

## Table of Contents

<b>Table of Contents</b>	<b>1</b>
<b>1. Number of handled queries.</b>	<b>5</b>
1.1 Number of queries	5
1.2 Number of queries per channel of communication.	5
1.3 Total number of telephone calls (Inbound + Voicemail) and % on total number of queries.	5
<b>2. Number of queries per channel of communication and type of contact initiator.</b>	<b>6</b>
2.1 Telephone calls + Emails	6
2.1.1 Beneficiaries queries and % on total number of queries.	6
2.1.2 General public queries and % on total number of queries.	6
2.1.3 Providers queries and % on total number of queries.	6
2.2 Telephone calls	6
2.2.1 Beneficiaries queries and % on total number of telephone call queries.	6
2.2.2 General public queries and % on total number of telephone call queries.	6
2.2.3 Providers queries and % on total number of telephone call queries.	6
2.3 Emails	6
2.3.1 Beneficiaries queries and % on total number of email queries.	6
2.3.2 General public queries and % on total number of email queries.	6
2.3.3 Providers queries and % on total number of email queries.	6
<b>3. Number of queries per channel of communication, per gender and age group of beneficiaries.</b>	<b>7</b>
3.1 Telephone calls + Emails	7
3.1.1 Beneficiary Male queries and % on total number of Beneficiaries queries.	7
3.1.2 Beneficiary Female queries and % on total number of Beneficiaries queries.	7
3.2 Telephone calls	7
3.2.1 Beneficiary Male queries and % on total number of Beneficiaries telephone call queries.	7
3.2.2 Beneficiary Female queries and % on total number of Beneficiaries telephone call queries.	7
3.3 Emails	7
3.3.1 Beneficiary Male queries and % on total number of Beneficiaries email queries.	7
3.3.2 Beneficiary Female queries and % on total number of Beneficiaries email queries.	7
<b>4. Number of queries per channel of communication, per provider segment and specialty.</b>	<b>8</b>
4.1 Telephone calls + Emails	8
4.1.1 Providers segment queries and % on total number of Providers queries.	8
4.1.2 PD Specialties queries and % on total number of PD queries.	8
4.1.3 OS Specialties queries and % on total number of OS queries.	8
4.1.4 IS Specialties queries and % on total number of IS queries.	9
4.2 Telephone calls	10
4.2.1 Providers segment queries and % on total number of Providers telephone call queries.	10
4.2.2 PD Specialties queries and % on total number of PD telephone call queries.	10
4.2.3 OS Specialties queries and % on total number of OS telephone call queries.	10
4.2.4 IS Specialties queries and % on total number of IS telephone call queries.	12
4.3 Emails	12
4.3.1 Providers segment queries and % on total number of Providers email queries.	12
4.3.2 PD Specialties queries and % on total number of PD email queries.	12
4.3.3 OS Specialties queries and % on total number of OS email queries.	12
4.3.4 IS Specialties queries and % on total number of IS email queries.	14
<b>5. Number of queries per channel of communication, per contact type category, per segment and specialty.</b>	<b>15</b>
5.1 Telephone calls + Emails	15
5.1.1 Contact type categories queries and % on total number of queries.	15
5.1.2 Beneficiaries Contact type categories queries and % on total number of Beneficiaries queries.	15
5.1.3 General Public Contact type categories queries and % on total number of General Public queries.	16
5.1.4 Providers Contact type categories queries and % on total number of Providers queries.	16
5.1.5 Beneficiaries Male & Female Age Group Contact type categories queries and % on total number of Beneficiaries Contact Type Categories queries.	17
5.1.6 Providers Segment Contact type categories queries and % on total number of Providers Contact Type Categories queries.	19
5.1.7 PD Specialties Contact type categories queries and % on total number of PD in Providers Segment Contact type categories queries.	24
5.1.8 OS Specialties Contact type categories queries and % on total number of OS in Providers Segment Contact type categories queries.	27
5.1.9 IS Specialties Contact type categories queries and % on total number of IS in Providers Segment Contact type categories queries.	52
5.2 Telephone calls	53
5.2.1 Contact type categories queries and % on total number of telephone call queries.	53
5.2.2 Beneficiaries Contact type categories queries and % on total number of Beneficiaries telephone call queries.	54
5.2.3 General Public Contact type categories queries and % on total number of General Public telephone call queries.	55
5.2.4 Providers Contact type categories queries and % on total number of Providers telephone call queries.	55
5.2.5 Beneficiaries Male & Female Age Group Contact type categories queries and % on total number of Beneficiaries Contact Type Categories	55

