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| Report name: | Vocalcom application reporting. | | |
| Report description: | Reporting for inbound contacts submitted to the Contact Centre Services by telephone calls and emails for a specific period with the use of Vocalcom application. | | |
| Reporting software: | Vocalcom application. | | |
| Customer: | Health Insurance organization | Contact Person: | Ifigeneia Kammitsi |
| Printing date: | 14/01/2026 09:17:17 | | |
| Reporting period date: | 02/01/2026 08:02:31 - 13/01/2026 20:00:26 | | |

1. Number of handled queries.

1.1 Number of queries

Number of queries: 7683

1.2 Number of queries per channel of communication.

| Channel of Communication | Total | Percentage % |
|--------------------------|-------|--------------|
| Inbound | 7222 | 94% |
| Voicemail | 22 | 0.29% |
| Email | 439 | 5.71% |

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

| Channel of Communication | Total | Percentage % |
|--------------------------|-------|--------------|
| Telephone calls | 7244 | 94.29% |

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 | 3556 | 46.28% |

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

| Contact Initiator | Total | Percentage % |
|-------------------|-------|--------------|
| General Public | 459 | 5.97% |

2.1.3 Providers queries and % on total number of queries.

| Contact Initiator | Total | Percentage % |
|-------------------|-------|--------------|
| Providers | 3668 | 47.74% |

2.2 Telephone calls

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

| Contact Initiator | Total | Percentage % |
|-------------------|-------|--------------|
| Beneficiaries | 3556 | 49.09% |

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

| Contact Initiator | Total | Percentage % |
|-------------------|-------|--------------|
| General Public | 22 | 0.3% |

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

| Contact Initiator | Total | Percentage % |
|-------------------|-------|--------------|
| Providers | 3666 | 50.61% |

2.3 Emails

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

| Contact Initiator | Total | Percentage % |
|-------------------|-------|--------------|
| Beneficiaries | 0 | 0% |

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

| Contact Initiator | Total | Percentage % |
|-------------------|-------|--------------|
| General Public | 437 | 99.54% |

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

| Contact Initiator | Total | Percentage % |
|-------------------|-------|--------------|
| Providers | 2 | 0.46% |

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 | 1613 | 45.36% |

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

| Beneficiary Gender | Total | Percentage % |
|--------------------|-------|--------------|
| Beneficiary Female | 1943 | 54.64% |

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 | 1613 | 45.36% |

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

| Beneficiary Gender | Total | Percentage % |
|--------------------|-------|--------------|
| Beneficiary Female | 1943 | 54.64% |

3.3 Emails

3.3.1 Beneficiary Male queries and % on total number of Beneficiaries email queries.

| Beneficiary Gender | Total | Percentage % |
|--------------------|-------|--------------|
| Beneficiary Male | 0 | 0% |

3.3.2 Beneficiary Female queries and % on total number of Beneficiaries email queries.

| Beneficiary Gender | Total | Percentage % |
|--------------------|-------|--------------|
| Beneficiary Female | 0 | 0% |

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 | 1169 | 31.87% |
| OS | 240 | 6.54% |
| LAB | 14 | 0.38% |
| PH | 257 | 7.01% |
| IS | 156 | 4.25% |
| AE | 2 | 0.05% |
| AH | 1786 | 48.69% |
| NM | 17 | 0.46% |
| DE | 27 | 0.74% |

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

| PD Specialties | Total | Percentage % |
|------------------------|-------|--------------|
| PD - GENERAL MEDICINE | 1081 | 92.47% |
| PD - GERIATRICIAN | 15 | 1.28% |
| PD - PEDIATRICIAN | 59 | 5.05% |
| PD - INTERNAL MEDICINE | 14 | 1.2% |

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

| OS Specialties | Total | Percentage % |
|-----------------------------------------|-------|--------------|
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 1 | 0.42% |
| OS - UROLOGY | 5 | 2.08% |
| OS - RENAL DISEASES | 5 | 2.08% |
| OS - NEUROLOGY | 11 | 4.58% |
| OS - VASCULAR SURGERY | 2 | 0.83% |
| OS - NEUROLOGICAL SURGERY | 3 | 1.25% |
| OS - NUCLEAR MEDICINE | 1 | 0.42% |
| OS - OBSTETRICS - GYNAECOLOGY | 20 | 8.33% |
| OS - OPHTHALMOLOGY | 16 | 6.67% |
| OS - ORTHOPAEDICS | 32 | 13.33% |
| OS - OTORHINOLARYNGOLOGY | 4 | 1.67% |
| OS - ALLERGOLOGY | 8 | 3.33% |

| OS - ANESTHESIOLOGY OS Specialties | 3 Total | 1.25% Percentage % |
|-------------------------------------------|------------|-----------------------|
| OS - PAEDIATRICS | 1 | 0.42% |
| OS - CARDIOLOGY | 23 | 9.58% |
| OS - MEDICAL GENETIC | 9 | 3.75% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 4 | 1.67% |
| OS - DERMATO-VENEREOLOGY | 19 | 7.92% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 18 | 7.5% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 3 | 1.25% |
| OS - ENDOCRINOLOGY | 7 | 2.92% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 6 | 2.5% |
| OS - GENERAL SURGERY | 15 | 6.25% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 1 | 0.42% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 4 | 1.67% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 1 | 0.42% |
| OS - PLASTIC SURGERY | 5 | 2.08% |
| OS - RESPIRATORY MEDICINE | 3 | 1.25% |
| OS - PSYCHIATRY | 3 | 1.25% |
| OS - RADIOTHERAPY | 3 | 1.25% |
| OS - RHEUMATOLOGY | 4 | 1.67% |
| 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% |

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

| IS Specialties | Total | Percentage % |
|----------------|-------|--------------|
| | | |

| | | |
|------------------------------|-------------|------------------------|
| IS - CODER IS Specialties | 24 Total | 15.38% Percentage % |
| IS - DOCTOR | 132 | 84.62% |

4.2 Telephone calls

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

| Providers Segment | Total | Percentage % |
|-------------------|-------|--------------|
| PD | 1168 | 31.86% |
| OS | 239 | 6.52% |
| LAB | 14 | 0.38% |
| PH | 257 | 7.01% |
| IS | 156 | 4.26% |
| AE | 2 | 0.05% |
| AH | 1786 | 48.72% |
| NM | 17 | 0.46% |
| DE | 27 | 0.74% |

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

| PD Specialties | Total | Percentage % |
|------------------------|-------|--------------|
| PD - GENERAL MEDICINE | 1080 | 92.47% |
| PD - GERIATRICIAN | 15 | 1.28% |
| PD - PEDIATRICIAN | 59 | 5.05% |
| PD - INTERNAL MEDICINE | 14 | 1.2% |

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 | 1 | 0.42% |
| OS - UROLOGY | 5 | 2.09% |
| OS - RENAL DISEASES | 5 | 2.09% |
| OS - NEUROLOGY | 11 | 4.6% |
| OS - VASCULAR SURGERY | 2 | 0.84% |
| OS - NEUROLOGICAL SURGERY | 3 | 1.26% |
| OS - NUCLEAR MEDICINE | 1 | 0.42% |
| OS - OBSTETRICS - GYNAECOLOGY | 20 | 8.37% |
| OS - OPHTHALMOLOGY | 16 | 6.69% |
| OS - ORTHOPAEDICS | 32 | 13.39% |
| OS - OTORHINOLARYNGOLOGY | 4 | 1.67% |

| IS Specialties | Total | Percentage % |
|-------------------------------------------|-------|--------------|
| OS - PEDIATRICS | 3 | 1.26% |
| OS - ANESTHESIOLOGY | 1 | 0.42% |
| OS - PAEDIATRICS | 22 | 9.21% |
| OS - CARDIOLOGY | 9 | 3.77% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 4 | 1.67% |
| OS - CYTOLOGY | 19 | 7.95% |
| OS - DERMATO-VENEREOLOGY | 0 | 0% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 18 | 7.53% |
| OS - DIAGNOSTIC RADIOLOGY | 3 | 1.26% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 7 | 2.93% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 6 | 2.51% |
| OS - GASTROENTEROLOGY | 15 | 6.28% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 1 | 0.42% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 4 | 1.67% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 1 | 0.42% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 5 | 2.09% |
| OS - PLASTIC SURGERY | 3 | 1.26% |
| OS - RESPIRATORY MEDICINE | 3 | 1.26% |
| OS - PSYCHIATRY | 3 | 1.26% |
| OS - RADIOTHERAPY | 4 | 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% |

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

| IS Specialties | Total | Percentage % |
|----------------|-------|--------------|
| IS - CODER | 24 | 15.38% |
| IS - DOCTOR | 132 | 84.62% |

4.3 Emails

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

| Providers Segment | Total | Percentage % |
|-------------------|-------|--------------|
| PD | 1 | 50% |
| OS | 1 | 50% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| 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 | 1 | 100% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |

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

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

| OS - ORTHOPAEDICS OS Specialties | 0 Total | 0% Percentage % |
|-------------------------------------------|------------|--------------------|
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 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 OS Specialties | 0 Total | 0% Percentage % |
|----------------------------------------------------------|------------|--------------------|

4.3.4 IS Specialties queries and % on total number of IS email queries.

| IS Specialties | Total | Percentage % |
|----------------|-------|--------------|
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |

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 | 1302 | 16.95% |
| Delayed reimbursement cases | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | 180 | 2.34% |
| Registration to Personal Doctor beneficiary list | 128 | 1.67% |
| Provider Contracting | 42 | 0.55% |
| Benefits Package | 454 | 5.91% |
| Beneficiary Eligibility Information | 220 | 2.86% |
| Service Provision | 3027 | 39.4% |
| Contribution/Copayments Information | 144 | 1.87% |
| Reimbursement Information | 64 | 0.83% |
| Portal/Website Information | 1094 | 14.24% |
| Technical Support | 16 | 0.21% |
| Other Information | 458 | 5.96% |
| Complaints or appeals | 75 | 0.98% |
| Pre-approval support to Providers | 1 | 0.01% |
| Beneficiary and Provider support on Beneficiary el | 0 | 0% |
| Claims | 11 | 0.14% |
| Service provision support to Providers | 467 | 6.08% |

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

| Beneficiaries Contact Type Categories | Total | Percentage % |
|---------------------------------------------------|-------|--------------|
| Beneficiary Enrolment Information | 977 | 27.47% |
| Delayed reimbursement cases | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | 61 | 1.72% |
| Registration to Personal Doctor beneficiary list | 103 | 2.9% |
| Provider Contracting | 1 | 0.03% |
| Benefits Package | 125 | 3.52% |
| Beneficiary Eligibility Information | 182 | 5.12% |
| Service Provision | 1084 | 30.48% |
| Contribution/Copayments Information | 118 | 3.32% |

| Reimbursement Information Beneficiaries Contact Type Categories | 15 Total | 0.42% Percentage % |
|--------------------------------------------------------------------|-------------|-----------------------|
| Portal/Website Information | 486 | 13.67% |
| Technical Support | 10 | 0.28% |
| Other Information | 336 | 9.45% |
| Complaints or appeals | 50 | 1.41% |
| Pre-approval support to Providers | 1 | 0.03% |
| Beneficiary and Provider support on Beneficiary el | 0 | 0% |
| Claims | 2 | 0.06% |
| Service provision support to Providers | 5 | 0.14% |

