATRICS	4	0.41%
OS - CARDIOLOGY	127	13.07%
OS - MEDICAL GENETIC	20	2.06%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	10	1.03%
OS - DERMATO-VENEREOLOGY	55	5.66%
OS - CHILD & ADOLESCENT PSYCHIATRY	4	0.41%
OS - DIAGNOSTIC RADIOLOGY	40	4.12%
OS - ACCIDENT & EMERGENCY MEDICINE	4	0.41%
OS - ENDOCRINOLOGY	33	3.4%
OS - PAEDIATRIC SURGERY	6	0.62%
OS - GASTROENTEROLOGY	43	4.42%
OS - GENERAL SURGERY	65	6.69%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	5	0.51%
OS - PATHOLOGICAL ANATOMY	1	0.1%
OS - MEDICAL ONCOLOGY	9	0.93%
OS - INTERNAL MEDICINE	1	0.1%
OS - PHYSICAL MEDICINE AND REHABILITATION	1	0.1%
OS - PLASTIC SURGERY	15	1.54%
OS - RESPIRATORY MEDICINE	27	2.78%
OS - PSYCHIATRY	46	4.73%
OS - RADIOTHERAPY	13	1.34%
OS - RHEUMATOLOGY	15	1.54%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	5	0.51%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	1	0.1%
OS - THORACIC SURGERY / CARDIO SURGERY	6	0.62%

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

IS Specialties	Total	Percentage %
IS - CODER	39	10.34%
IS - DOCTOR	338	89.66%

#### 4.3 Emails

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

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

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

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

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

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

<b>OS - ORTHOPAEDICS OS Specialties</b>	<b>0 Total</b>	<b>0% Percentage %</b>
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 <b>OS Specialties</b>	0 <b>Total</b>	0% <b>Percentage %</b>
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4.3.4 IS Specialties queries and % on total number of IS email queries.

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

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

### 5.1 Telephone calls + Emails

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

Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	3077	15.14%
Delayed reimbursement cases	2	0.01%
Provider & Healthcare Professionals Enrolment Inf	276	1.36%
Registration to Personal Doctor beneficiary list	309	1.52%
Provider Contracting	311	1.53%
Benefits Package	942	4.63%
Beneficiary Eligibility Information	534	2.63%
Service Provision	8561	42.11%
Contribution/Copayments Information	348	1.71%
Reimbursement Information	181	0.89%
Portal/Website Information	3321	16.34%
Technical Support	53	0.26%
Other Information	1499	7.37%
Complaints or appeals	183	0.9%
Pre-approval support to Providers	6	0.03%
Beneficiary and Provider support on Beneficiary el	1	0%
Claims	59	0.29%
Service provision support to Providers	666	3.28%

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

Beneficiaries Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	2243	24.9%
Delayed reimbursement cases	1	0.01%
Provider & Healthcare Professionals Enrolment Inf	15	0.17%
Registration to Personal Doctor beneficiary list	235	2.61%
Provider Contracting	8	0.09%
Benefits Package	299	3.32%
Beneficiary Eligibility Information	417	4.63%
Service Provision	2755	30.58%
Contribution/Copayments Information	245	2.72%

Reimbursement Information Beneficiaries Contact Type Categories	Total	0.1% Percentage %
Portal/Website Information	1615	17.93%
Technical Support	18	0.2%
Other Information	1025	11.38%
Complaints or appeals	103	1.14%
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	342	26.49%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	15	1.16%
Registration to Personal Doctor beneficiary list	30	2.32%
Provider Contracting	23	1.78%
Benefits Package	22	1.7%
Beneficiary Eligibility Information	42	3.25%
Service Provision	151	11.7%
Contribution/Copayments Information	28	2.17%
Reimbursement Information	11	0.85%
Portal/Website Information	311	24.09%
Technical Support	1	0.08%
Other Information	249	19.29%
Complaints or appeals	56	4.34%
Pre-approval support to Providers	1	0.08%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	2	0.15%
Service provision support to Providers	7	0.54%

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

Providers Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	492	4.91%

Delayed reimbursement cases <b>Providers Contact Type Categories</b>	1 <b>Total</b>	0.01% <b>Percentage %</b>
Provider & Healthcare Professionals Enrolment Inf	246	2.45%
Registration to Personal Doctor beneficiary list	44	0.44%
Provider Contracting	280	2.79%
Benefits Package	621	6.19%
Beneficiary Eligibility Information	75	0.75%
Service Provision	5655	56.39%
Contribution/Copayments Information	75	0.75%
Reimbursement Information	161	1.61%
Portal/Website Information	1395	13.91%
Technical Support	34	0.34%
Other Information	225	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	54	0.54%
Service provision support to Providers	641	6.39%