telephone call queries.	56
5.2.6 Providers Segment Contact type categories queries and % on total number of Providers Contact Type Categories telephone call queries.	58
5.2.7 PD Specialties Contact type categories queries and % on total number of PD in Providers Segment Contact type categories telephone call queries.	63
5.2.8 OS Specialties Contact type categories queries and % on total number of OS in Providers Segment Contact type categories telephone call queries.	66
5.2.9 IS Specialties Contact type categories queries and % on total number of IS in Providers Segment Contact type categories telephone call queries.	90
<b>5.3 Emails</b>	<b>92</b>
5.3.1 Contact type categories queries and % on total number of email queries.	92
5.3.2 Beneficiaries Contact type categories queries and % on total number of Beneficiaries email queries.	93
5.3.3 General Public Contact type categories queries and % on total number of General Public email queries.	93
5.3.4 Providers Contact type categories queries and % on total number of Providers email queries.	94
5.3.5 Beneficiaries Male & Female Age Group Contact type categories queries and % on total number of Beneficiaries Contact Type Categories email queries.	95
5.3.6 Providers Segment Contact type categories queries and % on total number of Providers Contact Type Categories email queries.	96
5.3.7 PD Specialties Contact type categories queries and % on total number of PD in Providers Segment Contact type categories email queries.	102
5.3.8 OS Specialties Contact type categories queries and % on total number of OS in Providers Segment Contact type categories email queries.	105
5.3.9 IS Specialties Contact type categories queries and % on total number of IS in Providers Segment Contact type categories email queries.	129
<b>6. Number of queries per channel of communication, per status, per segment and specialty and contact type category.</b>	<b>132</b>
<b>6.1 Telephone calls + Emails</b>	<b>132</b>
6.1.1 Status of queries and % on total number of queries.	132
6.1.2 Status of Beneficiaries queries and % on total number of Beneficiaries queries.	132
6.1.3 Status of General Public queries and % on total number of General Public queries.	132
6.1.4 Status of Providers queries and % on total number of Providers queries.	132
6.1.5 Status of Beneficiaries Male & Female Age Group queries and % on total number of Status of Beneficiaries queries.	132
6.1.6 Status of Providers Segment queries and % on total number of Status of Providers queries.	133
6.1.7 Status of PD Specialties queries and % on total number of PD in Status of Providers Segment queries.	133
6.1.8 Status of OS Specialties queries and % on total number of OS in Status of Providers Segment queries.	134
6.1.9 Status of IS Specialties queries and % on total number of IS in Status of Providers Segment queries.	138
6.1.10 Status of Contact Type Categories queries and % on total number of Contact Type Categories queries.	138
<b>6.2 Telephone calls</b>	<b>141</b>
6.2.1 Status of queries and % on total number of telephone call queries.	141
6.2.2 Status of Beneficiaries queries and % on total number of Beneficiaries telephone call queries.	141
6.2.3 Status of General Public queries and % on total number of General Public telephone call queries.	141
6.2.4 Status of Providers queries and % on total number of Providers telephone call queries.	141
6.2.5 Status of Beneficiaries Male & Female Age Group queries and % on total number of Status of Beneficiaries telephone call queries.	141
6.2.6 Status of Providers Segment queries and % on total number of Status of Providers telephone call queries.	142
6.2.7 Status of PD Specialties queries and % on total number of PD in Status of Providers Segment telephone call queries.	143
6.2.8 Status of OS Specialties queries and % on total number of OS in Status of Providers Segment telephone call queries.	143
6.2.9 Status of IS Specialties queries and % on total number of IS in Status of Providers Segment telephone call queries.	147
6.2.10 Status of Contact Type Categories queries and % on total number of Contact Type Categories telephone call queries.	147
<b>6.3 Emails</b>	<b>150</b>
6.3.1 Status of queries and % on total number of email queries.	150
6.3.2 Status of Beneficiaries queries and % on total number of Beneficiaries email queries.	150
6.3.3 Status of General Public queries and % on total number of General Public email queries.	150
6.3.4 Status of Providers queries and % on total number of Providers email queries.	150
6.3.5 Status of Beneficiaries Male & Female Age Group queries and % on total number of Status of Beneficiaries email queries.	150
6.3.6 Status of Providers Segment queries and % on total number of Status of Providers email queries.	151
6.3.7 Status of PD Specialties queries and % on total number of PD in Status of Providers Segment email queries.	152
6.3.8 Status of OS Specialties queries and % on total number of OS in Status of Providers Segment email queries.	152
6.3.9 Status of IS Specialties queries and % on total number of IS in Status of Providers Segment email queries.	156
6.3.10 Status of Contact Type Categories queries and % on total number of Contact Type Categories email queries.	157
<b>7. Telephone calls average length time.</b>	<b>160</b>
<b>8. Telephone calls average wrap up time.</b>	<b>160</b>
<b>9. Telephone calls average waiting time.</b>	<b>160</b>
<b>10. Telephone response time for beneficiaries (SLA-9).</b>	<b>160</b>
<b>11. Telephone response time for healthcare providers (SLA-8).</b>	<b>160</b>
<b>12. First Contact Resolution (SLA-11).</b>	<b>160</b>
<b>13. Emails average assignment time.</b>	<b>161</b>
<b>14. Emails average resolution time.</b>	<b>161</b>
<b>15. Email priority assignment (SLA-10).</b>	<b>161</b>
<b>16. Email resolution (SLA-12).</b>	<b>161</b>
<b>17. Survey IVR - Contact Centre Quality (SLA-13).</b>	<b>161</b>



