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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>	02/03/2026 14:00:39		
<b>Reporting period date:</b>	31/01/2026 16:39:27 - 28/02/2026 15:58:45		

## 1. Number of handled queries.

### 1.1 Number of queries

Number of queries: 14787

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

Channel of Communication	Total	Percentage %
Inbound	13438	90.88%
Voicemail	38	0.26%
Email	1311	8.87%

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

Channel of Communication	Total	Percentage %
Telephone calls	13476	91.13%

## 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	8715	58.94%

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

Contact Initiator	Total	Percentage %
General Public	1368	9.25%

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

Contact Initiator	Total	Percentage %
Providers	4704	31.81%

### 2.2 Telephone calls

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

Contact Initiator	Total	Percentage %
Beneficiaries	8715	64.67%

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

Contact Initiator	Total	Percentage %
General Public	64	0.47%

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

Contact Initiator	Total	Percentage %
Providers	4697	34.85%

### 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	1304	99.47%

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

Contact Initiator	Total	Percentage %
Providers	7	0.53%

### 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	3474	39.86%

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

Beneficiary Gender	Total	Percentage %
Beneficiary Female	5241	60.14%

#### 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	3474	39.86%

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

Beneficiary Gender	Total	Percentage %
Beneficiary Female	5241	60.14%

#### 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	1760	37.41%
OS	496	10.54%
LAB	60	1.28%
PH	731	15.54%
IS	197	4.19%
AE	1	0.02%
AH	1318	28.02%
NM	34	0.72%
DE	107	2.27%

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

PD Specialties	Total	Percentage %
PD - GENERAL MEDICINE	1618	91.93%
PD - GERIATRICIAN	16	0.91%
PD - PEDIATRICIAN	121	6.88%
PD - INTERNAL MEDICINE	5	0.28%

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

OS Specialties	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	4	0.81%
OS - UROLOGY	15	3.02%
OS - RENAL DISEASES	4	0.81%
OS - NEUROLOGY	28	5.65%
OS - VASCULAR SURGERY	2	0.4%
OS - NEUROLOGICAL SURGERY	15	3.02%
OS - NUCLEAR MEDICINE	1	0.2%
OS - OBSTETRICS - GYNAECOLOGY	36	7.26%
OS - OPHTHALMOLOGY	38	7.66%
OS - ORTHOPAEDICS	74	14.92%
OS - OTORHINOLARYNGOLOGY	11	2.22%
OS - ALLERGOLOGY	5	1.01%

OS - ANESTHESIOLOGY OS Specialties	11 Total	2.22% Percentage %
OS - PAEDIATRICS	2	0.4%
OS - CARDIOLOGY	60	12.1%
OS - MEDICAL GENETIC	2	0.4%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	1	0.2%
OS - DERMATO-VENEREOLOGY	23	4.64%
OS - CHILD & ADOLESCENT PSYCHIATRY	2	0.4%
OS - DIAGNOSTIC RADIOLOGY	16	3.23%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	13	2.62%
OS - PAEDIATRIC SURGERY	5	1.01%
OS - GASTROENTEROLOGY	11	2.22%
OS - GENERAL SURGERY	51	10.28%
OS - GERIATRICS	1	0.2%
OS - HAEMATOLOGY	4	0.81%
OS - PATHOLOGICAL ANATOMY	2	0.4%
OS - MEDICAL ONCOLOGY	6	1.21%
OS - INTERNAL MEDICINE	1	0.2%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	4	0.81%
OS - RESPIRATORY MEDICINE	11	2.22%
OS - PSYCHIATRY	15	3.02%
OS - RADIOTHERAPY	8	1.61%
OS - RHEUMATOLOGY	14	2.82%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%

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

IS Specialties	Total	Percentage %

IS - CODER IS Specialties	16 Total	8.12% Percentage %
IS - DOCTOR	181	91.88%

## 4.2 Telephone calls

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

Providers Segment	Total	Percentage %
PD	1756	37.39%
OS	494	10.52%
LAB	60	1.28%
PH	730	15.54%
IS	197	4.19%
AE	1	0.02%
AH	1318	28.06%
NM	34	0.72%
DE	107	2.28%

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

PD Specialties	Total	Percentage %
PD - GENERAL MEDICINE	1614	91.91%
PD - GERIATRICIAN	16	0.91%
PD - PEDIATRICIAN	121	6.89%
PD - INTERNAL MEDICINE	5	0.28%

### 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	4	0.81%
OS - UROLOGY	15	3.04%
OS - RENAL DISEASES	4	0.81%
OS - NEUROLOGY	28	5.67%
OS - VASCULAR SURGERY	2	0.4%
OS - NEUROLOGICAL SURGERY	15	3.04%
OS - NUCLEAR MEDICINE	1	0.2%
OS - OBSTETRICS - GYNAECOLOGY	36	7.29%
OS - OPHTHALMOLOGY	38	7.69%
OS - ORTHOPAEDICS	73	14.78%
OS - OTORHINOLARYNGOLOGY	11	2.23%

