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<b>Report name:</b>	Vocalcom application reporting.		
<b>Report description:</b>	Reporting for inbound contacts submitted to the Contact Centre Services by telephone calls and emails for a specific period with the use of Vocalcom application.		
<b>Reporting software:</b>	Vocalcom application.		
<b>Customer:</b>	Health Insurance organization	<b>Contact Person:</b>	Ifigeneia Kammitisi
<b>Printing date:</b>	19/02/2026 07:48:50		
<b>Reporting period date:</b>	31/01/2026 16:39:27 - 18/02/2026 19:53:36		

## 1. Number of handled queries.

### 1.1 Number of queries

Number of queries: 10055

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

Channel of Communication	Total	Percentage %
Inbound	9198	91.48%
Voicemail	23	0.23%
Email	834	8.29%

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

Channel of Communication	Total	Percentage %
Telephone calls	9221	91.71%

## 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	5951	59.18%

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

Contact Initiator	Total	Percentage %
General Public	879	8.74%

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

Contact Initiator	Total	Percentage %
Providers	3225	32.07%

### 2.2 Telephone calls

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

Contact Initiator	Total	Percentage %
Beneficiaries	5951	64.54%

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

Contact Initiator	Total	Percentage %
General Public	51	0.55%

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

Contact Initiator	Total	Percentage %
Providers	3219	34.91%

### 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	828	99.28%

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

Contact Initiator	Total	Percentage %
Providers	6	0.72%

### 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	2419	40.65%

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

Beneficiary Gender	Total	Percentage %
Beneficiary Female	3532	59.35%

#### 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	2419	40.65%

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

Beneficiary Gender	Total	Percentage %
Beneficiary Female	3532	59.35%

#### 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	1242	38.51%
OS	344	10.67%
LAB	39	1.21%
PH	478	14.82%
IS	138	4.28%
AE	1	0.03%
AH	882	27.35%
NM	25	0.78%
DE	76	2.36%

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

PD Specialties	Total	Percentage %
PD - GENERAL MEDICINE	1139	91.71%
PD - GERIATRICIAN	14	1.13%
PD - PEDIATRICIAN	87	7%
PD - INTERNAL MEDICINE	2	0.16%

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

OS Specialties	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	3	0.87%
OS - UROLOGY	11	3.2%
OS - RENAL DISEASES	3	0.87%
OS - NEUROLOGY	16	4.65%
OS - VASCULAR SURGERY	2	0.58%
OS - NEUROLOGICAL SURGERY	12	3.49%
OS - NUCLEAR MEDICINE	1	0.29%
OS - OBSTETRICS - GYNAECOLOGY	20	5.81%
OS - OPHTHALMOLOGY	25	7.27%
OS - ORTHOPAEDICS	57	16.57%
OS - OTORHINOLARYNGOLOGY	7	2.03%
OS - ALLERGOLOGY	3	0.87%

OS - ANESTHESIOLOGY OS Specialties	10 Total	2.91% Percentage %
OS - PAEDIATRICS	2	0.58%
OS - CARDIOLOGY	46	13.37%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	1	0.29%
OS - DERMATO-VENEREOLOGY	19	5.52%
OS - CHILD & ADOLESCENT PSYCHIATRY	2	0.58%
OS - DIAGNOSTIC RADIOLOGY	10	2.91%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	6	1.74%
OS - PAEDIATRIC SURGERY	4	1.16%
OS - GASTROENTEROLOGY	6	1.74%
OS - GENERAL SURGERY	34	9.88%
OS - GERIATRICS	1	0.29%
OS - HAEMATOLOGY	3	0.87%
OS - PATHOLOGICAL ANATOMY	2	0.58%
OS - MEDICAL ONCOLOGY	5	1.45%
OS - INTERNAL MEDICINE	1	0.29%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	4	1.16%
OS - RESPIRATORY MEDICINE	8	2.33%
OS - PSYCHIATRY	9	2.62%
OS - RADIOTHERAPY	3	0.87%
OS - RHEUMATOLOGY	8	2.33%
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	10 Total	7.25% Percentage %
IS - DOCTOR	128	92.75%

## 4.2 Telephone calls

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

Providers Segment	Total	Percentage %
PD	1239	38.49%
OS	342	10.62%
LAB	39	1.21%
PH	477	14.82%
IS	138	4.29%
AE	1	0.03%
AH	882	27.4%
NM	25	0.78%
DE	76	2.36%

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

PD Specialties	Total	Percentage %
PD - GENERAL MEDICINE	1136	91.69%
PD - GERIATRICIAN	14	1.13%
PD - PEDIATRICIAN	87	7.02%
PD - INTERNAL MEDICINE	2	0.16%

### 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	3	0.88%
OS - UROLOGY	11	3.22%
OS - RENAL DISEASES	3	0.88%
OS - NEUROLOGY	16	4.68%
OS - VASCULAR SURGERY	2	0.58%
OS - NEUROLOGICAL SURGERY	12	3.51%
OS - NUCLEAR MEDICINE	1	0.29%
OS - OBSTETRICS - GYNAECOLOGY	20	5.85%
OS - OPHTHALMOLOGY	25	7.31%
OS - ORTHOPAEDICS	56	16.37%
OS - OTORHINOLARYNGOLOGY	7	2.05%

OS Specialties	Total	Percentage %
OS - ANESTHESIOLOGY	10	2.92%
OS - PAEDIATRICS	2	0.58%
OS - CARDIOLOGY	45	13.16%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	1	0.29%
OS - DERMATO-VENEREOLOGY	19	5.56%
OS - CHILD & ADOLESCENT PSYCHIATRY	2	0.58%
OS - DIAGNOSTIC RADIOLOGY	10	2.92%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	6	1.75%
OS - PAEDIATRIC SURGERY	4	1.17%
OS - GASTROENTEROLOGY	6	1.75%
OS - GENERAL SURGERY	34	9.94%
OS - GERIATRICS	1	0.29%
OS - HAEMATOLOGY	3	0.88%
OS - PATHOLOGICAL ANATOMY	2	0.58%
OS - MEDICAL ONCOLOGY	5	1.46%
OS - INTERNAL MEDICINE	1	0.29%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	4	1.17%
OS - RESPIRATORY MEDICINE	8	2.34%
OS - PSYCHIATRY	9	2.63%
OS - RADIOTHERAPY	3	0.88%
OS - RHEUMATOLOGY	8	2.34%
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	10	7.25%
IS - DOCTOR	128	92.75%

#### 4.3 Emails

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

Providers Segment	Total	Percentage %
PD	3	50%
OS	2	33.33%
LAB	0	0%
PH	1	16.67%
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	3	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	1 Total	50% Percentage %
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	50%
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 %
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4.3.4 IS Specialties queries and % on total number of IS email queries.

