

Table of Contents

Table of Contents	1
1. Handled contacts through Portals.	4
1.1. Number of Portal contacts	4
2. Number of contacts per Issue Category	4
2.1 Number of Queries and % on total number of Portal contacts.	4
2.2 Number of Complaints and % on total number of Portal contacts.	4
2.3 Number of Follow up and % on total number of Portal contacts.	4
3. Number of contacts per Originator Type	5
3.1 Number of contacts per Originator Type and % on total number of Portal contacts.	5
3.2 Number of contacts per Originator Type per Query and % on total number of Queries.	5
3.3 Number of contacts per Originator Type per Complaint and % on total number of Complaints.	5
3.4 Number of contacts per Originator Type per Follow up and % on total number of Follow up.	5
4. Number of Queries per Sub Category	6
4.1 Number of Queries per Sub Category and % on total number of Queries.	6
4.2 Number of Queries per Sub Category for Insured Member and % on total number of Queries for Insured members.	6
4.3 Number of Queries per Sub Category for Provider and % on total number of Queries for Providers.	7
4.4 Number of Queries per Sub Category for Other and % on total number of Queries for Others.	7
5. Number of Complaints per Sub Category	9
5.1 Number of Complaints per Sub Category and % on total number of Complaint.	9
5.2 Number of Complaints per Sub Category for Insured Member and % on total number of Complaints for Insured members.	9
5.3 Number of Complaints per Sub Category for Provider and % on total number of Complaints for Providers.	10
5.4 Number of Complaints per Sub Category for Other and % on total number of Complaints for Others.	11
6. Number of contacts per Sub Category	12
6.1 Number of contacts per Sub Category	12
7. Portals average assignment time	14
7.1 Portals average assignment time	14
8. Contact centre non-telephone priority assignment (SLA-10)	14
8.1 Portals assignment time	14
9. Portals average resolution time	15
9.1 Average resolution time for contacts resolve by the Contact Centre Services.	15
9.2 Average resolution time for contacts escalated from the Contact Centre Services.	15
9.3 Portals average resolution time.	15
10. Contact centre – Standard Contact resolution (SLA-12)	15
10.1 Resolution time for contacts resolve by the Contact Centre Services.	15
11. Contact centre quality (SLA-14)	15
11.1. Contacts wrongly transferred outside the Contact Centre for resolution	15
12. Escalated Portal Contacts	16
12.1. Number of escalated portal contacts and % on total number of portal contacts	16
13. Escalated Portal Contacts per Issue Category	17
13.1. Number of Escalated Portal Queries and % on total number of Escalated Portal contacts	17
13.2. Number of Escalated Portal Complaints and % on total number of Escalated Portal contacts	17
13.3. Number of Escalated Portal Follow ups and % on total number of Escalated Portal contacts	17
14. Escalated Portal Contacts per Originator Type	18
14.1. Number of Escalated Portal Contacts per Originator type and % on total number of Escalated Portal contacts	18
14.2. Number of Escalated Portal Contacts per Originator type per Query and % on total number of Escalated Portal Queries	18
14.3. Number of Escalated Portal per Originator type per Complaint and % on total number of Escalated Portal Complaints	18
14.4. Number of Escalated Portal per Originator type per Follow up and % on total number of Escalated Portal Follow ups	18
15. Escalated Queries per Sub Category	19
15.1. Number of Escalated Queries per Sub Category and % on total number of Escalated Queries	19
15.2. Number of Escalated Queries per Sub Category for Insured Member and % on total number of Escalated Queries for Insured members	19

15.3. Number of Escalated Queries per Sub Category for Provider and % on total number of Escalated Queries for Providers	20
15.4. Number of Escalated Queries per Sub Category for Other and % on total number of Escalated Queries for Others	20
16. Escalated Complaints per Sub Category	22
16.1. Number of Escalated Complaints per Sub Category and % on total number of Escalated Complaints	22
16.2. Number of Escalated Complaints per Sub Category for Insured Member and % on total number of Escalated Complaints for Insured members	22
16.3. Number of Escalated Complaints per Sub Category for Provider and % on total number of Escalated Complaints for Providers	23
16.4. Number of Escalated Complaints per Sub Category for Other and % on total number of Escalated Complaints for Others	24
17. Escalated Portal Contacts per Sub Category	25
17.1. Number of Escalated Portal Contacts per Sub Category	25

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%

Sub Category	Total	Percentage %
Other Information	13	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 Provider	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%

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%

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 Provider	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