<b>Report name:</b>	Vocalcom application reporting.		
<b>Report description:</b>	Reporting for inbound contacts submitted to the Contact Centre Services by telephone calls and emails for a specific period with the use of Vocalcom application.		
<b>Reporting software:</b>	Vocalcom application.		
<b>Customer:</b>	Health Insurance organization	<b>Contact Person:</b>	Ifigeneia Kammitisi
<b>Printing date:</b>	04/05/2026 08:50:42		
<b>Reporting period date:</b>	02/04/2026 07:38:18 - 30/04/2026 11:56:35		

## 1. Number of handled queries.

### 1.1 Number of queries

Number of queries: 13938

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

Channel of Communication	Total	Percentage %
Inbound	12630	90.62%
Voicemail	73	0.52%
Email	1235	8.86%

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

Channel of Communication	Total	Percentage %
Telephone calls	12703	91.14%

## 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	8220	58.98%

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

Contact Initiator	Total	Percentage %
General Public	1281	9.19%

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

Contact Initiator	Total	Percentage %
Providers	4437	31.83%

### 2.2 Telephone calls

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

Contact Initiator	Total	Percentage %
Beneficiaries	8220	64.71%

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

Contact Initiator	Total	Percentage %
General Public	51	0.4%

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

Contact Initiator	Total	Percentage %
Providers	4432	34.89%

### 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	1230	99.6%

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

Contact Initiator	Total	Percentage %
Providers	5	0.4%

### 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	3150	38.32%

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

Beneficiary Gender	Total	Percentage %
Beneficiary Female	5070	61.68%

#### 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	3150	38.32%

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

Beneficiary Gender	Total	Percentage %
Beneficiary Female	5070	61.68%

#### 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	1675	37.75%
OS	453	10.21%
LAB	59	1.33%
PH	744	16.77%
IS	180	4.06%
AE	1	0.02%
AH	1126	25.38%
NM	51	1.15%
DE	148	3.34%

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

PD Specialties	Total	Percentage %
PD - GENERAL MEDICINE	1479	88.3%
PD - GERIATRICIAN	10	0.6%
PD - PEDIATRICIAN	181	10.81%
PD - INTERNAL MEDICINE	5	0.3%

