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Report name:	Portals reporting.		
Report description:	Reporting for inbound contacts submitted to the Contact Centre Services by Portals for a specific period with the use of MedNext+ application		
Reporting software:	MedNext+ application.		
Customer:	Health Insurance organization	Contact Person:	Ifigeneia Kammitisi
Printing date:	27/02/2026 08:48:53		
Reporting period date:	01/02/2026 08:15:53 - 25/02/2026 22:16:44		

1. Handled contacts through Portals.

1.1. Number of Portal contacts

Number of Portal contacts: 4418

2. Number of contacts per Issue Category

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

Issue Category	Total	Percentage %
Query	4300	97.33%

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

Issue Category	Total	Percentage %
Complaint	118	2.67%

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	139	3.15%
Provider	4279	96.85%
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	119	2.77%
Provider	4181	97.23%
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	20	16.95%
Provider	98	83.05%
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	632	14.7%
Provider & Healthcare Professionals Enrolment Info	58	1.35%
Registration to Personal Doctor beneficiary list	20	0.47%
Provider Contracting	31	0.72%
Benefits Package	566	13.16%
Beneficiary Eligibility Information	20	0.47%
Service Provision	1746	40.6%
Contribution/Copayments Information	8	0.19%
Reimbursement Information	192	4.47%
Portal/Website Information	41	0.95%
Technical Support	38	0.88%
Other Information	511	11.88%
Pre-approval support to Providers	198	4.6%
Beneficiary and Provider support on Beneficiary el	23	0.53%
Business Continuity Service	0	0%
Service provision support to Providers	121	2.81%
Delayed reimbursement cases	3	0.07%

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	55	46.22%
Provider & Healthcare Professionals Enrolment Info	1	0.84%
Registration to Personal Doctor beneficiary list	5	4.2%
Provider Contracting	0	0%
Benefits Package	6	5.04%
Beneficiary Eligibility Information	10	8.4%
Service Provision	8	6.72%
Contribution/Copayments Information	2	1.68%
Reimbursement Information	0	0%
Portal/Website Information	15	12.61%

Technical Support Sub Category Other Information	6 Total 10	5.04% Percentage % 8.4%
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	0.84%
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	577	13.8%
Provider & Healthcare Professionals Enrolment Info	57	1.36%
Registration to Personal Doctor beneficiary list	15	0.36%
Provider Contracting	31	0.74%
Benefits Package	560	13.39%
Beneficiary Eligibility Information	10	0.24%
Service Provision	1738	41.57%
Contribution/Copayments Information	6	0.14%
Reimbursement Information	192	4.59%
Portal/Website Information	26	0.62%
Technical Support	32	0.77%
Other Information	501	11.98%
Pre-approval support to Providers	198	4.74%
Beneficiary and Provider support on Beneficiary el	23	0.55%
Business Continuity Service	0	0%
Service provision support to Providers	120	2.87%
Delayed reimbursement cases	3	0.07%

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	1.69%
Provider Enrolment Complaint	3	2.54%
Registration to Personal Doctor beneficiary list C	1	0.85%
Provider Contracting Complaint	3	2.54%
Benefits Package Complaint	3	2.54%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	19	16.1%
Contribution/Copayments Complaint	5	4.24%
Reimbursement Complaint	23	19.49%
Portal/Website Complaint	11	9.32%
Technical Issues Complaint	0	0%
Other Complaints	12	10.17%
Complaint for specific Provider	10	8.47%
Complaint for specific Beneficiary	10	8.47%
Contact Centre Services Complaint	2	1.69%
Complaint for Pre-approval support to Providers	4	3.39%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	1	0.85%
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%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	1	5%
Provider Contracting Complaint	0	0%
Benefits Package Complaint	1	5%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	2	10%

Contribution/Copayments Complaint Sub Category	3 Total	15% Percentage %
Reimbursement Complaint	0	0%
Portal/Website Complaint	2	10%
Technical Issues Complaint	0	0%
Other Complaints	2	10%
Complaint for specific Provider	6	30%
Complaint for specific Beneficiary	0	0%
Contact Centre Services Complaint	1	5%
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	3	3.06%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	3	3.06%
Benefits Package Complaint	2	2.04%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	17	17.35%
Contribution/Copayments Complaint	2	2.04%
Reimbursement Complaint	23	23.47%
Portal/Website Complaint	9	9.18%
Technical Issues Complaint	0	0%
Other Complaints	10	10.2%
Complaint for specific Provider	4	4.08%
Complaint for specific Beneficiary	10	10.2%
Contact Centre Services Complaint	1	1.02%
Complaint for Pre-approval support to Providers	4	4.08%
Complaint for Beneficiary and Provider support on	0	0%

Complaint for Business Continuity Service Sub Category	0 Total	0% Percentage %
Complaint for Service provision support to Provide	1	1.02%
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	632	14.31%
Provider & Healthcare Professionals Enrolment Info	58	1.31%
Registration to Personal Doctor beneficiary list	20	0.45%
Provider Contracting	31	0.7%
Benefits Package	566	12.81%
Beneficiary Eligibility Information	20	0.45%
Service Provision	1746	39.52%
Contribution/Copayments Information	8	0.18%
Reimbursement Information	192	4.35%
Portal/Website Information	41	0.93%
Technical Support	38	0.86%
Other Information	511	11.57%
Pre-approval support to Providers	198	4.48%
Beneficiary and Provider support on Beneficiary el	23	0.52%
Business Continuity Service	0	0%
Service provision support to Providers	121	2.74%
Delayed reimbursement cases	3	0.07%
Beneficiary Enrolment Complaint	2	0.05%
Provider Enrolment Complaint	3	0.07%
Registration to Personal Doctor beneficiary list C	1	0.02%
Provider Contracting Complaint	3	0.07%
Benefits Package Complaint	3	0.07%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	19	0.43%
Contribution/Copayments Complaint	5	0.11%
Reimbursement Complaint	23	0.52%
Portal/Website Complaint	11	0.25%
Technical Issues Complaint	0	0%
Other Complaints	12	0.27%

