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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>	30/04/2026 12:23:53		
<b>Reporting period date:</b>	01/04/2026 09:00:48 - 29/04/2026 23:49:24		

## 1. Handled contacts through Portals.

### 1.1. Number of Portal contacts

Number of Portal contacts: 4207

## 2. Number of contacts per Issue Category

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

Issue Category	Total	Percentage %
Query	4073	96.81%

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

Issue Category	Total	Percentage %
Complaint	134	3.19%

### 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	144	3.42%
Provider	4061	96.53%
Other	2	0.05%

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

Issue Category	Total	Percentage %
Insured Member	116	2.85%
Provider	3955	97.1%
Other	2	0.05%

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

Issue Category	Total	Percentage %
Insured Member	28	20.9%
Provider	106	79.1%
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	443	10.88%
Provider & Healthcare Professionals Enrolment Info	54	1.33%
Registration to Personal Doctor beneficiary list	17	0.42%
Provider Contracting	30	0.74%
Benefits Package	417	10.24%
Beneficiary Eligibility Information	15	0.37%
Service Provision	2287	56.15%
Contribution/Copayments Information	9	0.22%
Reimbursement Information	85	2.09%
Portal/Website Information	39	0.96%
Technical Support	16	0.39%
Other Information	357	8.77%
Pre-approval support to Providers	159	3.9%
Beneficiary and Provider support on Beneficiary el	21	0.52%
Business Continuity Service	0	0%
Service provision support to Providers	54	1.33%
Delayed reimbursement cases	3	0.07%

##### 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	48	41.38%
Provider & Healthcare Professionals Enrolment Info	0	0%
Registration to Personal Doctor beneficiary list	2	1.72%
Provider Contracting	0	0%
Benefits Package	5	4.31%
Beneficiary Eligibility Information	8	6.9%
Service Provision	8	6.9%
Contribution/Copayments Information	1	0.86%
Reimbursement Information	0	0%
Portal/Website Information	16	13.79%

Sub Category	Total	Percentage %
Technical Support	3	2.59%
Other Information	22	18.97%
Pre-approval support to Providers	1	0.86%
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	395	9.99%
Provider & Healthcare Professionals Enrolment Info	54	1.37%
Registration to Personal Doctor beneficiary list	15	0.38%
Provider Contracting	30	0.76%
Benefits Package	412	10.42%
Beneficiary Eligibility Information	6	0.15%
Service Provision	2278	57.6%
Contribution/Copayments Information	8	0.2%
Reimbursement Information	85	2.15%
Portal/Website Information	23	0.58%
Technical Support	13	0.33%
Other Information	335	8.47%
Pre-approval support to Providers	158	3.99%
Beneficiary and Provider support on Beneficiary el	21	0.53%
Business Continuity Service	0	0%
Service provision support to Providers	54	1.37%
Delayed reimbursement cases	3	0.08%

#### 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	7	5.22%
Provider Enrolment Complaint	2	1.49%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	3	2.24%
Benefits Package Complaint	2	1.49%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	17	12.69%
Contribution/Copayments Complaint	10	7.46%
Reimbursement Complaint	37	27.61%
Portal/Website Complaint	6	4.48%
Technical Issues Complaint	0	0%
Other Complaints	10	7.46%
Complaint for specific Provider	12	8.96%
Complaint for specific Beneficiary	10	7.46%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.75%
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	3	2.24%

### 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	21.43%
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	7.14%

<b>Contribution/Copayments Complaint Sub Category</b>	<b>5 Total</b>	<b>17.86% Percentage %</b>
Reimbursement Complaint	1	3.57%
Portal/Website Complaint	3	10.71%
Technical Issues Complaint	0	0%
Other Complaints	4	14.29%
Complaint for specific Provider	5	17.86%
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	1	3.57%

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

<b>Sub Category</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Enrolment Complaint	1	0.94%
Provider Enrolment Complaint	2	1.89%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	3	2.83%
Benefits Package Complaint	2	1.89%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	15	14.15%
Contribution/Copayments Complaint	5	4.72%
Reimbursement Complaint	36	33.96%
Portal/Website Complaint	3	2.83%
Technical Issues Complaint	0	0%
Other Complaints	6	5.66%
Complaint for specific Provider	7	6.6%
Complaint for specific Beneficiary	10	9.43%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.94%
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	2	1.89%

#### 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	443	10.53%
Provider & Healthcare Professionals Enrolment Info	54	1.28%
Registration to Personal Doctor beneficiary list	17	0.4%
Provider Contracting	30	0.71%
Benefits Package	417	9.91%
Beneficiary Eligibility Information	15	0.36%
Service Provision	2287	54.36%
Contribution/Copayments Information	9	0.21%
Reimbursement Information	85	2.02%
Portal/Website Information	39	0.93%
Technical Support	16	0.38%
Other Information	357	8.49%
Pre-approval support to Providers	159	3.78%
Beneficiary and Provider support on Beneficiary el	21	0.5%
Business Continuity Service	0	0%
Service provision support to Providers	54	1.28%
Delayed reimbursement cases	3	0.07%
Beneficiary Enrolment Complaint	7	0.17%
Provider Enrolment Complaint	2	0.05%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	3	0.07%
Benefits Package Complaint	2	0.05%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	17	0.4%
Contribution/Copayments Complaint	10	0.24%
Reimbursement Complaint	37	0.88%
Portal/Website Complaint	6	0.14%
Technical Issues Complaint	0	0%
Other Complaints	10	0.24%