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

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	1336	59.56%
Beneficiary Female	907	40.44%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	0	0%
Beneficiary Female	1	100%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	7	46.67%
Beneficiary Female	8	53.33%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	95	40.43%
Beneficiary Female	140	59.57%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	4	50%

Beneficiary Female	4	50%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	101	33.78%
Beneficiary Female	198	66.22%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	176	42.21%
Beneficiary Female	241	57.79%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	1085	39.38%
Beneficiary Female	1670	60.62%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	75	30.61%
Beneficiary Female	170	69.39%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	4	44.44%
Beneficiary Female	5	55.56%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	626	38.76%
Beneficiary Female	989	61.24%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	8	44.44%
Beneficiary Female	10	55.56%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	393	38.34%
Beneficiary Female	632	61.66%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	39	37.86%
Beneficiary Female	64	62.14%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	0	0%
Beneficiary Female	0	0%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>

Beneficiary Male	0	0%
Beneficiary Female	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	1	33.33%
Beneficiary Female	2	66.67%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
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.

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	482	97.97%
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%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
PD	40	16.26%
OS	43	17.48%

LAB	5	2.03%
PH	33	13.41%
IS	11	4.47%
AE	0	0%
AH	86	34.96%
NM	10	4.07%
DE	18	7.32%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
PD	114	40.71%
OS	60	21.43%
LAB	2	0.71%
PH	3	1.07%
IS	4	1.43%
AE	0	0%
AH	71	25.36%
NM	1	0.36%
DE	25	8.93%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
PD	51	8.21%
OS	26	4.19%
LAB	2	0.32%
PH	5	0.81%

IS	1	0.16%
AE	2	0.32%
AH	529	85.19%
NM	4	0.64%
DE	1	0.16%
<b>Beneficiary Eligibility Information</b>		<b>Total</b>
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%
<b>Service Provision</b>		<b>Total</b>
PD	1863	32.94%
OS	411	7.27%
LAB	29	0.51%
PH	453	8.01%
IS	245	4.33%
AE	5	0.09%
AH	2572	45.48%
NM	23	0.41%
DE	54	0.95%
<b>Contribution/Copayments Information</b>		<b>Total</b>
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%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	42	26.09%
OS	34	21.12%
LAB	3	1.86%
PH	8	4.97%
IS	6	3.73%
AE	0	0%
AH	63	39.13%
NM	1	0.62%
DE	4	2.48%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	117	52%
OS	30	13.33%
LAB	1	0.44%
PH	16	7.11%
IS	9	4%
AE	0	0%
AH	43	19.11%
NM	2	0.89%
DE	7	3.11%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>

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%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
PD	22	40.74%
OS	12	22.22%
LAB	0	0%
PH	0	0%
IS	2	3.7%
AE	0	0%
AH	16	29.63%
NM	1	1.85%
DE	1	1.85%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
PD	166	25.9%
OS	88	13.73%
LAB	7	1.09%
PH	135	21.06%
IS	27	4.21%
AE	0	0%
AH	194	30.27%
NM	6	0.94%
DE	18	2.81%

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	443	91.91%

PD - GERIATRICIAN	2	0.41%
PD - PEDIATRICIAN	35	7.26%
PD - INTERNAL MEDICINE	2	0.41%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	33	82.5%
PD - GERIATRICIAN	3	7.5%
PD - PEDIATRICIAN	2	5%
PD - INTERNAL MEDICINE	2	5%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	37	90.24%
PD - GERIATRICIAN	1	2.44%
PD - PEDIATRICIAN	2	4.88%
PD - INTERNAL MEDICINE	1	2.44%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	102	89.47%
PD - GERIATRICIAN	1	0.88%
PD - PEDIATRICIAN	7	6.14%
PD - INTERNAL MEDICINE	4	3.51%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	40	78.43%
PD - GERIATRICIAN	3	5.88%
PD - PEDIATRICIAN	7	13.73%
PD - INTERNAL MEDICINE	1	1.96%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	45	83.33%
PD - GERIATRICIAN	2	3.7%
PD - PEDIATRICIAN	7	12.96%

PD - INTERNAL MEDICINE	0	0%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	1712	91.89%
PD - GERIATRICIAN	32	1.72%
PD - PEDIATRICIAN	113	6.07%
PD - INTERNAL MEDICINE	6	0.32%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	16	61.54%
PD - GERIATRICIAN	1	3.85%
PD - PEDIATRICIAN	5	19.23%
PD - INTERNAL MEDICINE	4	15.38%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	32	76.19%
PD - GERIATRICIAN	3	7.14%
PD - PEDIATRICIAN	7	16.67%
PD - INTERNAL MEDICINE	0	0%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	628	91.81%
PD - GERIATRICIAN	9	1.32%
PD - PEDIATRICIAN	36	5.26%
PD - INTERNAL MEDICINE	11	1.61%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	6	66.67%
PD - GERIATRICIAN	2	22.22%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	1	11.11%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	101	86.32%
PD - GERIATRICIAN	6	5.13%
PD - PEDIATRICIAN	8	6.84%
PD - INTERNAL MEDICINE	2	1.71%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>