OS Specialties	Total	Percentage %
OS - ANESTHESIOLOGY	11	2.23%
OS - PAEDIATRICS	2	0.4%
OS - CARDIOLOGY	59	11.94%
OS - MEDICAL GENETIC	2	0.4%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	1	0.2%
OS - DERMATO-VENEREOLOGY	23	4.66%
OS - CHILD & ADOLESCENT PSYCHIATRY	2	0.4%
OS - DIAGNOSTIC RADIOLOGY	16	3.24%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	13	2.63%
OS - PAEDIATRIC SURGERY	5	1.01%
OS - GASTROENTEROLOGY	11	2.23%
OS - GENERAL SURGERY	51	10.32%
OS - GERIATRICS	1	0.2%
OS - HAEMATOLOGY	4	0.81%
OS - PATHOLOGICAL ANATOMY	2	0.4%
OS - MEDICAL ONCOLOGY	6	1.21%
OS - INTERNAL MEDICINE	1	0.2%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	4	0.81%
OS - RESPIRATORY MEDICINE	11	2.23%
OS - PSYCHIATRY	15	3.04%
OS - RADIOTHERAPY	8	1.62%
OS - RHEUMATOLOGY	14	2.83%
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 / RADIO SURGERY	0	0%

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

IS Specialties	Total	Percentage %
IS - CODER	16	8.12%
IS - DOCTOR	181	91.88%

#### 4.3 Emails

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

Providers Segment	Total	Percentage %
PD	4	57.14%
OS	2	28.57%
LAB	0	0%
PH	1	14.29%
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	4	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	3419	23.12%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	315	2.13%
Registration to Personal Doctor beneficiary list	265	1.79%
Provider Contracting	104	0.7%
Benefits Package	411	2.78%
Beneficiary Eligibility Information	607	4.1%
Service Provision	4846	32.77%
Contribution/Copayments Information	398	2.69%
Reimbursement Information	260	1.76%
Portal/Website Information	1990	13.46%
Technical Support	26	0.18%
Other Information	1230	8.32%
Complaints or appeals	243	1.64%
Pre-approval support to Providers	3	0.02%
Beneficiary and Provider support on Beneficiary el	1	0.01%
Claims	37	0.25%
Service provision support to Providers	632	4.27%

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

Beneficiaries Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	2392	27.45%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	36	0.41%
Registration to Personal Doctor beneficiary list	216	2.48%
Provider Contracting	4	0.05%
Benefits Package	276	3.17%
Beneficiary Eligibility Information	508	5.83%
Service Provision	2529	29.02%
Contribution/Copayments Information	331	3.8%

Reimbursement Information Beneficiaries Contact Type Categories	12 Total	0.14% Percentage %
Portal/Website Information	1312	15.05%
Technical Support	8	0.09%
Other Information	903	10.36%
Complaints or appeals	161	1.85%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	1	0.01%
Claims	11	0.13%
Service provision support to Providers	15	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	484	35.38%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	12	0.88%
Registration to Personal Doctor beneficiary list	27	1.97%
Provider Contracting	2	0.15%
Benefits Package	20	1.46%
Beneficiary Eligibility Information	42	3.07%
Service Provision	119	8.7%
Contribution/Copayments Information	30	2.19%
Reimbursement Information	15	1.1%
Portal/Website Information	298	21.78%
Technical Support	0	0%
Other Information	238	17.4%
Complaints or appeals	72	5.26%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	3	0.22%
Service provision support to Providers	6	0.44%

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

Providers Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	543	11.54%

Delayed reimbursement cases Providers Contact Type Categories	0 Total	0% Percentage %
Provider & Healthcare Professionals Enrolment Inf	267	5.68%
Registration to Personal Doctor beneficiary list	22	0.47%
Provider Contracting	98	2.08%
Benefits Package	115	2.44%
Beneficiary Eligibility Information	57	1.21%
Service Provision	2198	46.73%
Contribution/Copayments Information	37	0.79%
Reimbursement Information	233	4.95%
Portal/Website Information	380	8.08%
Technical Support	18	0.38%
Other Information	89	1.89%
Complaints or appeals	10	0.21%
Pre-approval support to Providers	3	0.06%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	23	0.49%
Service provision support to Providers	611	12.99%

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	1104	46.15%
Beneficiary Female	1288	53.85%
<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	18	50%
Beneficiary Female	18	50%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	75	34.72%
Beneficiary Female	141	65.28%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	1	25%

Beneficiary Female	3	75%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	88	31.88%
Beneficiary Female	188	68.12%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	215	42.32%
Beneficiary Female	293	57.68%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	954	37.72%
Beneficiary Female	1575	62.28%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	123	37.16%
Beneficiary Female	208	62.84%
<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	463	35.29%
Beneficiary Female	849	64.71%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	2	25%
Beneficiary Female	6	75%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	361	39.98%
Beneficiary Female	542	60.02%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	56	34.78%
Beneficiary Female	105	65.22%
<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	1	100%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	3	27.27%
Beneficiary Female	8	72.73%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	8	53.33%
Beneficiary Female	7	46.67%

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	531	97.79%
OS	4	0.74%
LAB	1	0.18%
PH	1	0.18%
IS	1	0.18%
AE	0	0%
AH	4	0.74%
NM	1	0.18%
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	48	17.98%
OS	33	12.36%

LAB	9	3.37%
PH	33	12.36%
IS	13	4.87%
AE	0	0%
AH	99	37.08%
NM	8	3%
DE	24	8.99%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
PD	21	95.45%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	1	4.55%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
PD	27	27.55%
OS	18	18.37%
LAB	3	3.06%
PH	11	11.22%
IS	2	2.04%
AE	0	0%
AH	23	23.47%
NM	4	4.08%
DE	10	10.2%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
PD	34	29.57%
OS	4	3.48%
LAB	0	0%
PH	4	3.48%

IS	0	0%
AE	0	0%
AH	73	63.48%
NM	0	0%
DE	0	0%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	56	98.25%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	1	1.75%
NM	0	0%
DE	0	0%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
PD	624	28.39%
OS	261	11.87%
LAB	21	0.96%
PH	427	19.43%
IS	108	4.91%
AE	0	0%
AH	707	32.17%
NM	10	0.45%
DE	40	1.82%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	8	21.62%
OS	1	2.7%
LAB	0	0%
PH	20	54.05%
IS	0	0%
AE	0	0%