Complaint for specific Provider Sub Category	12 Total	0.29% Percentage %
Complaint for specific Beneficiary	10	0.24%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.02%
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	3	0.07%

## 7. Portals average assignment time

### 7.1 Portals average assignment time

Portals average assignment time (seconds):13049

## 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.	4207/4207	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): 15884

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): 26421

9.3 Portals average resolution time.

Portals average resolution time (seconds): 21153

## 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.	3949/3955	99.85%

## 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.	2/611	0.33%

## 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	252	5.99%

### 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	173	68.65%

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

Issue Category	Total	Percentage %
Complaint	79	31.35%

#### 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	31	12.3%
Provider	219	86.9%
Other	2	0.79%

##### 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	14	8.09%
Provider	157	90.75%
Other	2	1.16%

##### 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	17	21.52%
Provider	62	78.48%
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	6	3.47%
Provider & Healthcare Professionals Enrolment Info	10	5.78%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	14	8.09%
Benefits Package	10	5.78%
Beneficiary Eligibility Information	2	1.16%
Service Provision	36	20.81%
Contribution/Copayments Information	2	1.16%
Reimbursement Information	34	19.65%
Portal/Website Information	21	12.14%
Technical Support	0	0%
Other Information	1	0.58%
Pre-approval support to Providers	12	6.94%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	3	1.73%
Delayed reimbursement cases	1	0.58%

### 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	5	35.71%
Provider & Healthcare Professionals Enrolment Info	0	0%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	0	0%
Benefits Package	3	21.43%
Beneficiary Eligibility Information	1	7.14%
Service Provision	2	14.29%
Contribution/Copayments Information	0	0%
Reimbursement Information	0	0%
Portal/Website Information	2	14.29%

Technical Support Sub Category	0 Total	0% Percentage %
Other Information	1	7.14%
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	1	0.64%
Provider & Healthcare Professionals Enrolment Info	10	6.37%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	14	8.92%
Benefits Package	7	4.46%
Beneficiary Eligibility Information	0	0%
Service Provision	33	21.02%
Contribution/Copayments Information	2	1.27%
Reimbursement Information	34	21.66%
Portal/Website Information	19	12.1%
Technical Support	0	0%
Other Information	0	0%
Pre-approval support to Providers	12	7.64%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	3	1.91%
Delayed reimbursement cases	1	0.64%

### 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	0.58%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	2	1.16%
Benefits Package Complaint	1	0.58%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	13	7.51%
Contribution/Copayments Complaint	9	5.2%
Reimbursement Complaint	15	8.67%
Portal/Website Complaint	3	1.73%
Technical Issues Complaint	0	0%
Other Complaints	5	2.89%
Complaint for specific Provider	12	6.94%
Complaint for specific Beneficiary	9	5.2%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.58%
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	0.58%

### 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	14.29%

<b>Contribution/Copayments Complaint Sub Category</b>	<b>4 Total</b>	<b>28.57% Percentage %</b>
Reimbursement Complaint	1	7.14%
Portal/Website Complaint	1	7.14%
Technical Issues Complaint	0	0%
Other Complaints	3	21.43%
Complaint for specific Provider	5	35.71%
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	0.64%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	2	1.27%
Benefits Package Complaint	1	0.64%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	11	7.01%
Contribution/Copayments Complaint	5	3.18%
Reimbursement Complaint	14	8.92%
Portal/Website Complaint	2	1.27%
Technical Issues Complaint	0	0%
Other Complaints	2	1.27%
Complaint for specific Provider	7	4.46%
Complaint for specific Beneficiary	9	5.73%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.64%
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	1	0.64%

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	6	2.38%
Provider & Healthcare Professionals Enrolment Info	10	3.97%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	14	5.56%
Benefits Package	10	3.97%
Beneficiary Eligibility Information	2	0.79%
Service Provision	36	14.29%
Contribution/Copayments Information	2	0.79%
Reimbursement Information	34	13.49%
Portal/Website Information	21	8.33%
Technical Support	0	0%
Other Information	1	0.4%
Pre-approval support to Providers	12	4.76%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	3	1.19%
Delayed reimbursement cases	1	0.4%
Beneficiary Enrolment Complaint	0	0%
Provider Enrolment Complaint	1	0.4%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	2	0.79%
Benefits Package Complaint	1	0.4%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	13	5.16%
Contribution/Copayments Complaint	9	3.57%
Reimbursement Complaint	15	5.95%
Portal/Website Complaint	3	1.19%
Technical Issues Complaint	0	0%
Other Complaints	5	1.98%

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Complaint for specific Provider Sub Category	12 Total	4.76% Percentage %
Complaint for specific Beneficiary	9	3.57%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.4%
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	0.4%

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**End of Report**