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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>	10/03/2026 10:41:11		
<b>Reporting period date:</b>	02/03/2026 05:54:46 - 09/03/2026 19:53:34		

## 1. Number of handled queries.

### 1.1 Number of queries

Number of queries: 4406

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

Channel of Communication	Total	Percentage %
Inbound	4006	90.92%
Voicemail	17	0.39%
Email	383	8.69%

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

Channel of Communication	Total	Percentage %
Telephone calls	4023	91.31%

## 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	2676	60.74%

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

Contact Initiator	Total	Percentage %
General Public	390	8.85%

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

Contact Initiator	Total	Percentage %
Providers	1340	30.41%

### 2.2 Telephone calls

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

Contact Initiator	Total	Percentage %
Beneficiaries	2676	66.52%

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

Contact Initiator	Total	Percentage %
General Public	11	0.27%

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

Contact Initiator	Total	Percentage %
Providers	1336	33.21%

### 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	379	98.96%

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

Contact Initiator	Total	Percentage %
Providers	4	1.04%

### 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	1048	39.16%

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

Beneficiary Gender	Total	Percentage %
Beneficiary Female	1628	60.84%

#### 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	1048	39.16%

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

Beneficiary Gender	Total	Percentage %
Beneficiary Female	1628	60.84%

#### 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	504	37.61%
OS	145	10.82%
LAB	10	0.75%
PH	252	18.81%
IS	55	4.1%
AE	1	0.07%
AH	331	24.7%
NM	22	1.64%
DE	20	1.49%

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

PD Specialties	Total	Percentage %
PD - GENERAL MEDICINE	462	91.67%
PD - GERIATRICIAN	2	0.4%
PD - PEDIATRICIAN	39	7.74%
PD - INTERNAL MEDICINE	1	0.2%

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

OS Specialties	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	1	0.69%
OS - UROLOGY	2	1.38%
OS - RENAL DISEASES	1	0.69%
OS - NEUROLOGY	7	4.83%
OS - VASCULAR SURGERY	1	0.69%
OS - NEUROLOGICAL SURGERY	2	1.38%
OS - NUCLEAR MEDICINE	2	1.38%
OS - OBSTETRICS - GYNAECOLOGY	15	10.34%
OS - OPHTHALMOLOGY	16	11.03%
OS - ORTHOPAEDICS	25	17.24%
OS - OTORHINOLARYNGOLOGY	4	2.76%
OS - ALLERGOLOGY	0	0%

OS - ANESTHESIOLOGY OS Specialties	5 Total	3.45% Percentage %
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	13	8.97%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	9	6.21%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	5	3.45%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	0.69%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	3	2.07%
OS - GENERAL SURGERY	10	6.9%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	1	0.69%
OS - PATHOLOGICAL ANATOMY	1	0.69%
OS - MEDICAL ONCOLOGY	2	1.38%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	1	0.69%
OS - PLASTIC SURGERY	5	3.45%
OS - RESPIRATORY MEDICINE	2	1.38%
OS - PSYCHIATRY	5	3.45%
OS - RADIOTHERAPY	2	1.38%
OS - RHEUMATOLOGY	2	1.38%
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	2	1.38%
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	6 Total	10.91% Percentage %
IS - DOCTOR	49	89.09%

## 4.2 Telephone calls

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

Providers Segment	Total	Percentage %
PD	501	37.5%
OS	144	10.78%
LAB	10	0.75%
PH	252	18.86%
IS	55	4.12%
AE	1	0.07%
AH	331	24.78%
NM	22	1.65%
DE	20	1.5%

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

PD Specialties	Total	Percentage %
PD - GENERAL MEDICINE	460	91.82%
PD - GERIATRICIAN	2	0.4%
PD - PEDIATRICIAN	38	7.58%
PD - INTERNAL MEDICINE	1	0.2%

### 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	1	0.69%
OS - UROLOGY	2	1.39%
OS - RENAL DISEASES	1	0.69%
OS - NEUROLOGY	7	4.86%
OS - VASCULAR SURGERY	1	0.69%
OS - NEUROLOGICAL SURGERY	2	1.39%
OS - NUCLEAR MEDICINE	2	1.39%
OS - OBSTETRICS - GYNAECOLOGY	15	10.42%
OS - OPHTHALMOLOGY	16	11.11%
OS - ORTHOPAEDICS	25	17.36%
OS - OTORHINOLARYNGOLOGY	4	2.78%