AH	7	18.92%
NM	1	2.7%
DE	0	0%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	39	16.74%
OS	33	14.16%
LAB	5	2.15%
PH	7	3%
IS	7	3%
AE	0	0%
AH	131	56.22%
NM	3	1.29%
DE	8	3.43%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	189	49.74%
OS	50	13.16%
LAB	5	1.32%
PH	79	20.79%
IS	11	2.89%
AE	1	0.26%
AH	38	10%
NM	1	0.26%
DE	6	1.58%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
PD	6	33.33%
OS	0	0%
LAB	1	5.56%
PH	3	16.67%
IS	6	33.33%
AE	0	0%
AH	2	11.11%
NM	0	0%

DE	0	0%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	40	44.94%
OS	8	8.99%
LAB	2	2.25%
PH	12	13.48%
IS	10	11.24%
AE	0	0%
AH	16	17.98%
NM	1	1.12%
DE	0	0%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
PD	3	30%
OS	3	30%
LAB	0	0%
PH	1	10%
IS	1	10%
AE	0	0%
AH	2	20%
NM	0	0%
DE	0	0%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	3	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	7	30.43%
OS	7	30.43%
LAB	0	0%
PH	0	0%
IS	2	8.7%
AE	0	0%
AH	6	26.09%
NM	0	0%
DE	1	4.35%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
PD	127	20.79%
OS	71	11.62%
LAB	13	2.13%
PH	133	21.77%
IS	36	5.89%
AE	0	0%
AH	209	34.21%
NM	5	0.82%
DE	17	2.78%

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	493	92.84%

PD - GERIATRICIAN	2	0.38%
PD - PEDIATRICIAN	36	6.78%
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	45	93.75%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	2	4.17%
PD - INTERNAL MEDICINE	1	2.08%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	19	90.48%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	2	9.52%
PD - INTERNAL MEDICINE	0	0%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	26	96.3%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	1	3.7%
PD - INTERNAL MEDICINE	0	0%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	32	94.12%
PD - GERIATRICIAN	2	5.88%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	47	83.93%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	9	16.07%

PD - INTERNAL MEDICINE	0	0%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	563	90.22%
PD - GERIATRICIAN	10	1.6%
PD - PEDIATRICIAN	48	7.69%
PD - INTERNAL MEDICINE	3	0.48%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	8	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	33	84.62%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	6	15.38%
PD - INTERNAL MEDICINE	0	0%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	173	91.53%
PD - GERIATRICIAN	2	1.06%
PD - PEDIATRICIAN	13	6.88%
PD - INTERNAL MEDICINE	1	0.53%
<b>Technical Support</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>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	37	92.5%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	3	7.5%
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	7	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	126	99.21%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	1	0.79%
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	25%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	1	25%

OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	1	25%
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	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	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	3.03%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	2	6.06%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	1	3.03%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	5	15.15%
OS - OPHTHALMOLOGY	2	6.06%
OS - ORTHOPAEDICS	2	6.06%
OS - OTORHINOLARYNGOLOGY	1	3.03%
OS - ALLERGOLOGY	1	3.03%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	4	12.12%
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	6.06%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	5	15.15%
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	1	3.03%
OS - PSYCHIATRY	3	9.09%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	3	9.09%
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	5.56%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	1	5.56%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	1	5.56%
OS - OPHTHALMOLOGY	2	11.11%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	1	5.56%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	1	5.56%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	4	22.22%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	5.56%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	1	5.56%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	5.56%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	2	11.11%

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	11.11%
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	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	1	25%
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	1	25%
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	2	0.77%
OS - UROLOGY	8	3.07%
OS - RENAL DISEASES	2	0.77%
OS - NEUROLOGY	14	5.36%
OS - VASCULAR SURGERY	1	0.38%
OS - NEUROLOGICAL SURGERY	11	4.21%
OS - NUCLEAR MEDICINE	1	0.38%
OS - OBSTETRICS - GYNAECOLOGY	16	6.13%
OS - OPHTHALMOLOGY	20	7.66%
OS - ORTHOPAEDICS	48	18.39%
OS - OTORHINOLARYNGOLOGY	7	2.68%
OS - ALLERGOLOGY	3	1.15%
OS - ANESTHESIOLOGY	4	1.53%
OS - PAEDIATRICS	2	0.77%
OS - CARDIOLOGY	30	11.49%
OS - MEDICAL GENETIC	2	0.77%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	1	0.38%
OS - DERMATO-VENEREOLOGY	16	6.13%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	3	1.15%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	8	3.07%
OS - PAEDIATRIC SURGERY	2	0.77%
OS - GASTROENTEROLOGY	6	2.3%

OS - GENERAL SURGERY	23	8.81%
OS - GERIATRICS	1	0.38%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	1	0.38%
OS - MEDICAL ONCOLOGY	4	1.53%
OS - INTERNAL MEDICINE	1	0.38%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	4	1.53%
OS - RESPIRATORY MEDICINE	6	2.3%
OS - PSYCHIATRY	6	2.3%
OS - RADIOTHERAPY	3	1.15%
OS - RHEUMATOLOGY	5	1.92%
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	3.03%
OS - RENAL DISEASES	1	3.03%

OS - NEUROLOGY	1	3.03%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	1	3.03%
OS - OPHTHALMOLOGY	2	6.06%
OS - ORTHOPAEDICS	4	12.12%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	1	3.03%
OS - ANESTHESIOLOGY	2	6.06%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	3	9.09%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	3.03%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	1	3.03%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	1	3.03%
OS - GASTROENTEROLOGY	2	6.06%
OS - GENERAL SURGERY	5	15.15%
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	6.06%
OS - PSYCHIATRY	0	0%