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 | 144 | 31.37% |
| Delayed reimbursement cases | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | 6 | 1.31% |
| Registration to Personal Doctor beneficiary list | 9 | 1.96% |
| Provider Contracting | 3 | 0.65% |
| Benefits Package | 9 | 1.96% |
| Beneficiary Eligibility Information | 15 | 3.27% |
| Service Provision | 58 | 12.64% |
| Contribution/Copayments Information | 4 | 0.87% |
| Reimbursement Information | 4 | 0.87% |
| Portal/Website Information | 114 | 24.84% |
| Technical Support | 0 | 0% |
| Other Information | 71 | 15.47% |
| Complaints or appeals | 17 | 3.7% |
| Pre-approval support to Providers | 0 | 0% |
| Beneficiary and Provider support on Beneficiary el | 0 | 0% |
| Claims | 2 | 0.44% |
| Service provision support to Providers | 3 | 0.65% |

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

| Providers Contact Type Categories | Total | Percentage % |
|-----------------------------------|-------|--------------|
| Beneficiary Enrolment Information | 181 | 4.93% |
| | | |

| Delayed reimbursement cases Providers Contact Type Categories | 0 Total | 0% Percentage % |
|------------------------------------------------------------------|------------|--------------------|
| Provider & Healthcare Professionals Enrolment Inf | 113 | 3.08% |
| Registration to Personal Doctor beneficiary list | 16 | 0.44% |
| Provider Contracting | 38 | 1.04% |
| Benefits Package | 320 | 8.72% |
| Beneficiary Eligibility Information | 23 | 0.63% |
| Service Provision | 1885 | 51.39% |
| Contribution/Copayments Information | 22 | 0.6% |
| Reimbursement Information | 45 | 1.23% |
| Portal/Website Information | 494 | 13.47% |
| Technical Support | 6 | 0.16% |
| Other Information | 51 | 1.39% |
| Complaints or appeals | 8 | 0.22% |
| Pre-approval support to Providers | 0 | 0% |
| Beneficiary and Provider support on Beneficiary el | 0 | 0% |
| Claims | 7 | 0.19% |
| Service provision support to Providers | 459 | 12.51% |

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

| Beneficiary Enrolment Information | Total | Percentage % |
|---------------------------------------------------|-------|--------------|
| Beneficiary Male | 590 | 60.39% |
| Beneficiary Female | 387 | 39.61% |
| Delayed reimbursement cases | Total | Percentage % |
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | Total | Percentage % |
| Beneficiary Male | 24 | 39.34% |
| Beneficiary Female | 37 | 60.66% |
| Registration to Personal Doctor beneficiary list | Total | Percentage % |
| Beneficiary Male | 35 | 33.98% |
| Beneficiary Female | 68 | 66.02% |
| Provider Contracting | Total | Percentage % |
| Beneficiary Male | 0 | 0% |

| | | |
|-----------------------------------------------------------|--------------|---------------------|
| Beneficiary Female | 1 | 100% |
| Benefits Package | Total | Percentage % |
| Beneficiary Male | 54 | 43.2% |
| Beneficiary Female | 71 | 56.8% |
| Beneficiary Eligibility Information | Total | Percentage % |
| Beneficiary Male | 89 | 48.9% |
| Beneficiary Female | 93 | 51.1% |
| Service Provision | Total | Percentage % |
| Beneficiary Male | 443 | 40.87% |
| Beneficiary Female | 641 | 59.13% |
| Contribution/Copayments Information | Total | Percentage % |
| Beneficiary Male | 46 | 38.98% |
| Beneficiary Female | 72 | 61.02% |
| Reimbursement Information | Total | Percentage % |
| Beneficiary Male | 3 | 20% |
| Beneficiary Female | 12 | 80% |
| Portal/Website Information | Total | Percentage % |
| Beneficiary Male | 167 | 34.36% |
| Beneficiary Female | 319 | 65.64% |
| Technical Support | Total | Percentage % |
| Beneficiary Male | 3 | 30% |
| Beneficiary Female | 7 | 70% |
| Other Information | Total | Percentage % |
| Beneficiary Male | 135 | 40.18% |
| Beneficiary Female | 201 | 59.82% |
| Complaints or appeals | Total | Percentage % |
| Beneficiary Male | 19 | 38% |
| Beneficiary Female | 31 | 62% |
| Pre-approval support to Providers | Total | Percentage % |
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 1 | 100% |
| Beneficiary and Provider support on Beneficiary el | Total | Percentage % |

| | | |
|-----------------------------------------------|--------------|---------------------|
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 0 | 0% |
| Claims | Total | Percentage % |
| Beneficiary Male | 2 | 100% |
| Beneficiary Female | 0 | 0% |
| Service provision support to Providers | Total | Percentage % |
| Beneficiary Male | 3 | 60% |
| Beneficiary Female | 2 | 40% |

5.1.6 Providers Segment Contact type categories queries and % on total number of Providers Contact Type Categories queries.

| | | |
|--------------------------------------------------------------|--------------|---------------------|
| Beneficiary Enrolment Information | Total | Percentage % |
| PD | 175 | 96.69% |
| OS | 2 | 1.1% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 1 | 0.55% |
| AE | 0 | 0% |
| AH | 3 | 1.66% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Delayed reimbursement cases | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | Total | Percentage % |
| PD | 29 | 25.66% |
| OS | 14 | 12.39% |

| | | |
|---------------------------------------------------------|--------------|---------------------|
| LAB | 0 | 0% |
| PH | 6 | 5.31% |
| IS | 5 | 4.42% |
| AE | 0 | 0% |
| AH | 48 | 42.48% |
| NM | 6 | 5.31% |
| DE | 5 | 4.42% |
| Registration to Personal Doctor beneficiary list | Total | Percentage % |
| PD | 15 | 93.75% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 1 | 6.25% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Provider Contracting | Total | Percentage % |
| PD | 15 | 39.47% |
| OS | 7 | 18.42% |
| LAB | 0 | 0% |
| PH | 1 | 2.63% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 14 | 36.84% |
| NM | 0 | 0% |
| DE | 1 | 2.63% |
| Benefits Package | Total | Percentage % |
| PD | 11 | 3.44% |
| OS | 5 | 1.56% |
| LAB | 0 | 0% |
| PH | 0 | 0% |

| | | |
|--------------------------------------------|--------------|---------------------|
| IS | 1 | 0.31% |
| AE | 0 | 0% |
| AH | 303 | 94.69% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Beneficiary Eligibility Information | Total | Percentage % |
| PD | 19 | 82.61% |
| OS | 3 | 13.04% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 1 | 4.35% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Service Provision | Total | Percentage % |
| PD | 445 | 23.61% |
| OS | 94 | 4.99% |
| LAB | 5 | 0.27% |
| PH | 136 | 7.21% |
| IS | 81 | 4.3% |
| AE | 1 | 0.05% |
| AH | 1108 | 58.78% |
| NM | 9 | 0.48% |
| DE | 6 | 0.32% |
| Contribution/Copayments Information | Total | Percentage % |
| PD | 7 | 31.82% |
| OS | 7 | 31.82% |
| LAB | 0 | 0% |
| PH | 1 | 4.55% |
| IS | 0 | 0% |
| AE | 0 | 0% |

| | | |
|-----------------------------------|--------------|---------------------|
| AH | 7 | 31.82% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Reimbursement Information | Total | Percentage % |
| PD | 16 | 35.56% |
| OS | 4 | 8.89% |
| LAB | 1 | 2.22% |
| PH | 1 | 2.22% |
| IS | 2 | 4.44% |
| AE | 1 | 2.22% |
| AH | 17 | 37.78% |
| NM | 1 | 2.22% |
| DE | 2 | 4.44% |
| Portal/Website Information | Total | Percentage % |
| PD | 317 | 64.17% |
| OS | 55 | 11.13% |
| LAB | 6 | 1.21% |
| PH | 51 | 10.32% |
| IS | 29 | 5.87% |
| AE | 0 | 0% |
| AH | 34 | 6.88% |
| NM | 0 | 0% |
| DE | 2 | 0.4% |
| Technical Support | Total | Percentage % |
| PD | 2 | 33.33% |
| OS | 1 | 16.67% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 3 | 50% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |

| | | |
|-----------------------------------------------------------|--------------|---------------------|
| DE | 0 | 0% |
| Other Information | Total | Percentage % |
| PD | 23 | 45.1% |
| OS | 8 | 15.69% |
| LAB | 0 | 0% |
| PH | 3 | 5.88% |
| IS | 4 | 7.84% |
| AE | 0 | 0% |
| AH | 8 | 15.69% |
| NM | 1 | 1.96% |
| DE | 4 | 7.84% |
| Complaints or appeals | Total | Percentage % |
| PD | 3 | 37.5% |
| OS | 4 | 50% |
| LAB | 0 | 0% |
| PH | 1 | 12.5% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Pre-approval support to Providers | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Beneficiary and Provider support on Beneficiary el | Total | Percentage % |

| | | |
|-----------------------------------------------|--------------|---------------------|
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Claims | Total | Percentage % |
| PD | 3 | 42.86% |
| OS | 1 | 14.29% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 1 | 14.29% |
| AE | 0 | 0% |
| AH | 2 | 28.57% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Service provision support to Providers | Total | Percentage % |
| PD | 89 | 19.39% |
| OS | 35 | 7.63% |
| LAB | 2 | 0.44% |
| PH | 57 | 12.42% |
| IS | 28 | 6.1% |
| AE | 0 | 0% |
| AH | 241 | 52.51% |
| NM | 0 | 0% |
| DE | 7 | 1.53% |