OS Specialties	Total	Percentage %
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	5	3.47%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	12	8.33%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	9	6.25%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	5	3.47%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	0.69%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	3	2.08%
OS - GENERAL SURGERY	10	6.94%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	1	0.69%
OS - PATHOLOGICAL ANATOMY	1	0.69%
OS - MEDICAL ONCOLOGY	2	1.39%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	1	0.69%
OS - PLASTIC SURGERY	5	3.47%
OS - RESPIRATORY MEDICINE	2	1.39%
OS - PSYCHIATRY	5	3.47%
OS - RADIOTHERAPY	2	1.39%
OS - RHEUMATOLOGY	2	1.39%
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	2	1.39%
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	6	10.91%
IS - DOCTOR	49	89.09%

#### 4.3 Emails

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

Providers Segment	Total	Percentage %
PD	3	75%
OS	1	25%
LAB	0	0%
PH	0	0%
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	2	66.67%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	1	33.33%
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	0 Total	0% Percentage %
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 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	891	20.22%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	117	2.66%
Registration to Personal Doctor beneficiary list	133	3.02%
Provider Contracting	42	0.95%
Benefits Package	80	1.82%
Beneficiary Eligibility Information	199	4.52%
Service Provision	1346	30.55%
Contribution/Copayments Information	115	2.61%
Reimbursement Information	75	1.7%
Portal/Website Information	663	15.05%
Technical Support	2	0.05%
Other Information	433	9.83%
Complaints or appeals	92	2.09%
Pre-approval support to Providers	3	0.07%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	11	0.25%
Service provision support to Providers	204	4.63%

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

Beneficiaries Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	630	23.54%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	5	0.19%
Registration to Personal Doctor beneficiary list	90	3.36%
Provider Contracting	0	0%
Benefits Package	48	1.79%
Beneficiary Eligibility Information	162	6.05%
Service Provision	782	29.22%
Contribution/Copayments Information	88	3.29%

Reimbursement Information Beneficiaries Contact Type Categories	1 Total	0.04% Percentage %
Portal/Website Information	474	17.71%
Technical Support	1	0.04%
Other Information	340	12.71%
Complaints or appeals	53	1.98%
Pre-approval support to Providers	1	0.04%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	0	0%
Service provision support to Providers	1	0.04%

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	86	22.05%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	8	2.05%
Registration to Personal Doctor beneficiary list	34	8.72%
Provider Contracting	4	1.03%
Benefits Package	9	2.31%
Beneficiary Eligibility Information	13	3.33%
Service Provision	26	6.67%
Contribution/Copayments Information	15	3.85%
Reimbursement Information	7	1.79%
Portal/Website Information	101	25.9%
Technical Support	0	0%
Other Information	55	14.1%
Complaints or appeals	29	7.44%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	2	0.51%
Service provision support to Providers	1	0.26%

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

Providers Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	175	13.06%

Delayed reimbursement cases Providers Contact Type Categories	0 Total	0% Percentage %
Provider & Healthcare Professionals Enrolment Inf	104	7.76%
Registration to Personal Doctor beneficiary list	9	0.67%
Provider Contracting	38	2.84%
Benefits Package	23	1.72%
Beneficiary Eligibility Information	24	1.79%
Service Provision	538	40.15%
Contribution/Copayments Information	12	0.9%
Reimbursement Information	67	5%
Portal/Website Information	88	6.57%
Technical Support	1	0.07%
Other Information	38	2.84%
Complaints or appeals	10	0.75%
Pre-approval support to Providers	2	0.15%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	9	0.67%
Service provision support to Providers	202	15.07%

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	261	41.43%
Beneficiary Female	369	58.57%
<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	2	40%
Beneficiary Female	3	60%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	37	41.11%
Beneficiary Female	53	58.89%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	0	0%

Beneficiary Female	0	0%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	19	39.58%
Beneficiary Female	29	60.42%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	80	49.38%
Beneficiary Female	82	50.62%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	280	35.81%
Beneficiary Female	502	64.19%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	41	46.59%
Beneficiary Female	47	53.41%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	1	100%
Beneficiary Female	0	0%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	168	35.44%
Beneficiary Female	306	64.56%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	0	0%
Beneficiary Female	1	100%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	142	41.76%
Beneficiary Female	198	58.24%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	17	32.08%
Beneficiary Female	36	67.92%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	0	0%
Beneficiary Female	1	100%
<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	1	100%

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	169	96.57%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	1	0.57%
AH	4	2.29%
NM	1	0.57%
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	11	10.58%
OS	7	6.73%