OS - RADIOTHERAPY	3	9.09%
OS - RHEUMATOLOGY	2	6.06%
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	2%
OS - UROLOGY	1	2%
OS - RENAL DISEASES	1	2%
OS - NEUROLOGY	1	2%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	2	4%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	2	4%
OS - OPHTHALMOLOGY	4	8%
OS - ORTHOPAEDICS	2	4%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	11	22%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	2	4%
OS - CHILD & ADOLESCENT PSYCHIATRY	2	4%
OS - DIAGNOSTIC RADIOLOGY	2	4%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	2%
OS - PAEDIATRIC SURGERY	0	0%

OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	7	14%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	2	4%
OS - PATHOLOGICAL ANATOMY	1	2%
OS - MEDICAL ONCOLOGY	2	4%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	1	2%
OS - PSYCHIATRY	1	2%
OS - RADIOTHERAPY	2	4%
OS - RHEUMATOLOGY	2	4%
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	1	12.5%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	2	25%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	1	12.5%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	12.5%
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	12.5%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	1	12.5%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	1	12.5%
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	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	2	66.67%
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	1	14.29%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	1	14.29%
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	14.29%

OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	1	14.29%
OS - GENERAL SURGERY	3	42.86%
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	3	4.23%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	6	8.45%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	8	11.27%

OS - OPHTHALMOLOGY	8	11.27%
OS - ORTHOPAEDICS	14	19.72%
OS - OTORHINOLARYNGOLOGY	2	2.82%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	3	4.23%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	5	7.04%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	2	2.82%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	6	8.45%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	1.41%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	2	2.82%
OS - GENERAL SURGERY	5	7.04%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	1	1.41%
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	3	4.23%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	2	2.82%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%

OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%

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	7.69%
IS - DOCTOR	12	92.31%
<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	2	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	8	7.41%
IS - DOCTOR	100	92.59%
<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	7	100%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	5	45.45%
IS - DOCTOR	6	54.55%
<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	10	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	2	100%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	1	2.78%
IS - DOCTOR	35	97.22%

## 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	2943	21.84%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	303	2.25%
Registration to Personal Doctor beneficiary list	237	1.76%

Provider Contracting Contact Type Categories Benefits Package	102 Total 394	0.76% Percentage % 2.92%
Beneficiary Eligibility Information	565	4.19%
Service Provision	4742	35.19%
Contribution/Copayments Information	368	2.73%
Reimbursement Information	246	1.83%
Portal/Website Information	1692	12.56%
Technical Support	26	0.19%
Other Information	1020	7.57%
Complaints or appeals	171	1.27%
Pre-approval support to Providers	3	0.02%
Beneficiary and Provider support on Beneficiary el	1	0.01%
Claims	34	0.25%
Service provision support to Providers	629	4.67%

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	2392	27.45%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	36	0.41%
Registration to Personal Doctor beneficiary list	216	2.48%
Provider Contracting	4	0.05%
Benefits Package	276	3.17%
Beneficiary Eligibility Information	508	5.83%
Service Provision	2529	29.02%
Contribution/Copayments Information	331	3.8%
Reimbursement Information	12	0.14%
Portal/Website Information	1312	15.05%
Technical Support	8	0.09%
Other Information	903	10.36%
Complaints or appeals	161	1.85%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	1	0.01%
Claims	11	0.13%

<b>Beneficiaries Contact Type Categories</b>	<b>Total</b>	<b>Percentage %</b>
Service provision support to Providers	15	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	17.19%
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	4.69%
Beneficiary Eligibility Information	0	0%
Service Provision	17	26.56%
Contribution/Copayments Information	0	0%
Reimbursement Information	1	1.56%
Portal/Website Information	1	1.56%
Technical Support	0	0%
Other Information	28	43.75%
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	4.69%

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	540	11.5%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	267	5.68%
Registration to Personal Doctor beneficiary list	21	0.45%
Provider Contracting	98	2.09%
Benefits Package	115	2.45%
Beneficiary Eligibility Information	57	1.21%
Service Provision	2196	46.75%
Contribution/Copayments Information	37	0.79%

<b>Providers Contact Type Categories</b>	<b>Total</b>	<b>Percentage %</b>
Portal/Website Information	379	8.07%
Technical Support	18	0.38%
Other Information	89	1.89%
Complaints or appeals	10	0.21%
Pre-approval support to Providers	3	0.06%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	23	0.49%
Service provision support to Providers	611	13.01%

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	1104	46.15%
Beneficiary Female	1288	53.85%
<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	18	50%
Beneficiary Female	18	50%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	75	34.72%
Beneficiary Female	141	65.28%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	1	25%
Beneficiary Female	3	75%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	88	31.88%
Beneficiary Female	188	68.12%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	215	42.32%
Beneficiary Female	293	57.68%

<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	954	37.72%
Beneficiary Female	1575	62.28%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	123	37.16%
Beneficiary Female	208	62.84%
<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	463	35.29%
Beneficiary Female	849	64.71%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	2	25%
Beneficiary Female	6	75%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	361	39.98%
Beneficiary Female	542	60.02%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	56	34.78%
Beneficiary Female	105	65.22%
<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	1	100%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	3	27.27%
Beneficiary Female	8	72.73%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	8	53.33%