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

OS Specialties	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	3	0.66%
OS - UROLOGY	10	2.21%
OS - RENAL DISEASES	4	0.88%
OS - NEUROLOGY	28	6.18%
OS - VASCULAR SURGERY	4	0.88%
OS - NEUROLOGICAL SURGERY	14	3.09%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	32	7.06%
OS - OPHTHALMOLOGY	28	6.18%
OS - ORTHOPAEDICS	59	13.02%
OS - OTORHINOLARYNGOLOGY	12	2.65%
OS - ALLERGOLOGY	4	0.88%

OS - ANESTHESIOLOGY OS Specialties	11 Total	2.43% Percentage %
OS - PAEDIATRICS	3	0.66%
OS - CARDIOLOGY	54	11.92%
OS - MEDICAL GENETIC	1	0.22%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	15	3.31%
OS - CHILD & ADOLESCENT PSYCHIATRY	2	0.44%
OS - DIAGNOSTIC RADIOLOGY	17	3.75%
OS - ACCIDENT & EMERGENCY MEDICINE	1	0.22%
OS - ENDOCRINOLOGY	18	3.97%
OS - PAEDIATRIC SURGERY	2	0.44%
OS - GASTROENTEROLOGY	8	1.77%
OS - GENERAL SURGERY	42	9.27%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	6	1.32%
OS - PATHOLOGICAL ANATOMY	1	0.22%
OS - MEDICAL ONCOLOGY	3	0.66%
OS - INTERNAL MEDICINE	2	0.44%
OS - PHYSICAL MEDICINE AND REHABILITATION	2	0.44%
OS - PLASTIC SURGERY	9	1.99%
OS - RESPIRATORY MEDICINE	8	1.77%
OS - PSYCHIATRY	33	7.28%
OS - RADIOTHERAPY	6	1.32%
OS - RHEUMATOLOGY	11	2.43%
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%

4.1.4 IS Specialties queries and % on total number of IS queries.

IS Specialties	Total	Percentage %

IS - CODER IS Specialties	13 Total	7.22% Percentage %
IS - DOCTOR	167	92.78%

## 4.2 Telephone calls

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

Providers Segment	Total	Percentage %
PD	1672	37.73%
OS	453	10.22%
LAB	59	1.33%
PH	743	16.76%
IS	180	4.06%
AE	1	0.02%
AH	1126	25.41%
NM	50	1.13%
DE	148	3.34%

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

PD Specialties	Total	Percentage %
PD - GENERAL MEDICINE	1477	88.34%
PD - GERIATRICIAN	10	0.6%
PD - PEDIATRICIAN	180	10.77%
PD - INTERNAL MEDICINE	5	0.3%

### 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	3	0.66%
OS - UROLOGY	10	2.21%
OS - RENAL DISEASES	4	0.88%
OS - NEUROLOGY	28	6.18%
OS - VASCULAR SURGERY	4	0.88%
OS - NEUROLOGICAL SURGERY	14	3.09%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	32	7.06%
OS - OPHTHALMOLOGY	28	6.18%
OS - ORTHOPAEDICS	59	13.02%
OS - OTORHINOLARYNGOLOGY	12	2.65%

OS Specialties	Total	Percentage %
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	11	2.43%
OS - PAEDIATRICS	3	0.66%
OS - CARDIOLOGY	54	11.92%
OS - MEDICAL GENETIC	1	0.22%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	15	3.31%
OS - CHILD & ADOLESCENT PSYCHIATRY	2	0.44%
OS - DIAGNOSTIC RADIOLOGY	17	3.75%
OS - ACCIDENT & EMERGENCY MEDICINE	1	0.22%
OS - ENDOCRINOLOGY	18	3.97%
OS - PAEDIATRIC SURGERY	2	0.44%
OS - GASTROENTEROLOGY	8	1.77%
OS - GENERAL SURGERY	42	9.27%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	6	1.32%
OS - PATHOLOGICAL ANATOMY	1	0.22%
OS - MEDICAL ONCOLOGY	3	0.66%
OS - INTERNAL MEDICINE	2	0.44%
OS - PHYSICAL MEDICINE AND REHABILITATION	2	0.44%
OS - PLASTIC SURGERY	9	1.99%
OS - RESPIRATORY MEDICINE	8	1.77%
OS - PSYCHIATRY	33	7.28%
OS - RADIOTHERAPY	6	1.32%
OS - RHEUMATOLOGY	11	2.43%
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 / 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	13	7.22%
IS - DOCTOR	167	92.78%

#### 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	0	0%
LAB	0	0%
PH	1	20%
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	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 OS Specialties	0 Total	0% Percentage %
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4.3.4 IS Specialties queries and % on total number of IS email queries.

