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| Report name: | Vocalcom application reporting. | | |
| Report description: | 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. | | |
| Reporting software: | Vocalcom application. | | |
| Customer: | Health Insurance organization | Contact Person: | Ifigeneia Kammitisi |
| Printing date: | 12/03/2026 09:07:38 | | |
| Reporting period date: | 02/03/2026 05:54:46 - 11/03/2026 19:48:45 | | |

1. Number of handled queries.

1.1 Number of queries

Number of queries: 5809

1.2 Number of queries per channel of communication.

| Channel of Communication | Total | Percentage % |
|--------------------------|-------|--------------|
| Inbound | 5288 | 91.03% |
| Voicemail | 18 | 0.31% |
| Email | 503 | 8.66% |

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

| Channel of Communication | Total | Percentage % |
|--------------------------|-------|--------------|
| Telephone calls | 5306 | 91.34% |

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 | 3511 | 60.44% |

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

| Contact Initiator | Total | Percentage % |
|-------------------|-------|--------------|
| General Public | 511 | 8.8% |

2.1.3 Providers queries and % on total number of queries.

| Contact Initiator | Total | Percentage % |
|-------------------|-------|--------------|
| Providers | 1787 | 30.76% |

2.2 Telephone calls

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

| Contact Initiator | Total | Percentage % |
|-------------------|-------|--------------|
| Beneficiaries | 3511 | 66.17% |

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

| Contact Initiator | Total | Percentage % |
|-------------------|-------|--------------|
| General Public | 13 | 0.25% |

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

| Contact Initiator | Total | Percentage % |
|-------------------|-------|--------------|
| Providers | 1782 | 33.58% |

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 | 498 | 99.01% |

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

| Contact Initiator | Total | Percentage % |
|-------------------|-------|--------------|
| Providers | 5 | 0.99% |

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 | 1338 | 38.11% |

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

| Beneficiary Gender | Total | Percentage % |
|--------------------|-------|--------------|
| Beneficiary Female | 2173 | 61.89% |

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 | 1338 | 38.11% |

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

| Beneficiary Gender | Total | Percentage % |
|--------------------|-------|--------------|
| Beneficiary Female | 2173 | 61.89% |

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 | 677 | 37.88% |
| OS | 196 | 10.97% |
| LAB | 13 | 0.73% |
| PH | 319 | 17.85% |
| IS | 70 | 3.92% |
| AE | 1 | 0.06% |
| AH | 448 | 25.07% |
| NM | 32 | 1.79% |
| DE | 31 | 1.73% |

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

| PD Specialties | Total | Percentage % |
|------------------------|-------|--------------|
| PD - GENERAL MEDICINE | 609 | 89.96% |
| PD - GERIATRICIAN | 2 | 0.3% |
| PD - PEDIATRICIAN | 63 | 9.31% |
| PD - INTERNAL MEDICINE | 3 | 0.44% |

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

| OS Specialties | Total | Percentage % |
|---|-------|--------------|
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 1 | 0.51% |
| OS - UROLOGY | 2 | 1.02% |
| OS - RENAL DISEASES | 1 | 0.51% |
| OS - NEUROLOGY | 10 | 5.1% |
| OS - VASCULAR SURGERY | 1 | 0.51% |
| OS - NEUROLOGICAL SURGERY | 3 | 1.53% |
| OS - NUCLEAR MEDICINE | 2 | 1.02% |
| OS - OBSTETRICS - GYNAECOLOGY | 22 | 11.22% |
| OS - OPHTHALMOLOGY | 19 | 9.69% |
| OS - ORTHOPAEDICS | 31 | 15.82% |
| OS - OTORHINOLARYNGOLOGY | 5 | 2.55% |
| OS - ALLERGOLOGY | 1 | 0.51% |

| OS - ANESTHESIOLOGY OS Specialties | 8 Total | 4.08% Percentage % |
|---|------------|-----------------------|
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 19 | 9.69% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 14 | 7.14% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 5 | 2.55% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 3 | 1.53% |
| OS - PAEDIATRIC SURGERY | 1 | 0.51% |
| OS - GASTROENTEROLOGY | 4 | 2.04% |
| OS - GENERAL SURGERY | 11 | 5.61% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 1 | 0.51% |
| OS - PATHOLOGICAL ANATOMY | 1 | 0.51% |
| OS - MEDICAL ONCOLOGY | 2 | 1.02% |
| OS - INTERNAL MEDICINE | 1 | 0.51% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 2 | 1.02% |
| OS - PLASTIC SURGERY | 9 | 4.59% |
| OS - RESPIRATORY MEDICINE | 2 | 1.02% |
| OS - PSYCHIATRY | 9 | 4.59% |
| OS - RADIOTHERAPY | 2 | 1.02% |
| OS - RHEUMATOLOGY | 2 | 1.02% |
| 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 | 1.02% |
| 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 | 11 Total | 15.71% Percentage % |
| IS - DOCTOR | 59 | 84.29% |

4.2 Telephone calls

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

| Providers Segment | Total | Percentage % |
|-------------------|-------|--------------|
| PD | 674 | 37.82% |
| OS | 195 | 10.94% |
| LAB | 13 | 0.73% |
| PH | 319 | 17.9% |
| IS | 70 | 3.93% |
| AE | 1 | 0.06% |
| AH | 448 | 25.14% |
| NM | 31 | 1.74% |
| DE | 31 | 1.74% |

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

| PD Specialties | Total | Percentage % |
|------------------------|-------|--------------|
| PD - GENERAL MEDICINE | 607 | 90.06% |
| PD - GERIATRICIAN | 2 | 0.3% |
| PD - PEDIATRICIAN | 62 | 9.2% |
| PD - INTERNAL MEDICINE | 3 | 0.45% |

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 | 0.51% |
| OS - UROLOGY | 2 | 1.03% |
| OS - RENAL DISEASES | 1 | 0.51% |
| OS - NEUROLOGY | 10 | 5.13% |
| OS - VASCULAR SURGERY | 1 | 0.51% |
| OS - NEUROLOGICAL SURGERY | 3 | 1.54% |
| OS - NUCLEAR MEDICINE | 2 | 1.03% |
| OS - OBSTETRICS - GYNAECOLOGY | 22 | 11.28% |
| OS - OPHTHALMOLOGY | 19 | 9.74% |
| OS - ORTHOPAEDICS | 31 | 15.9% |
| OS - OTORHINOLARYNGOLOGY | 5 | 2.56% |

| OS Specialties | Total | Percentage % |
|---|-------|--------------|
| OS - ANESTHESIOLOGY | 8 | 4.1% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 18 | 9.23% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 14 | 7.18% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 5 | 2.56% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 3 | 1.54% |
| OS - PAEDIATRIC SURGERY | 1 | 0.51% |
| OS - GASTROENTEROLOGY | 4 | 2.05% |
| OS - GENERAL SURGERY | 11 | 5.64% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 1 | 0.51% |
| OS - PATHOLOGICAL ANATOMY | 1 | 0.51% |
| OS - MEDICAL ONCOLOGY | 2 | 1.03% |
| OS - INTERNAL MEDICINE | 1 | 0.51% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 2 | 1.03% |
| OS - PLASTIC SURGERY | 9 | 4.62% |
| OS - RESPIRATORY MEDICINE | 2 | 1.03% |
| OS - PSYCHIATRY | 9 | 4.62% |
| OS - RADIOTHERAPY | 2 | 1.03% |
| OS - RHEUMATOLOGY | 2 | 1.03% |
| 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 | 1.03% |
| 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 | 11 | 15.71% |
| IS - DOCTOR | 59 | 84.29% |

4.3 Emails

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

| Providers Segment | Total | Percentage % |
|-------------------|-------|--------------|
| PD | 3 | 60% |
| OS | 1 | 20% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 1 | 20% |
| 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 % |
|--|------------|--------------------|

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 | 1216 | 20.93% |
| Delayed reimbursement cases | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | 157 | 2.7% |
| Registration to Personal Doctor beneficiary list | 169 | 2.91% |
| Provider Contracting | 54 | 0.93% |
| Benefits Package | 111 | 1.91% |
| Beneficiary Eligibility Information | 246 | 4.23% |
| Service Provision | 1791 | 30.83% |
| Contribution/Copayments Information | 159 | 2.74% |
| Reimbursement Information | 98 | 1.69% |
| Portal/Website Information | 897 | 15.44% |
| Technical Support | 2 | 0.03% |
| Other Information | 526 | 9.05% |
| Complaints or appeals | 113 | 1.95% |
| Pre-approval support to Providers | 4 | 0.07% |
| Beneficiary and Provider support on Beneficiary el | 0 | 0% |
| Claims | 20 | 0.34% |
| Service provision support to Providers | 246 | 4.23% |

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

| Beneficiaries Contact Type Categories | Total | Percentage % |
|---|-------|--------------|
| Beneficiary Enrolment Information | 857 | 24.41% |
| Delayed reimbursement cases | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | 5 | 0.14% |
| Registration to Personal Doctor beneficiary list | 114 | 3.25% |
| Provider Contracting | 0 | 0% |
| Benefits Package | 67 | 1.91% |
| Beneficiary Eligibility Information | 200 | 5.7% |
| Service Provision | 1010 | 28.77% |
| Contribution/Copayments Information | 122 | 3.47% |

| Reimbursement Information Beneficiaries Contact Type Categories | 1 Total | 0.03% Percentage % |
|--|------------|-----------------------|
| Portal/Website Information | 643 | 18.31% |
| Technical Support | 1 | 0.03% |
| Other Information | 418 | 11.91% |
| Complaints or appeals | 68 | 1.94% |
| Pre-approval support to Providers | 1 | 0.03% |
| Beneficiary and Provider support on Beneficiary el | 0 | 0% |
| Claims | 0 | 0% |
| Service provision support to Providers | 4 | 0.11% |