Beneficiary Female	7	46.67%
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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	528	97.78%
OS	4	0.74%
LAB	1	0.19%
PH	1	0.19%
IS	1	0.19%
AE	0	0%
AH	4	0.74%
NM	1	0.19%
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	48	17.98%
OS	33	12.36%
LAB	9	3.37%
PH	33	12.36%
IS	13	4.87%
AE	0	0%
AH	99	37.08%
NM	8	3%
DE	24	8.99%

<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
PD	20	95.24%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	1	4.76%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
PD	27	27.55%
OS	18	18.37%
LAB	3	3.06%
PH	11	11.22%
IS	2	2.04%
AE	0	0%
AH	23	23.47%
NM	4	4.08%
DE	10	10.2%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
PD	34	29.57%
OS	4	3.48%
LAB	0	0%
PH	4	3.48%
IS	0	0%
AE	0	0%
AH	73	63.48%
NM	0	0%
DE	0	0%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	56	98.25%

OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	1	1.75%
NM	0	0%
DE	0	0%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
PD	624	28.42%
OS	259	11.79%
LAB	21	0.96%
PH	427	19.44%
IS	108	4.92%
AE	0	0%
AH	707	32.19%
NM	10	0.46%
DE	40	1.82%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	8	21.62%
OS	1	2.7%
LAB	0	0%
PH	20	54.05%
IS	0	0%
AE	0	0%
AH	7	18.92%
NM	1	2.7%
DE	0	0%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	39	16.74%
OS	33	14.16%
LAB	5	2.15%

PH	7	3%
IS	7	3%
AE	0	0%
AH	131	56.22%
NM	3	1.29%
DE	8	3.43%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	189	49.87%
OS	50	13.19%
LAB	5	1.32%
PH	78	20.58%
IS	11	2.9%
AE	1	0.26%
AH	38	10.03%
NM	1	0.26%
DE	6	1.58%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
PD	6	33.33%
OS	0	0%
LAB	1	5.56%
PH	3	16.67%
IS	6	33.33%
AE	0	0%
AH	2	11.11%
NM	0	0%
DE	0	0%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	40	44.94%
OS	8	8.99%
LAB	2	2.25%
PH	12	13.48%
IS	10	11.24%

AE	0	0%
AH	16	17.98%
NM	1	1.12%
DE	0	0%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
PD	3	30%
OS	3	30%
LAB	0	0%
PH	1	10%
IS	1	10%
AE	0	0%
AH	2	20%
NM	0	0%
DE	0	0%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	3	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	7	30.43%
OS	7	30.43%
LAB	0	0%
PH	0	0%
IS	2	8.7%
AE	0	0%
AH	6	26.09%
NM	0	0%
DE	1	4.35%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
PD	127	20.79%
OS	71	11.62%
LAB	13	2.13%
PH	133	21.77%
IS	36	5.89%
AE	0	0%
AH	209	34.21%
NM	5	0.82%
DE	17	2.78%

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	490	92.8%
PD - GERIATRICIAN	2	0.38%
PD - PEDIATRICIAN	36	6.82%
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	45	93.75%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	2	4.17%
PD - INTERNAL MEDICINE	1	2.08%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	18	90%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	2	10%
PD - INTERNAL MEDICINE	0	0%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	26	96.3%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	1	3.7%
PD - INTERNAL MEDICINE	0	0%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	32	94.12%
PD - GERIATRICIAN	2	5.88%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	47	83.93%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	9	16.07%
PD - INTERNAL MEDICINE	0	0%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	563	90.22%
PD - GERIATRICIAN	10	1.6%
PD - PEDIATRICIAN	48	7.69%
PD - INTERNAL MEDICINE	3	0.48%

<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	8	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	33	84.62%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	6	15.38%
PD - INTERNAL MEDICINE	0	0%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	173	91.53%
PD - GERIATRICIAN	2	1.06%
PD - PEDIATRICIAN	13	6.88%
PD - INTERNAL MEDICINE	1	0.53%
<b>Technical Support</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>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	37	92.5%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	3	7.5%
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	7	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	126	99.21%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	1	0.79%
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	25%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	1	25%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	1	25%
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	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	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	3.03%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	2	6.06%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	1	3.03%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	5	15.15%
OS - OPHTHALMOLOGY	2	6.06%
OS - ORTHOPAEDICS	2	6.06%
OS - OTORHINOLARYNGOLOGY	1	3.03%
OS - ALLERGOLOGY	1	3.03%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	4	12.12%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREEOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	2	6.06%

OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	5	15.15%
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	1	3.03%
OS - PSYCHIATRY	3	9.09%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	3	9.09%
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	5.56%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	1	5.56%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	1	5.56%
OS - OPHTHALMOLOGY	2	11.11%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	1	5.56%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	1	5.56%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	4	22.22%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	5.56%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	1	5.56%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	5.56%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	2	11.11%
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	11.11%
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	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	1	25%
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	1	25%
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	2	0.77%
OS - UROLOGY	8	3.09%
OS - RENAL DISEASES	2	0.77%
OS - NEUROLOGY	14	5.41%
OS - VASCULAR SURGERY	1	0.39%
OS - NEUROLOGICAL SURGERY	11	4.25%
OS - NUCLEAR MEDICINE	1	0.39%
OS - OBSTETRICS - GYNAECOLOGY	16	6.18%
OS - OPHTHALMOLOGY	20	7.72%
OS - ORTHOPAEDICS	47	18.15%
OS - OTORHINOLARYNGOLOGY	7	2.7%
OS - ALLERGOLOGY	3	1.16%
OS - ANESTHESIOLOGY	4	1.54%
OS - PAEDIATRICS	2	0.77%
OS - CARDIOLOGY	29	11.2%
OS - MEDICAL GENETIC	2	0.77%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	1	0.39%
OS - DERMATO-VENEREOLOGY	16	6.18%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	3	1.16%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	8	3.09%
OS - PAEDIATRIC SURGERY	2	0.77%
OS - GASTROENTEROLOGY	6	2.32%
OS - GENERAL SURGERY	23	8.88%
OS - GERIATRICS	1	0.39%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	1	0.39%
OS - MEDICAL ONCOLOGY	4	1.54%