IS Specialties	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	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	2443	24.3%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	216	2.15%
Registration to Personal Doctor beneficiary list	181	1.8%
Provider Contracting	61	0.61%
Benefits Package	272	2.71%
Beneficiary Eligibility Information	422	4.2%
Service Provision	3313	32.95%
Contribution/Copayments Information	272	2.71%
Reimbursement Information	187	1.86%
Portal/Website Information	1274	12.67%
Technical Support	17	0.17%
Other Information	757	7.53%
Complaints or appeals	165	1.64%
Pre-approval support to Providers	2	0.02%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	27	0.27%
Service provision support to Providers	446	4.44%

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

Beneficiaries Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	1702	28.6%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	31	0.52%
Registration to Personal Doctor beneficiary list	150	2.52%
Provider Contracting	1	0.02%
Benefits Package	171	2.87%
Beneficiary Eligibility Information	353	5.93%
Service Provision	1749	29.39%
Contribution/Copayments Information	226	3.8%

Reimbursement Information Beneficiaries Contact Type Categories	12 Total	0.2% Percentage %
Portal/Website Information	842	14.15%
Technical Support	7	0.12%
Other Information	578	9.71%
Complaints or appeals	110	1.85%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	9	0.15%
Service provision support to Providers	10	0.17%

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	334	38%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	8	0.91%
Registration to Personal Doctor beneficiary list	16	1.82%
Provider Contracting	2	0.23%
Benefits Package	15	1.71%
Beneficiary Eligibility Information	28	3.19%
Service Provision	77	8.76%
Contribution/Copayments Information	20	2.28%
Reimbursement Information	14	1.59%
Portal/Website Information	195	22.18%
Technical Support	0	0%
Other Information	117	13.31%
Complaints or appeals	46	5.23%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	1	0.11%
Service provision support to Providers	6	0.68%

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

Providers Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	407	12.62%

Delayed reimbursement cases Providers Contact Type Categories	0 Total	0% Percentage %
Provider & Healthcare Professionals Enrolment Inf	177	5.49%
Registration to Personal Doctor beneficiary list	15	0.47%
Provider Contracting	58	1.8%
Benefits Package	86	2.67%
Beneficiary Eligibility Information	41	1.27%
Service Provision	1487	46.11%
Contribution/Copayments Information	26	0.81%
Reimbursement Information	161	4.99%
Portal/Website Information	237	7.35%
Technical Support	10	0.31%
Other Information	62	1.92%
Complaints or appeals	9	0.28%
Pre-approval support to Providers	2	0.06%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	17	0.53%
Service provision support to Providers	430	13.33%

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

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	824	48.41%
Beneficiary Female	878	51.59%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	0	0%
Beneficiary Female	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	16	51.61%
Beneficiary Female	15	48.39%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	55	36.67%
Beneficiary Female	95	63.33%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	0	0%

Beneficiary Female	1	100%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	55	32.16%
Beneficiary Female	116	67.84%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	145	41.08%
Beneficiary Female	208	58.92%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	656	37.51%
Beneficiary Female	1093	62.49%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	87	38.5%
Beneficiary Female	139	61.5%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	3	25%
Beneficiary Female	9	75%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	297	35.27%
Beneficiary Female	545	64.73%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	2	28.57%
Beneficiary Female	5	71.43%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	236	40.83%
Beneficiary Female	342	59.17%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	37	33.64%
Beneficiary Female	73	66.36%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	0	0%
Beneficiary Female	0	0%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>

Beneficiary Male	0	0%
Beneficiary Female	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	1	11.11%
Beneficiary Female	8	88.89%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	5	50%
Beneficiary Female	5	50%

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

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	398	97.79%
OS	3	0.74%
LAB	1	0.25%
PH	1	0.25%
IS	1	0.25%
AE	0	0%
AH	3	0.74%
NM	0	0%
DE	0	0%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
PD	30	16.95%
OS	24	13.56%

LAB	7	3.95%
PH	21	11.86%
IS	8	4.52%
AE	0	0%
AH	61	34.46%
NM	4	2.26%
DE	22	12.43%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
PD	14	93.33%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	1	6.67%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
PD	17	29.31%
OS	12	20.69%
LAB	2	3.45%
PH	8	13.79%
IS	1	1.72%
AE	0	0%
AH	11	18.97%
NM	2	3.45%
DE	5	8.62%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
PD	26	30.23%
OS	3	3.49%
LAB	0	0%
PH	1	1.16%

IS	0	0%
AE	0	0%
AH	56	65.12%
NM	0	0%
DE	0	0%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	40	97.56%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	1	2.44%
NM	0	0%
DE	0	0%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
PD	420	28.24%
OS	177	11.9%
LAB	13	0.87%
PH	292	19.64%
IS	73	4.91%
AE	0	0%
AH	477	32.08%
NM	9	0.61%
DE	26	1.75%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	7	26.92%
OS	1	3.85%
LAB	0	0%
PH	12	46.15%
IS	0	0%
AE	0	0%