PD - GENERAL MEDICINE	7	70%
PD - GERIATRICIAN	1	10%
PD - PEDIATRICIAN	1	10%
PD - INTERNAL MEDICINE	1	10%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	2	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	19	86.36%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	3	13.64%
PD - INTERNAL MEDICINE	0	0%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	157	94.58%
PD - GERIATRICIAN	1	0.6%
PD - PEDIATRICIAN	8	4.82%
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%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	1	2.33%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	1	2.33%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	4	9.3%
OS - OPHTHALMOLOGY	7	16.28%
OS - ORTHOPAEDICS	2	4.65%
OS - OTORHINOLARYNGOLOGY	1	2.33%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	4	9.3%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	6	13.95%
OS - MEDICAL GENETIC	0	0%

OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	2.33%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	2.33%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	4	9.3%
OS - GENERAL SURGERY	8	18.6%
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	2.33%
OS - PSYCHIATRY	1	2.33%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	1	2.33%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	4	0.97%
OS - UROLOGY	17	4.14%
OS - RENAL DISEASES	1	0.24%
OS - NEUROLOGY	27	6.57%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	15	3.65%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	27	6.57%
OS - OPHTHALMOLOGY	24	5.84%
OS - ORTHOPAEDICS	32	7.79%
OS - OTORHINOLARYNGOLOGY	6	1.46%
OS - ALLERGOLOGY	9	2.19%
OS - ANESTHESIOLOGY	9	2.19%
OS - PAEDIATRICS	3	0.73%
OS - CARDIOLOGY	45	10.95%
OS - MEDICAL GENETIC	3	0.73%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	1	0.24%
OS - DERMATO-VENEREOLOGY	28	6.81%
OS - CHILD & ADOLESCENT PSYCHIATRY	3	0.73%
OS - DIAGNOSTIC RADIOLOGY	17	4.14%
OS - ACCIDENT & EMERGENCY MEDICINE	1	0.24%
OS - ENDOCRINOLOGY	17	4.14%
OS - PAEDIATRIC SURGERY	3	0.73%
OS - GASTROENTEROLOGY	18	4.38%

OS - GENERAL SURGERY	30	7.3%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	3	0.73%
OS - PATHOLOGICAL ANATOMY	1	0.24%
OS - MEDICAL ONCOLOGY	3	0.73%
OS - INTERNAL MEDICINE	1	0.24%
OS - PHYSICAL MEDICINE AND REHABILITATION	1	0.24%
OS - PLASTIC SURGERY	6	1.46%
OS - RESPIRATORY MEDICINE	16	3.89%
OS - PSYCHIATRY	22	5.35%
OS - RADIOTHERAPY	7	1.7%
OS - RHEUMATOLOGY	8	1.95%
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	0.73%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%

OS - UROLOGY	0	0%
OS - RENAL DISEASES	1	3.33%
OS - NEUROLOGY	1	3.33%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	1	3.33%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	2	6.67%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	1	3.33%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	1	3.33%
OS - ANESTHESIOLOGY	3	10%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	4	13.33%
OS - MEDICAL GENETIC	2	6.67%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	3	10%
OS - DERMATO-VENEREOLOGY	1	3.33%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	1	3.33%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	3	10%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	2	6.67%
OS - GENERAL SURGERY	3	10%
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	3.33%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	4	4.55%
OS - RENAL DISEASES	3	3.41%
OS - NEUROLOGY	6	6.82%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	10	11.36%

OS - OPHTHALMOLOGY	6	6.82%
OS - ORTHOPAEDICS	11	12.5%
OS - OTORHINOLARYNGOLOGY	2	2.27%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	1	1.14%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	13	14.77%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	2	2.27%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	6	6.82%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	1.14%
OS - PAEDIATRIC SURGERY	1	1.14%
OS - GASTROENTEROLOGY	5	5.68%
OS - GENERAL SURGERY	4	4.55%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	1	1.14%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	3	3.41%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	7	7.95%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	1	1.14%
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	1.14%

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	11	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	2.04%
IS - DOCTOR	240	97.96%
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%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	23	46%
IS - DOCTOR	27	54%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	17	100%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	9	100%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	1	100%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	1	100%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	2	100%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
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	2736	14.33%
Delayed reimbursement cases	2	0.01%
Provider & Healthcare Professionals Enrolment Inf	262	1.37%
Registration to Personal Doctor beneficiary list	279	1.46%

