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Report name:	Portals reporting.		
Report description:	Reporting for inbound contacts submitted to the Contact Centre Services by Portals for a specific period with the use of MedNext+ application		
Reporting software:	MedNext+ application.		
Customer:	Health Insurance organization	Contact Person:	Ifigeneia Kammitisi
Printing date:	18/02/2026 10:06:06		
Reporting period date:	01/02/2026 08:15:53 - 17/02/2026 21:25:26		

1. Handled contacts through Portals.

1.1. Number of Portal contacts

Number of Portal contacts: 3157

2. Number of contacts per Issue Category

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

Issue Category	Total	Percentage %
Query	3071	97.28%

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

Issue Category	Total	Percentage %
Complaint	86	2.72%

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

Issue Category	Total	Percentage %
Follow Up	0	0%

3. Number of contacts per Originator Type

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

Issue Category	Total	Percentage %
Insured Member	105	3.33%
Provider	3052	96.67%
Other	0	0%

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

Issue Category	Total	Percentage %
Insured Member	88	2.87%
Provider	2983	97.13%
Other	0	0%

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

Issue Category	Total	Percentage %
Insured Member	17	19.77%
Provider	69	80.23%
Other	0	0%

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

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

4. Number of Queries per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	431	14.03%
Provider & Healthcare Professionals Enrolment Info	41	1.34%
Registration to Personal Doctor beneficiary list	15	0.49%
Provider Contracting	21	0.68%
Benefits Package	379	12.34%
Beneficiary Eligibility Information	10	0.33%
Service Provision	1361	44.32%
Contribution/Copayments Information	6	0.2%
Reimbursement Information	123	4.01%
Portal/Website Information	29	0.94%
Technical Support	29	0.94%
Other Information	336	10.94%
Pre-approval support to Providers	120	3.91%
Beneficiary and Provider support on Beneficiary el	18	0.59%
Business Continuity Service	0	0%
Service provision support to Providers	85	2.77%
Delayed reimbursement cases	1	0.03%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	40	45.45%
Provider & Healthcare Professionals Enrolment Info	1	1.14%
Registration to Personal Doctor beneficiary list	4	4.55%
Provider Contracting	0	0%
Benefits Package	5	5.68%
Beneficiary Eligibility Information	5	5.68%
Service Provision	5	5.68%
Contribution/Copayments Information	2	2.27%
Reimbursement Information	0	0%
Portal/Website Information	11	12.5%

Technical Support Sub Category Other Information	6 Total 8	6.82% Percentage % 9.09%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	1	1.14%
Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	391	13.11%
Provider & Healthcare Professionals Enrolment Info	40	1.34%
Registration to Personal Doctor beneficiary list	11	0.37%
Provider Contracting	21	0.7%
Benefits Package	374	12.54%
Beneficiary Eligibility Information	5	0.17%
Service Provision	1356	45.46%
Contribution/Copayments Information	4	0.13%
Reimbursement Information	123	4.12%
Portal/Website Information	18	0.6%
Technical Support	23	0.77%
Other Information	328	11%
Pre-approval support to Providers	120	4.02%
Beneficiary and Provider support on Beneficiary el	18	0.6%
Business Continuity Service	0	0%
Service provision support to Providers	84	2.82%
Delayed reimbursement cases	1	0.03%

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

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

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

5. Number of Complaints per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	2	2.33%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	1	1.16%
Provider Contracting Complaint	2	2.33%
Benefits Package Complaint	1	1.16%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	15	17.44%
Contribution/Copayments Complaint	5	5.81%
Reimbursement Complaint	14	16.28%
Portal/Website Complaint	9	10.47%
Technical Issues Complaint	0	0%
Other Complaints	11	12.79%
Complaint for specific Provider	9	10.47%
Complaint for specific Beneficiary	8	9.3%
Contact Centre Services Complaint	2	2.33%
Complaint for Pre-approval support to Providers	2	2.33%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	2	11.76%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	1	5.88%
Provider Contracting Complaint	0	0%
Benefits Package Complaint	1	5.88%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	0	0%