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 | 117 | 22.9% |
| Delayed reimbursement cases | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | 12 | 2.35% |
| Registration to Personal Doctor beneficiary list | 37 | 7.24% |
| Provider Contracting | 6 | 1.17% |
| Benefits Package | 10 | 1.96% |
| Beneficiary Eligibility Information | 18 | 3.52% |
| Service Provision | 47 | 9.2% |
| Contribution/Copayments Information | 19 | 3.72% |
| Reimbursement Information | 7 | 1.37% |
| Portal/Website Information | 136 | 26.61% |
| Technical Support | 0 | 0% |
| Other Information | 64 | 12.52% |
| Complaints or appeals | 35 | 6.85% |
| Pre-approval support to Providers | 0 | 0% |
| Beneficiary and Provider support on Beneficiary el | 0 | 0% |
| Claims | 2 | 0.39% |
| Service provision support to Providers | 1 | 0.2% |

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

| Providers Contact Type Categories | Total | Percentage % |
|-----------------------------------|-------|--------------|
| Beneficiary Enrolment Information | 242 | 13.54% |

| Delayed reimbursement cases Providers Contact Type Categories | 0 Total | 0% Percentage % |
|--|------------|--------------------|
| Provider & Healthcare Professionals Enrolment Inf | 140 | 7.83% |
| Registration to Personal Doctor beneficiary list | 18 | 1.01% |
| Provider Contracting | 48 | 2.69% |
| Benefits Package | 34 | 1.9% |
| Beneficiary Eligibility Information | 28 | 1.57% |
| Service Provision | 734 | 41.07% |
| Contribution/Copayments Information | 18 | 1.01% |
| Reimbursement Information | 90 | 5.04% |
| Portal/Website Information | 118 | 6.6% |
| Technical Support | 1 | 0.06% |
| Other Information | 44 | 2.46% |
| Complaints or appeals | 10 | 0.56% |
| Pre-approval support to Providers | 3 | 0.17% |
| Beneficiary and Provider support on Beneficiary el | 0 | 0% |
| Claims | 18 | 1.01% |
| Service provision support to Providers | 241 | 13.49% |

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

| Beneficiary Enrolment Information | Total | Percentage % |
|--|--------------|---------------------|
| Beneficiary Male | 349 | 40.72% |
| Beneficiary Female | 508 | 59.28% |
| Delayed reimbursement cases | Total | Percentage % |
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | Total | Percentage % |
| Beneficiary Male | 2 | 40% |
| Beneficiary Female | 3 | 60% |
| Registration to Personal Doctor beneficiary list | Total | Percentage % |
| Beneficiary Male | 47 | 41.23% |
| Beneficiary Female | 67 | 58.77% |
| Provider Contracting | Total | Percentage % |
| Beneficiary Male | 0 | 0% |

| | | |
|---|--------------|---------------------|
| Beneficiary Female | 0 | 0% |
| Benefits Package | Total | Percentage % |
| Beneficiary Male | 22 | 32.84% |
| Beneficiary Female | 45 | 67.16% |
| Beneficiary Eligibility Information | Total | Percentage % |
| Beneficiary Male | 93 | 46.5% |
| Beneficiary Female | 107 | 53.5% |
| Service Provision | Total | Percentage % |
| Beneficiary Male | 348 | 34.46% |
| Beneficiary Female | 662 | 65.54% |
| Contribution/Copayments Information | Total | Percentage % |
| Beneficiary Male | 53 | 43.44% |
| Beneficiary Female | 69 | 56.56% |
| Reimbursement Information | Total | Percentage % |
| Beneficiary Male | 1 | 100% |
| Beneficiary Female | 0 | 0% |
| Portal/Website Information | Total | Percentage % |
| Beneficiary Male | 226 | 35.15% |
| Beneficiary Female | 417 | 64.85% |
| Technical Support | Total | Percentage % |
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 1 | 100% |
| Other Information | Total | Percentage % |
| Beneficiary Male | 171 | 40.91% |
| Beneficiary Female | 247 | 59.09% |
| Complaints or appeals | Total | Percentage % |
| Beneficiary Male | 24 | 35.29% |
| Beneficiary Female | 44 | 64.71% |
| Pre-approval support to Providers | Total | Percentage % |
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 1 | 100% |
| Beneficiary and Provider support on Beneficiary el | Total | Percentage % |

| | | |
|---|--------------|---------------------|
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 0 | 0% |
| Claims | Total | Percentage % |
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 0 | 0% |
| Service provision support to Providers | Total | Percentage % |
| Beneficiary Male | 2 | 50% |
| Beneficiary Female | 2 | 50% |

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

| | | |
|--|--------------|---------------------|
| Beneficiary Enrolment Information | Total | Percentage % |
| PD | 234 | 96.69% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 1 | 0.41% |
| AH | 5 | 2.07% |
| NM | 1 | 0.41% |
| DE | 1 | 0.41% |
| Delayed reimbursement cases | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | Total | Percentage % |
| PD | 18 | 12.86% |
| OS | 10 | 7.14% |

| | | |
|---|--------------|---------------------|
| LAB | 2 | 1.43% |
| PH | 22 | 15.71% |
| IS | 10 | 7.14% |
| AE | 0 | 0% |
| AH | 55 | 39.29% |
| NM | 12 | 8.57% |
| DE | 11 | 7.86% |
| Registration to Personal Doctor beneficiary list | Total | Percentage % |
| PD | 17 | 94.44% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 1 | 5.56% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Provider Contracting | Total | Percentage % |
| PD | 9 | 18.75% |
| OS | 3 | 6.25% |
| LAB | 2 | 4.17% |
| PH | 8 | 16.67% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 17 | 35.42% |
| NM | 2 | 4.17% |
| DE | 7 | 14.58% |
| Benefits Package | Total | Percentage % |
| PD | 8 | 23.53% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 1 | 2.94% |

| | | |
|--|--------------|---------------------|
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 25 | 73.53% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Beneficiary Eligibility Information | Total | Percentage % |
| PD | 28 | 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% |
| Service Provision | Total | Percentage % |
| PD | 193 | 26.29% |
| OS | 97 | 13.22% |
| LAB | 6 | 0.82% |
| PH | 179 | 24.39% |
| IS | 28 | 3.81% |
| AE | 0 | 0% |
| AH | 217 | 29.56% |
| NM | 8 | 1.09% |
| DE | 6 | 0.82% |
| Contribution/Copayments Information | Total | Percentage % |
| PD | 3 | 16.67% |
| OS | 3 | 16.67% |
| LAB | 0 | 0% |
| PH | 7 | 38.89% |
| IS | 0 | 0% |
| AE | 0 | 0% |

| | | |
|-----------------------------------|--------------|---------------------|
| AH | 5 | 27.78% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Reimbursement Information | Total | Percentage % |
| PD | 25 | 27.78% |
| OS | 12 | 13.33% |
| LAB | 0 | 0% |
| PH | 1 | 1.11% |
| IS | 3 | 3.33% |
| AE | 0 | 0% |
| AH | 41 | 45.56% |
| NM | 3 | 3.33% |
| DE | 5 | 5.56% |
| Portal/Website Information | Total | Percentage % |
| PD | 54 | 45.76% |
| OS | 17 | 14.41% |
| LAB | 2 | 1.69% |
| PH | 28 | 23.73% |
| IS | 8 | 6.78% |
| AE | 0 | 0% |
| AH | 9 | 7.63% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Technical Support | Total | Percentage % |
| 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% |
| Other Information | Total | Percentage % |
| PD | 22 | 50% |
| OS | 4 | 9.09% |
| LAB | 0 | 0% |
| PH | 8 | 18.18% |
| IS | 4 | 9.09% |
| AE | 0 | 0% |
| AH | 6 | 13.64% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Complaints or appeals | Total | Percentage % |
| 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% |
| Pre-approval support to Providers | Total | Percentage % |
| PD | 0 | 0% |
| OS | 2 | 66.67% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 1 | 33.33% |
| DE | 0 | 0% |
| Beneficiary and Provider support on Beneficiary el | Total | Percentage % |

| | | |
|---|--------------|---------------------|
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Claims | Total | Percentage % |
| PD | 2 | 11.11% |
| OS | 7 | 38.89% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 7 | 38.89% |
| NM | 1 | 5.56% |
| DE | 1 | 5.56% |
| Service provision support to Providers | Total | Percentage % |
| PD | 60 | 24.9% |
| OS | 38 | 15.77% |
| LAB | 1 | 0.41% |
| PH | 63 | 26.14% |
| IS | 16 | 6.64% |
| AE | 0 | 0% |
| AH | 60 | 24.9% |
| NM | 3 | 1.24% |
| 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.