LAB	1	0.96%
PH	19	18.27%
IS	8	7.69%
AE	0	0%
AH	45	43.27%
NM	7	6.73%
DE	6	5.77%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
PD	9	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	6	15.79%
OS	2	5.26%
LAB	2	5.26%
PH	7	18.42%
IS	0	0%
AE	0	0%
AH	14	36.84%
NM	1	2.63%
DE	6	15.79%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
PD	4	17.39%
OS	0	0%
LAB	0	0%
PH	0	0%

IS	0	0%
AE	0	0%
AH	19	82.61%
NM	0	0%
DE	0	0%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	24	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>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
PD	143	26.58%
OS	75	13.94%
LAB	5	0.93%
PH	135	25.09%
IS	24	4.46%
AE	0	0%
AH	145	26.95%
NM	6	1.12%
DE	5	0.93%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	2	16.67%
OS	0	0%
LAB	0	0%
PH	6	50%
IS	0	0%
AE	0	0%

AH	4	33.33%
NM	0	0%
DE	0	0%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	18	26.87%
OS	9	13.43%
LAB	0	0%
PH	1	1.49%
IS	1	1.49%
AE	0	0%
AH	34	50.75%
NM	2	2.99%
DE	2	2.99%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	40	45.45%
OS	10	11.36%
LAB	1	1.14%
PH	24	27.27%
IS	5	5.68%
AE	0	0%
AH	8	9.09%
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	1	100%
AE	0	0%
AH	0	0%
NM	0	0%

DE	0	0%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	20	52.63%
OS	4	10.53%
LAB	0	0%
PH	5	13.16%
IS	3	7.89%
AE	0	0%
AH	6	15.79%
NM	0	0%
DE	0	0%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
PD	4	40%
OS	3	30%
LAB	0	0%
PH	1	10%
IS	0	0%
AE	0	0%
AH	1	10%
NM	1	10%
DE	0	0%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	2	100%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>

PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
PD	1	11.11%
OS	3	33.33%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	3	33.33%
NM	1	11.11%
DE	1	11.11%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
PD	53	26.24%
OS	30	14.85%
LAB	1	0.5%
PH	54	26.73%
IS	13	6.44%
AE	0	0%
AH	48	23.76%
NM	3	1.49%
DE	0	0%

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	157	92.9%

PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	12	7.1%
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	10	90.91%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	1	9.09%
PD - INTERNAL MEDICINE	0	0%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	8	88.89%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	1	11.11%
PD - INTERNAL MEDICINE	0	0%
<b>Provider Contracting</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>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	3	75%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	1	25%
PD - INTERNAL MEDICINE	0	0%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	22	91.67%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	2	8.33%

PD - INTERNAL MEDICINE	0	0%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	130	90.91%
PD - GERIATRICIAN	2	1.4%
PD - PEDIATRICIAN	11	7.69%
PD - INTERNAL MEDICINE	0	0%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	2	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	18	100%
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	33	82.5%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	6	15%
PD - INTERNAL MEDICINE	1	2.5%
<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	20	100%
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	3	75%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	1	25%
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	1	100%
PD - INTERNAL MEDICINE	0	0%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	50	94.34%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	3	5.66%
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	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>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	1	14.29%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	2	28.57%
OS - OPHTHALMOLOGY	1	14.29%
OS - ORTHOPAEDICS	0	0%
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	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	1	14.29%
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-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	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	1	50%
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	1	50%
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	1	1.33%
OS - UROLOGY	1	1.33%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	3	4%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	2	2.67%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	4	5.33%
OS - OPHTHALMOLOGY	9	12%
OS - ORTHOPAEDICS	17	22.67%
OS - OTORHINOLARYNGOLOGY	2	2.67%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	4	5.33%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	8	10.67%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	4	5.33%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	2	2.67%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	1.33%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	1	1.33%

OS - GENERAL SURGERY	5	6.67%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	1	1.33%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	1	1.33%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	1	1.33%
OS - RESPIRATORY MEDICINE	1	1.33%
OS - PSYCHIATRY	2	2.67%
OS - RADIOTHERAPY	1	1.33%
OS - RHEUMATOLOGY	2	2.67%
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	2	2.67%
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	1	11.11%
OS - OPHTHALMOLOGY	2	22.22%
OS - ORTHOPAEDICS	1	11.11%
OS - OTORHINOLARYNGOLOGY	1	11.11%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	1	11.11%
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	11.11%
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	11.11%
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	1	11.11%
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	1	10%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	1	10%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	2	20%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	10%
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	10%
OS - GENERAL SURGERY	2	20%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	1	10%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	1	10%
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	1	25%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	2	50%
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	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	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-VENERELOGY	2	66.67%
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	1	33.33%
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	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	1	50%
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	2	66.67%
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	1	33.33%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	1	3.33%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	3	10%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	2	6.67%
OS - OBSTETRICS - GYNAECOLOGY	3	10%

