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Report name:	Portals reporting.		
Report description:	Reporting for inbound contacts submitted to the Contact Centre Services by Portals for a specific period with the use of MedNext+ application		
Reporting software:	MedNext+ application.		
Customer:	Health Insurance organization	Contact Person:	Ifigeneia Kammitisi
Printing date:	04/05/2026 08:38:01		
Reporting period date:	01/04/2026 09:00:48 - 30/04/2026 23:57:20		

1. Handled contacts through Portals.

1.1. Number of Portal contacts

Number of Portal contacts: 4410

2. Number of contacts per Issue Category

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

Issue Category	Total	Percentage %
Query	4272	96.87%

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

Issue Category	Total	Percentage %
Complaint	138	3.13%

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	150	3.4%
Provider	4258	96.55%
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	122	2.86%
Provider	4148	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	20.29%
Provider	110	79.71%
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	478	11.19%
Provider & Healthcare Professionals Enrolment Info	58	1.36%
Registration to Personal Doctor beneficiary list	18	0.42%
Provider Contracting	30	0.7%
Benefits Package	441	10.32%
Beneficiary Eligibility Information	16	0.37%
Service Provision	2358	55.2%
Contribution/Copayments Information	10	0.23%
Reimbursement Information	89	2.08%
Portal/Website Information	42	0.98%
Technical Support	17	0.4%
Other Information	388	9.08%
Pre-approval support to Providers	174	4.07%
Beneficiary and Provider support on Beneficiary el	21	0.49%
Business Continuity Service	0	0%
Service provision support to Providers	58	1.36%
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	49	40.16%
Provider & Healthcare Professionals Enrolment Info	0	0%
Registration to Personal Doctor beneficiary list	2	1.64%
Provider Contracting	0	0%
Benefits Package	5	4.1%
Beneficiary Eligibility Information	8	6.56%
Service Provision	8	6.56%
Contribution/Copayments Information	1	0.82%
Reimbursement Information	0	0%
Portal/Website Information	17	13.93%

Sub Category	Total	Percentage %
Technical Support	3	2.46%
Other Information	25	20.49%
Pre-approval support to Providers	1	0.82%
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	429	10.34%
Provider & Healthcare Professionals Enrolment Info	58	1.4%
Registration to Personal Doctor beneficiary list	16	0.39%
Provider Contracting	30	0.72%
Benefits Package	436	10.51%
Beneficiary Eligibility Information	7	0.17%
Service Provision	2349	56.63%
Contribution/Copayments Information	9	0.22%
Reimbursement Information	89	2.15%
Portal/Website Information	25	0.6%
Technical Support	14	0.34%
Other Information	363	8.75%
Pre-approval support to Providers	173	4.17%
Beneficiary and Provider support on Beneficiary el	21	0.51%
Business Continuity Service	0	0%
Service provision support to Providers	58	1.4%
Delayed reimbursement cases	3	0.07%

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%

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%

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	5.07%
Provider Enrolment Complaint	2	1.45%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	3	2.17%
Benefits Package Complaint	2	1.45%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	17	12.32%
Contribution/Copayments Complaint	10	7.25%
Reimbursement Complaint	39	28.26%
Portal/Website Complaint	6	4.35%
Technical Issues Complaint	0	0%
Other Complaints	11	7.97%
Complaint for specific Provider	12	8.7%
Complaint for specific Beneficiary	10	7.25%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	2	1.45%
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	2.17%

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%

Contribution/Copayments Complaint Sub Category	5 Total	17.86% Percentage %
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.

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	1	0.91%
Provider Enrolment Complaint	2	1.82%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	3	2.73%
Benefits Package Complaint	2	1.82%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	15	13.64%
Contribution/Copayments Complaint	5	4.55%
Reimbursement Complaint	38	34.55%
Portal/Website Complaint	3	2.73%
Technical Issues Complaint	0	0%
Other Complaints	7	6.36%
Complaint for specific Provider	7	6.36%
Complaint for specific Beneficiary	10	9.09%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	2	1.82%
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	1.82%

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	478	10.84%
Provider & Healthcare Professionals Enrolment Info	58	1.32%
Registration to Personal Doctor beneficiary list	18	0.41%
Provider Contracting	30	0.68%
Benefits Package	441	10%
Beneficiary Eligibility Information	16	0.36%
Service Provision	2358	53.47%
Contribution/Copayments Information	10	0.23%
Reimbursement Information	89	2.02%
Portal/Website Information	42	0.95%
Technical Support	17	0.39%
Other Information	388	8.8%
Pre-approval support to Providers	174	3.95%
Beneficiary and Provider support on Beneficiary el	21	0.48%
Business Continuity Service	0	0%
Service provision support to Providers	58	1.32%
Delayed reimbursement cases	3	0.07%
Beneficiary Enrolment Complaint	7	0.16%
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	0.39%
Contribution/Copayments Complaint	10	0.23%
Reimbursement Complaint	39	0.88%
Portal/Website Complaint	6	0.14%
Technical Issues Complaint	0	0%
Other Complaints	11	0.25%