<b>Provider Contracting</b>	287	1.5%
<b>Contact Type Categories</b>	<b>Total</b>	<b>Percentage %</b>
Benefits Package	920	4.82%
Beneficiary Eligibility Information	494	2.59%
Service Provision	8420	44.1%
Contribution/Copayments Information	320	1.68%
Reimbursement Information	169	0.89%
Portal/Website Information	3010	15.77%
Technical Support	52	0.27%
Other Information	1288	6.75%
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	58	0.3%
Service provision support to Providers	661	3.46%

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

<b>Beneficiaries Contact Type Categories</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Enrolment Information	2242	24.9%
Delayed reimbursement cases	1	0.01%
Provider & Healthcare Professionals Enrolment Inf	15	0.17%
Registration to Personal Doctor beneficiary list	235	2.61%
Provider Contracting	8	0.09%
Benefits Package	299	3.32%
Beneficiary Eligibility Information	417	4.63%
Service Provision	2755	30.59%
Contribution/Copayments Information	245	2.72%
Reimbursement Information	9	0.1%
Portal/Website Information	1612	17.9%
Technical Support	18	0.2%
Other Information	1025	11.38%
Complaints or appeals	103	1.14%
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	492	4.91%
Delayed reimbursement cases	1	0.01%
Provider & Healthcare Professionals Enrolment Inf	246	2.45%
Registration to Personal Doctor beneficiary list	44	0.44%
Provider Contracting	279	2.78%
Benefits Package	621	6.2%
Beneficiary Eligibility Information	75	0.75%
Service Provision	5653	56.41%
Contribution/Copayments Information	74	0.74%

Providers Contact Type Categories	Total	Percentage %
Portal/Website Information	1394	13.91%
Technical Support	34	0.34%
Other Information	224	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	54	0.54%
Service provision support to Providers	641	6.4%

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	1335	59.55%
Beneficiary Female	907	40.45%
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	95	40.43%
Beneficiary Female	140	59.57%
Provider Contracting	Total	Percentage %
Beneficiary Male	4	50%
Beneficiary Female	4	50%
Benefits Package	Total	Percentage %
Beneficiary Male	101	33.78%
Beneficiary Female	198	66.22%
Beneficiary Eligibility Information	Total	Percentage %
Beneficiary Male	176	42.21%
Beneficiary Female	241	57.79%

<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	1085	39.38%
Beneficiary Female	1670	60.62%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	75	30.61%
Beneficiary Female	170	69.39%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	4	44.44%
Beneficiary Female	5	55.56%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	625	38.77%
Beneficiary Female	987	61.23%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	8	44.44%
Beneficiary Female	10	55.56%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	393	38.34%
Beneficiary Female	632	61.66%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	39	37.86%
Beneficiary Female	64	62.14%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	0	0%
Beneficiary Female	0	0%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	0	0%
Beneficiary Female	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	1	33.33%
Beneficiary Female	2	66.67%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
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.		
<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	482	97.97%
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%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
PD	40	16.26%
OS	43	17.48%
LAB	5	2.03%
PH	33	13.41%
IS	11	4.47%
AE	0	0%
AH	86	34.96%
NM	10	4.07%
DE	18	7.32%

<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
PD	114	40.86%
OS	59	21.15%
LAB	2	0.72%
PH	3	1.08%
IS	4	1.43%
AE	0	0%
AH	71	25.45%
NM	1	0.36%
DE	25	8.96%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
PD	51	8.21%
OS	26	4.19%
LAB	2	0.32%
PH	5	0.81%
IS	1	0.16%
AE	2	0.32%
AH	529	85.19%
NM	4	0.64%
DE	1	0.16%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
PD	1862	32.94%
OS	411	7.27%
LAB	29	0.51%
PH	453	8.01%
IS	244	4.32%
AE	5	0.09%
AH	2572	45.5%
NM	23	0.41%
DE	54	0.96%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	41	25.63%
OS	34	21.25%
LAB	3	1.88%

PH	8	5%
IS	6	3.75%
AE	0	0%
AH	63	39.38%
NM	1	0.63%
DE	4	2.5%
<b>Portal/Website Information</b>		<b>Total</b>
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%
<b>Technical Support</b>		<b>Total</b>
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%
<b>Other Information</b>		<b>Total</b>
PD	116	51.79%
OS	30	13.39%
LAB	1	0.45%
PH	16	7.14%
IS	9	4.02%

AE	0	0%
AH	43	19.2%
NM	2	0.89%
DE	7	3.13%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
PD	22	40.74%
OS	12	22.22%
LAB	0	0%
PH	0	0%
IS	2	3.7%
AE	0	0%
AH	16	29.63%
NM	1	1.85%
DE	1	1.85%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
PD	166	25.9%
OS	88	13.73%
LAB	7	1.09%
PH	135	21.06%
IS	27	4.21%
AE	0	0%
AH	194	30.27%
NM	6	0.94%
DE	18	2.81%

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	443	91.91%
PD - GERIATRICIAN	2	0.41%
PD - PEDIATRICIAN	35	7.26%
PD - INTERNAL MEDICINE	2	0.41%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%

PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	33	82.5%
PD - GERIATRICIAN	3	7.5%
PD - PEDIATRICIAN	2	5%
PD - INTERNAL MEDICINE	2	5%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	37	90.24%
PD - GERIATRICIAN	1	2.44%
PD - PEDIATRICIAN	2	4.88%
PD - INTERNAL MEDICINE	1	2.44%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	102	89.47%
PD - GERIATRICIAN	1	0.88%
PD - PEDIATRICIAN	7	6.14%
PD - INTERNAL MEDICINE	4	3.51%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	40	78.43%
PD - GERIATRICIAN	3	5.88%
PD - PEDIATRICIAN	7	13.73%
PD - INTERNAL MEDICINE	1	1.96%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	45	83.33%
PD - GERIATRICIAN	2	3.7%
PD - PEDIATRICIAN	7	12.96%
PD - INTERNAL MEDICINE	0	0%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	1711	91.89%
PD - GERIATRICIAN	32	1.72%
PD - PEDIATRICIAN	113	6.07%
PD - INTERNAL MEDICINE	6	0.32%

<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	15	60%
PD - GERIATRICIAN	1	4%
PD - PEDIATRICIAN	5	20%
PD - INTERNAL MEDICINE	4	16%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	31	75.61%
PD - GERIATRICIAN	3	7.32%
PD - PEDIATRICIAN	7	17.07%
PD - INTERNAL MEDICINE	0	0%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	627	91.8%
PD - GERIATRICIAN	9	1.32%
PD - PEDIATRICIAN	36	5.27%
PD - INTERNAL MEDICINE	11	1.61%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	6	66.67%
PD - GERIATRICIAN	2	22.22%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	1	11.11%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	100	86.21%
PD - GERIATRICIAN	6	5.17%
PD - PEDIATRICIAN	8	6.9%
PD - INTERNAL MEDICINE	2	1.72%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	7	70%
PD - GERIATRICIAN	1	10%
PD - PEDIATRICIAN	1	10%
PD - INTERNAL MEDICINE	1	10%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	2	100%

PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	19	86.36%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	3	13.64%
PD - INTERNAL MEDICINE	0	0%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	157	94.58%
PD - GERIATRICIAN	1	0.6%
PD - PEDIATRICIAN	8	4.82%
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.

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>

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%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	1	2.33%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	1	2.33%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	4	9.3%
OS - OPHTHALMOLOGY	7	16.28%
OS - ORTHOPAEDICS	2	4.65%
OS - OTORHINOLARYNGOLOGY	1	2.33%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	4	9.3%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	6	13.95%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	2.33%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%

OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	2.33%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	4	9.3%
OS - GENERAL SURGERY	8	18.6%
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	2.33%
OS - PSYCHIATRY	1	2.33%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	1	2.33%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	4	0.97%
OS - UROLOGY	17	4.14%
OS - RENAL DISEASES	1	0.24%
OS - NEUROLOGY	27	6.57%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	15	3.65%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	27	6.57%
OS - OPHTHALMOLOGY	24	5.84%
OS - ORTHOPAEDICS	32	7.79%
OS - OTORHINOLARYNGOLOGY	6	1.46%
OS - ALLERGOLOGY	9	2.19%
OS - ANESTHESIOLOGY	9	2.19%
OS - PAEDIATRICS	3	0.73%
OS - CARDIOLOGY	45	10.95%
OS - MEDICAL GENETIC	3	0.73%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	1	0.24%
OS - DERMATO-VENEREOLOGY	28	6.81%
OS - CHILD & ADOLESCENT PSYCHIATRY	3	0.73%
OS - DIAGNOSTIC RADIOLOGY	17	4.14%
OS - ACCIDENT & EMERGENCY MEDICINE	1	0.24%
OS - ENDOCRINOLOGY	17	4.14%
OS - PAEDIATRIC SURGERY	3	0.73%
OS - GASTROENTEROLOGY	18	4.38%
OS - GENERAL SURGERY	30	7.3%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	3	0.73%
OS - PATHOLOGICAL ANATOMY	1	0.24%
OS - MEDICAL ONCOLOGY	3	0.73%

OS - INTERNAL MEDICINE	1	0.24%
OS - PHYSICAL MEDICINE AND REHABILITATION	1	0.24%
OS - PLASTIC SURGERY	6	1.46%
OS - RESPIRATORY MEDICINE	16	3.89%
OS - PSYCHIATRY	22	5.35%
OS - RADIOTHERAPY	7	1.7%
OS - RHEUMATOLOGY	8	1.95%
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	0.73%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	1	3.33%
OS - NEUROLOGY	1	3.33%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	1	3.33%
OS - NUCLEAR MEDICINE	0	0%

