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<b>Report name:</b>	Portals reporting.		
<b>Report description:</b>	Reporting for inbound contacts submitted to the Contact Centre Services by Portals for a specific period with the use of MedNext+ application		
<b>Reporting software:</b>	MedNext+ application.		
<b>Customer:</b>	Health Insurance organization	<b>Contact Person:</b>	Ifigeneia Kammitisi
<b>Printing date:</b>	23/04/2026 09:55:07		
<b>Reporting period date:</b>	01/04/2026 09:00:48 - 22/04/2026 22:46:05		

## 1. Handled contacts through Portals.

### 1.1. Number of Portal contacts

Number of Portal contacts: 2951

## 2. Number of contacts per Issue Category

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

Issue Category	Total	Percentage %
Query	2851	96.61%

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

Issue Category	Total	Percentage %
Complaint	100	3.39%

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

Issue Category	Total	Percentage %
Follow Up	0	0%

### 3. Number of contacts per Originator Type

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

Issue Category	Total	Percentage %
Insured Member	100	3.39%
Provider	2849	96.54%
Other	2	0.07%

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

Issue Category	Total	Percentage %
Insured Member	77	2.7%
Provider	2772	97.23%
Other	2	0.07%

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

Issue Category	Total	Percentage %
Insured Member	23	23%
Provider	77	77%
Other	0	0%

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

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

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

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	280	9.82%
Provider & Healthcare Professionals Enrolment Info	32	1.12%
Registration to Personal Doctor beneficiary list	12	0.42%
Provider Contracting	27	0.95%
Benefits Package	255	8.94%
Beneficiary Eligibility Information	10	0.35%
Service Provision	1690	59.28%
Contribution/Copayments Information	6	0.21%
Reimbursement Information	63	2.21%
Portal/Website Information	24	0.84%
Technical Support	9	0.32%
Other Information	237	8.31%
Pre-approval support to Providers	103	3.61%
Beneficiary and Provider support on Beneficiary el	17	0.6%
Business Continuity Service	0	0%
Service provision support to Providers	38	1.33%
Delayed reimbursement cases	3	0.11%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	32	41.56%
Provider & Healthcare Professionals Enrolment Info	0	0%
Registration to Personal Doctor beneficiary list	1	1.3%
Provider Contracting	0	0%
Benefits Package	3	3.9%
Beneficiary Eligibility Information	6	7.79%
Service Provision	8	10.39%
Contribution/Copayments Information	1	1.3%
Reimbursement Information	0	0%
Portal/Website Information	10	12.99%

Sub Category	Total	Percentage %
Technical Support	2	2.6%
Other Information	12	15.58%
Pre-approval support to Providers	1	1.3%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	0	0%
Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	248	8.95%
Provider & Healthcare Professionals Enrolment Info	32	1.15%
Registration to Personal Doctor beneficiary list	11	0.4%
Provider Contracting	27	0.97%
Benefits Package	252	9.09%
Beneficiary Eligibility Information	3	0.11%
Service Provision	1681	60.64%
Contribution/Copayments Information	5	0.18%
Reimbursement Information	63	2.27%
Portal/Website Information	14	0.51%
Technical Support	7	0.25%
Other Information	225	8.12%
Pre-approval support to Providers	102	3.68%
Beneficiary and Provider support on Beneficiary el	17	0.61%
Business Continuity Service	0	0%
Service provision support to Providers	38	1.37%
Delayed reimbursement cases	3	0.11%

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

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

<b>Sub Category</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Eligibility Information	1	50%
Service Provision	1	50%
Contribution/Copayments Information	0	0%
Reimbursement Information	0	0%
Portal/Website Information	0	0%
Technical Support	0	0%
Other Information	0	0%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	0	0%
Delayed reimbursement cases	0	0%

## 5. Number of Complaints per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	6	6%
Provider Enrolment Complaint	2	2%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	2	2%
Benefits Package Complaint	1	1%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	10	10%
Contribution/Copayments Complaint	7	7%
Reimbursement Complaint	31	31%
Portal/Website Complaint	3	3%
Technical Issues Complaint	0	0%
Other Complaints	9	9%
Complaint for specific Provider	9	9%
Complaint for specific Beneficiary	7	7%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	0	0%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	2	2%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	6	26.09%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	0	0%
Benefits Package Complaint	0	0%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	2	8.7%