OS - OPHTHALMOLOGY	4	13.33%
OS - ORTHOPAEDICS	5	16.67%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	2	6.67%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	3.33%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	3	10%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	1	3.33%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	1	3.33%
OS - MEDICAL ONCOLOGY	1	3.33%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	1	3.33%
OS - PLASTIC SURGERY	1	3.33%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	1	3.33%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%

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

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	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	8	100%
<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	2	8.33%
IS - DOCTOR	22	91.67%
<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	1	100%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	4	80%
IS - DOCTOR	1	20%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	1	100%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	3	100%
<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	13	100%

## 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	804	19.99%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	108	2.68%
Registration to Personal Doctor beneficiary list	99	2.46%

Provider Contracting Contact Type Categories Benefits Package	38 Total 71	0.94% Percentage % 1.76%
Beneficiary Eligibility Information	186	4.62%
Service Provision	1320	32.81%
Contribution/Copayments Information	100	2.49%
Reimbursement Information	68	1.69%
Portal/Website Information	563	13.99%
Technical Support	2	0.05%
Other Information	385	9.57%
Complaints or appeals	64	1.59%
Pre-approval support to Providers	3	0.07%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	9	0.22%
Service provision support to Providers	203	5.05%

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	630	23.54%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	5	0.19%
Registration to Personal Doctor beneficiary list	90	3.36%
Provider Contracting	0	0%
Benefits Package	48	1.79%
Beneficiary Eligibility Information	162	6.05%
Service Provision	782	29.22%
Contribution/Copayments Information	88	3.29%
Reimbursement Information	1	0.04%
Portal/Website Information	474	17.71%
Technical Support	1	0.04%
Other Information	340	12.71%
Complaints or appeals	53	1.98%
Pre-approval support to Providers	1	0.04%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	0	0%

<b>Beneficiaries Contact Type Categories</b>	<b>Total</b>	<b>Percentage %</b>
Service provision support to Providers	1	0.04%

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	1	9.09%
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	2	18.18%
Technical Support	0	0%
Other Information	7	63.64%
Complaints or appeals	1	9.09%
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%

5.2.4 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	173	12.95%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	103	7.71%
Registration to Personal Doctor beneficiary list	9	0.67%
Provider Contracting	38	2.84%
Benefits Package	23	1.72%
Beneficiary Eligibility Information	24	1.8%
Service Provision	538	40.27%
Contribution/Copayments Information	12	0.9%

<b>Providers Contact Type Categories</b>	<b>Total</b>	<b>Percentage %</b>
Portal/Website Information	87	6.51%
Technical Support	1	0.07%
Other Information	38	2.84%
Complaints or appeals	10	0.75%
Pre-approval support to Providers	2	0.15%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	9	0.67%
Service provision support to Providers	202	15.12%

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	261	41.43%
Beneficiary Female	369	58.57%
<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	2	40%
Beneficiary Female	3	60%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	37	41.11%
Beneficiary Female	53	58.89%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	0	0%
Beneficiary Female	0	0%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	19	39.58%
Beneficiary Female	29	60.42%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	80	49.38%
Beneficiary Female	82	50.62%

<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	280	35.81%
Beneficiary Female	502	64.19%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	41	46.59%
Beneficiary Female	47	53.41%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	1	100%
Beneficiary Female	0	0%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	168	35.44%
Beneficiary Female	306	64.56%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	0	0%
Beneficiary Female	1	100%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	142	41.76%
Beneficiary Female	198	58.24%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	17	32.08%
Beneficiary Female	36	67.92%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	0	0%
Beneficiary Female	1	100%
<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	1	100%
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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	167	96.53%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	1	0.58%
AH	4	2.31%
NM	1	0.58%
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	11	10.68%
OS	6	5.83%
LAB	1	0.97%
PH	19	18.45%
IS	8	7.77%
AE	0	0%
AH	45	43.69%
NM	7	6.8%
DE	6	5.83%