Complaint for specific Provider Sub Category	10 Total	0.23% Percentage %
Complaint for specific Beneficiary	10	0.23%
Contact Centre Services Complaint	2	0.05%
Complaint for Pre-approval support to Providers	4	0.09%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	1	0.02%
Complaint for Delayed reimbursement cases	0	0%

7. Portals average assignment time

7.1 Portals average assignment time

Portals average assignment time (seconds):17671

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.	4407/4418	99.75%

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): 19944

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): 38745

9.3 Portals average resolution time.

Portals average resolution time (seconds): 29345

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.	4062/4067	99.88%

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.	0/719	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	351	7.94%

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	272	77.49%

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

Issue Category	Total	Percentage %
Complaint	79	22.51%

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	22	6.27%
Provider	329	93.73%
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	11	4.04%
Provider	261	95.96%
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	11	13.92%
Provider	68	86.08%
Other	0	0%

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

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

15. Escalated Queries per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	11	4.04%
Provider & Healthcare Professionals Enrolment Info	8	2.94%
Registration to Personal Doctor beneficiary list	1	0.37%
Provider Contracting	8	2.94%
Benefits Package	8	2.94%
Beneficiary Eligibility Information	0	0%
Service Provision	37	13.6%
Contribution/Copayments Information	1	0.37%
Reimbursement Information	137	50.37%
Portal/Website Information	9	3.31%
Technical Support	1	0.37%
Other Information	6	2.21%
Pre-approval support to Providers	10	3.68%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	5	1.84%
Delayed reimbursement cases	2	0.74%

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	9	81.82%
Provider & Healthcare Professionals Enrolment Info	0	0%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	0	0%
Benefits Package	1	9.09%
Beneficiary Eligibility Information	0	0%
Service Provision	0	0%
Contribution/Copayments Information	0	0%
Reimbursement Information	0	0%
Portal/Website Information	1	9.09%

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

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	2	0.77%
Provider & Healthcare Professionals Enrolment Info	8	3.07%
Registration to Personal Doctor beneficiary list	1	0.38%
Provider Contracting	8	3.07%
Benefits Package	7	2.68%
Beneficiary Eligibility Information	0	0%
Service Provision	37	14.18%
Contribution/Copayments Information	1	0.38%
Reimbursement Information	137	52.49%
Portal/Website Information	8	3.07%
Technical Support	1	0.38%
Other Information	6	2.3%
Pre-approval support to Providers	10	3.83%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	5	1.92%
Delayed reimbursement cases	2	0.77%

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

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

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

16. Escalated Complaints per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	1	0.37%
Provider Enrolment Complaint	1	0.37%
Registration to Personal Doctor beneficiary list C	1	0.37%
Provider Contracting Complaint	2	0.74%
Benefits Package Complaint	3	1.1%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	16	5.88%
Contribution/Copayments Complaint	2	0.74%
Reimbursement Complaint	17	6.25%
Portal/Website Complaint	5	1.84%
Technical Issues Complaint	0	0%
Other Complaints	4	1.47%
Complaint for specific Provider	8	2.94%
Complaint for specific Beneficiary	10	3.68%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	4	1.47%
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	9.09%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	1	9.09%
Provider Contracting Complaint	0	0%
Benefits Package Complaint	1	9.09%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	2	18.18%

Contribution/Copayments Complaint Sub Category	0 Total	0% Percentage %
Reimbursement Complaint	0	0%
Portal/Website Complaint	1	9.09%
Technical Issues Complaint	0	0%
Other Complaints	1	9.09%
Complaint for specific Provider	4	36.36%
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	1	0.38%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	2	0.77%
Benefits Package Complaint	2	0.77%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	14	5.36%
Contribution/Copayments Complaint	2	0.77%
Reimbursement Complaint	17	6.51%
Portal/Website Complaint	4	1.53%
Technical Issues Complaint	0	0%
Other Complaints	3	1.15%
Complaint for specific Provider	4	1.53%
Complaint for specific Beneficiary	10	3.83%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	4	1.53%
Complaint for Beneficiary and Provider support on	0	0%

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

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

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

17. Escalated Portal Contacts per Sub Category

17.1. Number of Escalated Portal Contacts per Sub Category

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	11	3.13%
Provider & Healthcare Professionals Enrolment Info	8	2.28%
Registration to Personal Doctor beneficiary list	1	0.28%
Provider Contracting	8	2.28%
Benefits Package	8	2.28%
Beneficiary Eligibility Information	0	0%
Service Provision	37	10.54%
Contribution/Copayments Information	1	0.28%
Reimbursement Information	137	39.03%
Portal/Website Information	9	2.56%
Technical Support	1	0.28%
Other Information	6	1.71%
Pre-approval support to Providers	10	2.85%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	5	1.42%
Delayed reimbursement cases	2	0.57%
Beneficiary Enrolment Complaint	1	0.28%
Provider Enrolment Complaint	1	0.28%
Registration to Personal Doctor beneficiary list C	1	0.28%
Provider Contracting Complaint	2	0.57%
Benefits Package Complaint	3	0.85%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	16	4.56%
Contribution/Copayments Complaint	2	0.57%
Reimbursement Complaint	17	4.84%
Portal/Website Complaint	5	1.42%
Technical Issues Complaint	0	0%
Other Complaints	4	1.14%

Complaint for specific Provider Sub Category	8 Total	2.28% Percentage %
Complaint for specific Beneficiary	10	2.85%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	4	1.14%
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