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Report name:	Portals reporting.		
Report description:	Reporting for inbound contacts submitted to the Contact Centre Services by Portals for a specific period with the use of MedNext+ application		
Reporting software:	MedNext+ application.		
Customer:	Health Insurance organization	Contact Person:	Ifigeneia Kammitsi
Printing date:	02/01/2026 13:39:26		
Reporting period date:	01/12/2025 07:15:02 - 31/12/2025 22:45:52		

1. Handled contacts through Portals.

1.1. Number of Portal contacts

Number of Portal contacts: 825

2. Number of contacts per Issue Category

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

Issue Category	Total	Percentage %
Query	715	86.67%

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

Issue Category	Total	Percentage %
Complaint	110	13.33%

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

Issue Category	Total	Percentage %
Follow Up	0	0%

3. Number of contacts per Originator Type

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

Issue Category	Total	Percentage %
Insured Member	110	13.33%
Provider	715	86.67%
Other	0	0%

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

Issue Category	Total	Percentage %
Insured Member	86	12.03%
Provider	629	87.97%
Other	0	0%

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

Issue Category	Total	Percentage %
Insured Member	24	21.82%
Provider	86	78.18%
Other	0	0%

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

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

4. Number of Queries per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	70	9.79%
Provider & Healthcare Professionals Enrolment Info	37	5.17%
Registration to Personal Doctor beneficiary list	2	0.28%
Provider Contracting	31	4.34%
Benefits Package	47	6.57%
Beneficiary Eligibility Information	8	1.12%
Service Provision	227	31.75%
Contribution/Copayments Information	4	0.56%
Reimbursement Information	59	8.25%
Portal/Website Information	26	3.64%
Technical Support	8	1.12%
Other Information	64	8.95%
Pre-approval support to Providers	14	1.96%
Beneficiary and Provider support on Beneficiary el	14	1.96%
Business Continuity Service	0	0%
Service provision support to Providers	16	2.24%
Delayed reimbursement cases	1	0.14%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	38	44.19%
Provider & Healthcare Professionals Enrolment Info	1	1.16%
Registration to Personal Doctor beneficiary list	1	1.16%
Provider Contracting	1	1.16%
Benefits Package	3	3.49%
Beneficiary Eligibility Information	6	6.98%
Service Provision	6	6.98%
Contribution/Copayments Information	2	2.33%
Reimbursement Information	0	0%
Portal/Website Information	10	11.63%

Technical Support Sub Category Other Information	1 Total 13	1.16% Percentage % 15.12%
Pre-approval support to Providers	1	1.16%
Beneficiary and Provider support on Beneficiary el	2	2.33%
Business Continuity Service	0	0%
Service provision support to Providers	0	0%
Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	32	5.09%
Provider & Healthcare Professionals Enrolment Info	36	5.72%
Registration to Personal Doctor beneficiary list	1	0.16%
Provider Contracting	30	4.77%
Benefits Package	44	7%
Beneficiary Eligibility Information	2	0.32%
Service Provision	221	35.14%
Contribution/Copayments Information	2	0.32%
Reimbursement Information	59	9.38%
Portal/Website Information	16	2.54%
Technical Support	7	1.11%
Other Information	51	8.11%
Pre-approval support to Providers	13	2.07%
Beneficiary and Provider support on Beneficiary el	12	1.91%
Business Continuity Service	0	0%
Service provision support to Providers	16	2.54%
Delayed reimbursement cases	1	0.16%

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

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

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

5. Number of Complaints per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	4	3.64%
Provider Enrolment Complaint	7	6.36%
Registration to Personal Doctor beneficiary list C	3	2.73%
Provider Contracting Complaint	4	3.64%
Benefits Package Complaint	5	4.55%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	17	15.45%
Contribution/Copayments Complaint	3	2.73%
Reimbursement Complaint	14	12.73%
Portal/Website Complaint	14	12.73%
Technical Issues Complaint	0	0%
Other Complaints	8	7.27%
Complaint for specific Provider	8	7.27%
Complaint for specific Beneficiary	5	4.55%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.91%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	1	0.91%
Complaint for Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	1	4.17%
Provider Enrolment Complaint	1	4.17%
Registration to Personal Doctor beneficiary list C	3	12.5%
Provider Contracting Complaint	0	0%
Benefits Package Complaint	1	4.17%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	1	4.17%