AH	5	19.23%
NM	1	3.85%
DE	0	0%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	30	18.63%
OS	25	15.53%
LAB	1	0.62%
PH	4	2.48%
IS	4	2.48%
AE	0	0%
AH	87	54.04%
NM	2	1.24%
DE	8	4.97%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	124	52.32%
OS	32	13.5%
LAB	2	0.84%
PH	40	16.88%
IS	9	3.8%
AE	1	0.42%
AH	24	10.13%
NM	1	0.42%
DE	4	1.69%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
PD	1	10%
OS	0	0%
LAB	1	10%
PH	2	20%
IS	6	60%
AE	0	0%
AH	0	0%
NM	0	0%

DE	0	0%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	31	50%
OS	6	9.68%
LAB	2	3.23%
PH	4	6.45%
IS	8	12.9%
AE	0	0%
AH	10	16.13%
NM	1	1.61%
DE	0	0%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
PD	3	33.33%
OS	3	33.33%
LAB	0	0%
PH	1	11.11%
IS	1	11.11%
AE	0	0%
AH	1	11.11%
NM	0	0%
DE	0	0%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	2	100%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>

PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
PD	6	35.29%
OS	5	29.41%
LAB	0	0%
PH	0	0%
IS	1	5.88%
AE	0	0%
AH	4	23.53%
NM	0	0%
DE	1	5.88%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
PD	95	22.09%
OS	51	11.86%
LAB	10	2.33%
PH	92	21.4%
IS	26	6.05%
AE	0	0%
AH	142	33.02%
NM	5	1.16%
DE	9	2.09%

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

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	368	92.46%

PD - GERIATRICIAN	2	0.5%
PD - PEDIATRICIAN	28	7.04%
PD - INTERNAL MEDICINE	0	0%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	27	90%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	2	6.67%
PD - INTERNAL MEDICINE	1	3.33%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	13	92.86%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	1	7.14%
PD - INTERNAL MEDICINE	0	0%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	17	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	25	96.15%
PD - GERIATRICIAN	1	3.85%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	34	85%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	6	15%

PD - INTERNAL MEDICINE	0	0%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	377	89.76%
PD - GERIATRICIAN	9	2.14%
PD - PEDIATRICIAN	33	7.86%
PD - INTERNAL MEDICINE	1	0.24%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	7	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	25	83.33%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	5	16.67%
PD - INTERNAL MEDICINE	0	0%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	113	91.13%
PD - GERIATRICIAN	2	1.61%
PD - PEDIATRICIAN	9	7.26%
PD - INTERNAL MEDICINE	0	0%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	1	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	29	93.55%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	2	6.45%
PD - INTERNAL MEDICINE	0	0%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>

PD - GENERAL MEDICINE	3	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	6	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	94	98.95%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	1	1.05%
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.

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	1	33.33%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	1	33.33%

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	33.33%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%

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

OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	1	4.17%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	1	4.17%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	1	4.17%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	4	16.67%
OS - OPHTHALMOLOGY	2	8.33%
OS - ORTHOPAEDICS	2	8.33%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	4	16.67%
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	2	8.33%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	4	16.67%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	2	8.33%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	1	4.17%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%

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

OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	1	8.33%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	1	8.33%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	2	16.67%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	1	8.33%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	1	8.33%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	4	33.33%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	8.33%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	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	1	8.33%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	1	33.33%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	33.33%

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

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

OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	1	0.56%
OS - UROLOGY	6	3.39%
OS - RENAL DISEASES	2	1.13%
OS - NEUROLOGY	5	2.82%
OS - VASCULAR SURGERY	1	0.56%
OS - NEUROLOGICAL SURGERY	8	4.52%
OS - NUCLEAR MEDICINE	1	0.56%
OS - OBSTETRICS - GYNAECOLOGY	9	5.08%
OS - OPHTHALMOLOGY	12	6.78%
OS - ORTHOPAEDICS	38	21.47%
OS - OTORHINOLARYNGOLOGY	4	2.26%
OS - ALLERGOLOGY	2	1.13%
OS - ANESTHESIOLOGY	4	2.26%
OS - PAEDIATRICS	2	1.13%
OS - CARDIOLOGY	21	11.86%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	1	0.56%
OS - DERMATO-VENEREOLOGY	12	6.78%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	1	0.56%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	4	2.26%
OS - PAEDIATRIC SURGERY	1	0.56%
OS - GASTROENTEROLOGY	3	1.69%

OS - GENERAL SURGERY	15	8.47%
OS - GERIATRICS	1	0.56%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	1	0.56%
OS - MEDICAL ONCOLOGY	4	2.26%
OS - INTERNAL MEDICINE	1	0.56%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	4	2.26%
OS - RESPIRATORY MEDICINE	5	2.82%
OS - PSYCHIATRY	4	2.26%
OS - RADIOTHERAPY	1	0.56%
OS - RHEUMATOLOGY	3	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%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%

OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	1	100%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	1	4%
OS - RENAL DISEASES	1	4%

OS - NEUROLOGY	1	4%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	1	4%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	2	8%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	1	4%
OS - ANESTHESIOLOGY	2	8%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	3	12%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	4%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	1	4%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	1	4%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	5	20%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	2	8%
OS - PSYCHIATRY	0	0%

OS - RADIOTHERAPY	1	4%
OS - RHEUMATOLOGY	2	8%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	1	3.13%
OS - UROLOGY	1	3.13%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	1	3.13%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	2	6.25%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	1	3.13%
OS - OPHTHALMOLOGY	3	9.38%
OS - ORTHOPAEDICS	1	3.13%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	6	18.75%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	2	6.25%
OS - CHILD & ADOLESCENT PSYCHIATRY	2	6.25%
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	4	12.5%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	2	6.25%
OS - PATHOLOGICAL ANATOMY	1	3.13%
OS - MEDICAL ONCOLOGY	1	3.13%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	1	3.13%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	1	3.13%
OS - RHEUMATOLOGY	2	6.25%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%