OS - INTERNAL MEDICINE	1	0.39%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	4	1.54%
OS - RESPIRATORY MEDICINE	6	2.32%
OS - PSYCHIATRY	6	2.32%
OS - RADIOTHERAPY	3	1.16%
OS - RHEUMATOLOGY	5	1.93%
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	3.03%
OS - RENAL DISEASES	1	3.03%
OS - NEUROLOGY	1	3.03%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	1	3.03%

OS - OPHTHALMOLOGY	2	6.06%
OS - ORTHOPAEDICS	4	12.12%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	1	3.03%
OS - ANESTHESIOLOGY	2	6.06%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	3	9.09%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	3.03%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	1	3.03%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	1	3.03%
OS - GASTROENTEROLOGY	2	6.06%
OS - GENERAL SURGERY	5	15.15%
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	6.06%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	3	9.09%
OS - RHEUMATOLOGY	2	6.06%
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	2%
OS - UROLOGY	1	2%
OS - RENAL DISEASES	1	2%
OS - NEUROLOGY	1	2%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	2	4%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	2	4%
OS - OPHTHALMOLOGY	4	8%
OS - ORTHOPAEDICS	2	4%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	11	22%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	2	4%
OS - CHILD & ADOLESCENT PSYCHIATRY	2	4%
OS - DIAGNOSTIC RADIOLOGY	2	4%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	2%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	7	14%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	2	4%
OS - PATHOLOGICAL ANATOMY	1	2%

OS - MEDICAL ONCOLOGY	2	4%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	1	2%
OS - PSYCHIATRY	1	2%
OS - RADIOTHERAPY	2	4%
OS - RHEUMATOLOGY	2	4%
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-VENEREODOLOGY	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	1	12.5%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	2	25%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%

OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	1	12.5%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	12.5%
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	12.5%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	1	12.5%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	1	12.5%
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	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	2	66.67%
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	1	14.29%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	1	14.29%
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	14.29%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	1	14.29%
OS - GENERAL SURGERY	3	42.86%

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	3	4.23%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	6	8.45%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	8	11.27%
OS - OPHTHALMOLOGY	8	11.27%
OS - ORTHOPAEDICS	14	19.72%
OS - OTORHINOLARYNGOLOGY	2	2.82%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	3	4.23%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	5	7.04%

OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	2	2.82%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	6	8.45%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	1.41%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	2	2.82%
OS - GENERAL SURGERY	5	7.04%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	1	1.41%
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	3	4.23%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	2	2.82%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%

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	7.69%
IS - DOCTOR	12	92.31%
<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	2	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	8	7.41%
IS - DOCTOR	100	92.59%
<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	7	100%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	5	45.45%
IS - DOCTOR	6	54.55%
<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	10	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	2	100%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	1	2.78%
IS - DOCTOR	35	97.22%

### 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	476	36.31%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	12	0.92%
Registration to Personal Doctor beneficiary list	28	2.14%
Provider Contracting	2	0.15%
Benefits Package	17	1.3%
Beneficiary Eligibility Information	42	3.2%
Service Provision	104	7.93%
Contribution/Copayments Information	30	2.29%
Reimbursement Information	14	1.07%
Portal/Website Information	298	22.73%

Technical Support Contact Type Categories	0 Total	0% Percentage %
Other Information	210	16.02%
Complaints or appeals	72	5.49%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	3	0.23%
Service provision support to Providers	3	0.23%

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	473	36.27%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	12	0.92%

Registration to Personal Doctor beneficiary list General Public Contact Type Categories	27 Total	2.07% Percentage %
Provider Contracting	2	0.15%
Benefits Package	17	1.3%
Beneficiary Eligibility Information	42	3.22%
Service Provision	102	7.82%
Contribution/Copayments Information	30	2.3%
Reimbursement Information	14	1.07%
Portal/Website Information	297	22.78%
Technical Support	0	0%
Other Information	210	16.1%
Complaints or appeals	72	5.52%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	3	0.23%
Service provision support to Providers	3	0.23%

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	3	42.86%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	0	0%
Registration to Personal Doctor beneficiary list	1	14.29%
Provider Contracting	0	0%
Benefits Package	0	0%
Beneficiary Eligibility Information	0	0%
Service Provision	2	28.57%
Contribution/Copayments Information	0	0%
Reimbursement Information	0	0%
Portal/Website Information	1	14.29%
Technical Support	0	0%
Other Information	0	0%
Complaints or appeals	0	0%
Pre-approval support to Providers	0	0%

Beneficiary and Provider support on Beneficiary el Providers Contact Type Categories	0 Total	0% Percentage %
Claims	0	0%
Service provision support to Providers	0	0%

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

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

Beneficiary Male	0	0%
Beneficiary Female	0	0%
<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	3	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	3	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	14127	95.54%
Escalated	374	2.53%
Follow up	286	1.93%

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

Beneficiaries Status	Total	Percentage %
First Contact Resolution	8621	98.92%
Escalated	94	1.08%
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	835	61.04%
Escalated	247	18.06%
Follow up	286	20.91%

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

Providers Status	Total	Percentage %
First Contact Resolution	4671	99.3%
Escalated	33	0.7%
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	3436	39.86%
Beneficiary Female	5185	60.14%
Escalated	Total	Percentage %
Beneficiary Male	38	40.43%
Beneficiary Female	56	59.57%
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.