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 | 161 | 92% |

| | | |
|--------------------------------------------------------------|--------------|---------------------|
| PD - GERIATRICIAN | 2 | 1.14% |
| PD - PEDIATRICIAN | 11 | 6.29% |
| PD - INTERNAL MEDICINE | 1 | 0.57% |
| 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 | 24 | 82.76% |
| PD - GERIATRICIAN | 1 | 3.45% |
| PD - PEDIATRICIAN | 4 | 13.79% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Registration to Personal Doctor beneficiary list | Total | Percentage % |
| PD - GENERAL MEDICINE | 15 | 100% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Provider Contracting | Total | Percentage % |
| PD - GENERAL MEDICINE | 13 | 86.67% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 2 | 13.33% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Benefits Package | Total | Percentage % |
| PD - GENERAL MEDICINE | 9 | 81.82% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 1 | 9.09% |
| PD - INTERNAL MEDICINE | 1 | 9.09% |
| Beneficiary Eligibility Information | Total | Percentage % |
| PD - GENERAL MEDICINE | 13 | 68.42% |
| PD - GERIATRICIAN | 1 | 5.26% |
| PD - PEDIATRICIAN | 5 | 26.32% |

| | | |
|--------------------------------------------|--------------|---------------------|
| PD - INTERNAL MEDICINE | 0 | 0% |
| Service Provision | Total | Percentage % |
| PD - GENERAL MEDICINE | 417 | 93.71% |
| PD - GERIATRICIAN | 4 | 0.9% |
| PD - PEDIATRICIAN | 23 | 5.17% |
| PD - INTERNAL MEDICINE | 1 | 0.22% |
| Contribution/Copayments Information | Total | Percentage % |
| PD - GENERAL MEDICINE | 6 | 85.71% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 1 | 14.29% |
| Reimbursement Information | Total | Percentage % |
| PD - GENERAL MEDICINE | 13 | 81.25% |
| PD - GERIATRICIAN | 1 | 6.25% |
| PD - PEDIATRICIAN | 2 | 12.5% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Portal/Website Information | Total | Percentage % |
| PD - GENERAL MEDICINE | 296 | 93.38% |
| PD - GERIATRICIAN | 5 | 1.58% |
| PD - PEDIATRICIAN | 8 | 2.52% |
| PD - INTERNAL MEDICINE | 8 | 2.52% |
| Technical Support | Total | Percentage % |
| PD - GENERAL MEDICINE | 1 | 50% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 1 | 50% |
| Other Information | Total | Percentage % |
| PD - GENERAL MEDICINE | 19 | 82.61% |
| PD - GERIATRICIAN | 1 | 4.35% |
| PD - PEDIATRICIAN | 2 | 8.7% |
| PD - INTERNAL MEDICINE | 1 | 4.35% |
| Complaints or appeals | Total | Percentage % |

| | | |
|-----------------------------------------------------------|--------------|---------------------|
| PD - GENERAL MEDICINE | 3 | 100% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Pre-approval support to Providers | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Beneficiary and Provider support on Beneficiary el | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Claims | Total | Percentage % |
| PD - GENERAL MEDICINE | 2 | 66.67% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 1 | 33.33% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Service provision support to Providers | Total | Percentage % |
| PD - GENERAL MEDICINE | 89 | 100% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| 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 | 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 | 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 | 1 | 50% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 0 | 0% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 0 | 0% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |

| | | |
|------------------------------------------|--------------|---------------------|
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Delayed reimbursement cases | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 0 | 0% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 0 | 0% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 0 | 0% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 0 | 0% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |

| | | |
|--------------------------------------------------------------|--------------|---------------------|
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 2 | 14.29% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 3 | 21.43% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 1 | 7.14% |
| OS - OTORHINOLARYNGOLOGY | 2 | 14.29% |
| 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 | 1 | 7.14% |
| OS - GENERAL SURGERY | 4 | 28.57% |
| 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 | 1 | 7.14% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Registration to Personal Doctor beneficiary list | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |

| | | |
|-------------------------------------------|---|----|
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 0 | 0% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 0 | 0% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 0 | 0% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 0 | 0% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |

| | | |
|-------------------------------------------|--------------|---------------------|
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Provider Contracting | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 1 | 14.29% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 1 | 14.29% |
| OS - OPHTHALMOLOGY | 1 | 14.29% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 1 | 14.29% |
| OS - CARDIOLOGY | 1 | 14.29% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 1 | 14.29% |
| 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 | 14.29% |

| | | |
|-------------------------------------------|--------------|---------------------|
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Benefits Package | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 1 | 20% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 1 | 20% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 1 | 20% |

| | | |
|--------------------------------------------|--------------|---------------------|
| OS - MEDICAL GENETIC | 1 | 20% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 1 | 20% |
| OS - DERMATO-VENEREOLOGY | 0 | 0% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 0 | 0% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 0 | 0% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Beneficiary Eligibility Information | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |

| | | |
|-------------------------------------------|---|--------|
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 1 | 33.33% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 0 | 0% |
| OS - MEDICAL GENETIC | 1 | 33.33% |
| 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 | 1 | 33.33% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 0 | 0% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 0 | 0% |

| | | |
|-------------------------------------------|--------------|---------------------|
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Service Provision | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 1 | 1.06% |
| OS - UROLOGY | 3 | 3.19% |
| OS - RENAL DISEASES | 1 | 1.06% |
| OS - NEUROLOGY | 5 | 5.32% |
| OS - VASCULAR SURGERY | 2 | 2.13% |
| OS - NEUROLOGICAL SURGERY | 2 | 2.13% |
| OS - NUCLEAR MEDICINE | 1 | 1.06% |
| OS - OBSTETRICS - GYNAECOLOGY | 10 | 10.64% |
| OS - OPHTHALMOLOGY | 5 | 5.32% |
| OS - ORTHOPAEDICS | 11 | 11.7% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 2 | 2.13% |
| OS - ANESTHESIOLOGY | 1 | 1.06% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 5 | 5.32% |
| OS - MEDICAL GENETIC | 3 | 3.19% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 2 | 2.13% |
| OS - DERMATO-VENEREOLOGY | 5 | 5.32% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 6 | 6.38% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 2 | 2.13% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 3 | 3.19% |

| | | |
|--------------------------------------------|--------------|---------------------|
| OS - GENERAL SURGERY | 8 | 8.51% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 3 | 3.19% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 1 | 1.06% |
| OS - PLASTIC SURGERY | 4 | 4.26% |
| OS - RESPIRATORY MEDICINE | 2 | 2.13% |
| OS - PSYCHIATRY | 1 | 1.06% |
| OS - RADIOTHERAPY | 3 | 3.19% |
| OS - RHEUMATOLOGY | 2 | 2.13% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Contribution/Copayments Information | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 1 | 14.29% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 1 | 14.29% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |

| | | |
|-------------------------------------------|--------------|---------------------|
| OS - CARDIOLOGY | 0 | 0% |
| OS - MEDICAL GENETIC | 2 | 28.57% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 2 | 28.57% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 1 | 14.29% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 0 | 0% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Reimbursement Information | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 1 | 25% |

| | | |
|-------------------------------------------|---|-----|
| 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 | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 1 | 25% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VERNREOLOGY | 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% |
| Portal/Website Information | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 2 | 3.64% |
| OS - RENAL DISEASES | 2 | 3.64% |
| OS - NEUROLOGY | 1 | 1.82% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 1 | 1.82% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 1 | 1.82% |
| OS - OPHTHALMOLOGY | 6 | 10.91% |
| OS - ORTHOPAEDICS | 10 | 18.18% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 2 | 3.64% |
| OS - ANESTHESIOLOGY | 1 | 1.82% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 13 | 23.64% |
| OS - MEDICAL GENETIC | 2 | 3.64% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 1 | 1.82% |
| OS - DERMATO-VENEREOLOGY | 4 | 7.27% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 2 | 3.64% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 2 | 3.64% |
| OS - ENDOCRINOLOGY | 1 | 1.82% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |

| | | |
|-------------------------------------------|--------------|---------------------|
| OS - GASTROENTEROLOGY | 1 | 1.82% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 1 | 1.82% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 1 | 1.82% |
| 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 | 1.82% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Technical Support | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| | | |

| | | |
|-------------------------------------------|--------------|---------------------|
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 0 | 0% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 0 | 0% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 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% |
| Other Information | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| | | |

| | | |
|-------------------------------------------|---|-------|
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 1 | 12.5% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 1 | 12.5% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 1 | 12.5% |
| 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 | 1 | 12.5% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 2 | 25% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 1 | 12.5% |
| OS - ENDOCRINOLOGY | 1 | 12.5% |
| 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 | 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% |
| Complaints or appeals | 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 | 1 | 25% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 1 | 25% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENERELOGY | 0 | 0% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 0 | 0% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |

| | | |
|-------------------------------------------|--------------|---------------------|
| OS - ENDOCRINOLOGY | 2 | 50% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 0 | 0% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Pre-approval support to Providers | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |

| | | |
|-------------------------------------------|---|----|
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 0 | 0% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 0 | 0% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 0 | 0% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 0 | 0% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |

| Beneficiary and Provider support on Beneficiary el | Total | Percentage % |
|----------------------------------------------------|-------|--------------|
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| 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% |
| Claims | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 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% |
| Service provision support to Providers | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 2 | 5.71% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 4 | 11.43% |
| | | |

| | | |
|-------------------------------------------|---|--------|
| OS - OPHTHALMOLOGY | 3 | 8.57% |
| OS - ORTHOPAEDICS | 6 | 17.14% |
| OS - OTORHINOLARYNGOLOGY | 2 | 5.71% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 1 | 2.86% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 4 | 11.43% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 6 | 17.14% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 1 | 2.86% |
| OS - GENERAL SURGERY | 2 | 5.71% |
| 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 | 2.86% |
| OS - RESPIRATORY MEDICINE | 1 | 2.86% |
| OS - PSYCHIATRY | 1 | 2.86% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 1 | 2.86% |
| 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% |

5.1.9 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 | 1 | 100% |
| 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 | 5 | 100% |
| Registration to Personal Doctor beneficiary list | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 1 | 100% |
| Provider Contracting | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Benefits Package | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 1 | 100% |
| Beneficiary Eligibility Information | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Service Provision | Total | Percentage % |
| IS - CODER | 9 | 11.11% |
| IS - DOCTOR | 72 | 88.89% |
| Contribution/Copayments Information | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Reimbursement Information | Total | Percentage % |
| IS - CODER | 0 | 0% |

| | | |
|-----------------------------------------------------------|--------------|---------------------|
| IS - DOCTOR | 2 | 100% |
| Portal/Website Information | Total | Percentage % |
| IS - CODER | 11 | 37.93% |
| IS - DOCTOR | 18 | 62.07% |
| Technical Support | Total | Percentage % |
| IS - CODER | 1 | 33.33% |
| IS - DOCTOR | 2 | 66.67% |
| Other Information | Total | Percentage % |
| IS - CODER | 1 | 25% |
| IS - DOCTOR | 3 | 75% |
| Complaints or appeals | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Pre-approval support to Providers | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Beneficiary and Provider support on Beneficiary el | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Claims | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 1 | 100% |
| Service provision support to Providers | Total | Percentage % |
| IS - CODER | 2 | 7.14% |
| IS - DOCTOR | 26 | 92.86% |