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

OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	2	33.33%
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	16.67%
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	16.67%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	1	16.67%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	1	16.67%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%

OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	1	33.33%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	1	33.33%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	1	33.33%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%

OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	1	50%
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	1	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%

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%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
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	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	20%

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	20%
OS - GENERAL SURGERY	2	40%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	2	3.92%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	4	7.84%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	4	7.84%

OS - OPHTHALMOLOGY	6	11.76%
OS - ORTHOPAEDICS	10	19.61%
OS - OTORHINOLARYNGOLOGY	2	3.92%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	3	5.88%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	5	9.8%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	2	3.92%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	5	9.8%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	1.96%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	2	3.92%
OS - GENERAL SURGERY	3	5.88%
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	2	3.92%
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%

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

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	1	100%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	1	12.5%
IS - DOCTOR	7	87.5%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	1	100%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	3	4.11%
IS - DOCTOR	70	95.89%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%

IS - DOCTOR	4	100%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	4	44.44%
IS - DOCTOR	5	55.56%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	1	16.67%
IS - DOCTOR	5	83.33%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	8	100%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	1	100%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	1	100%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	1	3.85%
IS - DOCTOR	25	96.15%

## 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	2118	22.97%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	208	2.26%
Registration to Personal Doctor beneficiary list	164	1.78%

Provider Contracting Contact Type Categories Benefits Package	59 Total 260	0.64% Percentage % 2.82%
Beneficiary Eligibility Information	394	4.27%
Service Provision	3244	35.18%
Contribution/Copayments Information	252	2.73%
Reimbursement Information	174	1.89%
Portal/Website Information	1078	11.69%
Technical Support	17	0.18%
Other Information	663	7.19%
Complaints or appeals	119	1.29%
Pre-approval support to Providers	2	0.02%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	26	0.28%
Service provision support to Providers	443	4.8%

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	1702	28.6%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	31	0.52%
Registration to Personal Doctor beneficiary list	150	2.52%
Provider Contracting	1	0.02%
Benefits Package	171	2.87%
Beneficiary Eligibility Information	353	5.93%
Service Provision	1749	29.39%
Contribution/Copayments Information	226	3.8%
Reimbursement Information	12	0.2%
Portal/Website Information	842	14.15%
Technical Support	7	0.12%
Other Information	578	9.71%
Complaints or appeals	110	1.85%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	9	0.15%

<b>Beneficiaries Contact Type Categories</b>	<b>Total</b>	<b>Percentage %</b>
Service provision support to Providers	10	0.17%

5.2.3 General Public Contact type categories queries and % on total number of General Public telephone call queries.

<b>General Public Contact Type Categories</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Enrolment Information	11	21.57%
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	3	5.88%
Beneficiary Eligibility Information	0	0%
Service Provision	10	19.61%
Contribution/Copayments Information	0	0%
Reimbursement Information	1	1.96%
Portal/Website Information	0	0%
Technical Support	0	0%
Other Information	23	45.1%
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	3	5.88%

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

<b>Providers Contact Type Categories</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Enrolment Information	405	12.58%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	177	5.5%
Registration to Personal Doctor beneficiary list	14	0.43%
Provider Contracting	58	1.8%
Benefits Package	86	2.67%
Beneficiary Eligibility Information	41	1.27%
Service Provision	1485	46.13%
Contribution/Copayments Information	26	0.81%

<b>Providers Contact Type Categories</b>	<b>Total</b>	<b>Percentage %</b>
Portal/Website Information	236	7.33%
Technical Support	10	0.31%
Other Information	62	1.93%
Complaints or appeals	9	0.28%
Pre-approval support to Providers	2	0.06%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	17	0.53%
Service provision support to Providers	430	13.36%

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

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	824	48.41%
Beneficiary Female	878	51.59%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	0	0%
Beneficiary Female	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	16	51.61%
Beneficiary Female	15	48.39%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	55	36.67%
Beneficiary Female	95	63.33%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	0	0%
Beneficiary Female	1	100%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	55	32.16%
Beneficiary Female	116	67.84%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	145	41.08%
Beneficiary Female	208	58.92%

<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	656	37.51%
Beneficiary Female	1093	62.49%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	87	38.5%
Beneficiary Female	139	61.5%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	3	25%
Beneficiary Female	9	75%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	297	35.27%
Beneficiary Female	545	64.73%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	2	28.57%
Beneficiary Female	5	71.43%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	236	40.83%
Beneficiary Female	342	59.17%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	37	33.64%
Beneficiary Female	73	66.36%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	0	0%
Beneficiary Female	0	0%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	0	0%
Beneficiary Female	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	1	11.11%
Beneficiary Female	8	88.89%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	5	50%

Beneficiary Female	5	50%
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5.2.6 Providers Segment Contact type categories queries and % on total number of Providers Contact Type Categories telephone call queries.

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	396	97.78%
OS	3	0.74%
LAB	1	0.25%
PH	1	0.25%
IS	1	0.25%
AE	0	0%
AH	3	0.74%
NM	0	0%
DE	0	0%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
PD	30	16.95%
OS	24	13.56%
LAB	7	3.95%
PH	21	11.86%
IS	8	4.52%
AE	0	0%
AH	61	34.46%
NM	4	2.26%
DE	22	12.43%

<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
PD	13	92.86%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	1	7.14%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
PD	17	29.31%
OS	12	20.69%
LAB	2	3.45%
PH	8	13.79%
IS	1	1.72%
AE	0	0%
AH	11	18.97%
NM	2	3.45%
DE	5	8.62%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
PD	26	30.23%
OS	3	3.49%
LAB	0	0%
PH	1	1.16%
IS	0	0%
AE	0	0%
AH	56	65.12%
NM	0	0%
DE	0	0%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	40	97.56%

OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	1	2.44%
NM	0	0%
DE	0	0%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
PD	420	28.28%
OS	175	11.78%
LAB	13	0.88%
PH	292	19.66%
IS	73	4.92%
AE	0	0%
AH	477	32.12%
NM	9	0.61%
DE	26	1.75%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	7	26.92%
OS	1	3.85%
LAB	0	0%
PH	12	46.15%
IS	0	0%
AE	0	0%
AH	5	19.23%
NM	1	3.85%
DE	0	0%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	30	18.63%
OS	25	15.53%
LAB	1	0.62%

PH	4	2.48%
IS	4	2.48%
AE	0	0%
AH	87	54.04%
NM	2	1.24%
DE	8	4.97%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	124	52.54%
OS	32	13.56%
LAB	2	0.85%
PH	39	16.53%
IS	9	3.81%
AE	1	0.42%
AH	24	10.17%
NM	1	0.42%
DE	4	1.69%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
PD	1	10%
OS	0	0%
LAB	1	10%
PH	2	20%
IS	6	60%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	31	50%
OS	6	9.68%
LAB	2	3.23%
PH	4	6.45%
IS	8	12.9%

AE	0	0%
AH	10	16.13%
NM	1	1.61%
DE	0	0%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
PD	3	33.33%
OS	3	33.33%
LAB	0	0%
PH	1	11.11%
IS	1	11.11%
AE	0	0%
AH	1	11.11%
NM	0	0%
DE	0	0%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	2	100%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%

NM	0	0%
DE	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
PD	6	35.29%
OS	5	29.41%
LAB	0	0%
PH	0	0%
IS	1	5.88%
AE	0	0%
AH	4	23.53%
NM	0	0%
DE	1	5.88%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
PD	95	22.09%
OS	51	11.86%
LAB	10	2.33%
PH	92	21.4%
IS	26	6.05%
AE	0	0%
AH	142	33.02%
NM	5	1.16%
DE	9	2.09%

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

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	366	92.42%
PD - GERIATRICIAN	2	0.51%
PD - PEDIATRICIAN	28	7.07%
PD - INTERNAL MEDICINE	0	0%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%

PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	27	90%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	2	6.67%
PD - INTERNAL MEDICINE	1	3.33%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	12	92.31%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	1	7.69%
PD - INTERNAL MEDICINE	0	0%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	17	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	25	96.15%
PD - GERIATRICIAN	1	3.85%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	34	85%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	6	15%
PD - INTERNAL MEDICINE	0	0%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	377	89.76%
PD - GERIATRICIAN	9	2.14%
PD - PEDIATRICIAN	33	7.86%
PD - INTERNAL MEDICINE	1	0.24%

<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	7	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	25	83.33%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	5	16.67%
PD - INTERNAL MEDICINE	0	0%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	113	91.13%
PD - GERIATRICIAN	2	1.61%
PD - PEDIATRICIAN	9	7.26%
PD - INTERNAL MEDICINE	0	0%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	1	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	29	93.55%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	2	6.45%
PD - INTERNAL MEDICINE	0	0%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	3	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%

PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	6	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	94	98.95%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	1	1.05%
PD - INTERNAL MEDICINE	0	0%

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

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	1	33.33%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	1	33.33%
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	33.33%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>

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

OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	1	4.17%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	1	4.17%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	1	4.17%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	4	16.67%
OS - OPHTHALMOLOGY	2	8.33%
OS - ORTHOPAEDICS	2	8.33%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	4	16.67%
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	2	8.33%

OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	4	16.67%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	2	8.33%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	1	4.17%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%

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

Provider Contracting	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	1	8.33%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	1	8.33%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	2	16.67%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	1	8.33%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	1	8.33%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	4	33.33%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	8.33%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	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	1	8.33%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	1	33.33%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	33.33%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%

OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	1	33.33%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%

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

OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	1	0.57%
OS - UROLOGY	6	3.43%
OS - RENAL DISEASES	2	1.14%
OS - NEUROLOGY	5	2.86%
OS - VASCULAR SURGERY	1	0.57%
OS - NEUROLOGICAL SURGERY	8	4.57%
OS - NUCLEAR MEDICINE	1	0.57%
OS - OBSTETRICS - GYNAECOLOGY	9	5.14%
OS - OPHTHALMOLOGY	12	6.86%
OS - ORTHOPAEDICS	37	21.14%
OS - OTORHINOLARYNGOLOGY	4	2.29%
OS - ALLERGOLOGY	2	1.14%
OS - ANESTHESIOLOGY	4	2.29%
OS - PAEDIATRICS	2	1.14%
OS - CARDIOLOGY	20	11.43%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	1	0.57%
OS - DERMATO-VENEREOLOGY	12	6.86%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	1	0.57%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	4	2.29%
OS - PAEDIATRIC SURGERY	1	0.57%
OS - GASTROENTEROLOGY	3	1.71%
OS - GENERAL SURGERY	15	8.57%
OS - GERIATRICS	1	0.57%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	1	0.57%
OS - MEDICAL ONCOLOGY	4	2.29%

OS - INTERNAL MEDICINE	1	0.57%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	4	2.29%
OS - RESPIRATORY MEDICINE	5	2.86%
OS - PSYCHIATRY	4	2.29%
OS - RADIOTHERAPY	1	0.57%
OS - RHEUMATOLOGY	3	1.71%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%

OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	1	100%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	1	4%
OS - RENAL DISEASES	1	4%
OS - NEUROLOGY	1	4%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	1	4%

OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	2	8%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	1	4%
OS - ANESTHESIOLOGY	2	8%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	3	12%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	4%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	1	4%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	1	4%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	5	20%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	2	8%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	1	4%
OS - RHEUMATOLOGY	2	8%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%

OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	1	3.13%
OS - UROLOGY	1	3.13%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	1	3.13%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	2	6.25%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	1	3.13%
OS - OPHTHALMOLOGY	3	9.38%
OS - ORTHOPAEDICS	1	3.13%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	6	18.75%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	2	6.25%
OS - CHILD & ADOLESCENT PSYCHIATRY	2	6.25%
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	4	12.5%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	2	6.25%
OS - PATHOLOGICAL ANATOMY	1	3.13%