Contribution/Copayments Complaint Sub Category	3 Total	17.65% Percentage %
Reimbursement Complaint	0	0%
Portal/Website Complaint	1	5.88%
Technical Issues Complaint	0	0%
Other Complaints	1	5.88%
Complaint for specific Provider	6	35.29%
Complaint for specific Beneficiary	1	5.88%
Contact Centre Services Complaint	1	5.88%
Complaint for Pre-approval support to Providers	0	0%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	0	0%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	2	2.9%
Benefits Package Complaint	0	0%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	15	21.74%
Contribution/Copayments Complaint	2	2.9%
Reimbursement Complaint	14	20.29%
Portal/Website Complaint	8	11.59%
Technical Issues Complaint	0	0%
Other Complaints	10	14.49%
Complaint for specific Provider	3	4.35%
Complaint for specific Beneficiary	7	10.14%
Contact Centre Services Complaint	1	1.45%
Complaint for Pre-approval support to Providers	2	2.9%
Complaint for Beneficiary and Provider support on	0	0%

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

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

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

6. Number of contacts per Sub Category

6.1 Number of contacts per Sub Category

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	431	13.65%
Provider & Healthcare Professionals Enrolment Info	41	1.3%
Registration to Personal Doctor beneficiary list	15	0.48%
Provider Contracting	21	0.67%
Benefits Package	379	12.01%
Beneficiary Eligibility Information	10	0.32%
Service Provision	1361	43.11%
Contribution/Copayments Information	6	0.19%
Reimbursement Information	123	3.9%
Portal/Website Information	29	0.92%
Technical Support	29	0.92%
Other Information	336	10.64%
Pre-approval support to Providers	120	3.8%
Beneficiary and Provider support on Beneficiary el	18	0.57%
Business Continuity Service	0	0%
Service provision support to Providers	85	2.69%
Delayed reimbursement cases	1	0.03%
Beneficiary Enrolment Complaint	2	0.06%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	1	0.03%
Provider Contracting Complaint	2	0.06%
Benefits Package Complaint	1	0.03%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	15	0.48%
Contribution/Copayments Complaint	5	0.16%
Reimbursement Complaint	14	0.44%
Portal/Website Complaint	9	0.29%
Technical Issues Complaint	0	0%
Other Complaints	11	0.35%

Complaint for specific Provider Sub Category	9 Total	0.29% Percentage %
Complaint for specific Beneficiary	8	0.25%
Contact Centre Services Complaint	2	0.06%
Complaint for Pre-approval support to Providers	2	0.06%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

7. Portals average assignment time

7.1 Portals average assignment time

Portals average assignment time (seconds):18035

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

8.1 Portals assignment time

Portal contacts acquired in 1 business day.	Total	Percentage %
SLA is 95% of portals.	3114/3157	98.64%

9. Portals average resolution time

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

Average resolution time for contacts resolve by the Contact Centre Services (seconds): 19799

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

Average resolution time for contacts escalated from the Contact Centre Services (seconds): 36008

9.3 Portals average resolution time.

Portals average resolution time (seconds): 27904

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

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

Portals resolved in 3 business days.	Total	Percentage %
SLA is 98% of portals.	2889/2936	98.4%

11. Contact centre quality (SLA-14)

11.1. Contacts wrongly transferred outside the Contact Centre for resolution

Wrongly escalated contacts	Total	Percentage %
SLA is 2% of escalated contacts.	0/482	0%

12. Escalated Portal Contacts

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

Portal contacts	Total	Percentage %
Escalated portal contacts	221	7%

13. Escalated Portal Contacts per Issue Category

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

Issue Category	Total	Percentage %
Query	173	78.28%

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

Issue Category	Total	Percentage %
Complaint	48	21.72%

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

Issue Category	Total	Percentage %
Follow Up	0	0%

14. Escalated Portal Contacts per Originator Type

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

Issue Category	Total	Percentage %
Insured Member	15	6.79%
Provider	206	93.21%
Other	0	0%

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

Issue Category	Total	Percentage %
Insured Member	8	4.62%
Provider	165	95.38%
Other	0	0%

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

Issue Category	Total	Percentage %
Insured Member	7	14.58%
Provider	41	85.42%
Other	0	0%