| | | |
|--|--------------|---------------------|
| Beneficiary Enrolment Information | Total | Percentage % |
| PD - GENERAL MEDICINE | 213 | 91.03% |

| | | |
|--|--------------|---------------------|
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 21 | 8.97% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Delayed reimbursement cases | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | Total | Percentage % |
| PD - GENERAL MEDICINE | 17 | 94.44% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 1 | 5.56% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Registration to Personal Doctor beneficiary list | Total | Percentage % |
| PD - GENERAL MEDICINE | 15 | 88.24% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 2 | 11.76% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Provider Contracting | Total | Percentage % |
| PD - GENERAL MEDICINE | 8 | 88.89% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 1 | 11.11% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Benefits Package | Total | Percentage % |
| PD - GENERAL MEDICINE | 6 | 75% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 2 | 25% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Beneficiary Eligibility Information | Total | Percentage % |
| PD - GENERAL MEDICINE | 25 | 89.29% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 3 | 10.71% |

| | | |
|--|--------------|---------------------|
| PD - INTERNAL MEDICINE | 0 | 0% |
| Service Provision | Total | Percentage % |
| PD - GENERAL MEDICINE | 168 | 87.05% |
| PD - GERIATRICIAN | 2 | 1.04% |
| PD - PEDIATRICIAN | 21 | 10.88% |
| PD - INTERNAL MEDICINE | 2 | 1.04% |
| Contribution/Copayments Information | Total | Percentage % |
| PD - GENERAL MEDICINE | 3 | 100% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Reimbursement Information | Total | Percentage % |
| PD - GENERAL MEDICINE | 25 | 100% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Portal/Website Information | Total | Percentage % |
| PD - GENERAL MEDICINE | 47 | 87.04% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 6 | 11.11% |
| PD - INTERNAL MEDICINE | 1 | 1.85% |
| Technical Support | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Other Information | Total | Percentage % |
| PD - GENERAL MEDICINE | 22 | 100% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Complaints or appeals | Total | Percentage % |

| | | |
|---|--------------|---------------------|
| PD - GENERAL MEDICINE | 3 | 75% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 1 | 25% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Pre-approval support to Providers | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Beneficiary and Provider support on Beneficiary el | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Claims | Total | Percentage % |
| PD - GENERAL MEDICINE | 1 | 50% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 1 | 50% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Service provision support to Providers | Total | Percentage % |
| PD - GENERAL MEDICINE | 56 | 93.33% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 4 | 6.67% |
| 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.

| Beneficiary Enrolment Information | 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% |
| Delayed reimbursement cases | 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-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% |
| Provider & Healthcare Professionals Enrolment Inf | 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 | 1 | 10% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 2 | 20% |
| OS - OPHTHALMOLOGY | 1 | 10% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 1 | 10% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 3 | 30% |
| 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 | 2 | 20% |
| 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% |
| Registration to Personal Doctor beneficiary list | 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% |
| Provider Contracting | 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 | 1 | 33.33% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 1 | 33.33% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 0 | 0% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 0 | 0% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 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 | 33.33% |
| 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% |
| Benefits Package | 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% |
| Beneficiary Eligibility Information | 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% |
| Service Provision | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 1 | 1.03% |
| OS - UROLOGY | 1 | 1.03% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 3 | 3.09% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 2 | 2.06% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 8 | 8.25% |
| OS - OPHTHALMOLOGY | 10 | 10.31% |
| OS - ORTHOPAEDICS | 21 | 21.65% |
| OS - OTORHINOLARYNGOLOGY | 2 | 2.06% |
| OS - ALLERGOLOGY | 1 | 1.03% |
| OS - ANESTHESIOLOGY | 5 | 5.15% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 9 | 9.28% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 7 | 7.22% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 2 | 2.06% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 2 | 2.06% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 1 | 1.03% |

| | | |
|--|--------------|---------------------|
| OS - GENERAL SURGERY | 5 | 5.15% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 1 | 1.03% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 1 | 1.03% |
| OS - INTERNAL MEDICINE | 1 | 1.03% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 1 | 1.03% |
| OS - PLASTIC SURGERY | 3 | 3.09% |
| OS - RESPIRATORY MEDICINE | 1 | 1.03% |
| OS - PSYCHIATRY | 4 | 4.12% |
| OS - RADIOTHERAPY | 1 | 1.03% |
| OS - RHEUMATOLOGY | 2 | 2.06% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 2 | 2.06% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Contribution/Copayments Information | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 1 | 33.33% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 1 | 33.33% |
| 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% |
| Reimbursement Information | 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 | 2 | 16.67% |
| OS - OPHTHALMOLOGY | 3 | 25% |
| OS - ORTHOPAEDICS | 1 | 8.33% |
| OS - OTORHINOLARYNGOLOGY | 1 | 8.33% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 1 | 8.33% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 1 | 8.33% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 1 | 8.33% |
| 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 | 8.33% |
| 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 | 8.33% |
| 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% |
| Portal/Website Information | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 2 | 11.76% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 1 | 5.88% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 3 | 17.65% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 2 | 11.76% |
| 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 | 3 | 17.65% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 0 | 0% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 1 | 5.88% |

| | | |
|---|--------------|---------------------|
| OS - GASTROENTEROLOGY | 1 | 5.88% |
| OS - GENERAL SURGERY | 2 | 11.76% |
| 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 | 5.88% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 1 | 5.88% |
| 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% |
| Technical Support | 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% |
| Other Information | Total | Percentage % |
| 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% |
| Complaints or appeals | 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-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% |
| Pre-approval support to Providers | 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 | 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% |
| Claims | 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 | 1 | 14.29% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 2 | 28.57% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 2 | 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 | 1 | 14.29% |
| 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% |
| Service provision support to Providers | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 1 | 2.63% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 4 | 10.53% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 2 | 5.26% |
| OS - OBSTETRICS - GYNAECOLOGY | 5 | 13.16% |

| | | |
|---|---|--------|
| OS - OPHTHALMOLOGY | 4 | 10.53% |
| OS - ORTHOPAEDICS | 6 | 15.79% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 2 | 5.26% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 1 | 2.63% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 3 | 7.89% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 1 | 2.63% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 1 | 2.63% |
| OS - GENERAL SURGERY | 1 | 2.63% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 1 | 2.63% |
| OS - MEDICAL ONCOLOGY | 1 | 2.63% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 1 | 2.63% |
| OS - PLASTIC SURGERY | 3 | 7.89% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 1 | 2.63% |
| 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.

| Beneficiary Enrolment Information | Total | Percentage % |
|--|--------------|---------------------|
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Delayed reimbursement cases | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 10 | 100% |
| Registration to Personal Doctor beneficiary list | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Provider Contracting | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Benefits Package | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Beneficiary Eligibility Information | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Service Provision | Total | Percentage % |
| IS - CODER | 2 | 7.14% |
| IS - DOCTOR | 26 | 92.86% |
| Contribution/Copayments Information | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Reimbursement Information | Total | Percentage % |
| IS - CODER | 0 | 0% |

| | | |
|---|--------------|---------------------|
| IS - DOCTOR | 3 | 100% |
| Portal/Website Information | Total | Percentage % |
| IS - CODER | 7 | 87.5% |
| IS - DOCTOR | 1 | 12.5% |
| Technical Support | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 1 | 100% |
| Other Information | Total | Percentage % |
| IS - CODER | 1 | 25% |
| IS - DOCTOR | 3 | 75% |
| Complaints or appeals | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Pre-approval support to Providers | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Beneficiary and Provider support on Beneficiary el | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Claims | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Service provision support to Providers | Total | Percentage % |
| IS - CODER | 1 | 6.25% |
| IS - DOCTOR | 15 | 93.75% |

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 | 1098 | 20.69% |
| Delayed reimbursement cases | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | 143 | 2.7% |
| Registration to Personal Doctor beneficiary list | 132 | 2.49% |
| | | |

| Provider Contracting Contact Type Categories Benefits Package | 48 Total 101 | 0.9% Percentage % 1.9% |
|---|--------------------|------------------------------|
| Beneficiary Eligibility Information | 228 | 4.3% |
| Service Provision | 1745 | 32.89% |
| Contribution/Copayments Information | 140 | 2.64% |
| Reimbursement Information | 91 | 1.72% |
| Portal/Website Information | 762 | 14.36% |
| Technical Support | 2 | 0.04% |
| Other Information | 470 | 8.86% |
| Complaints or appeals | 79 | 1.49% |
| Pre-approval support to Providers | 4 | 0.08% |
| Beneficiary and Provider support on Beneficiary el | 0 | 0% |
| Claims | 18 | 0.34% |
| Service provision support to Providers | 245 | 4.62% |

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 | 857 | 24.41% |
| Delayed reimbursement cases | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | 5 | 0.14% |
| Registration to Personal Doctor beneficiary list | 114 | 3.25% |
| Provider Contracting | 0 | 0% |
| Benefits Package | 67 | 1.91% |
| Beneficiary Eligibility Information | 200 | 5.7% |
| Service Provision | 1010 | 28.77% |
| Contribution/Copayments Information | 122 | 3.47% |
| Reimbursement Information | 1 | 0.03% |
| Portal/Website Information | 643 | 18.31% |
| Technical Support | 1 | 0.03% |
| Other Information | 418 | 11.91% |
| Complaints or appeals | 68 | 1.94% |
| Pre-approval support to Providers | 1 | 0.03% |
| Beneficiary and Provider support on Beneficiary el | 0 | 0% |
| Claims | 0 | 0% |

| Beneficiaries Contact Type Categories | Total | Percentage % |
|--|--------------|---------------------|
| Service provision support to Providers | 4 | 0.11% |