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 | 1158 | 15.99% |
| Delayed reimbursement cases | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | 174 | 2.4% |
| Registration to Personal Doctor beneficiary list | 119 | 1.64% |
| | | |

| | | |
|---------------------------------------------------------------------|--------------------|--------------------------------|
| Provider Contracting Contact Type Categories Benefits Package | 39 Total 445 | 0.54% Percentage % 6.14% |
| Beneficiary Eligibility Information | 205 | 2.83% |
| Service Provision | 2974 | 41.05% |
| Contribution/Copayments Information | 140 | 1.93% |
| Reimbursement Information | 60 | 0.83% |
| Portal/Website Information | 980 | 13.53% |
| Technical Support | 16 | 0.22% |
| Other Information | 402 | 5.55% |
| Complaints or appeals | 58 | 0.8% |
| Pre-approval support to Providers | 1 | 0.01% |
| Beneficiary and Provider support on Beneficiary el | 0 | 0% |
| Claims | 9 | 0.12% |
| Service provision support to Providers | 464 | 6.41% |

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

| Beneficiaries Contact Type Categories | Total | Percentage % |
|----------------------------------------------------|-------|--------------|
| Beneficiary Enrolment Information | 977 | 27.47% |
| Delayed reimbursement cases | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | 61 | 1.72% |
| Registration to Personal Doctor beneficiary list | 103 | 2.9% |
| Provider Contracting | 1 | 0.03% |
| Benefits Package | 125 | 3.52% |
| Beneficiary Eligibility Information | 182 | 5.12% |
| Service Provision | 1084 | 30.48% |
| Contribution/Copayments Information | 118 | 3.32% |
| Reimbursement Information | 15 | 0.42% |
| Portal/Website Information | 486 | 13.67% |
| Technical Support | 10 | 0.28% |
| Other Information | 336 | 9.45% |
| Complaints or appeals | 50 | 1.41% |
| Pre-approval support to Providers | 1 | 0.03% |
| Beneficiary and Provider support on Beneficiary el | 0 | 0% |
| Claims | 2 | 0.06% |

| Beneficiaries Contact Type Categories | Total | Percentage % |
|----------------------------------------|-------|--------------|
| Service provision support to Providers | 5 | 0.14% |

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 | 0 | 0% |
| 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 | 5 | 22.73% |
| Contribution/Copayments Information | 0 | 0% |
| Reimbursement Information | 1 | 4.55% |
| Portal/Website Information | 1 | 4.55% |
| Technical Support | 0 | 0% |
| Other Information | 15 | 68.18% |
| 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% |

5.2.4 Providers Contact type categories queries and % on total number of Providers telephone call queries.

| Providers Contact Type Categories | Total | Percentage % |
|---------------------------------------------------|-------|--------------|
| Beneficiary Enrolment Information | 181 | 4.94% |
| Delayed reimbursement cases | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | 113 | 3.08% |
| Registration to Personal Doctor beneficiary list | 16 | 0.44% |
| Provider Contracting | 38 | 1.04% |
| Benefits Package | 320 | 8.73% |
| Beneficiary Eligibility Information | 23 | 0.63% |
| Service Provision | 1885 | 51.42% |
| Contribution/Copayments Information | 22 | 0.6% |

| Providers Contact Type Categories | Total | Percentage % |
|----------------------------------------------------|--------------|---------------------|
| Portal/Website Information | 493 | 13.45% |
| Technical Support | 6 | 0.16% |
| Other Information | 51 | 1.39% |
| Complaints or appeals | 8 | 0.22% |
| Pre-approval support to Providers | 0 | 0% |
| Beneficiary and Provider support on Beneficiary el | 0 | 0% |
| Claims | 7 | 0.19% |
| Service provision support to Providers | 459 | 12.52% |

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 | 590 | 60.39% |
| Beneficiary Female | 387 | 39.61% |
| Delayed reimbursement cases | Total | Percentage % |
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | Total | Percentage % |
| Beneficiary Male | 24 | 39.34% |
| Beneficiary Female | 37 | 60.66% |
| Registration to Personal Doctor beneficiary list | Total | Percentage % |
| Beneficiary Male | 35 | 33.98% |
| Beneficiary Female | 68 | 66.02% |
| Provider Contracting | Total | Percentage % |
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 1 | 100% |
| Benefits Package | Total | Percentage % |
| Beneficiary Male | 54 | 43.2% |
| Beneficiary Female | 71 | 56.8% |
| Beneficiary Eligibility Information | Total | Percentage % |
| Beneficiary Male | 89 | 48.9% |
| Beneficiary Female | 93 | 51.1% |
| | | |

| | | |
|-----------------------------------------------------------|--------------|---------------------|
| Service Provision | Total | Percentage % |
| Beneficiary Male | 443 | 40.87% |
| Beneficiary Female | 641 | 59.13% |
| Contribution/Copayments Information | Total | Percentage % |
| Beneficiary Male | 46 | 38.98% |
| Beneficiary Female | 72 | 61.02% |
| Reimbursement Information | Total | Percentage % |
| Beneficiary Male | 3 | 20% |
| Beneficiary Female | 12 | 80% |
| Portal/Website Information | Total | Percentage % |
| Beneficiary Male | 167 | 34.36% |
| Beneficiary Female | 319 | 65.64% |
| Technical Support | Total | Percentage % |
| Beneficiary Male | 3 | 30% |
| Beneficiary Female | 7 | 70% |
| Other Information | Total | Percentage % |
| Beneficiary Male | 135 | 40.18% |
| Beneficiary Female | 201 | 59.82% |
| Complaints or appeals | Total | Percentage % |
| Beneficiary Male | 19 | 38% |
| Beneficiary Female | 31 | 62% |
| Pre-approval support to Providers | Total | Percentage % |
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 1 | 100% |
| Beneficiary and Provider support on Beneficiary el | Total | Percentage % |
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 0 | 0% |
| Claims | Total | Percentage % |
| Beneficiary Male | 2 | 100% |
| Beneficiary Female | 0 | 0% |
| Service provision support to Providers | Total | Percentage % |
| Beneficiary Male | 3 | 60% |
| | | |

| | | |
|--------------------|---|-----|
| Beneficiary Female | 2 | 40% |
|--------------------|---|-----|

5.2.6 Providers Segment Contact type categories queries and % on total number of Providers Contact Type Categories telephone call queries.

| Beneficiary Enrolment Information | Total | Percentage % |
|---------------------------------------------------|-------|--------------|
| PD | 175 | 96.69% |
| OS | 2 | 1.1% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 1 | 0.55% |
| AE | 0 | 0% |
| AH | 3 | 1.66% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Delayed reimbursement cases | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | Total | Percentage % |
| PD | 29 | 25.66% |
| OS | 14 | 12.39% |
| LAB | 0 | 0% |
| PH | 6 | 5.31% |
| IS | 5 | 4.42% |
| AE | 0 | 0% |
| AH | 48 | 42.48% |
| NM | 6 | 5.31% |
| DE | 5 | 4.42% |

| Registration to Personal Doctor beneficiary list | Total | Percentage % |
|--------------------------------------------------|-------|--------------|
| PD | 15 | 93.75% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 1 | 6.25% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Provider Contracting | Total | Percentage % |
| PD | 15 | 39.47% |
| OS | 7 | 18.42% |
| LAB | 0 | 0% |
| PH | 1 | 2.63% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 14 | 36.84% |
| NM | 0 | 0% |
| DE | 1 | 2.63% |
| Benefits Package | Total | Percentage % |
| PD | 11 | 3.44% |
| OS | 5 | 1.56% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 1 | 0.31% |
| AE | 0 | 0% |
| AH | 303 | 94.69% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Beneficiary Eligibility Information | Total | Percentage % |
| PD | 19 | 82.61% |

| | | |
|--------------------------------------------|--------------|---------------------|
| OS | 3 | 13.04% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 1 | 4.35% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Service Provision | Total | Percentage % |
| PD | 445 | 23.61% |
| OS | 94 | 4.99% |
| LAB | 5 | 0.27% |
| PH | 136 | 7.21% |
| IS | 81 | 4.3% |
| AE | 1 | 0.05% |
| AH | 1108 | 58.78% |
| NM | 9 | 0.48% |
| DE | 6 | 0.32% |
| Contribution/Copayments Information | Total | Percentage % |
| PD | 7 | 31.82% |
| OS | 7 | 31.82% |
| LAB | 0 | 0% |
| PH | 1 | 4.55% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 7 | 31.82% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Reimbursement Information | Total | Percentage % |
| PD | 16 | 36.36% |
| OS | 3 | 6.82% |
| LAB | 1 | 2.27% |

| | | |
|-----------------------------------|--------------|---------------------|
| PH | 1 | 2.27% |
| IS | 2 | 4.55% |
| AE | 1 | 2.27% |
| AH | 17 | 38.64% |
| NM | 1 | 2.27% |
| DE | 2 | 4.55% |
| Portal/Website Information | Total | Percentage % |
| PD | 316 | 64.1% |
| OS | 55 | 11.16% |
| LAB | 6 | 1.22% |
| PH | 51 | 10.34% |
| IS | 29 | 5.88% |
| AE | 0 | 0% |
| AH | 34 | 6.9% |
| NM | 0 | 0% |
| DE | 2 | 0.41% |
| Technical Support | Total | Percentage % |
| PD | 2 | 33.33% |
| OS | 1 | 16.67% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 3 | 50% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Other Information | Total | Percentage % |
| PD | 23 | 45.1% |
| OS | 8 | 15.69% |
| LAB | 0 | 0% |
| PH | 3 | 5.88% |
| IS | 4 | 7.84% |

| | | |
|-----------------------------------------------------------|--------------|---------------------|
| AE | 0 | 0% |
| AH | 8 | 15.69% |
| NM | 1 | 1.96% |
| DE | 4 | 7.84% |
| Complaints or appeals | Total | Percentage % |
| PD | 3 | 37.5% |
| OS | 4 | 50% |
| LAB | 0 | 0% |
| PH | 1 | 12.5% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Pre-approval support to Providers | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Beneficiary and Provider support on Beneficiary el | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |

| | | |
|-----------------------------------------------|--------------|---------------------|
| NM | 0 | 0% |
| DE | 0 | 0% |
| Claims | Total | Percentage % |
| PD | 3 | 42.86% |
| OS | 1 | 14.29% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 1 | 14.29% |
| AE | 0 | 0% |
| AH | 2 | 28.57% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Service provision support to Providers | Total | Percentage % |
| PD | 89 | 19.39% |
| OS | 35 | 7.63% |
| LAB | 2 | 0.44% |
| PH | 57 | 12.42% |
| IS | 28 | 6.1% |
| AE | 0 | 0% |
| AH | 241 | 52.51% |
| NM | 0 | 0% |
| DE | 7 | 1.53% |