OS - OBSTETRICS - GYNAECOLOGY	2	6.67%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	1	3.33%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	1	3.33%
OS - ANESTHESIOLOGY	3	10%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	4	13.33%
OS - MEDICAL GENETIC	2	6.67%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	3	10%
OS - DERMATO-VENEREOLOGY	1	3.33%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	1	3.33%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	3	10%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	2	6.67%
OS - GENERAL SURGERY	3	10%
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	3.33%

OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	4	4.55%
OS - RENAL DISEASES	3	3.41%
OS - NEUROLOGY	6	6.82%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	10	11.36%
OS - OPHTHALMOLOGY	6	6.82%
OS - ORTHOPAEDICS	11	12.5%
OS - OTORHINOLARYNGOLOGY	2	2.27%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	1	1.14%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	13	14.77%

OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	2	2.27%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	6	6.82%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	1.14%
OS - PAEDIATRIC SURGERY	1	1.14%
OS - GASTROENTEROLOGY	5	5.68%
OS - GENERAL SURGERY	4	4.55%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	1	1.14%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	3	3.41%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	7	7.95%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	1	1.14%
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	1.14%

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%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	11	100%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	1	25%
IS - DOCTOR	3	75%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	1	100%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	2	66.67%
IS - DOCTOR	1	33.33%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	5	2.05%
IS - DOCTOR	239	97.95%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	1	100%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	6	100%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	23	46%
IS - DOCTOR	27	54%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
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	341	27.54%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	14	1.13%
Registration to Personal Doctor beneficiary list	30	2.42%
Provider Contracting	24	1.94%
Benefits Package	22	1.78%
Beneficiary Eligibility Information	40	3.23%
Service Provision	141	11.39%
Contribution/Copayments Information	28	2.26%
Reimbursement Information	12	0.97%
Portal/Website Information	311	25.12%

Technical Support <b>Contact Type Categories</b>	1 <b>Total</b>	0.08% <b>Percentage %</b>
Other Information	211	17.04%
Complaints or appeals	56	4.52%
Pre-approval support to Providers	1	0.08%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	1	0.08%
Service provision support to Providers	5	0.4%

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	340	27.71%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	14	1.14%

Registration to Personal Doctor beneficiary list <b>General Public Contact Type Categories</b>	30 <b>Total</b>	2.44% <b>Percentage %</b>
Provider Contracting	23	1.87%
Benefits Package	22	1.79%
Beneficiary Eligibility Information	40	3.26%
Service Provision	139	11.33%
Contribution/Copayments Information	27	2.2%
Reimbursement Information	11	0.9%
Portal/Website Information	307	25.02%
Technical Support	1	0.08%
Other Information	210	17.11%
Complaints or appeals	56	4.56%
Pre-approval support to Providers	1	0.08%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	1	0.08%
Service provision support to Providers	5	0.41%

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 <b>Providers Contact Type Categories</b>	0 <b>Total</b>	0% <b>Percentage %</b>
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.

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

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

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>

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

PD - INTERNAL MEDICINE	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
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	19651	96.66%
Escalated	410	2.02%
Follow up	268	1.32%

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

Beneficiaries Status	Total	Percentage %
First Contact Resolution	8907	98.87%
Escalated	102	1.13%
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	782	60.57%
Escalated	242	18.75%
Follow up	267	20.68%

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

Providers Status	Total	Percentage %
First Contact Resolution	9962	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	3916	43.97%
Beneficiary Female	4991	56.03%
Escalated	Total	Percentage %
Beneficiary Male	41	40.2%
Beneficiary Female	61	59.8%
Follow up	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%

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

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First Contact Resolution	Total	Percentage %
PD	3697	37.11%
OS	957	9.61%
LAB	70	0.7%
PH	911	9.14%
IS	373	3.74%
AE	10	0.1%
AH	3737	37.51%
NM	50	0.5%
DE	157	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	3358	90.83%
PD - GERIATRICIAN	67	1.81%
PD - PEDIATRICIAN	237	6.41%
PD - INTERNAL MEDICINE	35	0.95%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	21	84%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	4	16%
PD - INTERNAL MEDICINE	0	0%
<b>Follow up</b>	<b>Total</b>	<b>Percentage %</b>
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.**

<b>First Contact Resolution</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	8	0.84%
OS - UROLOGY	39	4.08%
OS - RENAL DISEASES	10	1.04%
OS - NEUROLOGY	44	4.6%
OS - VASCULAR SURGERY	5	0.52%
OS - NEUROLOGICAL SURGERY	21	2.19%
OS - NUCLEAR MEDICINE	6	0.63%
OS - OBSTETRICS - GYNAECOLOGY	65	6.79%
OS - OPHTHALMOLOGY	61	6.37%
OS - ORTHOPAEDICS	70	7.31%
OS - OTORHINOLARYNGOLOGY	21	2.19%
OS - ALLERGOLOGY	24	2.51%
OS - ANESTHESIOLOGY	36	3.76%
OS - PAEDIATRICS	4	0.42%
OS - CARDIOLOGY	126	13.17%
OS - MEDICAL GENETIC	20	2.09%

OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	10	1.04%
OS - DERMATO-VENEREOLOGY	55	5.75%
OS - CHILD & ADOLESCENT PSYCHIATRY	4	0.42%
OS - DIAGNOSTIC RADIOLOGY	38	3.97%
OS - ACCIDENT & EMERGENCY MEDICINE	4	0.42%
OS - ENDOCRINOLOGY	33	3.45%
OS - PAEDIATRIC SURGERY	5	0.52%
OS - GASTROENTEROLOGY	43	4.49%
OS - GENERAL SURGERY	64	6.69%
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	1.57%
OS - RESPIRATORY MEDICINE	25	2.61%
OS - PSYCHIATRY	46	4.81%
OS - RADIOTHERAPY	12	1.25%
OS - RHEUMATOLOGY	14	1.46%
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%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Follow up</b>	<b>Total</b>	<b>Percentage %</b>
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	10.46%
IS - DOCTOR	334	89.54%
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	2981	96.88%
Escalated	73	2.37%
Follow up	23	0.75%
Delayed reimbursement cases	Total	Percentage %

First Contact Resolution	2	100%
Escalated	0	0%
Follow up	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	267	96.74%
Escalated	7	2.54%
Follow up	2	0.72%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	298	96.44%
Escalated	2	0.65%
Follow up	9	2.91%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	303	97.43%
Escalated	7	2.25%
Follow up	1	0.32%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	928	98.51%
Escalated	12	1.27%
Follow up	2	0.21%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	529	99.06%
Escalated	4	0.75%
Follow up	1	0.19%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	8441	98.6%
Escalated	94	1.1%
Follow up	26	0.3%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	334	95.98%
Escalated	10	2.87%
Follow up	4	1.15%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>

First Contact Resolution	178	98.34%
Escalated	3	1.66%
Follow up	0	0%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	3165	95.3%
Escalated	132	3.97%
Follow up	24	0.72%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	52	98.11%
Escalated	1	1.89%
Follow up	0	0%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	1312	87.53%
Escalated	21	1.4%
Follow up	166	11.07%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	136	74.32%
Escalated	37	20.22%
Follow up	10	5.46%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	5	83.33%
Escalated	1	16.67%
Follow up	0	0%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	1	100%
Escalated	0	0%
Follow up	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	57	96.61%
Escalated	2	3.39%
Follow up	0	0%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>

First Contact Resolution	662	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	18926	99.14%
Escalated	165	0.86%
Follow up	0	0%

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

Beneficiaries Status	Total	Percentage %
First Contact Resolution	8905	98.89%
Escalated	100	1.11%
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	9957	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	3915	43.96%
Beneficiary Female	4990	56.04%
Escalated	Total	Percentage %
Beneficiary Male	40	40%
Beneficiary Female	60	60%
Follow up	Total	Percentage %
Beneficiary Male	0	0%

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

First Contact Resolution	Total	Percentage %
PD	3694	37.1%
OS	956	9.6%
LAB	70	0.7%
PH	911	9.15%
IS	372	3.74%
AE	10	0.1%
AH	3737	37.53%
NM	50	0.5%
DE	157	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	3355	90.82%
PD - GERIATRICIAN	67	1.81%
PD - PEDIATRICIAN	237	6.42%
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	0.84%
OS - UROLOGY	39	4.08%
OS - RENAL DISEASES	10	1.05%
OS - NEUROLOGY	44	4.6%
OS - VASCULAR SURGERY	5	0.52%
OS - NEUROLOGICAL SURGERY	21	2.2%
OS - NUCLEAR MEDICINE	6	0.63%
OS - OBSTETRICS - GYNAECOLOGY	65	6.8%
OS - OPHTHALMOLOGY	61	6.38%
OS - ORTHOPAEDICS	70	7.32%
OS - OTORHINOLARYNGOLOGY	21	2.2%
OS - ALLERGOLOGY	24	2.51%
OS - ANESTHESIOLOGY	36	3.77%
OS - PAEDIATRICS	4	0.42%

