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infoCREDIT SPV

Report name:	Portals reporting.		
Report description:	Reporting for inbound contacts submitted to the Contact Centre Services by Portals for a specific period with the use of MedNext+ application		
Reporting software:	MedNext+ application.		
Customer:	Health Insurance organization	**Contact Person:**	Ifigeneia Kammitsi
Printing date:	25/02/2026 08:55:15		
Reporting period date:	01/02/2026 08:15:53 - 23/02/2026 23:38:19		

1. Handled contacts through Portals.

1.1. Number of Portal contacts

Number of Portal contacts: 3881

2. Number of contacts per Issue Category

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

Issue Category	Total	Percentage %
Query	3775	97.27%

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

Issue Category	Total	Percentage %
Complaint	106	2.73%

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

Issue Category	Total	Percentage %
Follow Up	0	0%

3. Number of contacts per Originator Type

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

Issue Category	Total	Percentage %
Insured Member	131	3.38%
Provider	3750	96.62%
Other	0	0%

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

Issue Category	Total	Percentage %
Insured Member	112	2.97%
Provider	3663	97.03%
Other	0	0%

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

Issue Category	Total	Percentage %
Insured Member	19	17.92%
Provider	87	82.08%
Other	0	0%

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

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

4. Number of Queries per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	530	14.04%
Provider & Healthcare Professionals Enrolment Info	47	1.25%
Registration to Personal Doctor beneficiary list	19	0.5%
Provider Contracting	23	0.61%
Benefits Package	464	12.29%
Beneficiary Eligibility Information	20	0.53%
Service Provision	1634	43.28%
Contribution/Copayments Information	7	0.19%
Reimbursement Information	169	4.48%
Portal/Website Information	40	1.06%
Technical Support	32	0.85%
Other Information	430	11.39%
Pre-approval support to Providers	155	4.11%
Beneficiary and Provider support on Beneficiary el	21	0.56%
Business Continuity Service	0	0%
Service provision support to Providers	101	2.68%
Delayed reimbursement cases	3	0.08%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	50	44.64%
Provider & Healthcare Professionals Enrolment Info	1	0.89%
Registration to Personal Doctor beneficiary list	5	4.46%
Provider Contracting	0	0%
Benefits Package	6	5.36%
Beneficiary Eligibility Information	10	8.93%
Service Provision	8	7.14%
Contribution/Copayments Information	2	1.79%
Reimbursement Information	0	0%
Portal/Website Information	14	12.5%

Sub Category	Total	Percentage %
Technical Support	6	5.36%
Other Information	9	8.04%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	1	0.89%
Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	480	13.1%
Provider & Healthcare Professionals Enrolment Info	46	1.26%
Registration to Personal Doctor beneficiary list	14	0.38%
Provider Contracting	23	0.63%
Benefits Package	458	12.5%
Beneficiary Eligibility Information	10	0.27%
Service Provision	1626	44.39%
Contribution/Copayments Information	5	0.14%
Reimbursement Information	169	4.61%
Portal/Website Information	26	0.71%
Technical Support	26	0.71%
Other Information	421	11.49%
Pre-approval support to Providers	155	4.23%
Beneficiary and Provider support on Beneficiary el	21	0.57%
Business Continuity Service	0	0%
Service provision support to Providers	100	2.73%
Delayed reimbursement cases	3	0.08%

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

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

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

5. Number of Complaints per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	2	1.89%
Provider Enrolment Complaint	1	0.94%
Registration to Personal Doctor beneficiary list C	1	0.94%
Provider Contracting Complaint	2	1.89%
Benefits Package Complaint	1	0.94%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	19	17.92%
Contribution/Copayments Complaint	5	4.72%
Reimbursement Complaint	22	20.75%
Portal/Website Complaint	10	9.43%
Technical Issues Complaint	0	0%
Other Complaints	11	10.38%
Complaint for specific Provider	9	8.49%
Complaint for specific Beneficiary	10	9.43%
Contact Centre Services Complaint	2	1.89%
Complaint for Pre-approval support to Providers	2	1.89%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	1	0.94%
Complaint for Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	2	10.53%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	1	5.26%
Provider Contracting Complaint	0	0%
Benefits Package Complaint	1	5.26%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	2	10.53%