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 | 161 | 92% |
| PD - GERIATRICIAN | 2 | 1.14% |
| PD - PEDIATRICIAN | 11 | 6.29% |
| PD - INTERNAL MEDICINE | 1 | 0.57% |
| 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 | 24 | 82.76% |
| PD - GERIATRICIAN | 1 | 3.45% |
| PD - PEDIATRICIAN | 4 | 13.79% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Registration to Personal Doctor beneficiary list | Total | Percentage % |
| PD - GENERAL MEDICINE | 15 | 100% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Provider Contracting | Total | Percentage % |
| PD - GENERAL MEDICINE | 13 | 86.67% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 2 | 13.33% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Benefits Package | Total | Percentage % |
| PD - GENERAL MEDICINE | 9 | 81.82% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 1 | 9.09% |
| PD - INTERNAL MEDICINE | 1 | 9.09% |
| Beneficiary Eligibility Information | Total | Percentage % |
| PD - GENERAL MEDICINE | 13 | 68.42% |
| PD - GERIATRICIAN | 1 | 5.26% |
| PD - PEDIATRICIAN | 5 | 26.32% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Service Provision | Total | Percentage % |
| PD - GENERAL MEDICINE | 417 | 93.71% |
| PD - GERIATRICIAN | 4 | 0.9% |
| PD - PEDIATRICIAN | 23 | 5.17% |
| PD - INTERNAL MEDICINE | 1 | 0.22% |

| Contribution/Copayments Information | Total | Percentage % |
|-------------------------------------|-------|--------------|
| PD - GENERAL MEDICINE | 6 | 85.71% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 1 | 14.29% |
| Reimbursement Information | Total | Percentage % |
| PD - GENERAL MEDICINE | 13 | 81.25% |
| PD - GERIATRICIAN | 1 | 6.25% |
| PD - PEDIATRICIAN | 2 | 12.5% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Portal/Website Information | Total | Percentage % |
| PD - GENERAL MEDICINE | 295 | 93.35% |
| PD - GERIATRICIAN | 5 | 1.58% |
| PD - PEDIATRICIAN | 8 | 2.53% |
| PD - INTERNAL MEDICINE | 8 | 2.53% |
| Technical Support | Total | Percentage % |
| PD - GENERAL MEDICINE | 1 | 50% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 1 | 50% |
| Other Information | Total | Percentage % |
| PD - GENERAL MEDICINE | 19 | 82.61% |
| PD - GERIATRICIAN | 1 | 4.35% |
| PD - PEDIATRICIAN | 2 | 8.7% |
| PD - INTERNAL MEDICINE | 1 | 4.35% |
| Complaints or appeals | Total | Percentage % |
| PD - GENERAL MEDICINE | 3 | 100% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Pre-approval support to Providers | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |

| | | |
|-----------------------------------------------------------|--------------|---------------------|
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Beneficiary and Provider support on Beneficiary el | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Claims | Total | Percentage % |
| PD - GENERAL MEDICINE | 2 | 66.67% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 1 | 33.33% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Service provision support to Providers | Total | Percentage % |
| PD - GENERAL MEDICINE | 89 | 100% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |

5.2.8 OS Specialties Contact type categories queries and % on total number of OS in Providers Segment Contact type categories telephone call queries.

| | | |
|------------------------------------------|--------------|---------------------|
| Beneficiary Enrolment Information | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 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 | 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-VEREOROLOGY | 1 | 50% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 0 | 0% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 0 | 0% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Delayed reimbursement cases | Total | Percentage % |

| | | |
|-------------------------------------------|---|----|
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 0 | 0% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 0 | 0% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 0 | 0% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 0 | 0% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |

| | | |
|--------------------------------------------------------------|--------------|---------------------|
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 2 | 14.29% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 3 | 21.43% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 1 | 7.14% |
| OS - OTORHINOLARYNGOLOGY | 2 | 14.29% |
| 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 | 1 | 7.14% |
| OS - GENERAL SURGERY | 4 | 28.57% |
| 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 | 1 | 7.14% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Registration to Personal Doctor beneficiary list | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 0 | 0% |

| | | |
|-------------------------------------------|---|----|
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 0 | 0% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 0 | 0% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 0 | 0% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 0 | 0% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |

| Provider Contracting | Total | Percentage % |
|-----------------------------------------|-------|--------------|
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 1 | 14.29% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 1 | 14.29% |
| OS - OPHTHALMOLOGY | 1 | 14.29% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 1 | 14.29% |
| OS - CARDIOLOGY | 1 | 14.29% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 1 | 14.29% |
| 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 | 14.29% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |

| | | |
|-------------------------------------------|--------------|---------------------|
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Benefits Package | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 1 | 20% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 1 | 20% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 1 | 20% |
| OS - MEDICAL GENETIC | 1 | 20% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 1 | 20% |
| OS - DERMATO-VENEREOLOGY | 0 | 0% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |

| | | |
|--------------------------------------------|--------------|---------------------|
| OS - DIAGNOSTIC RADIOLOGY | 0 | 0% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 0 | 0% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Beneficiary Eligibility Information | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |

| | | |
|-------------------------------------------|---|--------|
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 1 | 33.33% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 0 | 0% |
| OS - MEDICAL GENETIC | 1 | 33.33% |
| 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 | 1 | 33.33% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 0 | 0% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |

| | | |
|-----------------------------------------|--------------|---------------------|
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Service Provision | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 1 | 1.06% |
| OS - UROLOGY | 3 | 3.19% |
| OS - RENAL DISEASES | 1 | 1.06% |
| OS - NEUROLOGY | 5 | 5.32% |
| OS - VASCULAR SURGERY | 2 | 2.13% |
| OS - NEUROLOGICAL SURGERY | 2 | 2.13% |
| OS - NUCLEAR MEDICINE | 1 | 1.06% |
| OS - OBSTETRICS - GYNAECOLOGY | 10 | 10.64% |
| OS - OPHTHALMOLOGY | 5 | 5.32% |
| OS - ORTHOPAEDICS | 11 | 11.7% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 2 | 2.13% |
| OS - ANESTHESIOLOGY | 1 | 1.06% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 5 | 5.32% |
| OS - MEDICAL GENETIC | 3 | 3.19% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 2 | 2.13% |
| OS - DERMATO-VENEREOLOGY | 5 | 5.32% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 6 | 6.38% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 2 | 2.13% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 3 | 3.19% |
| OS - GENERAL SURGERY | 8 | 8.51% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 3 | 3.19% |

| | | |
|--------------------------------------------|--------------|---------------------|
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 1 | 1.06% |
| OS - PLASTIC SURGERY | 4 | 4.26% |
| OS - RESPIRATORY MEDICINE | 2 | 2.13% |
| OS - PSYCHIATRY | 1 | 1.06% |
| OS - RADIOTHERAPY | 3 | 3.19% |
| OS - RHEUMATOLOGY | 2 | 2.13% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Contribution/Copayments Information | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 1 | 14.29% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 1 | 14.29% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 0 | 0% |
| OS - MEDICAL GENETIC | 2 | 28.57% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 2 | 28.57% |

| | | |
|-------------------------------------------|--------------|---------------------|
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 1 | 14.29% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 0 | 0% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Reimbursement Information | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 1 | 33.33% |
| 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 | 33.33% |
| 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 | 1 | 33.33% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 0 | 0% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 0 | 0% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |

| | | |
|------------------------------------------|--------------|---------------------|
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Portal/Website Information | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 2 | 3.64% |
| OS - RENAL DISEASES | 2 | 3.64% |
| OS - NEUROLOGY | 1 | 1.82% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 1 | 1.82% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 1 | 1.82% |
| OS - OPHTHALMOLOGY | 6 | 10.91% |
| OS - ORTHOPAEDICS | 10 | 18.18% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 2 | 3.64% |
| OS - ANESTHESIOLOGY | 1 | 1.82% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 13 | 23.64% |
| OS - MEDICAL GENETIC | 2 | 3.64% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 1 | 1.82% |
| OS - DERMATO-VENEREOLOGY | 4 | 7.27% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 2 | 3.64% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 2 | 3.64% |
| OS - ENDOCRINOLOGY | 1 | 1.82% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 1 | 1.82% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 1 | 1.82% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |

| | | |
|-------------------------------------------|--------------|---------------------|
| OS - MEDICAL ONCOLOGY | 1 | 1.82% |
| 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 | 1.82% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Technical Support | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 0 | 0% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |

| | | |
|-------------------------------------------|--------------|---------------------|
| OS - DERMATO-VENEREOLOGY | 0 | 0% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 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% |
| Other Information | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 1 | 12.5% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |

| | | |
|-------------------------------------------|---|-------|
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 1 | 12.5% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 1 | 12.5% |
| 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 | 1 | 12.5% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 2 | 25% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 1 | 12.5% |
| OS - ENDOCRINOLOGY | 1 | 12.5% |
| 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 | 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% |
| Complaints or appeals | 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 | 1 | 25% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 1 | 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 | 0 | 0% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 2 | 50% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 0 | 0% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |

| | | |
|-------------------------------------------|--------------|---------------------|
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Pre-approval support to Providers | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 0 | 0% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |

| | | |
|-----------------------------------------------------------|--------------|---------------------|
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 0 | 0% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 0 | 0% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 0 | 0% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Beneficiary and Provider support on Beneficiary el | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| | | |

| | | |
|-------------------------------------------|---|----|
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| 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% |
| Claims | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 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% |
| Service provision support to Providers | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 2 | 5.71% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 4 | 11.43% |
| OS - OPHTHALMOLOGY | 3 | 8.57% |
| OS - ORTHOPAEDICS | 6 | 17.14% |
| OS - OTORHINOLARYNGOLOGY | 2 | 5.71% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 1 | 2.86% |
| | | |

| | | |
|-------------------------------------------|---|--------|
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 4 | 11.43% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 6 | 17.14% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 1 | 2.86% |
| OS - GENERAL SURGERY | 2 | 5.71% |
| 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 | 2.86% |
| OS - RESPIRATORY MEDICINE | 1 | 2.86% |
| OS - PSYCHIATRY | 1 | 2.86% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 1 | 2.86% |
| 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% |

5.2.9 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 | 1 | 100% |
| 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 | 5 | 100% |
| Registration to Personal Doctor beneficiary list | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 1 | 100% |
| Provider Contracting | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Benefits Package | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 1 | 100% |
| Beneficiary Eligibility Information | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Service Provision | Total | Percentage % |
| IS - CODER | 9 | 11.11% |
| IS - DOCTOR | 72 | 88.89% |
| Contribution/Copayments Information | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Reimbursement Information | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 2 | 100% |
| Portal/Website Information | Total | Percentage % |
| IS - CODER | 11 | 37.93% |
| IS - DOCTOR | 18 | 62.07% |
| Technical Support | Total | Percentage % |
| IS - CODER | 1 | 33.33% |
| IS - DOCTOR | 2 | 66.67% |

| Other Information | Total | Percentage % |
|----------------------------------------------------|-------|--------------|
| IS - CODER | 1 | 25% |
| IS - DOCTOR | 3 | 75% |
| Complaints or appeals | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Pre-approval support to Providers | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Beneficiary and Provider support on Beneficiary el | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Claims | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 1 | 100% |
| Service provision support to Providers | Total | Percentage % |
| IS - CODER | 2 | 7.14% |
| IS - DOCTOR | 26 | 92.86% |