<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
PD	9	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	6	15.79%
OS	2	5.26%
LAB	2	5.26%
PH	7	18.42%
IS	0	0%
AE	0	0%
AH	14	36.84%
NM	1	2.63%
DE	6	15.79%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
PD	4	17.39%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	19	82.61%
NM	0	0%
DE	0	0%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	24	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>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
PD	143	26.58%
OS	75	13.94%
LAB	5	0.93%
PH	135	25.09%
IS	24	4.46%
AE	0	0%
AH	145	26.95%
NM	6	1.12%
DE	5	0.93%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	2	16.67%
OS	0	0%
LAB	0	0%
PH	6	50%
IS	0	0%
AE	0	0%
AH	4	33.33%
NM	0	0%
DE	0	0%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	18	26.87%
OS	9	13.43%
LAB	0	0%

PH	1	1.49%
IS	1	1.49%
AE	0	0%
AH	34	50.75%
NM	2	2.99%
DE	2	2.99%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	39	44.83%
OS	10	11.49%
LAB	1	1.15%
PH	24	27.59%
IS	5	5.75%
AE	0	0%
AH	8	9.2%
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	1	100%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	20	52.63%
OS	4	10.53%
LAB	0	0%
PH	5	13.16%
IS	3	7.89%

AE	0	0%
AH	6	15.79%
NM	0	0%
DE	0	0%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
PD	4	40%
OS	3	30%
LAB	0	0%
PH	1	10%
IS	0	0%
AE	0	0%
AH	1	10%
NM	1	10%
DE	0	0%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	2	100%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%

NM	0	0%
DE	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
PD	1	11.11%
OS	3	33.33%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	3	33.33%
NM	1	11.11%
DE	1	11.11%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
PD	53	26.24%
OS	30	14.85%
LAB	1	0.5%
PH	54	26.73%
IS	13	6.44%
AE	0	0%
AH	48	23.76%
NM	3	1.49%
DE	0	0%

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	155	92.81%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	12	7.19%
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	10	90.91%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	1	9.09%
PD - INTERNAL MEDICINE	0	0%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	8	88.89%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	1	11.11%
PD - INTERNAL MEDICINE	0	0%
<b>Provider Contracting</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>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	3	75%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	1	25%
PD - INTERNAL MEDICINE	0	0%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	22	91.67%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	2	8.33%
PD - INTERNAL MEDICINE	0	0%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	130	90.91%
PD - GERIATRICIAN	2	1.4%
PD - PEDIATRICIAN	11	7.69%
PD - INTERNAL MEDICINE	0	0%

<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	2	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	18	100%
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	33	84.62%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	5	12.82%
PD - INTERNAL MEDICINE	1	2.56%
<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	20	100%
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	3	75%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	1	25%
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	1	100%
PD - INTERNAL MEDICINE	0	0%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	50	94.34%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	3	5.66%
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	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>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	1	16.67%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	2	33.33%
OS - OPHTHALMOLOGY	1	16.67%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	16.67%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREEOLOGY	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	1	16.67%
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-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	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	1	50%
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	1	50%
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	1	1.33%
OS - UROLOGY	1	1.33%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	3	4%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	2	2.67%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	4	5.33%
OS - OPHTHALMOLOGY	9	12%
OS - ORTHOPAEDICS	17	22.67%
OS - OTORHINOLARYNGOLOGY	2	2.67%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	4	5.33%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	8	10.67%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	4	5.33%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	2	2.67%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	1.33%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	1	1.33%
OS - GENERAL SURGERY	5	6.67%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	1	1.33%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	1	1.33%

OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	1	1.33%
OS - RESPIRATORY MEDICINE	1	1.33%
OS - PSYCHIATRY	2	2.67%
OS - RADIOTHERAPY	1	1.33%
OS - RHEUMATOLOGY	2	2.67%
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	2	2.67%
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	1	11.11%

OS - OPHTHALMOLOGY	2	22.22%
OS - ORTHOPAEDICS	1	11.11%
OS - OTORHINOLARYNGOLOGY	1	11.11%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	1	11.11%
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	11.11%
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	11.11%
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	1	11.11%
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	1	10%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	1	10%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	2	20%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	10%
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	10%
OS - GENERAL SURGERY	2	20%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%

OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	1	10%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	1	10%
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	1	25%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%

OS - OBSTETRICS - GYNAECOLOGY	2	50%
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	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	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	2	66.67%
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	1	33.33%
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	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	1	50%
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	2	66.67%
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	1	33.33%

OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	1	3.33%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	3	10%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	2	6.67%
OS - OBSTETRICS - GYNAECOLOGY	3	10%
OS - OPHTHALMOLOGY	4	13.33%
OS - ORTHOPAEDICS	5	16.67%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	2	6.67%

OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	3.33%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	3	10%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	1	3.33%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	1	3.33%
OS - MEDICAL ONCOLOGY	1	3.33%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	1	3.33%
OS - PLASTIC SURGERY	1	3.33%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	1	3.33%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%

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	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	8	100%
<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	2	8.33%
IS - DOCTOR	22	91.67%
<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	1	100%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	4	80%
IS - DOCTOR	1	20%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	1	100%

<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	3	100%
<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	13	100%

### 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	87	22.72%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	9	2.35%
Registration to Personal Doctor beneficiary list	34	8.88%
Provider Contracting	4	1.04%
Benefits Package	9	2.35%
Beneficiary Eligibility Information	13	3.39%
Service Provision	26	6.79%
Contribution/Copayments Information	15	3.92%
Reimbursement Information	7	1.83%
Portal/Website Information	100	26.11%

Technical Support Contact Type Categories	0 Total	0% Percentage %
Other Information	48	12.53%
Complaints or appeals	28	7.31%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	2	0.52%
Service provision support to Providers	1	0.26%

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	85	22.43%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	8	2.11%

Registration to Personal Doctor beneficiary list General Public Contact Type Categories	34 Total	8.97% Percentage %
Provider Contracting	4	1.06%
Benefits Package	9	2.37%
Beneficiary Eligibility Information	13	3.43%
Service Provision	26	6.86%
Contribution/Copayments Information	15	3.96%
Reimbursement Information	7	1.85%
Portal/Website Information	99	26.12%
Technical Support	0	0%
Other Information	48	12.66%
Complaints or appeals	28	7.39%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	2	0.53%
Service provision support to Providers	1	0.26%

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

Providers Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	2	50%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	1	25%
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	1	25%
Technical Support	0	0%
Other Information	0	0%
Complaints or appeals	0	0%
Pre-approval support to Providers	0	0%

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

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

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

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

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

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

IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	1	100%
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	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 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	0	0%
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	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>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%

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

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

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

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

<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
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	1	100%
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	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>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	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>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	4199	95.3%
Escalated	133	3.02%
Follow up	74	1.68%

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

Beneficiaries Status	Total	Percentage %
First Contact Resolution	2647	98.92%
Escalated	29	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	227	58.21%
Escalated	89	22.82%
Follow up	74	18.97%

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

Providers Status	Total	Percentage %
First Contact Resolution	1325	98.88%
Escalated	15	1.12%
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	1036	39.14%
Beneficiary Female	1611	60.86%
Escalated	Total	Percentage %
Beneficiary Male	12	41.38%
Beneficiary Female	17	58.62%
Follow up	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%

#### 6.1.6 Status of Providers Segment queries and % on total number of Status of Providers queries.

Providers Segment	Total	Percentage %

<b>First Contact Resolution</b>	<b>Total</b>	<b>Percentage %</b>
PD	495	37.36%
OS	144	10.87%
LAB	10	0.75%
PH	252	19.02%
IS	54	4.08%
AE	1	0.08%
AH	329	24.83%
NM	21	1.58%
DE	19	1.43%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>
PD	9	60%
OS	1	6.67%
LAB	0	0%
PH	0	0%
IS	1	6.67%
AE	0	0%
AH	2	13.33%
NM	1	6.67%
DE	1	6.67%
<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%

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

<b>First Contact Resolution</b>	<b>Total</b>	<b>Percentage %</b>

PD - GENERAL MEDICINE	453	91.52%
PD - GERIATRICIAN	2	0.4%
PD - PEDIATRICIAN	39	7.88%
PD - INTERNAL MEDICINE	1	0.2%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	9	100%
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%

6.1.8 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	1	0.69%
OS - UROLOGY	2	1.39%
OS - RENAL DISEASES	1	0.69%
OS - NEUROLOGY	7	4.86%
OS - VASCULAR SURGERY	1	0.69%
OS - NEUROLOGICAL SURGERY	2	1.39%
OS - NUCLEAR MEDICINE	2	1.39%
OS - OBSTETRICS - GYNAECOLOGY	14	9.72%
OS - OPHTHALMOLOGY	16	11.11%
OS - ORTHOPAEDICS	25	17.36%
OS - OTORHINOLARYNGOLOGY	4	2.78%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	5	3.47%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	13	9.03%
OS - MEDICAL GENETIC	0	0%

OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	9	6.25%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	5	3.47%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	0.69%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	3	2.08%
OS - GENERAL SURGERY	10	6.94%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	1	0.69%
OS - PATHOLOGICAL ANATOMY	1	0.69%
OS - MEDICAL ONCOLOGY	2	1.39%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	1	0.69%
OS - PLASTIC SURGERY	5	3.47%
OS - RESPIRATORY MEDICINE	2	1.39%
OS - PSYCHIATRY	5	3.47%
OS - RADIOTHERAPY	2	1.39%
OS - RHEUMATOLOGY	2	1.39%
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	2	1.39%
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	1	100%
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>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	6	11.11%
IS - DOCTOR	48	88.89%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	1	100%
<b>Follow up</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%

6.1.10 Status of Contact Type Categories queries and % on total number of Contact Type Categories queries.

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	849	95.29%
Escalated	34	3.82%
Follow up	8	0.9%
<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	111	94.87%
Escalated	6	5.13%
Follow up	0	0%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	127	95.49%
Escalated	2	1.5%
Follow up	4	3.01%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	40	95.24%
Escalated	1	2.38%
Follow up	1	2.38%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	76	95%
Escalated	3	3.75%
Follow up	1	1.25%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	198	99.5%
Escalated	1	0.5%
Follow up	0	0%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	1329	98.74%
Escalated	9	0.67%
Follow up	8	0.59%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	112	97.39%
Escalated	3	2.61%
Follow up	0	0%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>

First Contact Resolution	74	98.67%
Escalated	1	1.33%
Follow up	0	0%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	608	91.7%
Escalated	41	6.18%
Follow up	14	2.11%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	2	100%
Escalated	0	0%
Follow up	0	0%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	387	89.38%
Escalated	9	2.08%
Follow up	37	8.55%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	70	76.09%
Escalated	21	22.83%
Follow up	1	1.09%
<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	0	0%
Escalated	0	0%
Follow up	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	11	100%
Escalated	0	0%
Follow up	0	0%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>

First Contact Resolution	202	99.02%
Escalated	2	0.98%
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	3979	98.91%
Escalated	44	1.09%
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	2647	98.92%
Escalated	29	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	11	100%
Escalated	0	0%
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	1321	98.88%
Escalated	15	1.12%
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	1036	39.14%
Beneficiary Female	1611	60.86%
Escalated	Total	Percentage %
Beneficiary Male	12	41.38%
Beneficiary Female	17	58.62%
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	492	37.24%
OS	143	10.83%
LAB	10	0.76%
PH	252	19.08%
IS	54	4.09%
AE	1	0.08%
AH	329	24.91%
NM	21	1.59%
DE	19	1.44%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>
PD	9	60%
OS	1	6.67%
LAB	0	0%
PH	0	0%
IS	1	6.67%
AE	0	0%
AH	2	13.33%
NM	1	6.67%
DE	1	6.67%
<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	451	91.67%
PD - GERIATRICIAN	2	0.41%
PD - PEDIATRICIAN	38	7.72%
PD - INTERNAL MEDICINE	1	0.2%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	9	100%
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%

6.2.8 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	1	0.7%
OS - UROLOGY	2	1.4%
OS - RENAL DISEASES	1	0.7%
OS - NEUROLOGY	7	4.9%
OS - VASCULAR SURGERY	1	0.7%
OS - NEUROLOGICAL SURGERY	2	1.4%
OS - NUCLEAR MEDICINE	2	1.4%
OS - OBSTETRICS - GYNAECOLOGY	14	9.79%
OS - OPHTHALMOLOGY	16	11.19%
OS - ORTHOPAEDICS	25	17.48%
OS - OTORHINOLARYNGOLOGY	4	2.8%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	5	3.5%
OS - PAEDIATRICS	0	0%

OS - CARDIOLOGY	12	8.39%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	9	6.29%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	5	3.5%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	0.7%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	3	2.1%
OS - GENERAL SURGERY	10	6.99%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	1	0.7%
OS - PATHOLOGICAL ANATOMY	1	0.7%
OS - MEDICAL ONCOLOGY	2	1.4%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	1	0.7%
OS - PLASTIC SURGERY	5	3.5%
OS - RESPIRATORY MEDICINE	2	1.4%
OS - PSYCHIATRY	5	3.5%
OS - RADIOTHERAPY	2	1.4%
OS - RHEUMATOLOGY	2	1.4%
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	2	1.4%
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	1	100%
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>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	6	11.11%
IS - DOCTOR	48	88.89%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	1	100%
<b>Follow up</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%

6.2.10 Status of Contact Type Categories queries and % on total number of Contact Type Categories telephone call queries.

