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<b>Report name:</b>	Portals reporting.		
<b>Report description:</b>	Reporting for inbound contacts submitted to the Contact Centre Services by Portals for a specific period with the use of MedNext+ application		
<b>Reporting software:</b>	MedNext+ application.		
<b>Customer:</b>	Health Insurance organization	<b>Contact Person:</b>	Ifigeneia Kammitisi
<b>Printing date:</b>	02/03/2026 14:01:38		
<b>Reporting period date:</b>	01/02/2026 08:15:53 - 28/02/2026 23:45:38		

## 1. Handled contacts through Portals.

### 1.1. Number of Portal contacts

Number of Portal contacts: 4879

## 2. Number of contacts per Issue Category

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

Issue Category	Total	Percentage %
Query	4747	97.29%

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

Issue Category	Total	Percentage %
Complaint	132	2.71%

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

Issue Category	Total	Percentage %
Follow Up	0	0%

### 3. Number of contacts per Originator Type

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

Issue Category	Total	Percentage %
Insured Member	153	3.14%
Provider	4726	96.86%
Other	0	0%

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

Issue Category	Total	Percentage %
Insured Member	129	2.72%
Provider	4618	97.28%
Other	0	0%

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

Issue Category	Total	Percentage %
Insured Member	24	18.18%
Provider	108	81.82%
Other	0	0%

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

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

#### 4. Number of Queries per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	719	15.15%
Provider & Healthcare Professionals Enrolment Info	65	1.37%
Registration to Personal Doctor beneficiary list	23	0.48%
Provider Contracting	38	0.8%
Benefits Package	632	13.31%
Beneficiary Eligibility Information	23	0.48%
Service Provision	1866	39.31%
Contribution/Copayments Information	9	0.19%
Reimbursement Information	213	4.49%
Portal/Website Information	44	0.93%
Technical Support	43	0.91%
Other Information	580	12.22%
Pre-approval support to Providers	232	4.89%
Beneficiary and Provider support on Beneficiary el	27	0.57%
Business Continuity Service	0	0%
Service provision support to Providers	133	2.8%
Delayed reimbursement cases	4	0.08%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	59	45.74%
Provider & Healthcare Professionals Enrolment Info	1	0.78%
Registration to Personal Doctor beneficiary list	7	5.43%
Provider Contracting	1	0.78%
Benefits Package	6	4.65%
Beneficiary Eligibility Information	10	7.75%
Service Provision	9	6.98%
Contribution/Copayments Information	2	1.55%
Reimbursement Information	0	0%
Portal/Website Information	15	11.63%

Sub Category	Total	Percentage %
Technical Support	6	4.65%
Other Information	11	8.53%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	2	1.55%
Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	660	14.29%
Provider & Healthcare Professionals Enrolment Info	64	1.39%
Registration to Personal Doctor beneficiary list	16	0.35%
Provider Contracting	37	0.8%
Benefits Package	626	13.56%
Beneficiary Eligibility Information	13	0.28%
Service Provision	1857	40.21%
Contribution/Copayments Information	7	0.15%
Reimbursement Information	213	4.61%
Portal/Website Information	29	0.63%
Technical Support	37	0.8%
Other Information	569	12.32%
Pre-approval support to Providers	232	5.02%
Beneficiary and Provider support on Beneficiary el	27	0.58%
Business Continuity Service	0	0%
Service provision support to Providers	131	2.84%
Delayed reimbursement cases	4	0.09%

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

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

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

## 5. Number of Complaints per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	2	1.52%
Provider Enrolment Complaint	3	2.27%
Registration to Personal Doctor beneficiary list C	2	1.52%
Provider Contracting Complaint	5	3.79%
Benefits Package Complaint	3	2.27%
Beneficiary Eligibility Complaint	1	0.76%
Service Provision Complaint	20	15.15%
Contribution/Copayments Complaint	6	4.55%
Reimbursement Complaint	25	18.94%
Portal/Website Complaint	11	8.33%
Technical Issues Complaint	0	0%
Other Complaints	14	10.61%
Complaint for specific Provider	11	8.33%
Complaint for specific Beneficiary	12	9.09%
Contact Centre Services Complaint	2	1.52%
Complaint for Pre-approval support to Providers	4	3.03%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	1	0.76%
Complaint for Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	2	8.33%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	2	8.33%
Provider Contracting Complaint	0	0%
Benefits Package Complaint	1	4.17%
Beneficiary Eligibility Complaint	1	4.17%
Service Provision Complaint	2	8.33%