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 | 144 | 32.8% |
| Delayed reimbursement cases | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | 6 | 1.37% |
| Registration to Personal Doctor beneficiary list | 9 | 2.05% |
| Provider Contracting | 3 | 0.68% |
| Benefits Package | 9 | 2.05% |
| Beneficiary Eligibility Information | 15 | 3.42% |
| Service Provision | 53 | 12.07% |
| Contribution/Copayments Information | 4 | 0.91% |
| Reimbursement Information | 4 | 0.91% |
| Portal/Website Information | 114 | 25.97% |
| | | |

| Technical Support Contact Type Categories | 0 Total | 0% Percentage % |
|----------------------------------------------------|------------|--------------------|
| Other Information | 56 | 12.76% |
| Complaints or appeals | 17 | 3.87% |
| Pre-approval support to Providers | 0 | 0% |
| Beneficiary and Provider support on Beneficiary el | 0 | 0% |
| Claims | 2 | 0.46% |
| Service provision support to Providers | 3 | 0.68% |

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 | 0 | 0% |
| 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 | 0 | 0% |
| 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 | 144 | 32.95% |
| Delayed reimbursement cases | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | 6 | 1.37% |
| | | |

| Registration to Personal Doctor beneficiary list General Public Contact Type Categories | 9 Total | 2.06% Percentage % |
|--------------------------------------------------------------------------------------------|------------|-----------------------|
| Provider Contracting | 3 | 0.69% |
| Benefits Package | 9 | 2.06% |
| Beneficiary Eligibility Information | 15 | 3.43% |
| Service Provision | 53 | 12.13% |
| Contribution/Copayments Information | 4 | 0.92% |
| Reimbursement Information | 3 | 0.69% |
| Portal/Website Information | 113 | 25.86% |
| Technical Support | 0 | 0% |
| Other Information | 56 | 12.81% |
| Complaints or appeals | 17 | 3.89% |
| Pre-approval support to Providers | 0 | 0% |
| Beneficiary and Provider support on Beneficiary el | 0 | 0% |
| Claims | 2 | 0.46% |
| Service provision support to Providers | 3 | 0.69% |

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 | 0 | 0% |
| Benefits Package | 0 | 0% |
| Beneficiary Eligibility Information | 0 | 0% |
| Service Provision | 0 | 0% |
| Contribution/Copayments Information | 0 | 0% |
| Reimbursement Information | 1 | 50% |
| Portal/Website Information | 1 | 50% |
| 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 Providers Contact Type Categories | 0 Total | 0% Percentage % |
|-----------------------------------------------------------------------------------------|------------|--------------------|
| Claims | 0 | 0% |
| Service provision support to Providers | 0 | 0% |

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

| Beneficiary Enrolment Information | Total | Percentage % |
|---------------------------------------------------|-------|--------------|
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 0 | 0% |
| Delayed reimbursement cases | Total | Percentage % |
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | Total | Percentage % |
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 0 | 0% |
| Registration to Personal Doctor beneficiary list | Total | Percentage % |
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 0 | 0% |
| Provider Contracting | Total | Percentage % |
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 0 | 0% |
| Benefits Package | Total | Percentage % |
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 0 | 0% |
| Beneficiary Eligibility Information | Total | Percentage % |
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 0 | 0% |
| Service Provision | Total | Percentage % |
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 0 | 0% |
| Contribution/Copayments Information | Total | Percentage % |
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 0 | 0% |
| Reimbursement Information | Total | Percentage % |

| | | |
|-----------------------------------------------------------|--------------|---------------------|
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 0 | 0% |
| Portal/Website Information | Total | Percentage % |
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 0 | 0% |
| Technical Support | Total | Percentage % |
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 0 | 0% |
| Other Information | Total | Percentage % |
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 0 | 0% |
| Complaints or appeals | Total | Percentage % |
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 0 | 0% |
| Pre-approval support to Providers | Total | Percentage % |
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 0 | 0% |
| Beneficiary and Provider support on Beneficiary el | Total | Percentage % |
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 0 | 0% |
| Claims | Total | Percentage % |
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 0 | 0% |
| Service provision support to Providers | Total | Percentage % |
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 0 | 0% |

5.3.6 Providers Segment Contact type categories queries and % on total number of Providers Contact Type Categories email queries.

| | | |
|------------------------------------------|--------------|---------------------|
| Beneficiary Enrolment Information | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |

| | | |
|--------------------------------------------------------------|--------------|---------------------|
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Delayed reimbursement cases | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Registration to Personal Doctor beneficiary list | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |

| | | |
|--------------------------------------------|--------------|---------------------|
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Provider Contracting | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Benefits Package | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Beneficiary Eligibility Information | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |

| | | |
|--------------------------------------------|--------------|---------------------|
| DE | 0 | 0% |
| Service Provision | Total | Percentage % |
| PD | 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% |
| Contribution/Copayments Information | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Reimbursement Information | Total | Percentage % |
| PD | 0 | 0% |
| OS | 1 | 100% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Portal/Website Information | Total | Percentage % |

| | | |
|------------------------------|--------------|---------------------|
| PD | 1 | 100% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Technical Support | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Other Information | Total | Percentage % |
| PD | 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% |
| Complaints or appeals | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |

| | | |
|-----------------------------------------------------------|--------------|---------------------|
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Pre-approval support to Providers | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Beneficiary and Provider support on Beneficiary el | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Claims | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |

| | | |
|-----------------------------------------------|--------------|---------------------|
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Service provision support to Providers | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |

5.3.7 PD Specialties Contact type categories queries and % on total number of PD in Providers Segment Contact type categories email queries.

| | | |
|--------------------------------------------------------------|--------------|---------------------|
| Beneficiary Enrolment Information | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Delayed reimbursement cases | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| | | |

| | | |
|---------------------------------------------------------|--------------|---------------------|
| Registration to Personal Doctor beneficiary list | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Provider Contracting | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Benefits Package | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Beneficiary Eligibility Information | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Service Provision | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Contribution/Copayments Information | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Reimbursement Information | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| | | |

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

| | | |
|-----------------------------------------------|--------------|---------------------|
| PD - INTERNAL MEDICINE | 0 | 0% |
| Claims | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Service provision support to Providers | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |

5.3.8 OS Specialties Contact type categories queries and % on total number of OS in Providers Segment Contact type categories email queries.

| | | |
|------------------------------------------|--------------|---------------------|
| Beneficiary Enrolment Information | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 0 | 0% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| | | |

| | | |
|-------------------------------------------|--------------|---------------------|
| OS - DERMATO-VENEREOLOGY | 0 | 0% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 0 | 0% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 0 | 0% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Delayed reimbursement cases | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |

| | | |
|-------------------------------------------|---|----|
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 0 | 0% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 0 | 0% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 0 | 0% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 0 | 0% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |

| | | |
|--------------------------------------------------------------|--------------|---------------------|
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 0 | 0% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 0 | 0% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 0 | 0% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 0 | 0% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |
| | | |

| | | |
|---------------------------------------------------------|--------------|---------------------|
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Registration to Personal Doctor beneficiary list | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 0 | 0% |
| OS - MEDICAL GENETIC | 0 | 0% |
| | | |

| | | |
|-------------------------------------------|--------------|---------------------|
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 0 | 0% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 0 | 0% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 0 | 0% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Provider Contracting | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |

| | | |
|-------------------------------------------|---|----|
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 0 | 0% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 0 | 0% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 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% |
| Benefits Package | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 0 | 0% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 0 | 0% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 0 | 0% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 0 | 0% |
| | | |

| | | |
|--------------------------------------------|--------------|---------------------|
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Beneficiary Eligibility Information | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| | | |

| | | |
|-------------------------------------------|--------------|---------------------|
| OS - CARDIOLOGY | 0 | 0% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 0 | 0% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 0 | 0% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 0 | 0% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Service Provision | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| | | |

| | | |
|-------------------------------------------|---|----|
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 0 | 0% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 0 | 0% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 0 | 0% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 0 | 0% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |

| | | |
|--------------------------------------------|--------------|---------------------|
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Contribution/Copayments Information | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 0 | 0% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VEREEROLOGY | 0 | 0% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 0 | 0% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |

| | | |
|-------------------------------------------|--------------|---------------------|
| OS - GASTROENTEROLOGY | 0 | 0% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Reimbursement Information | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |

| | | |
|-------------------------------------------|--------------|---------------------|
| 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% |
| Portal/Website Information | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |

| | | |
|-------------------------------------------|---|----|
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 0 | 0% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 0 | 0% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 0 | 0% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 0 | 0% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |

| | | |
|-------------------------------------------|--------------|---------------------|
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Technical Support | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 0 | 0% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 0 | 0% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 0 | 0% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |

| | | |
|-------------------------------------------|--------------|---------------------|
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 0 | 0% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Other Information | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |

| | | |
|-------------------------------------------|--------------|---------------------|
| 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% |
| Complaints or appeals | 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% |
| Pre-approval support to Providers | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 0 | 0% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 0 | 0% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 0 | 0% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |

| | | |
|-----------------------------------------------------------|--------------|---------------------|
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 0 | 0% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Beneficiary and Provider support on Beneficiary el | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |

| | | |
|-------------------------------------------|--------------|---------------------|
| 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% |
| Claims | Total | Percentage % |

| | | |
|-------------------------------------------|---|----|
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 0 | 0% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 0 | 0% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 0 | 0% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 0 | 0% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |

| | | |
|-----------------------------------------------|--------------|---------------------|
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Service provision support to Providers | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 0 | 0% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 0 | 0% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 0 | 0% |

| | | |
|-------------------------------------------|---|----|
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 0 | 0% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |

5.3.9 IS Specialties Contact type categories queries and % on total number of IS in Providers Segment Contact type categories email queries.

| Beneficiary Enrolment Information | Total | Percentage % |
|--------------------------------------------------------------|--------------|---------------------|
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Delayed reimbursement cases | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| | | |

| | | |
|---------------------------------------------------------|--------------|---------------------|
| Registration to Personal Doctor beneficiary list | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Provider Contracting | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Benefits Package | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Beneficiary Eligibility Information | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Service Provision | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Contribution/Copayments Information | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Reimbursement Information | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Portal/Website Information | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Technical Support | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Other Information | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Complaints or appeals | Total | Percentage % |
| IS - CODER | 0 | 0% |

| | | |
|-----------------------------------------------------------|--------------|---------------------|
| IS - DOCTOR | 0 | 0% |
| Pre-approval support to Providers | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Beneficiary and Provider support on Beneficiary el | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Claims | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Service provision support to Providers | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |

6. Number of queries per channel of communication, per status, per segment and specialty and contact type category.

6.1 Telephone calls + Emails

6.1.1 Status of queries and % on total number of queries.

| Status | Total | Percentage % |
|--------------------------|-------|--------------|
| First Contact Resolution | 7451 | 96.98% |
| Escalated | 153 | 1.99% |
| Follow up | 79 | 1.03% |