Sub Category	Total	Percentage %
Contribution/Copayments Complaint	3	15.79%
Reimbursement Complaint	0	0%
Portal/Website Complaint	1	5.26%
Technical Issues Complaint	0	0%
Other Complaints	2	10.53%
Complaint for specific Provider	6	31.58%
Complaint for specific Beneficiary	0	0%
Contact Centre Services Complaint	1	5.26%
Complaint for Pre-approval support to Providers	0	0%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	0	0%
Provider Enrolment Complaint	1	1.15%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	2	2.3%
Benefits Package Complaint	0	0%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	17	19.54%
Contribution/Copayments Complaint	2	2.3%
Reimbursement Complaint	22	25.29%
Portal/Website Complaint	9	10.34%
Technical Issues Complaint	0	0%
Other Complaints	9	10.34%
Complaint for specific Provider	3	3.45%
Complaint for specific Beneficiary	10	11.49%
Contact Centre Services Complaint	1	1.15%
Complaint for Pre-approval support to Providers	2	2.3%
Complaint for Beneficiary and Provider support on	0	0%

Sub Category	Total	Percentage %
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	1	1.15%
Complaint for Delayed reimbursement cases	0	0%

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

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

6. Number of contacts per Sub Category

6.1 Number of contacts per Sub Category

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	530	13.66%
Provider & Healthcare Professionals Enrolment Info	47	1.21%
Registration to Personal Doctor beneficiary list	19	0.49%
Provider Contracting	23	0.59%
Benefits Package	464	11.96%
Beneficiary Eligibility Information	20	0.52%
Service Provision	1634	42.1%
Contribution/Copayments Information	7	0.18%
Reimbursement Information	169	4.35%
Portal/Website Information	40	1.03%
Technical Support	32	0.82%
Other Information	430	11.08%
Pre-approval support to Providers	155	3.99%
Beneficiary and Provider support on Beneficiary el	21	0.54%
Business Continuity Service	0	0%
Service provision support to Providers	101	2.6%
Delayed reimbursement cases	3	0.08%
Beneficiary Enrolment Complaint	2	0.05%
Provider Enrolment Complaint	1	0.03%
Registration to Personal Doctor beneficiary list C	1	0.03%
Provider Contracting Complaint	2	0.05%
Benefits Package Complaint	1	0.03%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	19	0.49%
Contribution/Copayments Complaint	5	0.13%
Reimbursement Complaint	22	0.57%
Portal/Website Complaint	10	0.26%
Technical Issues Complaint	0	0%
Other Complaints	11	0.28%

Sub Category	Total	Percentage %
Complaint for specific Provider	9	0.23%
Complaint for specific Beneficiary	10	0.26%
Contact Centre Services Complaint	2	0.05%
Complaint for Pre-approval support to Providers	2	0.05%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	1	0.03%
Complaint for Delayed reimbursement cases	0	0%

7. Portals average assignment time

7.1 Portals average assignment time

Portals average assignment time (seconds):18428

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

8.1 Portals assignment time

Portal contacts acquired in 1 business day.	Total	Percentage %
SLA is 95% of portals.	3870/3881	99.72%

9. Portals average resolution time

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

Average resolution time for contacts resolve by the Contact Centre Services (seconds): 20366

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

Average resolution time for contacts escalated from the Contact Centre Services (seconds): 41350

9.3 Portals average resolution time.

Portals average resolution time (seconds): 30858

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

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

Portals resolved in 3 business days.	Total	Percentage %
SLA is 98% of portals.	3580/3581	99.97%

11. Contact centre quality (SLA-14)

11.1. Contacts wrongly transferred outside the Contact Centre for resolution

Wrongly escalated contacts	Total	Percentage %
SLA is 2% of escalated contacts.	0/629	0%

12. Escalated Portal Contacts

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

Portal contacts	Total	Percentage %
Escalated portal contacts	300	7.73%

13. Escalated Portal Contacts per Issue Category

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

Issue Category	Total	Percentage %
Query	231	77%

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

Issue Category	Total	Percentage %
Complaint	69	23%

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

Issue Category	Total	Percentage %
Follow Up	0	0%

14. Escalated Portal Contacts per Originator Type

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

Issue Category	Total	Percentage %
Insured Member	20	6.67%
Provider	280	93.33%
Other	0	0%

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

Issue Category	Total	Percentage %
Insured Member	10	4.33%
Provider	221	95.67%
Other	0	0%

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

Issue Category	Total	Percentage %
Insured Member	10	14.49%
Provider	59	85.51%
Other	0	0%