Complaint for specific Provider Sub Category	12 Total	0.27% Percentage %
Complaint for specific Beneficiary	10	0.23%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	2	0.05%
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):12946

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.	4410/4410	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): 15913

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): 26154

9.3 Portals average resolution time.

Portals average resolution time (seconds): 21034

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.	4144/4146	99.95%

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.	2/644	0.31%

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	264	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	182	68.94%

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

Issue Category	Total	Percentage %
Complaint	82	31.06%

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	11.74%
Provider	231	87.5%
Other	2	0.76%

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	7.69%
Provider	166	91.21%
Other	2	1.1%

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	20.73%
Provider	65	79.27%
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	8	4.4%
Provider & Healthcare Professionals Enrolment Info	10	5.49%
Registration to Personal Doctor beneficiary list	1	0.55%
Provider Contracting	14	7.69%
Benefits Package	10	5.49%
Beneficiary Eligibility Information	2	1.1%
Service Provision	36	19.78%
Contribution/Copayments Information	2	1.1%
Reimbursement Information	36	19.78%
Portal/Website Information	22	12.09%
Technical Support	1	0.55%
Other Information	1	0.55%
Pre-approval support to Providers	12	6.59%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	3	1.65%
Delayed reimbursement cases	1	0.55%

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	3	1.81%
Provider & Healthcare Professionals Enrolment Info	10	6.02%
Registration to Personal Doctor beneficiary list	1	0.6%
Provider Contracting	14	8.43%
Benefits Package	7	4.22%
Beneficiary Eligibility Information	0	0%
Service Provision	33	19.88%
Contribution/Copayments Information	2	1.2%
Reimbursement Information	36	21.69%
Portal/Website Information	20	12.05%
Technical Support	1	0.6%
Other Information	0	0%
Pre-approval support to Providers	12	7.23%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	3	1.81%
Delayed reimbursement cases	1	0.6%

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	0.55%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	2	1.1%
Benefits Package Complaint	1	0.55%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	13	7.14%
Contribution/Copayments Complaint	9	4.95%
Reimbursement Complaint	17	9.34%
Portal/Website Complaint	3	1.65%
Technical Issues Complaint	0	0%
Other Complaints	6	3.3%
Complaint for specific Provider	12	6.59%
Complaint for specific Beneficiary	9	4.95%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.55%
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	0.55%

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%

Contribution/Copayments Complaint Sub Category	4 Total	28.57% Percentage %
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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	0	0%
Provider Enrolment Complaint	1	0.6%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	2	1.2%
Benefits Package Complaint	1	0.6%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	11	6.63%
Contribution/Copayments Complaint	5	3.01%
Reimbursement Complaint	16	9.64%
Portal/Website Complaint	2	1.2%
Technical Issues Complaint	0	0%
Other Complaints	3	1.81%
Complaint for specific Provider	7	4.22%
Complaint for specific Beneficiary	9	5.42%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.6%
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	0.6%

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	8	3.03%
Provider & Healthcare Professionals Enrolment Info	10	3.79%
Registration to Personal Doctor beneficiary list	1	0.38%
Provider Contracting	14	5.3%
Benefits Package	10	3.79%
Beneficiary Eligibility Information	2	0.76%
Service Provision	36	13.64%
Contribution/Copayments Information	2	0.76%
Reimbursement Information	36	13.64%
Portal/Website Information	22	8.33%
Technical Support	1	0.38%
Other Information	1	0.38%
Pre-approval support to Providers	12	4.55%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	3	1.14%
Delayed reimbursement cases	1	0.38%
Beneficiary Enrolment Complaint	0	0%
Provider Enrolment Complaint	1	0.38%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	2	0.76%
Benefits Package Complaint	1	0.38%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	13	4.92%
Contribution/Copayments Complaint	9	3.41%
Reimbursement Complaint	17	6.44%
Portal/Website Complaint	3	1.14%
Technical Issues Complaint	0	0%
Other Complaints	6	2.27%

Complaint for specific Provider Sub Category	12 Total	4.55% Percentage %
Complaint for specific Beneficiary	9	3.41%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.38%
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	0.38%

End of Report