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

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

15. Escalated Queries per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	8	4.62%
Provider & Healthcare Professionals Enrolment Info	6	3.47%
Registration to Personal Doctor beneficiary list	1	0.58%
Provider Contracting	4	2.31%
Benefits Package	6	3.47%
Beneficiary Eligibility Information	0	0%
Service Provision	30	17.34%
Contribution/Copayments Information	0	0%
Reimbursement Information	80	46.24%
Portal/Website Information	7	4.05%
Technical Support	1	0.58%
Other Information	5	2.89%
Pre-approval support to Providers	6	3.47%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	3	1.73%
Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	6	75%
Provider & Healthcare Professionals Enrolment Info	0	0%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	0	0%
Benefits Package	1	12.5%
Beneficiary Eligibility Information	0	0%
Service Provision	0	0%
Contribution/Copayments Information	0	0%
Reimbursement Information	0	0%
Portal/Website Information	1	12.5%

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

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	2	1.21%
Provider & Healthcare Professionals Enrolment Info	6	3.64%
Registration to Personal Doctor beneficiary list	1	0.61%
Provider Contracting	4	2.42%
Benefits Package	5	3.03%
Beneficiary Eligibility Information	0	0%
Service Provision	30	18.18%
Contribution/Copayments Information	0	0%
Reimbursement Information	80	48.48%
Portal/Website Information	6	3.64%
Technical Support	1	0.61%
Other Information	5	3.03%
Pre-approval support to Providers	6	3.64%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	3	1.82%
Delayed reimbursement cases	0	0%

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

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

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

16. Escalated Complaints per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	1	0.58%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	1	0.58%
Provider Contracting Complaint	1	0.58%
Benefits Package Complaint	1	0.58%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	10	5.78%
Contribution/Copayments Complaint	1	0.58%
Reimbursement Complaint	10	5.78%
Portal/Website Complaint	4	2.31%
Technical Issues Complaint	0	0%
Other Complaints	1	0.58%
Complaint for specific Provider	7	4.05%
Complaint for specific Beneficiary	7	4.05%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	2	1.16%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

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

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

Contribution/Copayments Complaint Sub Category	0 Total	0% Percentage %
Reimbursement Complaint	0	0%
Portal/Website Complaint	0	0%
Technical Issues Complaint	0	0%
Other Complaints	0	0%
Complaint for specific Provider	4	50%
Complaint for specific Beneficiary	0	0%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	0	0%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	0	0%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	1	0.61%
Benefits Package Complaint	0	0%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	10	6.06%
Contribution/Copayments Complaint	1	0.61%
Reimbursement Complaint	10	6.06%
Portal/Website Complaint	4	2.42%
Technical Issues Complaint	0	0%
Other Complaints	1	0.61%
Complaint for specific Provider	3	1.82%
Complaint for specific Beneficiary	7	4.24%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	2	1.21%
Complaint for Beneficiary and Provider support on	0	0%

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

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

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

17. Escalated Portal Contacts per Sub Category

17.1. Number of Escalated Portal Contacts per Sub Category

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	8	3.62%
Provider & Healthcare Professionals Enrolment Info	6	2.71%
Registration to Personal Doctor beneficiary list	1	0.45%
Provider Contracting	4	1.81%
Benefits Package	6	2.71%
Beneficiary Eligibility Information	0	0%
Service Provision	30	13.57%
Contribution/Copayments Information	0	0%
Reimbursement Information	80	36.2%
Portal/Website Information	7	3.17%
Technical Support	1	0.45%
Other Information	5	2.26%
Pre-approval support to Providers	6	2.71%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	3	1.36%
Delayed reimbursement cases	0	0%
Beneficiary Enrolment Complaint	1	0.45%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	1	0.45%
Provider Contracting Complaint	1	0.45%
Benefits Package Complaint	1	0.45%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	10	4.52%
Contribution/Copayments Complaint	1	0.45%
Reimbursement Complaint	10	4.52%
Portal/Website Complaint	4	1.81%
Technical Issues Complaint	0	0%
Other Complaints	1	0.45%

Complaint for specific Provider Sub Category	7 Total	3.17% Percentage %
Complaint for specific Beneficiary	7	3.17%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	2	0.9%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

End of Report