Contribution/Copayments Complaint Sub Category	3 Total	12.5% Percentage %
Reimbursement Complaint	1	4.17%
Portal/Website Complaint	3	12.5%
Technical Issues Complaint	0	0%
Other Complaints	2	8.33%
Complaint for specific Provider	6	25%
Complaint for specific Beneficiary	0	0%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	0	0%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

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

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

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

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

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

6. Number of contacts per Sub Category

6.1 Number of contacts per Sub Category

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	70	8.48%
Provider & Healthcare Professionals Enrolment Info	37	4.48%
Registration to Personal Doctor beneficiary list	2	0.24%
Provider Contracting	31	3.76%
Benefits Package	47	5.7%
Beneficiary Eligibility Information	8	0.97%
Service Provision	227	27.52%
Contribution/Copayments Information	4	0.48%
Reimbursement Information	59	7.15%
Portal/Website Information	26	3.15%
Technical Support	8	0.97%
Other Information	64	7.76%
Pre-approval support to Providers	14	1.7%
Beneficiary and Provider support on Beneficiary el	14	1.7%
Business Continuity Service	0	0%
Service provision support to Providers	16	1.94%
Delayed reimbursement cases	1	0.12%
Beneficiary Enrolment Complaint	4	0.48%
Provider Enrolment Complaint	7	0.85%
Registration to Personal Doctor beneficiary list C	3	0.36%
Provider Contracting Complaint	4	0.48%
Benefits Package Complaint	5	0.61%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	17	2.06%
Contribution/Copayments Complaint	3	0.36%
Reimbursement Complaint	14	1.7%
Portal/Website Complaint	14	1.7%
Technical Issues Complaint	0	0%
Other Complaints	8	0.97%

Complaint for specific Provider Sub Category	8 Total	0.97% Percentage %
Complaint for specific Beneficiary	5	0.61%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.12%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	1	0.12%
Complaint for Delayed reimbursement cases	0	0%

7. Portals average assignment time

7.1 Portals average assignment time

Portals average assignment time (seconds):10924

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

8.1 Portals assignment time

Portal contacts acquired in 1 business day.	Total	Percentage %
SLA is 95% of portals.	821/825	99.52%

9. Portals average resolution time

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

Average resolution time for contacts resolve by the Contact Centre Services (seconds): 22889

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

Average resolution time for contacts escalated from the Contact Centre Services (seconds): 19907

9.3 Portals average resolution time.

Portals average resolution time (seconds): 21398

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

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

Portals resolved in 3 business days.	Total	Percentage %
SLA is 98% of portals.	566/567	99.82%

11. Contact centre quality (SLA-14)

11.1. Contacts wrongly transferred outside the Contact Centre for resolution

Wrongly escalated contacts	Total	Percentage %
SLA is 2% of escalated contacts.	1/669	0.15%

12. Escalated Portal Contacts

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

Portal contacts	Total	Percentage %
Escalated portal contacts	258	31.27%

13. Escalated Portal Contacts per Issue Category

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

Issue Category	Total	Percentage %
Query	192	74.42%

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

Issue Category	Total	Percentage %
Complaint	66	25.58%

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

Issue Category	Total	Percentage %
Follow Up	0	0%

14. Escalated Portal Contacts per Originator Type

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

Issue Category	Total	Percentage %
Insured Member	16	6.2%
Provider	242	93.8%
Other	0	0%

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

Issue Category	Total	Percentage %
Insured Member	7	3.65%
Provider	185	96.35%
Other	0	0%

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

Issue Category	Total	Percentage %
Insured Member	9	13.64%
Provider	57	86.36%
Other	0	0%