		Total	Percentage %
OS - CARDIOLOGY	126	13.18%	
OS - MEDICAL GENETIC	20	2.09%	
OS - PAEDIATRIC CARDIOLOGY	0	0%	
OS - CYTOLOGY	10	1.05%	
OS - DERMATO-VENEREOLOGY	55	5.75%	
OS - CHILD & ADOLESCENT PSYCHIATRY	4	0.42%	
OS - DIAGNOSTIC RADIOLOGY	37	3.87%	
OS - ACCIDENT & EMERGENCY MEDICINE	4	0.42%	
OS - ENDOCRINOLOGY	33	3.45%	
OS - PAEDIATRIC SURGERY	5	0.52%	
OS - GASTROENTEROLOGY	43	4.5%	
OS - GENERAL SURGERY	64	6.69%	
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	1.57%	
OS - RESPIRATORY MEDICINE	25	2.62%	
OS - PSYCHIATRY	46	4.81%	
OS - RADIOTHERAPY	12	1.26%	
OS - RHEUMATOLOGY	14	1.46%	
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%	
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>	
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%
<b>Follow up</b>	<b>Total</b>	<b>Percentage %</b>
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	10.48%
IS - DOCTOR	333	89.52%
Escalated	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	5	100%
Follow up	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%

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

Beneficiary Enrolment Information	Total	Percentage %
First Contact Resolution	2688	98.25%
Escalated	48	1.75%

Follow up	0	0%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	2	100%
Escalated	0	0%
Follow up	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	256	97.71%
Escalated	6	2.29%
Follow up	0	0%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	278	99.64%
Escalated	1	0.36%
Follow up	0	0%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	283	98.61%
Escalated	4	1.39%
Follow up	0	0%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	912	99.13%
Escalated	8	0.87%
Follow up	0	0%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	490	99.19%
Escalated	4	0.81%
Follow up	0	0%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	8354	99.22%
Escalated	66	0.78%
Follow up	0	0%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	317	99.06%
Escalated	3	0.94%

Follow up	0	0%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	167	98.82%
Escalated	2	1.18%
Follow up	0	0%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	2999	99.63%
Escalated	11	0.37%
Follow up	0	0%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	51	98.08%
Escalated	1	1.92%
Follow up	0	0%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	1286	99.84%
Escalated	2	0.16%
Follow up	0	0%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	124	97.64%
Escalated	3	2.36%
Follow up	0	0%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	4	80%
Escalated	1	20%
Follow up	0	0%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	1	100%
Escalated	0	0%
Follow up	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	56	96.55%
Escalated	2	3.45%

Follow up	0	0%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	658	99.55%
Escalated	3	0.45%
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	725	58.56%
Escalated	245	19.79%
Follow up	268	21.65%

#### 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	718	58.52%
Escalated	242	19.72%
Follow up	267	21.76%

#### 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 Beneficiariesemail 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%
<b>Follow up</b>	<b>Total</b>	<b>Percentage %</b>
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.

<b>First Contact Resolution</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Follow up</b>	<b>Total</b>	<b>Percentage %</b>
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%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>

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%
<b>Follow up</b>	<b>Total</b>	<b>Percentage %</b>
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	293	85.92%
Escalated	25	7.33%
Follow up	23	6.74%
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	11	78.57%
Escalated	1	7.14%
Follow up	2	14.29%
Registration to Personal Doctor beneficiary list	Total	Percentage %
First Contact Resolution	20	66.67%
Escalated	1	3.33%
Follow up	9	30%
Provider Contracting	Total	Percentage %
First Contact Resolution	20	83.33%
Escalated	3	12.5%
Follow up	1	4.17%
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	39	97.5%
Escalated	0	0%
Follow up	1	2.5%
Service Provision	Total	Percentage %
First Contact Resolution	87	61.7%
Escalated	28	19.86%
Follow up	26	18.44%

<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	17	60.71%
Escalated	7	25%
Follow up	4	14.29%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	11	91.67%
Escalated	1	8.33%
Follow up	0	0%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	166	53.38%
Escalated	121	38.91%
Follow up	24	7.72%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	1	100%
Escalated	0	0%
Follow up	0	0%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	26	12.32%
Escalated	19	9%
Follow up	166	78.67%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	12	21.43%
Escalated	34	60.71%
Follow up	10	17.86%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	1	100%
Escalated	0	0%
Follow up	0	0%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>
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.	7321/8953	81.77%

Calls answered in 120 seconds.	Total	Percentage %
SLA is 90% for inbound calls.	8493/8953	94.86%

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.	8195/10001	81.94%

Calls answered in 60 seconds.	Total	Percentage %
SLA is 95% for inbound calls.	9590/10001	95.89%

12. First Contact Resolution (SLA-11).

Calls marked as first contact resolution.	Total	Percentage %
SLA is 95% of calls.	18926/19091	99.14%

13. Emails average assignment time.

Emails average assignment time (seconds): 33446

14. Emails average resolution time.

Emails average resolution time (seconds): 33734

15. Email priority assignment (SLA-10).

Email acquired in 1 business day.	Total	Percentage %
SLA is 95% of emails.	1235/1238	99.76%

16. Email resolution (SLA-12).

Emails resolved within 3 business days.	Total	Percentage %
SLA is 98% of emails.	992/993	99.9%

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

17.1 Total Surveys

Total Surveys: 911

Rating in scale of 4	Average
SLA is > 3	3.06

**End of Report**