IS Specialties	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%

## 5. Number of queries per channel of communication, per contact type category, per segment and specialty.

### 5.1 Telephone calls + Emails

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

Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	2968	21.29%
Delayed reimbursement cases	1	0.01%
Provider & Healthcare Professionals Enrolment Inf	264	1.89%
Registration to Personal Doctor beneficiary list	322	2.31%
Provider Contracting	122	0.88%
Benefits Package	294	2.11%
Beneficiary Eligibility Information	459	3.29%
Service Provision	4592	32.95%
Contribution/Copayments Information	296	2.12%
Reimbursement Information	443	3.18%
Portal/Website Information	2172	15.58%
Technical Support	19	0.14%
Other Information	1221	8.76%
Complaints or appeals	193	1.38%
Pre-approval support to Providers	7	0.05%
Beneficiary and Provider support on Beneficiary el	1	0.01%
Claims	49	0.35%
Service provision support to Providers	515	3.69%

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

Beneficiaries Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	2100	25.55%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	15	0.18%
Registration to Personal Doctor beneficiary list	265	3.22%
Provider Contracting	1	0.01%
Benefits Package	207	2.52%
Beneficiary Eligibility Information	356	4.33%
Service Provision	2425	29.5%
Contribution/Copayments Information	237	2.88%

Reimbursement Information Beneficiaries Contact Type Categories	3 Total	0.04% Percentage %
Portal/Website Information	1542	18.76%
Technical Support	5	0.06%
Other Information	945	11.5%
Complaints or appeals	97	1.18%
Pre-approval support to Providers	2	0.02%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	4	0.05%
Service provision support to Providers	16	0.19%

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	338	26.39%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	12	0.94%
Registration to Personal Doctor beneficiary list	17	1.33%
Provider Contracting	3	0.23%
Benefits Package	26	2.03%
Beneficiary Eligibility Information	61	4.76%
Service Provision	146	11.4%
Contribution/Copayments Information	31	2.42%
Reimbursement Information	14	1.09%
Portal/Website Information	351	27.4%
Technical Support	0	0%
Other Information	194	15.14%
Complaints or appeals	85	6.64%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	1	0.08%
Service provision support to Providers	2	0.16%

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

Providers Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	530	11.95%

Delayed reimbursement cases Providers Contact Type Categories	1 Total	0.02% Percentage %
Provider & Healthcare Professionals Enrolment Inf	237	5.34%
Registration to Personal Doctor beneficiary list	40	0.9%
Provider Contracting	118	2.66%
Benefits Package	61	1.37%
Beneficiary Eligibility Information	42	0.95%
Service Provision	2021	45.55%
Contribution/Copayments Information	28	0.63%
Reimbursement Information	426	9.6%
Portal/Website Information	279	6.29%
Technical Support	14	0.32%
Other Information	82	1.85%
Complaints or appeals	11	0.25%
Pre-approval support to Providers	5	0.11%
Beneficiary and Provider support on Beneficiary el	1	0.02%
Claims	44	0.99%
Service provision support to Providers	497	11.2%

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

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	859	40.9%
Beneficiary Female	1241	59.1%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	0	0%
Beneficiary Female	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	4	26.67%
Beneficiary Female	11	73.33%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	114	43.02%
Beneficiary Female	151	56.98%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	0	0%