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

| Beneficiaries Status | Total | Percentage % |
|--------------------------|-------|--------------|
| First Contact Resolution | 3509 | 98.68% |
| Escalated | 47 | 1.32% |
| 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 | 299 | 65.14% |
| Escalated | 81 | 17.65% |
| Follow up | 79 | 17.21% |

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

| Providers Status | Total | Percentage % |
|--------------------------|-------|--------------|
| First Contact Resolution | 3643 | 99.32% |
| Escalated | 25 | 0.68% |
| Follow up | 0 | 0% |

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 | 1596 | 45.48% |
| Beneficiary Female | 1913 | 54.52% |
| Escalated | Total | Percentage % |
| Beneficiary Male | 17 | 36.17% |
| Beneficiary Female | 30 | 63.83% |
| Follow up | Total | Percentage % |
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 0 | 0% |

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

| | | |
|--|--|--|
| | | |
|--|--|--|

| First Contact Resolution | Total | Percentage % |
|--------------------------|-------|--------------|
| PD | 1156 | 31.73% |
| OS | 236 | 6.48% |
| LAB | 14 | 0.38% |
| PH | 254 | 6.97% |
| IS | 155 | 4.25% |
| AE | 2 | 0.05% |
| AH | 1782 | 48.92% |
| NM | 17 | 0.47% |
| DE | 27 | 0.74% |
| Escalated | Total | Percentage % |
| PD | 13 | 52% |
| OS | 4 | 16% |
| LAB | 0 | 0% |
| PH | 3 | 12% |
| IS | 1 | 4% |
| AE | 0 | 0% |
| AH | 4 | 16% |
| NM | 0 | 0% |
| 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% |

6.1.7 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 | 1069 | 92.47% |
| PD - GERIATRICIAN | 14 | 1.21% |
| PD - PEDIATRICIAN | 59 | 5.1% |
| PD - INTERNAL MEDICINE | 14 | 1.21% |
| Escalated | Total | Percentage % |
| PD - GENERAL MEDICINE | 12 | 92.31% |
| PD - GERIATRICIAN | 1 | 7.69% |
| PD - PEDIATRICIAN | 0 | 0% |
| 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% |

6.1.8 Status of OS Specialties queries and % on total number of OS in Status of Providers Segment queries.

| | | |
|-----------------------------------------|--------------|---------------------|
| First Contact Resolution | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 1 | 0.42% |
| OS - UROLOGY | 5 | 2.12% |
| OS - RENAL DISEASES | 5 | 2.12% |
| OS - NEUROLOGY | 11 | 4.66% |
| OS - VASCULAR SURGERY | 2 | 0.85% |
| OS - NEUROLOGICAL SURGERY | 3 | 1.27% |
| OS - NUCLEAR MEDICINE | 1 | 0.42% |
| OS - OBSTETRICS - GYNAECOLOGY | 20 | 8.47% |
| OS - OPHTHALMOLOGY | 16 | 6.78% |
| OS - ORTHOPAEDICS | 32 | 13.56% |
| OS - OTORHINOLARYNGOLOGY | 4 | 1.69% |
| OS - ALLERGOLOGY | 8 | 3.39% |
| OS - ANESTHESIOLOGY | 3 | 1.27% |
| OS - PAEDIATRICS | 1 | 0.42% |
| OS - CARDIOLOGY | 21 | 8.9% |
| OS - MEDICAL GENETIC | 9 | 3.81% |

| | | |
|-------------------------------------------|--------------|---------------------|
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 4 | 1.69% |
| OS - DERMATO-VENEREOLOGY | 18 | 7.63% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 17 | 7.2% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 3 | 1.27% |
| OS - ENDOCRINOLOGY | 7 | 2.97% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 6 | 2.54% |
| OS - GENERAL SURGERY | 15 | 6.36% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 1 | 0.42% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 4 | 1.69% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 1 | 0.42% |
| OS - PLASTIC SURGERY | 5 | 2.12% |
| OS - RESPIRATORY MEDICINE | 3 | 1.27% |
| OS - PSYCHIATRY | 3 | 1.27% |
| OS - RADIOTHERAPY | 3 | 1.27% |
| OS - RHEUMATOLOGY | 4 | 1.69% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Escalated | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |

| | | |
|-------------------------------------------|---|-----|
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 2 | 50% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 1 | 25% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 1 | 25% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 0 | 0% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |

| | | |
|-------------------------------------------|--------------|---------------------|
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Follow up | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 0 | 0% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 0 | 0% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 0 | 0% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 0 | 0% |
| OS - GENERAL SURGERY | 0 | 0% |

| | | |
|-------------------------------------------|---|----|
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |

6.1.9 Status of IS Specialties queries and % on total number of IS in Status of Providers Segment queries.

| First Contact Resolution | Total | Percentage % |
|--------------------------|-------|--------------|
| IS - CODER | 23 | 14.84% |
| IS - DOCTOR | 132 | 85.16% |
| Escalated | Total | Percentage % |
| IS - CODER | 1 | 100% |
| IS - DOCTOR | 0 | 0% |
| 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 | 1250 | 96.01% |
| Escalated | 36 | 2.76% |
| Follow up | 16 | 1.23% |
| 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 | 173 | 96.11% |
| Escalated | 3 | 1.67% |
| Follow up | 4 | 2.22% |
| Registration to Personal Doctor beneficiary list | Total | Percentage % |
| First Contact Resolution | 126 | 98.44% |
| Escalated | 2 | 1.56% |
| Follow up | 0 | 0% |
| Provider Contracting | Total | Percentage % |
| First Contact Resolution | 42 | 100% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |
| Benefits Package | Total | Percentage % |
| First Contact Resolution | 449 | 98.9% |
| Escalated | 3 | 0.66% |
| Follow up | 2 | 0.44% |
| Beneficiary Eligibility Information | Total | Percentage % |
| First Contact Resolution | 220 | 100% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |
| Service Provision | Total | Percentage % |
| First Contact Resolution | 2994 | 98.91% |
| Escalated | 28 | 0.93% |
| Follow up | 5 | 0.17% |
| Contribution/Copayments Information | Total | Percentage % |
| First Contact Resolution | 143 | 99.31% |
| Escalated | 1 | 0.69% |
| Follow up | 0 | 0% |
| Reimbursement Information | Total | Percentage % |

| | | |
|-----------------------------------------------------------|--------------|---------------------|
| First Contact Resolution | 61 | 95.31% |
| Escalated | 3 | 4.69% |
| Follow up | 0 | 0% |
| Portal/Website Information | Total | Percentage % |
| First Contact Resolution | 1030 | 94.15% |
| Escalated | 52 | 4.75% |
| Follow up | 12 | 1.1% |
| Technical Support | Total | Percentage % |
| First Contact Resolution | 16 | 100% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |
| Other Information | Total | Percentage % |
| First Contact Resolution | 409 | 89.3% |
| Escalated | 10 | 2.18% |
| Follow up | 39 | 8.52% |
| Complaints or appeals | Total | Percentage % |
| First Contact Resolution | 62 | 82.67% |
| Escalated | 13 | 17.33% |
| Follow up | 0 | 0% |
| Pre-approval support to Providers | Total | Percentage % |
| First Contact Resolution | 1 | 100% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |
| Beneficiary and Provider support on Beneficiary el | Total | Percentage % |
| First Contact Resolution | 0 | 0% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |
| Claims | Total | Percentage % |
| First Contact Resolution | 11 | 100% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |
| Service provision support to Providers | Total | Percentage % |

| | | |
|--------------------------|-----|--------|
| First Contact Resolution | 464 | 99.36% |
| Escalated | 2 | 0.43% |
| Follow up | 1 | 0.21% |

6.2 Telephone calls

6.2.1 Status of queries and % on total number of telephone call queries.

| Status | Total | Percentage % |
|--------------------------|-------|--------------|
| First Contact Resolution | 7173 | 99.02% |
| Escalated | 71 | 0.98% |
| 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 | 3509 | 98.68% |
| Escalated | 47 | 1.32% |
| 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 | 22 | 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 | 3642 | 99.35% |
| Escalated | 24 | 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 | 1596 | 45.48% |
| Beneficiary Female | 1913 | 54.52% |
| Escalated | Total | Percentage % |
| Beneficiary Male | 17 | 36.17% |
| Beneficiary Female | 30 | 63.83% |
| Follow up | Total | Percentage % |
| Beneficiary Male | 0 | 0% |

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

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

| First Contact Resolution | Total | Percentage % |
|--------------------------|-------|--------------|
| PD | 1156 | 31.74% |
| OS | 235 | 6.45% |
| LAB | 14 | 0.38% |
| PH | 254 | 6.97% |
| IS | 155 | 4.26% |
| AE | 2 | 0.05% |
| AH | 1782 | 48.93% |
| NM | 17 | 0.47% |
| DE | 27 | 0.74% |
| Escalated | Total | Percentage % |
| PD | 12 | 50% |
| OS | 4 | 16.67% |
| LAB | 0 | 0% |
| PH | 3 | 12.5% |
| IS | 1 | 4.17% |
| AE | 0 | 0% |
| AH | 4 | 16.67% |
| NM | 0 | 0% |
| 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 | 1069 | 92.47% |
| PD - GERIATRICIAN | 14 | 1.21% |
| PD - PEDIATRICIAN | 59 | 5.1% |
| PD - INTERNAL MEDICINE | 14 | 1.21% |
| Escalated | Total | Percentage % |
| PD - GENERAL MEDICINE | 11 | 91.67% |
| PD - GERIATRICIAN | 1 | 8.33% |
| PD - PEDIATRICIAN | 0 | 0% |
| 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 | 1 | 0.43% |
| OS - UROLOGY | 5 | 2.13% |
| OS - RENAL DISEASES | 5 | 2.13% |
| OS - NEUROLOGY | 11 | 4.68% |
| OS - VASCULAR SURGERY | 2 | 0.85% |
| OS - NEUROLOGICAL SURGERY | 3 | 1.28% |
| OS - NUCLEAR MEDICINE | 1 | 0.43% |
| OS - OBSTETRICS - GYNAECOLOGY | 20 | 8.51% |
| OS - OPHTHALMOLOGY | 16 | 6.81% |
| OS - ORTHOPAEDICS | 32 | 13.62% |
| OS - OTORHINOLARYNGOLOGY | 4 | 1.7% |
| OS - ALLERGOLOGY | 8 | 3.4% |
| OS - ANESTHESIOLOGY | 3 | 1.28% |
| OS - PAEDIATRICS | 1 | 0.43% |
| | | |

| | | |
|-------------------------------------------|--------------|---------------------|
| OS - CARDIOLOGY | 20 | 8.51% |
| OS - MEDICAL GENETIC | 9 | 3.83% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 4 | 1.7% |
| OS - DERMATO-VENEREOLOGY | 18 | 7.66% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 17 | 7.23% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 3 | 1.28% |
| OS - ENDOCRINOLOGY | 7 | 2.98% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 6 | 2.55% |
| OS - GENERAL SURGERY | 15 | 6.38% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 1 | 0.43% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 4 | 1.7% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 1 | 0.43% |
| OS - PLASTIC SURGERY | 5 | 2.13% |
| OS - RESPIRATORY MEDICINE | 3 | 1.28% |
| OS - PSYCHIATRY | 3 | 1.28% |
| OS - RADIOTHERAPY | 3 | 1.28% |
| OS - RHEUMATOLOGY | 4 | 1.7% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Escalated | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |

| | | |
|-------------------------------------------|---|-----|
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 2 | 50% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 1 | 25% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 1 | 25% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 0 | 0% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |

| | | |
|-------------------------------------------|--------------|---------------------|
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Follow up | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 0 | 0% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 0 | 0% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 0 | 0% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |

| | | |
|-------------------------------------------|---|----|
| OS - GASTROENTEROLOGY | 0 | 0% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |

6.2.9 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 | 23 | 14.84% |
| IS - DOCTOR | 132 | 85.16% |
| Escalated | Total | Percentage % |
| IS - CODER | 1 | 100% |
| IS - DOCTOR | 0 | 0% |
| 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 | 1132 | 97.75% |
| Escalated | 26 | 2.25% |

| | | |
|--------------------------------------------------------------|--------------|---------------------|
| Follow up | 0 | 0% |
| 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 | 171 | 98.28% |
| Escalated | 3 | 1.72% |
| Follow up | 0 | 0% |
| Registration to Personal Doctor beneficiary list | Total | Percentage % |
| First Contact Resolution | 117 | 98.32% |
| Escalated | 2 | 1.68% |
| Follow up | 0 | 0% |
| Provider Contracting | Total | Percentage % |
| First Contact Resolution | 39 | 100% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |
| Benefits Package | Total | Percentage % |
| First Contact Resolution | 442 | 99.33% |
| Escalated | 3 | 0.67% |
| Follow up | 0 | 0% |
| Beneficiary Eligibility Information | Total | Percentage % |
| First Contact Resolution | 205 | 100% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |
| Service Provision | Total | Percentage % |
| First Contact Resolution | 2950 | 99.19% |
| Escalated | 24 | 0.81% |
| Follow up | 0 | 0% |
| Contribution/Copayments Information | Total | Percentage % |
| First Contact Resolution | 139 | 99.29% |
| Escalated | 1 | 0.71% |

| | | |
|-----------------------------------------------------------|--------------|---------------------|
| Follow up | 0 | 0% |
| Reimbursement Information | Total | Percentage % |
| First Contact Resolution | 60 | 100% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |
| Portal/Website Information | Total | Percentage % |
| First Contact Resolution | 973 | 99.29% |
| Escalated | 7 | 0.71% |
| Follow up | 0 | 0% |
| Technical Support | Total | Percentage % |
| First Contact Resolution | 16 | 100% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |
| Other Information | Total | Percentage % |
| First Contact Resolution | 402 | 100% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |
| Complaints or appeals | Total | Percentage % |
| First Contact Resolution | 55 | 94.83% |
| Escalated | 3 | 5.17% |
| Follow up | 0 | 0% |
| Pre-approval support to Providers | Total | Percentage % |
| First Contact Resolution | 1 | 100% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |
| Beneficiary and Provider support on Beneficiary el | Total | Percentage % |
| First Contact Resolution | 0 | 0% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |
| Claims | Total | Percentage % |
| First Contact Resolution | 9 | 100% |
| Escalated | 0 | 0% |

| | | |
|-----------------------------------------------|--------------|---------------------|
| Follow up | 0 | 0% |
| Service provision support to Providers | Total | Percentage % |
| First Contact Resolution | 462 | 99.57% |
| Escalated | 2 | 0.43% |
| 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 | 278 | 63.33% |
| Escalated | 82 | 18.68% |
| Follow up | 79 | 18% |

6.3.2 Status of Beneficiaries queries and % on total number of Beneficiaries email queries.

| | | |
|-----------------------------|--------------|---------------------|
| Beneficiaries Status | Total | Percentage % |
| First Contact Resolution | 0 | 0% |
| Escalated | 0 | 0% |
| 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 | 277 | 63.39% |
| Escalated | 81 | 18.54% |
| Follow up | 79 | 18.08% |

6.3.4 Status of Providers queries and % on total number of Providers email queries.

| | | |
|--------------------------|--------------|---------------------|
| Providers Status | Total | Percentage % |
| First Contact Resolution | 1 | 50% |
| Escalated | 1 | 50% |
| Follow up | 0 | 0% |

6.3.5 Status of Beneficiaries Male & Female Age Group queries and % on total number of Status of Beneficiaries email queries.

| | | |
|---------------------------------|--------------|---------------------|
| First Contact Resolution | Total | Percentage % |
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 0 | 0% |
| Escalated | Total | Percentage % |
| Beneficiary Male | 0 | 0% |
| | | |

| | | |
|--------------------|--------------|---------------------|
| Beneficiary Female | 0 | 0% |
| Follow up | Total | Percentage % |
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 0 | 0% |

6.3.6 Status of Providers Segment queries and % on total number of Status of Providers email queries.

| | | |
|---------------------------------|--------------|---------------------|
| First Contact Resolution | Total | Percentage % |
| PD | 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% |
| Escalated | Total | Percentage % |
| PD | 1 | 100% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Follow up | Total | Percentage % |
| PD | 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% |

6.3.7 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 | 0 | 0% |
| 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 | 0 | 0% |
| 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% |
| | | |

| | | |
|-------------------------------------------|--------------|---------------------|
| 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-VEREOROLOGY | 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% |
| Escalated | Total | Percentage % |

| | | |
|-------------------------------------------|---|----|
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 0 | 0% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 0 | 0% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 0 | 0% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 0 | 0% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |

| | | |
|-------------------------------------------|--------------|---------------------|
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Follow up | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 0 | 0% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 0 | 0% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 0 | 0% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 0 | 0% |

| | | |
|-------------------------------------------|---|----|
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 0 | 0% |
| OS - GENERAL SURGERY | 0 | 0% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 0 | 0% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0% |
| OS - PLASTIC SURGERY | 0 | 0% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 0 | 0% |
| OS - RHEUMATOLOGY | 0 | 0% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 0 | 0% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |

6.3.9 Status of IS Specialties queries and % on total number of IS in Status of Providers Segment email queries.

| First Contact Resolution | Total | Percentage % |
|--------------------------|-------|--------------|
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| 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 | 118 | 81.94% |
| Escalated | 10 | 6.94% |
| Follow up | 16 | 11.11% |
| 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 | 2 | 33.33% |
| Escalated | 0 | 0% |
| Follow up | 4 | 66.67% |
| Registration to Personal Doctor beneficiary list | Total | Percentage % |
| First Contact Resolution | 9 | 100% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |
| Provider Contracting | Total | Percentage % |
| First Contact Resolution | 3 | 100% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |
| Benefits Package | Total | Percentage % |
| First Contact Resolution | 7 | 77.78% |
| Escalated | 0 | 0% |
| Follow up | 2 | 22.22% |
| Beneficiary Eligibility Information | Total | Percentage % |
| First Contact Resolution | 15 | 100% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |
| Service Provision | Total | Percentage % |
| First Contact Resolution | 44 | 83.02% |
| Escalated | 4 | 7.55% |
| Follow up | 5 | 9.43% |

| Contribution/Copayments Information | Total | Percentage % |
|----------------------------------------------------|-------|--------------|
| First Contact Resolution | 4 | 100% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |
| Reimbursement Information | Total | Percentage % |
| First Contact Resolution | 1 | 25% |
| Escalated | 3 | 75% |
| Follow up | 0 | 0% |
| Portal/Website Information | Total | Percentage % |
| First Contact Resolution | 57 | 50% |
| Escalated | 45 | 39.47% |
| Follow up | 12 | 10.53% |
| Technical Support | Total | Percentage % |
| First Contact Resolution | 0 | 0% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |
| Other Information | Total | Percentage % |
| First Contact Resolution | 7 | 12.5% |
| Escalated | 10 | 17.86% |
| Follow up | 39 | 69.64% |
| Complaints or appeals | Total | Percentage % |
| First Contact Resolution | 7 | 41.18% |
| Escalated | 10 | 58.82% |
| Follow up | 0 | 0% |
| Pre-approval support to Providers | Total | Percentage % |
| First Contact Resolution | 0 | 0% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |
| Beneficiary and Provider support on Beneficiary el | Total | Percentage % |
| First Contact Resolution | 0 | 0% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |

| Claims | Total | Percentage % |
|----------------------------------------|-------|--------------|
| First Contact Resolution | 2 | 100% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |
| Service provision support to Providers | Total | Percentage % |
| First Contact Resolution | 2 | 66.67% |
| Escalated | 0 | 0% |
| Follow up | 1 | 33.33% |

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): 73

8. Telephone calls average wrap up time.

8.1 Average wrap up time (seconds): 10

8.2 Beneficiaries Average wrap up time (seconds): 11

8.3 Providers Average wrap up time (seconds): 9

9. Telephone calls average waiting time.

9.1 Average waiting time (seconds): 22

9.2 Beneficiaries Average waiting time (seconds): 31

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. | 2949/3557 | 82.91% |

| Calls answered in 120 seconds. | Total | Percentage % |
|--------------------------------|-----------|--------------|
| SLA is 90% for inbound calls. | 3403/3557 | 95.67% |

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. | 2960/3665 | 80.76% |

| Calls answered in 60 seconds. | Total | Percentage % |
|-------------------------------|-----------|--------------|
| SLA is 95% for inbound calls. | 3519/3665 | 96.02% |

12. First Contact Resolution (SLA-11).

| Calls marked as first contact resolution. | Total | Percentage % |
|-------------------------------------------|-----------|--------------|
| SLA is 95% of calls. | 7173/7244 | 99.02% |

13. Emails average assignment time.

Emails average assignment time (seconds): 52083

14. Emails average resolution time.

Emails average resolution time (seconds): 52471

15. Email priority assignment (SLA-10).

| Email acquired in 1 business day. | Total | Percentage % |
|-----------------------------------|---------|--------------|
| SLA is 95% of emails. | 420/439 | 95.67% |

16. Email resolution (SLA-12).

| Emails resolved within 3 business days. | Total | Percentage % |
|-----------------------------------------|---------|--------------|
| SLA is 98% of emails. | 355/357 | 99.44% |

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

17.1 Total Surveys

Total Surveys: 241

| Rating in scale of 4 | Average |
|----------------------|---------|
| SLA is > 3 | 2.8 |

End of Report