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First Contact Resolution	Total	Percentage %
PD	1747	37.4%
OS	489	10.47%
LAB	58	1.24%
PH	726	15.54%
IS	195	4.17%
AE	1	0.02%
AH	1314	28.13%
NM	34	0.73%
DE	107	2.29%
Escalated	Total	Percentage %
PD	13	39.39%
OS	7	21.21%
LAB	2	6.06%
PH	5	15.15%
IS	2	6.06%
AE	0	0%
AH	4	12.12%
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	1607	91.99%
PD - GERIATRICIAN	16	0.92%
PD - PEDIATRICIAN	119	6.81%
PD - INTERNAL MEDICINE	5	0.29%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	11	84.62%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	2	15.38%
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	4	0.82%
OS - UROLOGY	15	3.07%
OS - RENAL DISEASES	4	0.82%
OS - NEUROLOGY	28	5.73%
OS - VASCULAR SURGERY	1	0.2%
OS - NEUROLOGICAL SURGERY	14	2.86%
OS - NUCLEAR MEDICINE	1	0.2%
OS - OBSTETRICS - GYNAECOLOGY	36	7.36%
OS - OPHTHALMOLOGY	38	7.77%
OS - ORTHOPAEDICS	73	14.93%
OS - OTORHINOLARYNGOLOGY	11	2.25%
OS - ALLERGOLOGY	5	1.02%
OS - ANESTHESIOLOGY	11	2.25%
OS - PAEDIATRICS	2	0.41%
OS - CARDIOLOGY	58	11.86%
OS - MEDICAL GENETIC	2	0.41%

OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	1	0.2%
OS - DERMATO-VENEREOLOGY	23	4.7%
OS - CHILD & ADOLESCENT PSYCHIATRY	2	0.41%
OS - DIAGNOSTIC RADIOLOGY	16	3.27%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	13	2.66%
OS - PAEDIATRIC SURGERY	4	0.82%
OS - GASTROENTEROLOGY	11	2.25%
OS - GENERAL SURGERY	51	10.43%
OS - GERIATRICS	1	0.2%
OS - HAEMATOLOGY	4	0.82%
OS - PATHOLOGICAL ANATOMY	2	0.41%
OS - MEDICAL ONCOLOGY	6	1.23%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	4	0.82%
OS - RESPIRATORY MEDICINE	11	2.25%
OS - PSYCHIATRY	15	3.07%
OS - RADIOTHERAPY	8	1.64%
OS - RHEUMATOLOGY	14	2.86%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<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	14.29%

OS - NEUROLOGICAL SURGERY	1	14.29%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	1	14.29%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	2	28.57%
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	14.29%
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	14.29%
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	16	8.21%
IS - DOCTOR	179	91.79%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	2	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	3274	95.76%
Escalated	94	2.75%
Follow up	51	1.49%
<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	308	97.78%
Escalated	5	1.59%
Follow up	2	0.63%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	258	97.36%
Escalated	2	0.75%
Follow up	5	1.89%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	102	98.08%
Escalated	2	1.92%
Follow up	0	0%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	402	97.81%
Escalated	8	1.95%
Follow up	1	0.24%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	602	99.18%
Escalated	2	0.33%
Follow up	3	0.49%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	4771	98.45%
Escalated	59	1.22%
Follow up	16	0.33%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	389	97.74%
Escalated	5	1.26%
Follow up	4	1.01%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>

First Contact Resolution	258	99.23%
Escalated	0	0%
Follow up	2	0.77%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	1839	92.41%
Escalated	109	5.48%
Follow up	42	2.11%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	25	96.15%
Escalated	1	3.85%
Follow up	0	0%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	1046	85.04%
Escalated	35	2.85%
Follow up	149	12.11%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	183	75.31%
Escalated	49	20.16%
Follow up	11	4.53%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	3	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	1	100%
Escalated	0	0%
Follow up	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	37	100%
Escalated	0	0%
Follow up	0	0%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>

First Contact Resolution	629	99.53%
Escalated	3	0.47%
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	13348	99.05%
Escalated	128	0.95%
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	8621	98.92%
Escalated	94	1.08%
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	62	96.88%
Escalated	2	3.13%
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	4665	99.32%
Escalated	32	0.68%
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	3436	39.86%
Beneficiary Female	5185	60.14%
Escalated	Total	Percentage %
Beneficiary Male	38	40.43%
Beneficiary Female	56	59.57%
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	1743	37.36%
OS	488	10.46%
LAB	58	1.24%
PH	725	15.54%
IS	195	4.18%
AE	1	0.02%
AH	1314	28.17%
NM	34	0.73%
DE	107	2.29%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>
PD	13	40.63%
OS	6	18.75%
LAB	2	6.25%
PH	5	15.63%
IS	2	6.25%
AE	0	0%
AH	4	12.5%
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	1603	91.97%
PD - GERIATRICIAN	16	0.92%
PD - PEDIATRICIAN	119	6.83%
PD - INTERNAL MEDICINE	5	0.29%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	11	84.62%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	2	15.38%
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	4	0.82%
OS - UROLOGY	15	3.07%
OS - RENAL DISEASES	4	0.82%
OS - NEUROLOGY	28	5.74%
OS - VASCULAR SURGERY	1	0.2%
OS - NEUROLOGICAL SURGERY	14	2.87%
OS - NUCLEAR MEDICINE	1	0.2%
OS - OBSTETRICS - GYNAECOLOGY	36	7.38%
OS - OPHTHALMOLOGY	38	7.79%
OS - ORTHOPAEDICS	73	14.96%
OS - OTORHINOLARYNGOLOGY	11	2.25%
OS - ALLERGOLOGY	5	1.02%
OS - ANESTHESIOLOGY	11	2.25%
OS - PAEDIATRICS	2	0.41%