5.2.3 General Public Contact type categories queries and % on total number of General Public telephone call queries.

| General Public Contact Type Categories | Total | Percentage % |
|--|--------------|---------------------|
| Beneficiary Enrolment Information | 1 | 7.69% |
| 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 | 1 | 7.69% |
| Contribution/Copayments Information | 0 | 0% |
| Reimbursement Information | 0 | 0% |
| Portal/Website Information | 2 | 15.38% |
| Technical Support | 0 | 0% |
| Other Information | 8 | 61.54% |
| Complaints or appeals | 1 | 7.69% |
| 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.

| Providers Contact Type Categories | Total | Percentage % |
|---|--------------|---------------------|
| Beneficiary Enrolment Information | 240 | 13.47% |
| Delayed reimbursement cases | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | 138 | 7.74% |
| Registration to Personal Doctor beneficiary list | 18 | 1.01% |
| Provider Contracting | 48 | 2.69% |
| Benefits Package | 34 | 1.91% |
| Beneficiary Eligibility Information | 28 | 1.57% |
| Service Provision | 734 | 41.19% |
| Contribution/Copayments Information | 18 | 1.01% |

| Providers Contact Type Categories | Total | Percentage % |
|--|--------------|---------------------|
| Portal/Website Information | 117 | 6.57% |
| Technical Support | 1 | 0.06% |
| Other Information | 44 | 2.47% |
| Complaints or appeals | 10 | 0.56% |
| Pre-approval support to Providers | 3 | 0.17% |
| Beneficiary and Provider support on Beneficiary el | 0 | 0% |
| Claims | 18 | 1.01% |
| Service provision support to Providers | 241 | 13.52% |

5.2.5 Beneficiaries Male & Female Age Group Contact type categories queries and % on total number of Beneficiaries Contact Type Categories telephone call queries.

| Beneficiary Enrolment Information | Total | Percentage % |
|--|--------------|---------------------|
| Beneficiary Male | 349 | 40.72% |
| Beneficiary Female | 508 | 59.28% |
| Delayed reimbursement cases | Total | Percentage % |
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | Total | Percentage % |
| Beneficiary Male | 2 | 40% |
| Beneficiary Female | 3 | 60% |
| Registration to Personal Doctor beneficiary list | Total | Percentage % |
| Beneficiary Male | 47 | 41.23% |
| Beneficiary Female | 67 | 58.77% |
| Provider Contracting | Total | Percentage % |
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 0 | 0% |
| Benefits Package | Total | Percentage % |
| Beneficiary Male | 22 | 32.84% |
| Beneficiary Female | 45 | 67.16% |
| Beneficiary Eligibility Information | Total | Percentage % |
| Beneficiary Male | 93 | 46.5% |
| Beneficiary Female | 107 | 53.5% |
| | | |

| | | |
|---|--------------|---------------------|
| Service Provision | Total | Percentage % |
| Beneficiary Male | 348 | 34.46% |
| Beneficiary Female | 662 | 65.54% |
| Contribution/Copayments Information | Total | Percentage % |
| Beneficiary Male | 53 | 43.44% |
| Beneficiary Female | 69 | 56.56% |
| Reimbursement Information | Total | Percentage % |
| Beneficiary Male | 1 | 100% |
| Beneficiary Female | 0 | 0% |
| Portal/Website Information | Total | Percentage % |
| Beneficiary Male | 226 | 35.15% |
| Beneficiary Female | 417 | 64.85% |
| Technical Support | Total | Percentage % |
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 1 | 100% |
| Other Information | Total | Percentage % |
| Beneficiary Male | 171 | 40.91% |
| Beneficiary Female | 247 | 59.09% |
| Complaints or appeals | Total | Percentage % |
| Beneficiary Male | 24 | 35.29% |
| Beneficiary Female | 44 | 64.71% |
| Pre-approval support to Providers | Total | Percentage % |
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 1 | 100% |
| Beneficiary and Provider support on Beneficiary el | Total | Percentage % |
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 0 | 0% |
| Claims | Total | Percentage % |
| Beneficiary Male | 0 | 0% |
| Beneficiary Female | 0 | 0% |
| Service provision support to Providers | Total | Percentage % |
| Beneficiary Male | 2 | 50% |
| | | |

| | | |
|--------------------|---|-----|
| Beneficiary Female | 2 | 50% |
|--------------------|---|-----|

5.2.6 Providers Segment Contact type categories queries and % on total number of Providers Contact Type Categories telephone call queries.

| Beneficiary Enrolment Information | Total | Percentage % |
|--|--------------|---------------------|
| PD | 232 | 96.67% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 1 | 0.42% |
| AH | 5 | 2.08% |
| NM | 1 | 0.42% |
| DE | 1 | 0.42% |
| Delayed reimbursement cases | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | Total | Percentage % |
| PD | 18 | 13.04% |
| OS | 9 | 6.52% |
| LAB | 2 | 1.45% |
| PH | 22 | 15.94% |
| IS | 10 | 7.25% |
| AE | 0 | 0% |
| AH | 55 | 39.86% |
| NM | 11 | 7.97% |
| DE | 11 | 7.97% |

| Registration to Personal Doctor beneficiary list | Total | Percentage % |
|---|--------------|---------------------|
| PD | 17 | 94.44% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 1 | 5.56% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Provider Contracting | Total | Percentage % |
| PD | 9 | 18.75% |
| OS | 3 | 6.25% |
| LAB | 2 | 4.17% |
| PH | 8 | 16.67% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 17 | 35.42% |
| NM | 2 | 4.17% |
| DE | 7 | 14.58% |
| Benefits Package | Total | Percentage % |
| PD | 8 | 23.53% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 1 | 2.94% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 25 | 73.53% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Beneficiary Eligibility Information | Total | Percentage % |
| PD | 28 | 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% |
| Service Provision | Total | Percentage % |
| PD | 193 | 26.29% |
| OS | 97 | 13.22% |
| LAB | 6 | 0.82% |
| PH | 179 | 24.39% |
| IS | 28 | 3.81% |
| AE | 0 | 0% |
| AH | 217 | 29.56% |
| NM | 8 | 1.09% |
| DE | 6 | 0.82% |
| Contribution/Copayments Information | Total | Percentage % |
| PD | 3 | 16.67% |
| OS | 3 | 16.67% |
| LAB | 0 | 0% |
| PH | 7 | 38.89% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 5 | 27.78% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Reimbursement Information | Total | Percentage % |
| PD | 25 | 27.78% |
| OS | 12 | 13.33% |
| LAB | 0 | 0% |

| | | |
|-----------------------------------|--------------|---------------------|
| PH | 1 | 1.11% |
| IS | 3 | 3.33% |
| AE | 0 | 0% |
| AH | 41 | 45.56% |
| NM | 3 | 3.33% |
| DE | 5 | 5.56% |
| Portal/Website Information | Total | Percentage % |
| PD | 53 | 45.3% |
| OS | 17 | 14.53% |
| LAB | 2 | 1.71% |
| PH | 28 | 23.93% |
| IS | 8 | 6.84% |
| AE | 0 | 0% |
| AH | 9 | 7.69% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Technical Support | Total | Percentage % |
| 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% |
| Other Information | Total | Percentage % |
| PD | 22 | 50% |
| OS | 4 | 9.09% |
| LAB | 0 | 0% |
| PH | 8 | 18.18% |
| IS | 4 | 9.09% |

| | | |
|---|--------------|---------------------|
| AE | 0 | 0% |
| AH | 6 | 13.64% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Complaints or appeals | Total | Percentage % |
| 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% |
| Pre-approval support to Providers | Total | Percentage % |
| PD | 0 | 0% |
| OS | 2 | 66.67% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 1 | 33.33% |
| DE | 0 | 0% |
| Beneficiary and Provider support on Beneficiary el | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |

| | | |
|---|--------------|---------------------|
| NM | 0 | 0% |
| DE | 0 | 0% |
| Claims | Total | Percentage % |
| PD | 2 | 11.11% |
| OS | 7 | 38.89% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 7 | 38.89% |
| NM | 1 | 5.56% |
| DE | 1 | 5.56% |
| Service provision support to Providers | Total | Percentage % |
| PD | 60 | 24.9% |
| OS | 38 | 15.77% |
| LAB | 1 | 0.41% |
| PH | 63 | 26.14% |
| IS | 16 | 6.64% |
| AE | 0 | 0% |
| AH | 60 | 24.9% |
| NM | 3 | 1.24% |
| 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.