Contribution/Copayments Complaint Sub Category	3 Total	13.04% Percentage %
Reimbursement Complaint	1	4.35%
Portal/Website Complaint	1	4.35%
Technical Issues Complaint	0	0%
Other Complaints	4	17.39%
Complaint for specific Provider	4	17.39%
Complaint for specific Beneficiary	0	0%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	0	0%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	1	4.35%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	0	0%
Provider Enrolment Complaint	2	2.6%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	2	2.6%
Benefits Package Complaint	1	1.3%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	8	10.39%
Contribution/Copayments Complaint	4	5.19%
Reimbursement Complaint	30	38.96%
Portal/Website Complaint	2	2.6%
Technical Issues Complaint	0	0%
Other Complaints	5	6.49%
Complaint for specific Provider	5	6.49%
Complaint for specific Beneficiary	7	9.09%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	0	0%
Complaint for Beneficiary and Provider support on	0	0%

Complaint for Business Continuity Service Sub Category	0 Total	0% Percentage %
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	1	1.3%

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

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

## 6. Number of contacts per Sub Category

### 6.1 Number of contacts per Sub Category

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	280	9.49%
Provider & Healthcare Professionals Enrolment Info	32	1.08%
Registration to Personal Doctor beneficiary list	12	0.41%
Provider Contracting	27	0.91%
Benefits Package	255	8.64%
Beneficiary Eligibility Information	10	0.34%
Service Provision	1690	57.27%
Contribution/Copayments Information	6	0.2%
Reimbursement Information	63	2.13%
Portal/Website Information	24	0.81%
Technical Support	9	0.3%
Other Information	237	8.03%
Pre-approval support to Providers	103	3.49%
Beneficiary and Provider support on Beneficiary el	17	0.58%
Business Continuity Service	0	0%
Service provision support to Providers	38	1.29%
Delayed reimbursement cases	3	0.1%
Beneficiary Enrolment Complaint	6	0.2%
Provider Enrolment Complaint	2	0.07%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	2	0.07%
Benefits Package Complaint	1	0.03%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	10	0.34%
Contribution/Copayments Complaint	7	0.24%
Reimbursement Complaint	31	1.05%
Portal/Website Complaint	3	0.1%
Technical Issues Complaint	0	0%
Other Complaints	9	0.3%

Complaint for specific Provider Sub Category	9 Total	0.3% Percentage %
Complaint for specific Beneficiary	7	0.24%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	0	0%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	2	0.07%

## 7. Portals average assignment time

### 7.1 Portals average assignment time

Portals average assignment time (seconds):13736

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

### 8.1 Portals assignment time

Portal contacts acquired in 1 business day.	Total	Percentage %
SLA is 95% of portals.	2951/2951	100%

## 9. Portals average resolution time

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

Average resolution time for contacts resolve by the Contact Centre Services (seconds): 16502

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

Average resolution time for contacts escalated from the Contact Centre Services (seconds): 29569

9.3 Portals average resolution time.

Portals average resolution time (seconds): 23036

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

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

Portals resolved in 3 business days.	Total	Percentage %
SLA is 98% of portals.	2768/2776	99.71%

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

11.1. Contacts wrongly transferred outside the Contact Centre for resolution

Wrongly escalated contacts	Total	Percentage %
SLA is 2% of escalated contacts.	1/407	0.25%

## 12. Escalated Portal Contacts

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

Portal contacts	Total	Percentage %
Escalated portal contacts	175	5.93%

### 13. Escalated Portal Contacts per Issue Category

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

Issue Category	Total	Percentage %
Query	117	66.86%

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

Issue Category	Total	Percentage %
Complaint	58	33.14%

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

Issue Category	Total	Percentage %
Follow Up	0	0%

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

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

Issue Category	Total	Percentage %
Insured Member	21	12%
Provider	152	86.86%
Other	2	1.14%

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

Issue Category	Total	Percentage %
Insured Member	7	5.98%
Provider	108	92.31%
Other	2	1.71%

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

Issue Category	Total	Percentage %
Insured Member	14	24.14%
Provider	44	75.86%
Other	0	0%