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

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

15. Escalated Queries per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	10	4.33%
Provider & Healthcare Professionals Enrolment Info	8	3.46%
Registration to Personal Doctor beneficiary list	1	0.43%
Provider Contracting	6	2.6%
Benefits Package	6	2.6%
Beneficiary Eligibility Information	0	0%
Service Provision	31	13.42%
Contribution/Copayments Information	1	0.43%
Reimbursement Information	118	51.08%
Portal/Website Information	9	3.9%
Technical Support	1	0.43%
Other Information	5	2.16%
Pre-approval support to Providers	7	3.03%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	3	1.3%
Delayed reimbursement cases	2	0.87%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	8	80%
Provider & Healthcare Professionals Enrolment Info	0	0%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	0	0%
Benefits Package	1	10%
Beneficiary Eligibility Information	0	0%
Service Provision	0	0%
Contribution/Copayments Information	0	0%
Reimbursement Information	0	0%
Portal/Website Information	1	10%

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

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	2	0.9%
Provider & Healthcare Professionals Enrolment Info	8	3.62%
Registration to Personal Doctor beneficiary list	1	0.45%
Provider Contracting	6	2.71%
Benefits Package	5	2.26%
Beneficiary Eligibility Information	0	0%
Service Provision	31	14.03%
Contribution/Copayments Information	1	0.45%
Reimbursement Information	118	53.39%
Portal/Website Information	8	3.62%
Technical Support	1	0.45%
Other Information	5	2.26%
Pre-approval support to Providers	7	3.17%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	3	1.36%
Delayed reimbursement cases	2	0.9%

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

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

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

16. Escalated Complaints per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	1	0.43%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	1	0.43%
Provider Contracting Complaint	1	0.43%
Benefits Package Complaint	1	0.43%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	16	6.93%
Contribution/Copayments Complaint	2	0.87%
Reimbursement Complaint	17	7.36%
Portal/Website Complaint	4	1.73%
Technical Issues Complaint	0	0%
Other Complaints	3	1.3%
Complaint for specific Provider	7	3.03%
Complaint for specific Beneficiary	10	4.33%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	2	0.87%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	1	10%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	1	10%
Provider Contracting Complaint	0	0%
Benefits Package Complaint	1	10%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	2	20%

Sub Category	Total	Percentage %
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	0	0%
Portal/Website Complaint	0	0%
Technical Issues Complaint	0	0%
Other Complaints	1	10%
Complaint for specific Provider	4	40%
Complaint for specific Beneficiary	0	0%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	0	0%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	0	0%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	1	0.45%
Benefits Package Complaint	0	0%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	14	6.33%
Contribution/Copayments Complaint	2	0.9%
Reimbursement Complaint	17	7.69%
Portal/Website Complaint	4	1.81%
Technical Issues Complaint	0	0%
Other Complaints	2	0.9%
Complaint for specific Provider	3	1.36%
Complaint for specific Beneficiary	10	4.52%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	2	0.9%
Complaint for Beneficiary and Provider support on	0	0%

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

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

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

17. Escalated Portal Contacts per Sub Category

17.1. Number of Escalated Portal Contacts per Sub Category

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	10	3.33%
Provider & Healthcare Professionals Enrolment Info	8	2.67%
Registration to Personal Doctor beneficiary list	1	0.33%
Provider Contracting	6	2%
Benefits Package	6	2%
Beneficiary Eligibility Information	0	0%
Service Provision	31	10.33%
Contribution/Copayments Information	1	0.33%
Reimbursement Information	118	39.33%
Portal/Website Information	9	3%
Technical Support	1	0.33%
Other Information	5	1.67%
Pre-approval support to Providers	7	2.33%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	3	1%
Delayed reimbursement cases	2	0.67%
Beneficiary Enrolment Complaint	1	0.33%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	1	0.33%
Provider Contracting Complaint	1	0.33%
Benefits Package Complaint	1	0.33%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	16	5.33%
Contribution/Copayments Complaint	2	0.67%
Reimbursement Complaint	17	5.67%
Portal/Website Complaint	4	1.33%
Technical Issues Complaint	0	0%
Other Complaints	3	1%

Sub Category	Total	Percentage %
Complaint for specific Provider	7	2.33%
Complaint for specific Beneficiary	10	3.33%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	2	0.67%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

End of Report