Contribution/Copayments Complaint Sub Category	3 Total	12.5% Percentage %
Reimbursement Complaint	0	0%
Portal/Website Complaint	2	8.33%
Technical Issues Complaint	0	0%
Other Complaints	3	12.5%
Complaint for specific Provider	7	29.17%
Complaint for specific Beneficiary	0	0%
Contact Centre Services Complaint	1	4.17%
Complaint for Pre-approval support to Providers	0	0%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	0	0%
Provider Enrolment Complaint	3	2.78%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	5	4.63%
Benefits Package Complaint	2	1.85%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	18	16.67%
Contribution/Copayments Complaint	3	2.78%
Reimbursement Complaint	25	23.15%
Portal/Website Complaint	9	8.33%
Technical Issues Complaint	0	0%
Other Complaints	11	10.19%
Complaint for specific Provider	4	3.7%
Complaint for specific Beneficiary	12	11.11%
Contact Centre Services Complaint	1	0.93%
Complaint for Pre-approval support to Providers	4	3.7%
Complaint for Beneficiary and Provider support on	0	0%

Complaint for Business Continuity Service Sub Category	0 Total	0% Percentage %
Complaint for Service provision support to Provide	1	0.93%
Complaint for Delayed reimbursement cases	0	0%

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

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

## 6. Number of contacts per Sub Category

### 6.1 Number of contacts per Sub Category

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	719	14.74%
Provider & Healthcare Professionals Enrolment Info	65	1.33%
Registration to Personal Doctor beneficiary list	23	0.47%
Provider Contracting	38	0.78%
Benefits Package	632	12.95%
Beneficiary Eligibility Information	23	0.47%
Service Provision	1866	38.25%
Contribution/Copayments Information	9	0.18%
Reimbursement Information	213	4.37%
Portal/Website Information	44	0.9%
Technical Support	43	0.88%
Other Information	580	11.89%
Pre-approval support to Providers	232	4.76%
Beneficiary and Provider support on Beneficiary el	27	0.55%
Business Continuity Service	0	0%
Service provision support to Providers	133	2.73%
Delayed reimbursement cases	4	0.08%
Beneficiary Enrolment Complaint	2	0.04%
Provider Enrolment Complaint	3	0.06%
Registration to Personal Doctor beneficiary list C	2	0.04%
Provider Contracting Complaint	5	0.1%
Benefits Package Complaint	3	0.06%
Beneficiary Eligibility Complaint	1	0.02%
Service Provision Complaint	20	0.41%
Contribution/Copayments Complaint	6	0.12%
Reimbursement Complaint	25	0.51%
Portal/Website Complaint	11	0.23%
Technical Issues Complaint	0	0%
Other Complaints	14	0.29%

Complaint for specific Provider Sub Category	11 Total	0.23% Percentage %
Complaint for specific Beneficiary	12	0.25%
Contact Centre Services Complaint	2	0.04%
Complaint for Pre-approval support to Providers	4	0.08%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	1	0.02%
Complaint for Delayed reimbursement cases	0	0%

## 7. Portals average assignment time

### 7.1 Portals average assignment time

Portals average assignment time (seconds):17829

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

### 8.1 Portals assignment time

Portal contacts acquired in 1 business day.	Total	Percentage %
SLA is 95% of portals.	4868/4879	99.77%

## 9. Portals average resolution time

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

Average resolution time for contacts resolve by the Contact Centre Services (seconds): 20331

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

Average resolution time for contacts escalated from the Contact Centre Services (seconds): 35771

9.3 Portals average resolution time.

Portals average resolution time (seconds): 28051

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

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

Portals resolved in 3 business days.	Total	Percentage %
SLA is 98% of portals.	4487/4492	99.89%

## 11. Contact centre quality (SLA-14)

11.1. Contacts wrongly transferred outside the Contact Centre for resolution

Wrongly escalated contacts	Total	Percentage %
SLA is 2% of escalated contacts.	0/805	0%

## 12. Escalated Portal Contacts

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

Portal contacts	Total	Percentage %
Escalated portal contacts	387	7.93%

### 13. Escalated Portal Contacts per Issue Category

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

Issue Category	Total	Percentage %
Query	303	78.29%

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

Issue Category	Total	Percentage %
Complaint	84	21.71%

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

Issue Category	Total	Percentage %
Follow Up	0	0%

#### 14. Escalated Portal Contacts per Originator Type

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

Issue Category	Total	Percentage %
Insured Member	23	5.94%
Provider	364	94.06%
Other	0	0%

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

Issue Category	Total	Percentage %
Insured Member	12	3.96%
Provider	291	96.04%
Other	0	0%

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

Issue Category	Total	Percentage %
Insured Member	11	13.1%
Provider	73	86.9%
Other	0	0%