OS - CARDIOLOGY	57	11.68%
OS - MEDICAL GENETIC	2	0.41%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	1	0.2%
OS - DERMATO-VENEREOLOGY	23	4.71%
OS - CHILD & ADOLESCENT PSYCHIATRY	2	0.41%
OS - DIAGNOSTIC RADIOLOGY	16	3.28%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	13	2.66%
OS - PAEDIATRIC SURGERY	4	0.82%
OS - GASTROENTEROLOGY	11	2.25%
OS - GENERAL SURGERY	51	10.45%
OS - GERIATRICS	1	0.2%
OS - HAEMATOLOGY	4	0.82%
OS - PATHOLOGICAL ANATOMY	2	0.41%
OS - MEDICAL ONCOLOGY	6	1.23%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	4	0.82%
OS - RESPIRATORY MEDICINE	11	2.25%
OS - PSYCHIATRY	15	3.07%
OS - RADIOTHERAPY	8	1.64%
OS - RHEUMATOLOGY	14	2.87%
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	16.67%
OS - NEUROLOGICAL SURGERY	1	16.67%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	2	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	1	16.67%
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	16.67%
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	16	8.21%
IS - DOCTOR	179	91.79%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	2	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	2897	98.44%
Escalated	46	1.56%

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	299	98.68%
Escalated	4	1.32%
Follow up	0	0%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	237	100%
Escalated	0	0%
Follow up	0	0%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	101	99.02%
Escalated	1	0.98%
Follow up	0	0%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	390	98.98%
Escalated	4	1.02%
Follow up	0	0%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	563	99.65%
Escalated	2	0.35%
Follow up	0	0%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	4701	99.14%
Escalated	41	0.86%
Follow up	0	0%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	366	99.46%
Escalated	2	0.54%

Follow up	0	0%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	246	100%
Escalated	0	0%
Follow up	0	0%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	1677	99.11%
Escalated	15	0.89%
Follow up	0	0%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	25	96.15%
Escalated	1	3.85%
Follow up	0	0%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	1018	99.8%
Escalated	2	0.2%
Follow up	0	0%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	164	95.91%
Escalated	7	4.09%
Follow up	0	0%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	3	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	1	100%
Escalated	0	0%
Follow up	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	34	100%
Escalated	0	0%

Follow up	0	0%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	626	99.52%
Escalated	3	0.48%
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	779	59.42%
Escalated	246	18.76%
Follow up	286	21.82%

#### 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	773	59.28%
Escalated	245	18.79%
Follow up	286	21.93%

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

Providers Status	Total	Percentage %
First Contact Resolution	6	85.71%
Escalated	1	14.29%
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	4	66.67%
OS	1	16.67%
LAB	0	0%
PH	1	16.67%
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	4	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	377	79.2%
Escalated	48	10.08%
Follow up	51	10.71%
<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	9	75%
Escalated	1	8.33%
Follow up	2	16.67%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	21	75%
Escalated	2	7.14%
Follow up	5	17.86%
<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	12	70.59%
Escalated	4	23.53%
Follow up	1	5.88%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	39	92.86%
Escalated	0	0%
Follow up	3	7.14%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	70	67.31%
Escalated	18	17.31%
Follow up	16	15.38%

<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	23	76.67%
Escalated	3	10%
Follow up	4	13.33%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	12	85.71%
Escalated	0	0%
Follow up	2	14.29%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	162	54.36%
Escalated	94	31.54%
Follow up	42	14.09%
<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	28	13.33%
Escalated	33	15.71%
Follow up	149	70.95%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	19	26.39%
Escalated	42	58.33%
Follow up	11	15.28%
<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	3	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): 84
- 7.2 Beneficiaries Average length time (seconds): 79
- 7.3 Providers Average length time (seconds): 92

## 8. Telephone calls average wrap up time.

- 8.1 Average wrap up time (seconds): 10
- 8.2 Beneficiaries Average wrap up time (seconds): 11
- 8.3 Providers Average wrap up time (seconds): 9

## 9. Telephone calls average waiting time.

- 9.1 Average waiting time (seconds): 20
- 9.2 Beneficiaries Average waiting time (seconds): 26
- 9.3 Providers Average waiting time (seconds): 10

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

Beneficiaries Overflow: 0

Calls answered in 60 seconds.	Total	Percentage %
SLA is 80% for inbound calls.	7514/8742	85.95%

  

Calls answered in 120 seconds.	Total	Percentage %
SLA is 90% for inbound calls.	8423/8742	96.35%

## 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.	4123/4696	87.8%

  

Calls answered in 60 seconds.	Total	Percentage %
SLA is 95% for inbound calls.	4486/4696	95.53%

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

Calls marked as first contact resolution.	Total	Percentage %
SLA is 95% of calls.	13348/13476	99.05%

13. Emails average assignment time.

Emails average assignment time (seconds): 31619

14. Emails average resolution time.

Emails average resolution time (seconds), 32034

15. Email priority assignment (SLA-10).

Email acquired in 1 business day.	Total	Percentage %
SLA is 95% of emails.	1306/1311	99.62%

16. Email resolution (SLA-12).

Emails resolved within 3 business days.	Total	Percentage %
SLA is 98% of emails.	1063/1065	99.81%

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

17.1 Total Surveys

Total Surveys: 413

Rating in scale of 4	Average
SLA is > 3	3.18

**End of Report**