| | | |
|--|--------------|---------------------|
| Beneficiary Enrolment Information | Total | Percentage % |
| PD - GENERAL MEDICINE | 211 | 90.95% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 21 | 9.05% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Delayed reimbursement cases | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| | | |

| | | |
|--|--------------|---------------------|
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | Total | Percentage % |
| PD - GENERAL MEDICINE | 17 | 94.44% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 1 | 5.56% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Registration to Personal Doctor beneficiary list | Total | Percentage % |
| PD - GENERAL MEDICINE | 15 | 88.24% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 2 | 11.76% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Provider Contracting | Total | Percentage % |
| PD - GENERAL MEDICINE | 8 | 88.89% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 1 | 11.11% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Benefits Package | Total | Percentage % |
| PD - GENERAL MEDICINE | 6 | 75% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 2 | 25% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Beneficiary Eligibility Information | Total | Percentage % |
| PD - GENERAL MEDICINE | 25 | 89.29% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 3 | 10.71% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Service Provision | Total | Percentage % |
| PD - GENERAL MEDICINE | 168 | 87.05% |
| PD - GERIATRICIAN | 2 | 1.04% |
| PD - PEDIATRICIAN | 21 | 10.88% |
| PD - INTERNAL MEDICINE | 2 | 1.04% |

| Contribution/Copayments Information | Total | Percentage % |
|--|--------------|---------------------|
| PD - GENERAL MEDICINE | 3 | 100% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Reimbursement Information | Total | Percentage % |
| PD - GENERAL MEDICINE | 25 | 100% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Portal/Website Information | Total | Percentage % |
| PD - GENERAL MEDICINE | 47 | 88.68% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 5 | 9.43% |
| PD - INTERNAL MEDICINE | 1 | 1.89% |
| Technical Support | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Other Information | Total | Percentage % |
| PD - GENERAL MEDICINE | 22 | 100% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Complaints or appeals | Total | Percentage % |
| PD - GENERAL MEDICINE | 3 | 75% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 1 | 25% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Pre-approval support to Providers | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |

| | | |
|---|--------------|---------------------|
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Beneficiary and Provider support on Beneficiary el | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Claims | Total | Percentage % |
| PD - GENERAL MEDICINE | 1 | 50% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 1 | 50% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Service provision support to Providers | Total | Percentage % |
| PD - GENERAL MEDICINE | 56 | 93.33% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 4 | 6.67% |
| 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.

| Beneficiary Enrolment Information | 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% |
| Delayed reimbursement cases | 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% |
| Provider & Healthcare Professionals Enrolment Inf | 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 | 1 | 11.11% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 2 | 22.22% |
| OS - OPHTHALMOLOGY | 1 | 11.11% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 1 | 11.11% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 2 | 22.22% |
| 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 | 2 | 22.22% |
| 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% |
| Registration to Personal Doctor beneficiary list | 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% |

| Provider Contracting | 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 | 1 | 33.33% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 1 | 33.33% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 0 | 0% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 0 | 0% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 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 | 33.33% |
| 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% |
| Benefits Package | 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% |
| Beneficiary Eligibility Information | 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% |
| Service Provision | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 1 | 1.03% |
| OS - UROLOGY | 1 | 1.03% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 3 | 3.09% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 2 | 2.06% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 8 | 8.25% |
| OS - OPHTHALMOLOGY | 10 | 10.31% |
| OS - ORTHOPAEDICS | 21 | 21.65% |
| OS - OTORHINOLARYNGOLOGY | 2 | 2.06% |
| OS - ALLERGOLOGY | 1 | 1.03% |
| OS - ANESTHESIOLOGY | 5 | 5.15% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 9 | 9.28% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 7 | 7.22% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 2 | 2.06% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 2 | 2.06% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 1 | 1.03% |
| OS - GENERAL SURGERY | 5 | 5.15% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 1 | 1.03% |
| OS - PATHOLOGICAL ANATOMY | 0 | 0% |
| OS - MEDICAL ONCOLOGY | 1 | 1.03% |

| | | |
|--|--------------|---------------------|
| OS - INTERNAL MEDICINE | 1 | 1.03% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 1 | 1.03% |
| OS - PLASTIC SURGERY | 3 | 3.09% |
| OS - RESPIRATORY MEDICINE | 1 | 1.03% |
| OS - PSYCHIATRY | 4 | 4.12% |
| OS - RADIOTHERAPY | 1 | 1.03% |
| OS - RHEUMATOLOGY | 2 | 2.06% |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0 | 0% |
| OS - SPECIALISED IN INTENSIVE CARE | 0 | 0% |
| OS - SPECIALISED IN NEONATOLOGY | 0 | 0% |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY | 2 | 2.06% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Contribution/Copayments Information | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 1 | 33.33% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 0 | 0% |
| OS - OPHTHALMOLOGY | 1 | 33.33% |
| 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% |
| Reimbursement Information | 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 | 2 | 16.67% |

| | | |
|---|---|-------|
| OS - OPHTHALMOLOGY | 3 | 25% |
| OS - ORTHOPAEDICS | 1 | 8.33% |
| OS - OTORHINOLARYNGOLOGY | 1 | 8.33% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 1 | 8.33% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 1 | 8.33% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 1 | 8.33% |
| 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 | 8.33% |
| 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 | 8.33% |
| 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% |
| Portal/Website Information | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 0 | 0% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 2 | 11.76% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 1 | 5.88% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 3 | 17.65% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 2 | 11.76% |
| 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 | 3 | 17.65% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 0 | 0% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 1 | 5.88% |
| OS - GASTROENTEROLOGY | 1 | 5.88% |
| OS - GENERAL SURGERY | 2 | 11.76% |
| 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 | 5.88% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 0 | 0% |
| OS - RADIOTHERAPY | 1 | 5.88% |
| 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% |
| Technical Support | 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% |
| Other Information | Total | Percentage % |
| 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% |
| Complaints or appeals | 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 | 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% |
| Pre-approval support to Providers | 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 | 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% |
| Claims | 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 | 1 | 14.29% |
| OS - NUCLEAR MEDICINE | 0 | 0% |
| OS - OBSTETRICS - GYNAECOLOGY | 2 | 28.57% |
| OS - OPHTHALMOLOGY | 0 | 0% |
| OS - ORTHOPAEDICS | 0 | 0% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 2 | 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 | 1 | 14.29% |
| | | |

| | | |
|---|--------------|---------------------|
| 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% |
| Service provision support to Providers | Total | Percentage % |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0 | 0% |
| OS - UROLOGY | 1 | 2.63% |
| OS - RENAL DISEASES | 0 | 0% |
| OS - NEUROLOGY | 4 | 10.53% |
| OS - VASCULAR SURGERY | 0 | 0% |
| OS - NEUROLOGICAL SURGERY | 0 | 0% |
| OS - NUCLEAR MEDICINE | 2 | 5.26% |
| OS - OBSTETRICS - GYNAECOLOGY | 5 | 13.16% |
| OS - OPHTHALMOLOGY | 4 | 10.53% |
| OS - ORTHOPAEDICS | 6 | 15.79% |
| OS - OTORHINOLARYNGOLOGY | 0 | 0% |
| OS - ALLERGOLOGY | 0 | 0% |
| OS - ANESTHESIOLOGY | 0 | 0% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 2 | 5.26% |
| | | |

| | | |
|---|---|-------|
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 1 | 2.63% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 3 | 7.89% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 1 | 2.63% |
| OS - PAEDIATRIC SURGERY | 0 | 0% |
| OS - GASTROENTEROLOGY | 1 | 2.63% |
| OS - GENERAL SURGERY | 1 | 2.63% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 0 | 0% |
| OS - PATHOLOGICAL ANATOMY | 1 | 2.63% |
| OS - MEDICAL ONCOLOGY | 1 | 2.63% |
| OS - INTERNAL MEDICINE | 0 | 0% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 1 | 2.63% |
| OS - PLASTIC SURGERY | 3 | 7.89% |
| OS - RESPIRATORY MEDICINE | 0 | 0% |
| OS - PSYCHIATRY | 1 | 2.63% |
| 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.

| Beneficiary Enrolment Information | Total | Percentage % |
|--|--------------|---------------------|
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Delayed reimbursement cases | Total | Percentage % |

| | | |
|--|--------------|---------------------|
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 10 | 100% |
| Registration to Personal Doctor beneficiary list | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Provider Contracting | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Benefits Package | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Beneficiary Eligibility Information | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Service Provision | Total | Percentage % |
| IS - CODER | 2 | 7.14% |
| IS - DOCTOR | 26 | 92.86% |
| Contribution/Copayments Information | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Reimbursement Information | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 3 | 100% |
| Portal/Website Information | Total | Percentage % |
| IS - CODER | 7 | 87.5% |
| IS - DOCTOR | 1 | 12.5% |
| Technical Support | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 1 | 100% |

| Other Information | Total | Percentage % |
|---|--------------|---------------------|
| IS - CODER | 1 | 25% |
| IS - DOCTOR | 3 | 75% |
| Complaints or appeals | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Pre-approval support to Providers | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Beneficiary and Provider support on Beneficiary el | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Claims | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Service provision support to Providers | Total | Percentage % |
| IS - CODER | 1 | 6.25% |
| IS - DOCTOR | 15 | 93.75% |