OS - MEDICAL ONCOLOGY	1	3.13%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	1	3.13%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	1	3.13%
OS - RHEUMATOLOGY	2	6.25%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%

OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	2	33.33%
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	16.67%
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	16.67%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	1	16.67%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	1	16.67%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%

OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	1	33.33%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	1	33.33%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	1	33.33%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%

OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	1	50%
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	1	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%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%

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

OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
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	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	20%
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	20%
OS - GENERAL SURGERY	2	40%

OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	2	3.92%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	4	7.84%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	4	7.84%
OS - OPHTHALMOLOGY	6	11.76%
OS - ORTHOPAEDICS	10	19.61%
OS - OTORHINOLARYNGOLOGY	2	3.92%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	3	5.88%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	5	9.8%

OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	2	3.92%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	5	9.8%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	1.96%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	2	3.92%
OS - GENERAL SURGERY	3	5.88%
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	2	3.92%
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%

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

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	1	100%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>

IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	1	12.5%
IS - DOCTOR	7	87.5%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	1	100%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	3	4.11%
IS - DOCTOR	70	95.89%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	4	100%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	4	44.44%
IS - DOCTOR	5	55.56%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	1	16.67%
IS - DOCTOR	5	83.33%

<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	8	100%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	1	100%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	1	100%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	1	3.85%
IS - DOCTOR	25	96.15%

### 5.3 Emails

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

<b>Contact Type Categories</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Enrolment Information	325	38.97%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	8	0.96%
Registration to Personal Doctor beneficiary list	17	2.04%
Provider Contracting	2	0.24%
Benefits Package	12	1.44%
Beneficiary Eligibility Information	28	3.36%
Service Provision	69	8.27%
Contribution/Copayments Information	20	2.4%
Reimbursement Information	13	1.56%
Portal/Website Information	196	23.5%

Technical Support Contact Type Categories	0 Total	0% Percentage %
Other Information	94	11.27%
Complaints or appeals	46	5.52%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	1	0.12%
Service provision support to Providers	3	0.36%

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	323	39.01%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	8	0.97%

Registration to Personal Doctor beneficiary list General Public Contact Type Categories	16 Total	1.93% Percentage %
Provider Contracting	2	0.24%
Benefits Package	12	1.45%
Beneficiary Eligibility Information	28	3.38%
Service Provision	67	8.09%
Contribution/Copayments Information	20	2.42%
Reimbursement Information	13	1.57%
Portal/Website Information	195	23.55%
Technical Support	0	0%
Other Information	94	11.35%
Complaints or appeals	46	5.56%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	1	0.12%
Service provision support to Providers	3	0.36%

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	2	33.33%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	0	0%
Registration to Personal Doctor beneficiary list	1	16.67%
Provider Contracting	0	0%
Benefits Package	0	0%
Beneficiary Eligibility Information	0	0%
Service Provision	2	33.33%
Contribution/Copayments Information	0	0%
Reimbursement Information	0	0%
Portal/Website Information	1	16.67%
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.

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

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

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

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	2	100%
OS	0	0%
LAB	0	0%
PH	0	0%

IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
PD	1	100%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%

AH	0	0%
NM	0	0%
DE	0	0%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%

DE	0	0%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	2	100%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>

PD	0	0%
OS	0	0%
LAB	0	0%
PH	1	100%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%

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

IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%

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

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	2	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%

<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	1	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%

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

PD - INTERNAL MEDICINE	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%

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

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

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

### 6.1 Telephone calls + Emails

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

Status	Total	Percentage %
First Contact Resolution	9655	96.02%
Escalated	261	2.6%
Follow up	139	1.38%

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

Beneficiaries Status	Total	Percentage %
First Contact Resolution	5884	98.87%
Escalated	67	1.13%
Follow up	0	0%

#### 6.1.3 Status of General Public queries and % on total number of General Public queries.

General Public Status	Total	Percentage %
First Contact Resolution	570	64.85%
Escalated	170	19.34%
Follow up	139	15.81%

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

Providers Status	Total	Percentage %
First Contact Resolution	3201	99.26%
Escalated	24	0.74%
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	2393	40.67%
Beneficiary Female	3491	59.33%
Escalated	Total	Percentage %
Beneficiary Male	26	38.81%
Beneficiary Female	41	61.19%
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.

Providers Segment	Total	Percentage %

First Contact Resolution	Total	Percentage %
PD	1232	38.49%
OS	340	10.62%
LAB	37	1.16%
PH	474	14.81%
IS	137	4.28%
AE	1	0.03%
AH	879	27.46%
NM	25	0.78%
DE	76	2.37%
Escalated	Total	Percentage %
PD	10	41.67%
OS	4	16.67%
LAB	2	8.33%
PH	4	16.67%
IS	1	4.17%
AE	0	0%
AH	3	12.5%
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	1130	91.72%
PD - GERIATRICIAN	14	1.14%
PD - PEDIATRICIAN	86	6.98%
PD - INTERNAL MEDICINE	2	0.16%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	9	90%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	1	10%
PD - INTERNAL MEDICINE	0	0%
<b>Follow up</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%

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

<b>First Contact Resolution</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	3	0.88%
OS - UROLOGY	11	3.24%
OS - RENAL DISEASES	3	0.88%
OS - NEUROLOGY	16	4.71%
OS - VASCULAR SURGERY	1	0.29%
OS - NEUROLOGICAL SURGERY	12	3.53%
OS - NUCLEAR MEDICINE	1	0.29%
OS - OBSTETRICS - GYNAECOLOGY	20	5.88%
OS - OPHTHALMOLOGY	25	7.35%
OS - ORTHOPAEDICS	56	16.47%
OS - OTORHINOLARYNGOLOGY	7	2.06%
OS - ALLERGOLOGY	3	0.88%
OS - ANESTHESIOLOGY	10	2.94%
OS - PAEDIATRICS	2	0.59%
OS - CARDIOLOGY	45	13.24%
OS - MEDICAL GENETIC	0	0%

OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	1	0.29%
OS - DERMATO-VENEREOLOGY	19	5.59%
OS - CHILD & ADOLESCENT PSYCHIATRY	2	0.59%
OS - DIAGNOSTIC RADIOLOGY	10	2.94%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	6	1.76%
OS - PAEDIATRIC SURGERY	4	1.18%
OS - GASTROENTEROLOGY	6	1.76%
OS - GENERAL SURGERY	34	10%
OS - GERIATRICS	1	0.29%
OS - HAEMATOLOGY	3	0.88%
OS - PATHOLOGICAL ANATOMY	2	0.59%
OS - MEDICAL ONCOLOGY	5	1.47%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	4	1.18%
OS - RESPIRATORY MEDICINE	8	2.35%
OS - PSYCHIATRY	9	2.65%
OS - RADIOTHERAPY	3	0.88%
OS - RHEUMATOLOGY	8	2.35%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	1	25%

OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	1	25%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
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-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	1	25%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%

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

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

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

<b>First Contact Resolution</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	10	7.3%
IS - DOCTOR	127	92.7%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	1	100%
<b>Follow up</b>	<b>Total</b>	<b>Percentage %</b>
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.

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	2337	95.66%
Escalated	73	2.99%
Follow up	33	1.35%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>

First Contact Resolution	0	0%
Escalated	0	0%
Follow up	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	212	98.15%
Escalated	4	1.85%
Follow up	0	0%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	177	97.79%
Escalated	2	1.1%
Follow up	2	1.1%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	59	96.72%
Escalated	2	3.28%
Follow up	0	0%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	267	98.16%
Escalated	4	1.47%
Follow up	1	0.37%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	418	99.05%
Escalated	2	0.47%
Follow up	2	0.47%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	3260	98.4%
Escalated	45	1.36%
Follow up	8	0.24%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	269	98.9%
Escalated	2	0.74%
Follow up	1	0.37%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>

First Contact Resolution	185	98.93%
Escalated	0	0%
Follow up	2	1.07%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	1174	92.15%
Escalated	70	5.49%
Follow up	30	2.35%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	17	100%
Escalated	0	0%
Follow up	0	0%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	681	89.96%
Escalated	24	3.17%
Follow up	52	6.87%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	127	76.97%
Escalated	30	18.18%
Follow up	8	4.85%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	2	100%
Escalated	0	0%
Follow up	0	0%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	0	0%
Escalated	0	0%
Follow up	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	27	100%
Escalated	0	0%
Follow up	0	0%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>

First Contact Resolution	443	99.33%
Escalated	3	0.67%
Follow up	0	0%

## 6.2 Telephone calls

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

Status	Total	Percentage %
First Contact Resolution	9129	99%
Escalated	92	1%
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	5884	98.87%
Escalated	67	1.13%
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	49	96.08%
Escalated	2	3.92%
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	3196	99.29%
Escalated	23	0.71%
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	2393	40.67%
Beneficiary Female	3491	59.33%
Escalated	Total	Percentage %
Beneficiary Male	26	38.81%
Beneficiary Female	41	61.19%
Follow up	Total	Percentage %
Beneficiary Male	0	0%

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

<b>First Contact Resolution</b>	<b>Total</b>	<b>Percentage %</b>
PD	1229	38.45%
OS	339	10.61%
LAB	37	1.16%
PH	473	14.8%
IS	137	4.29%
AE	1	0.03%
AH	879	27.5%
NM	25	0.78%
DE	76	2.38%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>
PD	10	43.48%
OS	3	13.04%
LAB	2	8.7%
PH	4	17.39%
IS	1	4.35%
AE	0	0%
AH	3	13.04%
NM	0	0%
DE	0	0%
<b>Follow up</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%

6.2.7 Status of PD Specialties queries and % on total number of PD in Status of Providers Segment telephone call queries.

<b>First Contact Resolution</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	1127	91.7%
PD - GERIATRICIAN	14	1.14%
PD - PEDIATRICIAN	86	7%
PD - INTERNAL MEDICINE	2	0.16%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	9	90%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	1	10%
PD - INTERNAL MEDICINE	0	0%
<b>Follow up</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%

6.2.8 Status of OS Specialties queries and % on total number of OS in Status of Providers Segment telephone call queries.

<b>First Contact Resolution</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	3	0.88%
OS - UROLOGY	11	3.24%
OS - RENAL DISEASES	3	0.88%
OS - NEUROLOGY	16	4.72%
OS - VASCULAR SURGERY	1	0.29%
OS - NEUROLOGICAL SURGERY	12	3.54%
OS - NUCLEAR MEDICINE	1	0.29%
OS - OBSTETRICS - GYNAECOLOGY	20	5.9%
OS - OPHTHALMOLOGY	25	7.37%
OS - ORTHOPAEDICS	56	16.52%
OS - OTORHINOLARYNGOLOGY	7	2.06%
OS - ALLERGOLOGY	3	0.88%
OS - ANESTHESIOLOGY	10	2.95%
OS - PAEDIATRICS	2	0.59%

OS - CARDIOLOGY	44	12.98%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	1	0.29%
OS - DERMATO-VENEREOLOGY	19	5.6%
OS - CHILD & ADOLESCENT PSYCHIATRY	2	0.59%
OS - DIAGNOSTIC RADIOLOGY	10	2.95%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	6	1.77%
OS - PAEDIATRIC SURGERY	4	1.18%
OS - GASTROENTEROLOGY	6	1.77%
OS - GENERAL SURGERY	34	10.03%
OS - GERIATRICS	1	0.29%
OS - HAEMATOLOGY	3	0.88%
OS - PATHOLOGICAL ANATOMY	2	0.59%
OS - MEDICAL ONCOLOGY	5	1.47%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	4	1.18%
OS - RESPIRATORY MEDICINE	8	2.36%
OS - PSYCHIATRY	9	2.65%
OS - RADIOTHERAPY	3	0.88%
OS - RHEUMATOLOGY	8	2.36%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%

OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	1	33.33%
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	33.33%
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	1	33.33%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%

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

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

6.2.9 Status of IS Specialties queries and % on total number of IS in Status of Providers Segment telephone call queries.