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

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

## 15. Escalated Queries per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	3	2.56%
Provider & Healthcare Professionals Enrolment Info	8	6.84%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	12	10.26%
Benefits Package	5	4.27%
Beneficiary Eligibility Information	1	0.85%
Service Provision	23	19.66%
Contribution/Copayments Information	1	0.85%
Reimbursement Information	20	17.09%
Portal/Website Information	13	11.11%
Technical Support	0	0%
Other Information	0	0%
Pre-approval support to Providers	11	9.4%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	2	1.71%
Delayed reimbursement cases	1	0.85%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	3	42.86%
Provider & Healthcare Professionals Enrolment Info	0	0%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	0	0%
Benefits Package	1	14.29%
Beneficiary Eligibility Information	0	0%
Service Provision	2	28.57%
Contribution/Copayments Information	0	0%
Reimbursement Information	0	0%
Portal/Website Information	1	14.29%

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

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	0	0%
Provider & Healthcare Professionals Enrolment Info	8	7.41%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	12	11.11%
Benefits Package	4	3.7%
Beneficiary Eligibility Information	0	0%
Service Provision	20	18.52%
Contribution/Copayments Information	1	0.93%
Reimbursement Information	20	18.52%
Portal/Website Information	12	11.11%
Technical Support	0	0%
Other Information	0	0%
Pre-approval support to Providers	11	10.19%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	2	1.85%
Delayed reimbursement cases	1	0.93%

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

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

Sub Category	Total	Percentage %
Beneficiary Eligibility Information	1	50%
Service Provision	1	50%
Contribution/Copayments Information	0	0%
Reimbursement Information	0	0%
Portal/Website Information	0	0%
Technical Support	0	0%
Other Information	0	0%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	0	0%
Delayed reimbursement cases	0	0%

## 16. Escalated Complaints per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	0	0%
Provider Enrolment Complaint	1	0.85%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	1	0.85%
Benefits Package Complaint	1	0.85%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	8	6.84%
Contribution/Copayments Complaint	7	5.98%
Reimbursement Complaint	12	10.26%
Portal/Website Complaint	2	1.71%
Technical Issues Complaint	0	0%
Other Complaints	5	4.27%
Complaint for specific Provider	8	6.84%
Complaint for specific Beneficiary	7	5.98%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	0	0%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	0	0%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	0	0%
Benefits Package Complaint	0	0%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	2	28.57%

<b>Contribution/Copayments Complaint Sub Category</b>	<b>3 Total</b>	<b>42.86% Percentage %</b>
Reimbursement Complaint	1	14.29%
Portal/Website Complaint	1	14.29%
Technical Issues Complaint	0	0%
Other Complaints	3	42.86%
Complaint for specific Provider	3	42.86%
Complaint for specific Beneficiary	0	0%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	0	0%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

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

<b>Sub Category</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Enrolment Complaint	0	0%
Provider Enrolment Complaint	1	0.93%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	1	0.93%
Benefits Package Complaint	1	0.93%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	6	5.56%
Contribution/Copayments Complaint	4	3.7%
Reimbursement Complaint	11	10.19%
Portal/Website Complaint	1	0.93%
Technical Issues Complaint	0	0%
Other Complaints	2	1.85%
Complaint for specific Provider	5	4.63%
Complaint for specific Beneficiary	7	6.48%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	0	0%
Complaint for Beneficiary and Provider support on	0	0%

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

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

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

## 17. Escalated Portal Contacts per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	3	1.71%
Provider & Healthcare Professionals Enrolment Info	8	4.57%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	12	6.86%
Benefits Package	5	2.86%
Beneficiary Eligibility Information	1	0.57%
Service Provision	23	13.14%
Contribution/Copayments Information	1	0.57%
Reimbursement Information	20	11.43%
Portal/Website Information	13	7.43%
Technical Support	0	0%
Other Information	0	0%
Pre-approval support to Providers	11	6.29%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	2	1.14%
Delayed reimbursement cases	1	0.57%
Beneficiary Enrolment Complaint	0	0%
Provider Enrolment Complaint	1	0.57%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	1	0.57%
Benefits Package Complaint	1	0.57%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	8	4.57%
Contribution/Copayments Complaint	7	4%
Reimbursement Complaint	12	6.86%
Portal/Website Complaint	2	1.14%
Technical Issues Complaint	0	0%
Other Complaints	5	2.86%

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Complaint for specific Provider Sub Category	8 Total	4.57% Percentage %
Complaint for specific Beneficiary	7	4%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	0	0%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

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**End of Report**