5.3 Emails

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

| Contact Type Categories | Total | Percentage % |
|---|--------------|---------------------|
| Beneficiary Enrolment Information | 118 | 23.46% |
| Delayed reimbursement cases | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | 14 | 2.78% |
| Registration to Personal Doctor beneficiary list | 37 | 7.36% |
| Provider Contracting | 6 | 1.19% |
| Benefits Package | 10 | 1.99% |
| Beneficiary Eligibility Information | 18 | 3.58% |
| Service Provision | 46 | 9.15% |
| Contribution/Copayments Information | 19 | 3.78% |
| Reimbursement Information | 7 | 1.39% |
| Portal/Website Information | 135 | 26.84% |

| Technical Support Contact Type Categories | 0 Total | 0% Percentage % |
|--|------------|--------------------|
| Other Information | 56 | 11.13% |
| Complaints or appeals | 34 | 6.76% |
| Pre-approval support to Providers | 0 | 0% |
| Beneficiary and Provider support on Beneficiary el | 0 | 0% |
| Claims | 2 | 0.4% |
| Service provision support to Providers | 1 | 0.2% |

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 | 116 | 23.29% |
| Delayed reimbursement cases | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | 12 | 2.41% |

| Registration to Personal Doctor beneficiary list General Public Contact Type Categories | 37 Total | 7.43% Percentage % |
|--|-------------|-----------------------|
| Provider Contracting | 6 | 1.2% |
| Benefits Package | 10 | 2.01% |
| Beneficiary Eligibility Information | 18 | 3.61% |
| Service Provision | 46 | 9.24% |
| Contribution/Copayments Information | 19 | 3.82% |
| Reimbursement Information | 7 | 1.41% |
| Portal/Website Information | 134 | 26.91% |
| Technical Support | 0 | 0% |
| Other Information | 56 | 11.24% |
| Complaints or appeals | 34 | 6.83% |
| Pre-approval support to Providers | 0 | 0% |
| Beneficiary and Provider support on Beneficiary el | 0 | 0% |
| Claims | 2 | 0.4% |
| Service provision support to Providers | 1 | 0.2% |

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 | 40% |
| Delayed reimbursement cases | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | 2 | 40% |
| 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 | 20% |
| Technical Support | 0 | 0% |
| Other Information | 0 | 0% |
| Complaints or appeals | 0 | 0% |
| Pre-approval support to Providers | 0 | 0% |

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

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

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

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

| | | |
|--|--------------|---------------------|
| Beneficiary Enrolment Information | Total | Percentage % |
| 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% |
| Delayed reimbursement cases | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | Total | Percentage % |
| PD | 0 | 0% |
| OS | 1 | 50% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 1 | 50% |
| DE | 0 | 0% |
| Registration to Personal Doctor beneficiary list | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |

| | | |
|--|--------------|---------------------|
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Provider Contracting | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Benefits Package | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Beneficiary Eligibility Information | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |

| | | |
|--|--------------|---------------------|
| DE | 0 | 0% |
| Service Provision | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Contribution/Copayments Information | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Reimbursement Information | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Portal/Website Information | Total | Percentage % |

| | | |
|------------------------------|--------------|---------------------|
| 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% |
| Technical Support | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Other Information | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Complaints or appeals | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |

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

| | | |
|---|--------------|---------------------|
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Service provision support to Providers | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |

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

| Beneficiary Enrolment Information | Total | Percentage % |
|--|--------------|---------------------|
| PD - GENERAL MEDICINE | 2 | 100% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Delayed reimbursement cases | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| | | |

| | | |
|---|--------------|---------------------|
| Registration to Personal Doctor beneficiary list | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Provider Contracting | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Benefits Package | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Beneficiary Eligibility Information | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Service Provision | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Contribution/Copayments Information | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Reimbursement Information | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| | | |

| | | |
|---|--------------|---------------------|
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Portal/Website Information | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 1 | 100% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Technical Support | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Other Information | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Complaints or appeals | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Pre-approval support to Providers | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Beneficiary and Provider support on Beneficiary el | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |

| | | |
|---|--------------|---------------------|
| PD - INTERNAL MEDICINE | 0 | 0% |
| Claims | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Service provision support to Providers | Total | Percentage % |
| 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.

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

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

| Beneficiary Enrolment Information | Total | Percentage % |
|--|--------------|---------------------|
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Delayed reimbursement cases | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| | | |

| | | |
|---|--------------|---------------------|
| Registration to Personal Doctor beneficiary list | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Provider Contracting | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Benefits Package | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Beneficiary Eligibility Information | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Service Provision | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Contribution/Copayments Information | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Reimbursement Information | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Portal/Website Information | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Technical Support | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Other Information | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Complaints or appeals | Total | Percentage % |
| IS - CODER | 0 | 0% |

| | | |
|---|--------------|---------------------|
| IS - DOCTOR | 0 | 0% |
| Pre-approval support to Providers | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Beneficiary and Provider support on Beneficiary el | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Claims | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Service provision support to Providers | Total | Percentage % |
| 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 | 5525 | 95.11% |
| Escalated | 193 | 3.32% |
| Follow up | 91 | 1.57% |

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

| Beneficiaries Status | Total | Percentage % |
|--------------------------|-------|--------------|
| First Contact Resolution | 3465 | 98.69% |
| Escalated | 46 | 1.31% |
| 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 | 297 | 58.12% |
| Escalated | 123 | 24.07% |
| Follow up | 91 | 17.81% |

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

| Providers Status | Total | Percentage % |
|--------------------------|-------|--------------|
| First Contact Resolution | 1763 | 98.66% |
| Escalated | 24 | 1.34% |
| 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 | 1321 | 38.12% |
| Beneficiary Female | 2144 | 61.88% |
| Escalated | Total | Percentage % |
| Beneficiary Male | 17 | 36.96% |
| Beneficiary Female | 29 | 63.04% |
| 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.

| | | |
|--|--|--|
| | | |
|--|--|--|

| First Contact Resolution | Total | Percentage % |
|--------------------------|-------|--------------|
| PD | 663 | 37.61% |
| OS | 193 | 10.95% |
| LAB | 13 | 0.74% |
| PH | 319 | 18.09% |
| IS | 69 | 3.91% |
| AE | 1 | 0.06% |
| AH | 446 | 25.3% |
| NM | 31 | 1.76% |
| DE | 28 | 1.59% |
| Escalated | Total | Percentage % |
| PD | 14 | 58.33% |
| OS | 3 | 12.5% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 1 | 4.17% |
| AE | 0 | 0% |
| AH | 2 | 8.33% |
| NM | 1 | 4.17% |
| DE | 3 | 12.5% |
| Follow up | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |

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

| First Contact Resolution | Total | Percentage % |
|--------------------------|-------|--------------|
| | | |

| | | |
|------------------------|--------------|---------------------|
| PD - GENERAL MEDICINE | 595 | 89.74% |
| PD - GERIATRICIAN | 2 | 0.3% |
| PD - PEDIATRICIAN | 63 | 9.5% |
| PD - INTERNAL MEDICINE | 3 | 0.45% |
| Escalated | Total | Percentage % |
| PD - GENERAL MEDICINE | 14 | 100% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Follow up | Total | Percentage % |
| 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.

| First Contact Resolution | Total | Percentage % |
|---|--------------|---------------------|
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 1 | 0.52% |
| OS - UROLOGY | 2 | 1.04% |
| OS - RENAL DISEASES | 1 | 0.52% |
| OS - NEUROLOGY | 10 | 5.18% |
| OS - VASCULAR SURGERY | 1 | 0.52% |
| OS - NEUROLOGICAL SURGERY | 3 | 1.55% |
| OS - NUCLEAR MEDICINE | 2 | 1.04% |
| OS - OBSTETRICS - GYNAECOLOGY | 20 | 10.36% |
| OS - OPHTHALMOLOGY | 19 | 9.84% |
| OS - ORTHOPAEDICS | 31 | 16.06% |
| OS - OTORHINOLARYNGOLOGY | 5 | 2.59% |
| OS - ALLERGOLOGY | 1 | 0.52% |
| OS - ANESTHESIOLOGY | 8 | 4.15% |
| OS - PAEDIATRICS | 0 | 0% |
| OS - CARDIOLOGY | 18 | 9.33% |
| OS - MEDICAL GENETIC | 0 | 0% |

| | | |
|---|--------------|---------------------|
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 14 | 7.25% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 5 | 2.59% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 3 | 1.55% |
| OS - PAEDIATRIC SURGERY | 1 | 0.52% |
| OS - GASTROENTEROLOGY | 4 | 2.07% |
| OS - GENERAL SURGERY | 11 | 5.7% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 1 | 0.52% |
| OS - PATHOLOGICAL ANATOMY | 1 | 0.52% |
| OS - MEDICAL ONCOLOGY | 2 | 1.04% |
| OS - INTERNAL MEDICINE | 1 | 0.52% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 2 | 1.04% |
| OS - PLASTIC SURGERY | 9 | 4.66% |
| OS - RESPIRATORY MEDICINE | 2 | 1.04% |
| OS - PSYCHIATRY | 9 | 4.66% |
| OS - RADIOTHERAPY | 2 | 1.04% |
| OS - RHEUMATOLOGY | 2 | 1.04% |
| 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 | 1.04% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Escalated | 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 | 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 | 1 | 33.33% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 0 | 0% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 0 | 0% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 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% |
| Follow up | 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% |

6.1.9 Status of IS Specialties queries and % on total number of IS in Status of Providers Segment queries.

| First Contact Resolution | Total | Percentage % |
|---------------------------------|--------------|---------------------|
| IS - CODER | 11 | 15.94% |
| IS - DOCTOR | 58 | 84.06% |
| Escalated | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 1 | 100% |
| Follow up | Total | Percentage % |
| 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.