<b>First Contact Resolution</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	10	7.3%
IS - DOCTOR	127	92.7%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	1	100%
<b>Follow up</b>	<b>Total</b>	<b>Percentage %</b>
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.

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	2083	98.35%
Escalated	35	1.65%

Follow up	0	0%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	0	0%
Escalated	0	0%
Follow up	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	204	98.08%
Escalated	4	1.92%
Follow up	0	0%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	164	100%
Escalated	0	0%
Follow up	0	0%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	58	98.31%
Escalated	1	1.69%
Follow up	0	0%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	258	99.23%
Escalated	2	0.77%
Follow up	0	0%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	392	99.49%
Escalated	2	0.51%
Follow up	0	0%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	3214	99.08%
Escalated	30	0.92%
Follow up	0	0%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	252	100%
Escalated	0	0%

Follow up	0	0%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	174	100%
Escalated	0	0%
Follow up	0	0%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	1069	99.17%
Escalated	9	0.83%
Follow up	0	0%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	17	100%
Escalated	0	0%
Follow up	0	0%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	662	99.85%
Escalated	1	0.15%
Follow up	0	0%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	114	95.8%
Escalated	5	4.2%
Follow up	0	0%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	2	100%
Escalated	0	0%
Follow up	0	0%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	0	0%
Escalated	0	0%
Follow up	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	26	100%
Escalated	0	0%

Follow up	0	0%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	440	99.32%
Escalated	3	0.68%
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	526	63.07%
Escalated	169	20.26%
Follow up	139	16.67%

#### 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	521	62.92%
Escalated	168	20.29%
Follow up	139	16.79%

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

Providers Status	Total	Percentage %
First Contact Resolution	5	83.33%
Escalated	1	16.67%
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%
<b>Follow up</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	0	0%
Beneficiary Female	0	0%

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

<b>First Contact Resolution</b>	<b>Total</b>	<b>Percentage %</b>
PD	3	60%
OS	1	20%
LAB	0	0%
PH	1	20%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	1	100%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Follow up</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%

AH	0	0%
NM	0	0%
DE	0	0%

6.3.7 Status of PD Specialties queries and % on total number of PD in Status of Providers Segment email queries.

<b>First Contact Resolution</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	3	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Follow up</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%

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

<b>First Contact Resolution</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%

OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	100%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>

OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	1	100%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%

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

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

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

<b>First Contact Resolution</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Follow up</b>	<b>Total</b>	<b>Percentage %</b>
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.

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	254	78.15%
Escalated	38	11.69%
Follow up	33	10.15%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	0	0%
Escalated	0	0%
Follow up	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	8	100%
Escalated	0	0%
Follow up	0	0%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	13	76.47%
Escalated	2	11.76%
Follow up	2	11.76%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	1	50%
Escalated	1	50%
Follow up	0	0%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	9	75%
Escalated	2	16.67%
Follow up	1	8.33%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	26	92.86%
Escalated	0	0%
Follow up	2	7.14%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	46	66.67%
Escalated	15	21.74%
Follow up	8	11.59%

<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	17	85%
Escalated	2	10%
Follow up	1	5%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	11	84.62%
Escalated	0	0%
Follow up	2	15.38%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	105	53.57%
Escalated	61	31.12%
Follow up	30	15.31%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	0	0%
Escalated	0	0%
Follow up	0	0%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	19	20.21%
Escalated	23	24.47%
Follow up	52	55.32%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	13	28.26%
Escalated	25	54.35%
Follow up	8	17.39%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	0	0%
Escalated	0	0%
Follow up	0	0%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	0	0%
Escalated	0	0%
Follow up	0	0%

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<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	1	100%
Escalated	0	0%
Follow up	0	0%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	3	100%
Escalated	0	0%
Follow up	0	0%

## 7. Telephone calls average length time.

- 7.1 Average length time (seconds): 83
- 7.2 Beneficiaries Average length time (seconds): 79
- 7.3 Providers Average length time (seconds): 89

## 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): 8

## 9. Telephone calls average waiting time.

- 9.1 Average waiting time (seconds): 21
- 9.2 Beneficiaries Average waiting time (seconds): 27
- 9.3 Providers Average waiting time (seconds): 9

## 10. Telephone response time for beneficiaries (SLA-9).

Beneficiaries Overflow: 0

Calls answered in 60 seconds.	Total	Percentage %
SLA is 80% for inbound calls.	5116/5980	85.55%

  

Calls answered in 120 seconds.	Total	Percentage %
SLA is 90% for inbound calls.	5752/5980	96.19%

## 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.	2847/3218	88.47%

  

Calls answered in 60 seconds.	Total	Percentage %
SLA is 95% for inbound calls.	3103/3218	96.43%

## 12. First Contact Resolution (SLA-11).

Calls marked as first contact resolution.	Total	Percentage %
SLA is 95% of calls.	9129/9221	99%

13. Emails average assignment time.

Emails average assignment time (seconds): 30877

14. Emails average resolution time.

Emails average resolution time (seconds): 31338

15. Email priority assignment (SLA-10).

Email acquired in 1 business day.	Total	Percentage %
SLA is 95% of emails.	833/834	99.88%

16. Email resolution (SLA-12).

Emails resolved within 3 business days.	Total	Percentage %
SLA is 98% of emails.	664/665	99.85%

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

17.1 Total Surveys

Total Surveys: 250

Rating in scale of 4	Average
SLA is > 3	3.03

**End of Report**