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	782	97.26%
Escalated	22	2.74%

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	103	95.37%
Escalated	5	4.63%
Follow up	0	0%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	98	98.99%
Escalated	1	1.01%
Follow up	0	0%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	38	100%
Escalated	0	0%
Follow up	0	0%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	70	98.59%
Escalated	1	1.41%
Follow up	0	0%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	185	99.46%
Escalated	1	0.54%
Follow up	0	0%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	1313	99.47%
Escalated	7	0.53%
Follow up	0	0%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	100	100%
Escalated	0	0%

Follow up	0	0%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	68	100%
Escalated	0	0%
Follow up	0	0%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	562	99.82%
Escalated	1	0.18%
Follow up	0	0%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	2	100%
Escalated	0	0%
Follow up	0	0%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	381	98.96%
Escalated	4	1.04%
Follow up	0	0%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	64	100%
Escalated	0	0%
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	0	0%
Escalated	0	0%
Follow up	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	9	100%
Escalated	0	0%

Follow up	0	0%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	201	99.01%
Escalated	2	0.99%
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	220	57.44%
Escalated	89	23.24%
Follow up	74	19.32%

#### 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	216	56.99%
Escalated	89	23.48%
Follow up	74	19.53%

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

Providers Status	Total	Percentage %
First Contact Resolution	4	100%
Escalated	0	0%
Follow up	0	0%

#### 6.3.5 Status of Beneficiaries Male & Female Age Group queries and % on total number of Status of Beneficiaries email queries.

First Contact Resolution	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Escalated	Total	Percentage %
Beneficiary Male	0	0%

Beneficiary Female	0	0%
<b>Follow up</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	0	0%
Beneficiary Female	0	0%

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

<b>First Contact Resolution</b>	<b>Total</b>	<b>Percentage %</b>
PD	3	75%
OS	1	25%
LAB	0	0%
PH	0	0%
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	0	0%
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	2	66.67%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	1	33.33%
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	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>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	67	77.01%
Escalated	12	13.79%
Follow up	8	9.2%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	0	0%
Escalated	0	0%
Follow up	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	8	88.89%
Escalated	1	11.11%
Follow up	0	0%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	29	85.29%
Escalated	1	2.94%
Follow up	4	11.76%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	2	50%
Escalated	1	25%
Follow up	1	25%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	6	66.67%
Escalated	2	22.22%
Follow up	1	11.11%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	13	100%
Escalated	0	0%
Follow up	0	0%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	16	61.54%
Escalated	2	7.69%
Follow up	8	30.77%

<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	12	80%
Escalated	3	20%
Follow up	0	0%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	6	85.71%
Escalated	1	14.29%
Follow up	0	0%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	46	46%
Escalated	40	40%
Follow up	14	14%
<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	6	12.5%
Escalated	5	10.42%
Follow up	37	77.08%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	6	21.43%
Escalated	21	75%
Follow up	1	3.57%
<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	2	100%
Escalated	0	0%
Follow up	0	0%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	1	100%
Escalated	0	0%
Follow up	0	0%

## 7. Telephone calls average length time.

- 7.1 Average length time (seconds): 85
- 7.2 Beneficiaries Average length time (seconds): 84
- 7.3 Providers Average length time (seconds): 88

## 8. Telephone calls average wrap up time.

- 8.1 Average wrap up time (seconds): 9
- 8.2 Beneficiaries Average wrap up time (seconds): 10
- 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): 25
- 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.	2319/2671	86.82%

  

Calls answered in 120 seconds.	Total	Percentage %
SLA is 90% for inbound calls.	2572/2671	96.29%

## 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.	1165/1335	87.27%

  

Calls answered in 60 seconds.	Total	Percentage %
SLA is 95% for inbound calls.	1276/1335	95.58%

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

Calls marked as first contact resolution.	Total	Percentage %
SLA is 95% of calls.	3979/4023	98.91%

13. Emails average assignment time.

Emails average assignment time (seconds): 28271

14. Emails average resolution time.

Emails average resolution time (seconds), 28613

15. Email priority assignment (SLA-10).

Email acquired in 1 business day.	Total	Percentage %
SLA is 95% of emails.	383/383	100%

16. Email resolution (SLA-12).

Emails resolved within 3 business days.	Total	Percentage %
SLA is 98% of emails.	294/294	100%

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

17.1 Total Surveys

Total Surveys: 125

Rating in scale of 4	Average
SLA is > 3	3.23

**End of Report**