| Beneficiary Enrolment Information | Total | Percentage % |
|--|--------------|---------------------|
| First Contact Resolution | 1155 | 94.98% |
| Escalated | 49 | 4.03% |
| Follow up | 12 | 0.99% |
| Delayed reimbursement cases | Total | Percentage % |

| | | |
|--|--------------|---------------------|
| First Contact Resolution | 0 | 0% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | Total | Percentage % |
| First Contact Resolution | 147 | 93.63% |
| Escalated | 10 | 6.37% |
| Follow up | 0 | 0% |
| Registration to Personal Doctor beneficiary list | Total | Percentage % |
| First Contact Resolution | 163 | 96.45% |
| Escalated | 2 | 1.18% |
| Follow up | 4 | 2.37% |
| Provider Contracting | Total | Percentage % |
| First Contact Resolution | 52 | 96.3% |
| Escalated | 1 | 1.85% |
| Follow up | 1 | 1.85% |
| Benefits Package | Total | Percentage % |
| First Contact Resolution | 106 | 95.5% |
| Escalated | 4 | 3.6% |
| Follow up | 1 | 0.9% |
| Beneficiary Eligibility Information | Total | Percentage % |
| First Contact Resolution | 243 | 98.78% |
| Escalated | 2 | 0.81% |
| Follow up | 1 | 0.41% |
| Service Provision | Total | Percentage % |
| First Contact Resolution | 1760 | 98.27% |
| Escalated | 18 | 1.01% |
| Follow up | 13 | 0.73% |
| Contribution/Copayments Information | Total | Percentage % |
| First Contact Resolution | 154 | 96.86% |
| Escalated | 5 | 3.14% |
| Follow up | 0 | 0% |
| Reimbursement Information | Total | Percentage % |

| | | |
|---|--------------|---------------------|
| First Contact Resolution | 96 | 97.96% |
| Escalated | 2 | 2.04% |
| Follow up | 0 | 0% |
| Portal/Website Information | Total | Percentage % |
| First Contact Resolution | 822 | 91.64% |
| Escalated | 58 | 6.47% |
| Follow up | 17 | 1.9% |
| Technical Support | Total | Percentage % |
| First Contact Resolution | 2 | 100% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |
| Other Information | Total | Percentage % |
| First Contact Resolution | 475 | 90.3% |
| Escalated | 11 | 2.09% |
| Follow up | 40 | 7.6% |
| Complaints or appeals | Total | Percentage % |
| First Contact Resolution | 83 | 73.45% |
| Escalated | 28 | 24.78% |
| Follow up | 2 | 1.77% |
| Pre-approval support to Providers | Total | Percentage % |
| First Contact Resolution | 4 | 100% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |
| Beneficiary and Provider support on Beneficiary el | Total | Percentage % |
| First Contact Resolution | 0 | 0% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |
| Claims | Total | Percentage % |
| First Contact Resolution | 20 | 100% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |
| Service provision support to Providers | Total | Percentage % |

| | | |
|--------------------------|-----|--------|
| First Contact Resolution | 243 | 98.78% |
| Escalated | 3 | 1.22% |
| 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 | 5236 | 98.68% |
| Escalated | 70 | 1.32% |
| 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 | 3465 | 98.69% |
| Escalated | 46 | 1.31% |
| 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 | 13 | 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 | 1758 | 98.65% |
| Escalated | 24 | 1.35% |
| 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 | 1321 | 38.12% |
| Beneficiary Female | 2144 | 61.88% |
| Escalated | Total | Percentage % |
| Beneficiary Male | 17 | 36.96% |
| Beneficiary Female | 29 | 63.04% |
| Follow up | Total | Percentage % |
| Beneficiary Male | 0 | 0% |

| | | |
|--------------------|---|----|
| Beneficiary Female | 0 | 0% |
|--------------------|---|----|

6.2.6 Status of Providers Segment queries and % on total number of Status of Providers telephone call queries.

| First Contact Resolution | Total | Percentage % |
|---------------------------------|--------------|---------------------|
| PD | 660 | 37.54% |
| OS | 192 | 10.92% |
| LAB | 13 | 0.74% |
| PH | 319 | 18.15% |
| IS | 69 | 3.92% |
| AE | 1 | 0.06% |
| AH | 446 | 25.37% |
| NM | 30 | 1.71% |
| DE | 28 | 1.59% |
| Escalated | Total | Percentage % |
| PD | 14 | 58.33% |
| OS | 3 | 12.5% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 1 | 4.17% |
| AE | 0 | 0% |
| AH | 2 | 8.33% |
| NM | 1 | 4.17% |
| DE | 3 | 12.5% |
| Follow up | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |

6.2.7 Status of PD Specialties queries and % on total number of PD in Status of Providers Segment telephone call queries.

| First Contact Resolution | Total | Percentage % |
|---------------------------------|--------------|---------------------|
| PD - GENERAL MEDICINE | 593 | 89.85% |
| PD - GERIATRICIAN | 2 | 0.3% |
| PD - PEDIATRICIAN | 62 | 9.39% |
| PD - INTERNAL MEDICINE | 3 | 0.45% |
| Escalated | Total | Percentage % |
| PD - GENERAL MEDICINE | 14 | 100% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Follow up | Total | Percentage % |
| 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.

| First Contact Resolution | Total | Percentage % |
|---|--------------|---------------------|
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 1 | 0.52% |
| OS - UROLOGY | 2 | 1.04% |
| OS - RENAL DISEASES | 1 | 0.52% |
| OS - NEUROLOGY | 10 | 5.21% |
| OS - VASCULAR SURGERY | 1 | 0.52% |
| OS - NEUROLOGICAL SURGERY | 3 | 1.56% |
| OS - NUCLEAR MEDICINE | 2 | 1.04% |
| OS - OBSTETRICS - GYNAECOLOGY | 20 | 10.42% |
| OS - OPHTHALMOLOGY | 19 | 9.9% |
| OS - ORTHOPAEDICS | 31 | 16.15% |
| OS - OTORHINOLARYNGOLOGY | 5 | 2.6% |
| OS - ALLERGOLOGY | 1 | 0.52% |
| OS - ANESTHESIOLOGY | 8 | 4.17% |
| OS - PAEDIATRICS | 0 | 0% |
| | | |

| | | |
|---|--------------|---------------------|
| OS - CARDIOLOGY | 17 | 8.85% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 14 | 7.29% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 5 | 2.6% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 3 | 1.56% |
| OS - PAEDIATRIC SURGERY | 1 | 0.52% |
| OS - GASTROENTEROLOGY | 4 | 2.08% |
| OS - GENERAL SURGERY | 11 | 5.73% |
| OS - GERIATRICS | 0 | 0% |
| OS - HAEMATOLOGY | 1 | 0.52% |
| OS - PATHOLOGICAL ANATOMY | 1 | 0.52% |
| OS - MEDICAL ONCOLOGY | 2 | 1.04% |
| OS - INTERNAL MEDICINE | 1 | 0.52% |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 2 | 1.04% |
| OS - PLASTIC SURGERY | 9 | 4.69% |
| OS - RESPIRATORY MEDICINE | 2 | 1.04% |
| OS - PSYCHIATRY | 9 | 4.69% |
| OS - RADIOTHERAPY | 2 | 1.04% |
| OS - RHEUMATOLOGY | 2 | 1.04% |
| 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 | 1.04% |
| OS - THORACIC SURGERY / CARDIO SURGERY | 0 | 0% |
| Escalated | 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 | 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 | 1 | 33.33% |
| OS - MEDICAL GENETIC | 0 | 0% |
| OS - PAEDIATRIC CARDIOLOGY | 0 | 0% |
| OS - CYTOLOGY | 0 | 0% |
| OS - DERMATO-VENEREOLOGY | 0 | 0% |
| OS - CHILD & ADOLESCENT PSYCHIATRY | 0 | 0% |
| OS - DIAGNOSTIC RADIOLOGY | 0 | 0% |
| OS - ACCIDENT & EMERGENCY MEDICINE | 0 | 0% |
| OS - ENDOCRINOLOGY | 0 | 0% |
| OS - PAEDIATRIC SURGERY | 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% |
| Follow up | 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% |

6.2.9 Status of IS Specialties queries and % on total number of IS in Status of Providers Segment telephone call queries.

| First Contact Resolution | Total | Percentage % |
|---------------------------------|--------------|---------------------|
| IS - CODER | 11 | 15.94% |
| IS - DOCTOR | 58 | 84.06% |
| Escalated | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 1 | 100% |
| Follow up | Total | Percentage % |
| 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.