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

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

## 15. Escalated Queries per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	12	3.96%
Provider & Healthcare Professionals Enrolment Info	10	3.3%
Registration to Personal Doctor beneficiary list	1	0.33%
Provider Contracting	9	2.97%
Benefits Package	8	2.64%
Beneficiary Eligibility Information	0	0%
Service Provision	40	13.2%
Contribution/Copayments Information	1	0.33%
Reimbursement Information	155	51.16%
Portal/Website Information	11	3.63%
Technical Support	1	0.33%
Other Information	7	2.31%
Pre-approval support to Providers	11	3.63%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	5	1.65%
Delayed reimbursement cases	3	0.99%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	10	83.33%
Provider & Healthcare Professionals Enrolment Info	0	0%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	0	0%
Benefits Package	1	8.33%
Beneficiary Eligibility Information	0	0%
Service Provision	0	0%
Contribution/Copayments Information	0	0%
Reimbursement Information	0	0%
Portal/Website Information	1	8.33%

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

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	2	0.69%
Provider & Healthcare Professionals Enrolment Info	10	3.44%
Registration to Personal Doctor beneficiary list	1	0.34%
Provider Contracting	9	3.09%
Benefits Package	7	2.41%
Beneficiary Eligibility Information	0	0%
Service Provision	40	13.75%
Contribution/Copayments Information	1	0.34%
Reimbursement Information	155	53.26%
Portal/Website Information	10	3.44%
Technical Support	1	0.34%
Other Information	7	2.41%
Pre-approval support to Providers	11	3.78%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	5	1.72%
Delayed reimbursement cases	3	1.03%

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

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

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

## 16. Escalated Complaints per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	1	0.33%
Provider Enrolment Complaint	1	0.33%
Registration to Personal Doctor beneficiary list C	1	0.33%
Provider Contracting Complaint	2	0.66%
Benefits Package Complaint	3	0.99%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	17	5.61%
Contribution/Copayments Complaint	2	0.66%
Reimbursement Complaint	18	5.94%
Portal/Website Complaint	5	1.65%
Technical Issues Complaint	0	0%
Other Complaints	5	1.65%
Complaint for specific Provider	8	2.64%
Complaint for specific Beneficiary	11	3.63%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	4	1.32%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	1	8.33%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	1	8.33%
Provider Contracting Complaint	0	0%
Benefits Package Complaint	1	8.33%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	2	16.67%

Contribution/Copayments Complaint Sub Category	0 Total	0% Percentage %
Reimbursement Complaint	0	0%
Portal/Website Complaint	1	8.33%
Technical Issues Complaint	0	0%
Other Complaints	1	8.33%
Complaint for specific Provider	4	33.33%
Complaint for specific Beneficiary	0	0%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	0	0%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	0	0%
Provider Enrolment Complaint	1	0.34%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	2	0.69%
Benefits Package Complaint	2	0.69%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	15	5.15%
Contribution/Copayments Complaint	2	0.69%
Reimbursement Complaint	18	6.19%
Portal/Website Complaint	4	1.37%
Technical Issues Complaint	0	0%
Other Complaints	4	1.37%
Complaint for specific Provider	4	1.37%
Complaint for specific Beneficiary	11	3.78%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	4	1.37%
Complaint for Beneficiary and Provider support on	0	0%

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

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

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

## 17. Escalated Portal Contacts per Sub Category

### 17.1. Number of Escalated Portal Contacts per Sub Category

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	12	3.1%
Provider & Healthcare Professionals Enrolment Info	10	2.58%
Registration to Personal Doctor beneficiary list	1	0.26%
Provider Contracting	9	2.33%
Benefits Package	8	2.07%
Beneficiary Eligibility Information	0	0%
Service Provision	40	10.34%
Contribution/Copayments Information	1	0.26%
Reimbursement Information	155	40.05%
Portal/Website Information	11	2.84%
Technical Support	1	0.26%
Other Information	7	1.81%
Pre-approval support to Providers	11	2.84%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	5	1.29%
Delayed reimbursement cases	3	0.78%
Beneficiary Enrolment Complaint	1	0.26%
Provider Enrolment Complaint	1	0.26%
Registration to Personal Doctor beneficiary list C	1	0.26%
Provider Contracting Complaint	2	0.52%
Benefits Package Complaint	3	0.78%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	17	4.39%
Contribution/Copayments Complaint	2	0.52%
Reimbursement Complaint	18	4.65%
Portal/Website Complaint	5	1.29%
Technical Issues Complaint	0	0%
Other Complaints	5	1.29%

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Complaint for specific Provider Sub Category	8 Total	2.07% Percentage %
Complaint for specific Beneficiary	11	2.84%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	4	1.03%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

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**End of Report**