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

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

15. Escalated Queries per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	11	5.73%
Provider & Healthcare Professionals Enrolment Info	6	3.13%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	11	5.73%
Benefits Package	21	10.94%
Beneficiary Eligibility Information	0	0%
Service Provision	33	17.19%
Contribution/Copayments Information	0	0%
Reimbursement Information	45	23.44%
Portal/Website Information	10	5.21%
Technical Support	2	1.04%
Other Information	3	1.56%
Pre-approval support to Providers	11	5.73%
Beneficiary and Provider support on Beneficiary el	3	1.56%
Business Continuity Service	0	0%
Service provision support to Providers	2	1.04%
Delayed reimbursement cases	0	0%

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

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

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

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	9	4.86%
Provider & Healthcare Professionals Enrolment Info	6	3.24%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	11	5.95%
Benefits Package	19	10.27%
Beneficiary Eligibility Information	0	0%
Service Provision	33	17.84%
Contribution/Copayments Information	0	0%
Reimbursement Information	45	24.32%
Portal/Website Information	10	5.41%
Technical Support	2	1.08%
Other Information	2	1.08%
Pre-approval support to Providers	10	5.41%
Beneficiary and Provider support on Beneficiary el	3	1.62%
Business Continuity Service	0	0%
Service provision support to Providers	2	1.08%
Delayed reimbursement cases	0	0%

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

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

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

16. Escalated Complaints per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	2	1.04%
Provider Enrolment Complaint	5	2.6%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	1	0.52%
Benefits Package Complaint	5	2.6%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	13	6.77%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	8	4.17%
Portal/Website Complaint	8	4.17%
Technical Issues Complaint	0	0%
Other Complaints	3	1.56%
Complaint for specific Provider	8	4.17%
Complaint for specific Beneficiary	4	2.08%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.52%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

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

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

Contribution/Copayments Complaint Sub Category	0 Total	0% Percentage %
Reimbursement Complaint	0	0%
Portal/Website Complaint	0	0%
Technical Issues Complaint	0	0%
Other Complaints	2	28.57%
Complaint for specific Provider	6	85.71%
Complaint for specific Beneficiary	0	0%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	0	0%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	2	1.08%
Provider Enrolment Complaint	5	2.7%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	1	0.54%
Benefits Package Complaint	4	2.16%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	13	7.03%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	8	4.32%
Portal/Website Complaint	8	4.32%
Technical Issues Complaint	0	0%
Other Complaints	1	0.54%
Complaint for specific Provider	2	1.08%
Complaint for specific Beneficiary	4	2.16%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.54%
Complaint for Beneficiary and Provider support on	0	0%

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

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

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

17. Escalated Portal Contacts per Sub Category

17.1. Number of Escalated Portal Contacts per Sub Category

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	11	4.26%
Provider & Healthcare Professionals Enrolment Info	6	2.33%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	11	4.26%
Benefits Package	21	8.14%
Beneficiary Eligibility Information	0	0%
Service Provision	33	12.79%
Contribution/Copayments Information	0	0%
Reimbursement Information	45	17.44%
Portal/Website Information	10	3.88%
Technical Support	2	0.78%
Other Information	3	1.16%
Pre-approval support to Providers	11	4.26%
Beneficiary and Provider support on Beneficiary el	3	1.16%
Business Continuity Service	0	0%
Service provision support to Providers	2	0.78%
Delayed reimbursement cases	0	0%
Beneficiary Enrolment Complaint	2	0.78%
Provider Enrolment Complaint	5	1.94%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	1	0.39%
Benefits Package Complaint	5	1.94%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	13	5.04%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	8	3.1%
Portal/Website Complaint	8	3.1%
Technical Issues Complaint	0	0%
Other Complaints	3	1.16%

Complaint for specific Provider Sub Category	8 Total	3.1% Percentage %
Complaint for specific Beneficiary	4	1.55%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.39%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

End of Report