| Beneficiary Enrolment Information | Total | Percentage % |
|--|--------------|---------------------|
| First Contact Resolution | 1067 | 97.18% |
| Escalated | 31 | 2.82% |

| | | |
|--|--------------|---------------------|
| Follow up | 0 | 0% |
| Delayed reimbursement cases | Total | Percentage % |
| First Contact Resolution | 0 | 0% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | Total | Percentage % |
| First Contact Resolution | 136 | 95.1% |
| Escalated | 7 | 4.9% |
| Follow up | 0 | 0% |
| Registration to Personal Doctor beneficiary list | Total | Percentage % |
| First Contact Resolution | 131 | 99.24% |
| Escalated | 1 | 0.76% |
| Follow up | 0 | 0% |
| Provider Contracting | Total | Percentage % |
| First Contact Resolution | 48 | 100% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |
| Benefits Package | Total | Percentage % |
| First Contact Resolution | 99 | 98.02% |
| Escalated | 2 | 1.98% |
| Follow up | 0 | 0% |
| Beneficiary Eligibility Information | Total | Percentage % |
| First Contact Resolution | 226 | 99.12% |
| Escalated | 2 | 0.88% |
| Follow up | 0 | 0% |
| Service Provision | Total | Percentage % |
| First Contact Resolution | 1731 | 99.2% |
| Escalated | 14 | 0.8% |
| Follow up | 0 | 0% |
| Contribution/Copayments Information | Total | Percentage % |
| First Contact Resolution | 140 | 100% |
| Escalated | 0 | 0% |

| | | |
|---|--------------|---------------------|
| Follow up | 0 | 0% |
| Reimbursement Information | Total | Percentage % |
| First Contact Resolution | 90 | 98.9% |
| Escalated | 1 | 1.1% |
| Follow up | 0 | 0% |
| Portal/Website Information | Total | Percentage % |
| First Contact Resolution | 759 | 99.61% |
| Escalated | 3 | 0.39% |
| Follow up | 0 | 0% |
| Technical Support | Total | Percentage % |
| First Contact Resolution | 2 | 100% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |
| Other Information | Total | Percentage % |
| First Contact Resolution | 466 | 99.15% |
| Escalated | 4 | 0.85% |
| Follow up | 0 | 0% |
| Complaints or appeals | Total | Percentage % |
| First Contact Resolution | 77 | 97.47% |
| Escalated | 2 | 2.53% |
| Follow up | 0 | 0% |
| Pre-approval support to Providers | Total | Percentage % |
| First Contact Resolution | 4 | 100% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |
| Beneficiary and Provider support on Beneficiary el | Total | Percentage % |
| First Contact Resolution | 0 | 0% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |
| Claims | Total | Percentage % |
| First Contact Resolution | 18 | 100% |
| Escalated | 0 | 0% |

| | | |
|---|--------------|---------------------|
| Follow up | 0 | 0% |
| Service provision support to Providers | Total | Percentage % |
| First Contact Resolution | 242 | 98.78% |
| Escalated | 3 | 1.22% |
| 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 | 289 | 57.46% |
| Escalated | 123 | 24.45% |
| Follow up | 91 | 18.09% |

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 | 284 | 57.03% |
| Escalated | 123 | 24.7% |
| Follow up | 91 | 18.27% |

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

| Providers Status | Total | Percentage % |
|--------------------------|-------|--------------|
| First Contact Resolution | 5 | 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% |
| Follow up | Total | Percentage % |
| 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.

| First Contact Resolution | Total | Percentage % |
|---------------------------------|--------------|---------------------|
| PD | 3 | 60% |
| OS | 1 | 20% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 1 | 20% |
| DE | 0 | 0% |
| Escalated | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |
| Follow up | Total | Percentage % |
| PD | 0 | 0% |
| OS | 0 | 0% |
| LAB | 0 | 0% |
| PH | 0 | 0% |
| IS | 0 | 0% |
| AE | 0 | 0% |

| | | |
|----|---|----|
| AH | 0 | 0% |
| NM | 0 | 0% |
| DE | 0 | 0% |

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

| First Contact Resolution | Total | Percentage % |
|---------------------------------|--------------|---------------------|
| PD - GENERAL MEDICINE | 2 | 66.67% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 1 | 33.33% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Escalated | Total | Percentage % |
| PD - GENERAL MEDICINE | 0 | 0% |
| PD - GERIATRICIAN | 0 | 0% |
| PD - PEDIATRICIAN | 0 | 0% |
| PD - INTERNAL MEDICINE | 0 | 0% |
| Follow up | Total | Percentage % |
| 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.

| First Contact Resolution | 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 | 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% |
| Escalated | 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% |
| Follow up | 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% |

6.3.9 Status of IS Specialties queries and % on total number of IS in Status of Providers Segment email queries.

| First Contact Resolution | Total | Percentage % |
|---------------------------------|--------------|---------------------|
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Escalated | Total | Percentage % |
| IS - CODER | 0 | 0% |
| IS - DOCTOR | 0 | 0% |
| Follow up | Total | Percentage % |
| 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.

| | | |
|--|--------------|---------------------|
| Beneficiary Enrolment Information | Total | Percentage % |
| First Contact Resolution | 88 | 74.58% |
| Escalated | 18 | 15.25% |
| Follow up | 12 | 10.17% |
| Delayed reimbursement cases | Total | Percentage % |
| First Contact Resolution | 0 | 0% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |
| Provider & Healthcare Professionals Enrolment Inf | Total | Percentage % |
| First Contact Resolution | 11 | 78.57% |
| Escalated | 3 | 21.43% |
| Follow up | 0 | 0% |
| Registration to Personal Doctor beneficiary list | Total | Percentage % |
| First Contact Resolution | 32 | 86.49% |
| Escalated | 1 | 2.7% |
| Follow up | 4 | 10.81% |
| Provider Contracting | Total | Percentage % |
| First Contact Resolution | 4 | 66.67% |
| Escalated | 1 | 16.67% |
| Follow up | 1 | 16.67% |
| Benefits Package | Total | Percentage % |
| First Contact Resolution | 7 | 70% |
| Escalated | 2 | 20% |
| Follow up | 1 | 10% |
| Beneficiary Eligibility Information | Total | Percentage % |
| First Contact Resolution | 17 | 94.44% |
| Escalated | 0 | 0% |
| Follow up | 1 | 5.56% |
| Service Provision | Total | Percentage % |
| First Contact Resolution | 29 | 63.04% |
| Escalated | 4 | 8.7% |
| Follow up | 13 | 28.26% |

| Contribution/Copayments Information | Total | Percentage % |
|---|--------------|---------------------|
| First Contact Resolution | 14 | 73.68% |
| Escalated | 5 | 26.32% |
| Follow up | 0 | 0% |
| Reimbursement Information | Total | Percentage % |
| First Contact Resolution | 6 | 85.71% |
| Escalated | 1 | 14.29% |
| Follow up | 0 | 0% |
| Portal/Website Information | Total | Percentage % |
| First Contact Resolution | 63 | 46.67% |
| Escalated | 55 | 40.74% |
| Follow up | 17 | 12.59% |
| Technical Support | Total | Percentage % |
| First Contact Resolution | 0 | 0% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |
| Other Information | Total | Percentage % |
| First Contact Resolution | 9 | 16.07% |
| Escalated | 7 | 12.5% |
| Follow up | 40 | 71.43% |
| Complaints or appeals | Total | Percentage % |
| First Contact Resolution | 6 | 17.65% |
| Escalated | 26 | 76.47% |
| Follow up | 2 | 5.88% |
| Pre-approval support to Providers | Total | Percentage % |
| First Contact Resolution | 0 | 0% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |
| Beneficiary and Provider support on Beneficiary el | Total | Percentage % |
| First Contact Resolution | 0 | 0% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |

| Claims | Total | Percentage % |
|---|--------------|---------------------|
| First Contact Resolution | 2 | 100% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |
| Service provision support to Providers | Total | Percentage % |
| First Contact Resolution | 1 | 100% |
| Escalated | 0 | 0% |
| Follow up | 0 | 0% |

7. Telephone calls average length time.

- 7.1 Average length time (seconds): 86
- 7.2 Beneficiaries Average length time (seconds): 85
- 7.3 Providers Average length time (seconds): 87

8. Telephone calls average wrap up time.

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

9. Telephone calls average waiting time.

- 9.1 Average waiting time (seconds): 17
- 9.2 Beneficiaries Average waiting time (seconds): 21
- 9.3 Providers Average waiting time (seconds): 9

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

Beneficiaries Overflow: 0

| Calls answered in 60 seconds. | Total | Percentage % |
|-------------------------------|-----------|--------------|
| SLA is 80% for inbound calls. | 3127/3507 | 89.16% |

| Calls answered in 120 seconds. | Total | Percentage % |
|--------------------------------|-----------|--------------|
| SLA is 90% for inbound calls. | 3403/3507 | 97.03% |

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. | 1600/1781 | 89.84% |

| Calls answered in 60 seconds. | Total | Percentage % |
|-------------------------------|-----------|--------------|
| SLA is 95% for inbound calls. | 1718/1781 | 96.46% |

12. First Contact Resolution (SLA-11).

| Calls marked as first contact resolution. | Total | Percentage % |
|---|-----------|--------------|
| SLA is 95% of calls. | 5236/5306 | 98.68% |

13. Emails average assignment time.

Emails average assignment time (seconds): 25154

14. Emails average resolution time.

Emails average resolution time (seconds), 25523

15. Email priority assignment (SLA-10).

| Email acquired in 1 business day. | Total | Percentage % |
|-----------------------------------|---------|--------------|
| SLA is 95% of emails. | 503/503 | 100% |

16. Email resolution (SLA-12).

| Emails resolved within 3 business days. | Total | Percentage % |
|---|---------|--------------|
| SLA is 98% of emails. | 380/380 | 100% |

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

17.1 Total Surveys

Total Surveys: 155

| Rating in scale of 4 | Average |
|----------------------|---------|
| SLA is > 3 | 3.27 |

End of Report