Beneficiary Female	1	100%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	62	29.95%
Beneficiary Female	145	70.05%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	164	46.07%
Beneficiary Female	192	53.93%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	837	34.52%
Beneficiary Female	1588	65.48%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	92	38.82%
Beneficiary Female	145	61.18%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	2	66.67%
Beneficiary Female	1	33.33%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	584	37.87%
Beneficiary Female	958	62.13%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	1	20%
Beneficiary Female	4	80%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	384	40.63%
Beneficiary Female	561	59.37%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	36	37.11%
Beneficiary Female	61	62.89%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	1	50%
Beneficiary Female	1	50%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>

Beneficiary Male	0	0%
Beneficiary Female	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	1	25%
Beneficiary Female	3	75%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	9	56.25%
Beneficiary Female	7	43.75%

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

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	514	96.98%
OS	4	0.75%
LAB	0	0%
PH	2	0.38%
IS	2	0.38%
AE	0	0%
AH	5	0.94%
NM	1	0.19%
DE	2	0.38%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	1	100%
NM	0	0%
DE	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
PD	32	13.5%
OS	36	15.19%

LAB	7	2.95%
PH	31	13.08%
IS	15	6.33%
AE	0	0%
AH	71	29.96%
NM	9	3.8%
DE	36	15.19%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
PD	37	92.5%
OS	0	0%
LAB	0	0%
PH	1	2.5%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	2	5%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
PD	20	16.95%
OS	9	7.63%
LAB	2	1.69%
PH	13	11.02%
IS	1	0.85%
AE	0	0%
AH	45	38.14%
NM	3	2.54%
DE	25	21.19%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
PD	27	44.26%
OS	1	1.64%
LAB	1	1.64%
PH	2	3.28%

IS	1	1.64%
AE	0	0%
AH	27	44.26%
NM	1	1.64%
DE	1	1.64%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	41	97.62%
OS	0	0%
LAB	0	0%
PH	1	2.38%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
PD	605	29.94%
OS	239	11.83%
LAB	20	0.99%
PH	457	22.61%
IS	74	3.66%
AE	1	0.05%
AH	561	27.76%
NM	25	1.24%
DE	39	1.93%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	2	7.14%
OS	4	14.29%
LAB	1	3.57%
PH	6	21.43%
IS	2	7.14%
AE	0	0%

AH	13	46.43%
NM	0	0%
DE	0	0%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	110	25.82%
OS	54	12.68%
LAB	8	1.88%
PH	40	9.39%
IS	30	7.04%
AE	0	0%
AH	169	39.67%
NM	1	0.23%
DE	14	3.29%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	107	38.35%
OS	26	9.32%
LAB	11	3.94%
PH	78	27.96%
IS	11	3.94%
AE	0	0%
AH	39	13.98%
NM	1	0.36%
DE	6	2.15%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
PD	3	21.43%
OS	1	7.14%
LAB	0	0%
PH	3	21.43%
IS	5	35.71%
AE	0	0%
AH	2	14.29%
NM	0	0%

DE	0	0%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	35	42.68%
OS	11	13.41%
LAB	0	0%
PH	15	18.29%
IS	3	3.66%
AE	0	0%
AH	11	13.41%
NM	2	2.44%
DE	5	6.1%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
PD	4	36.36%
OS	1	9.09%
LAB	0	0%
PH	0	0%
IS	1	9.09%
AE	0	0%
AH	4	36.36%
NM	0	0%
DE	1	9.09%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	1	20%
LAB	0	0%
PH	1	20%
IS	3	60%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>

PD	0	0%
OS	0	0%
LAB	0	0%
PH	1	100%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
PD	13	29.55%
OS	10	22.73%
LAB	1	2.27%
PH	2	4.55%
IS	2	4.55%
AE	0	0%
AH	14	31.82%
NM	2	4.55%
DE	0	0%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
PD	125	25.15%
OS	56	11.27%
LAB	8	1.61%
PH	91	18.31%
IS	30	6.04%
AE	0	0%
AH	164	33%
NM	6	1.21%
DE	17	3.42%

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

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	468	91.05%

PD - GERIATRICIAN	1	0.19%
PD - PEDIATRICIAN	45	8.75%
PD - INTERNAL MEDICINE	0	0%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	28	87.5%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	3	9.38%
PD - INTERNAL MEDICINE	1	3.13%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	36	97.3%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	1	2.7%
PD - INTERNAL MEDICINE	0	0%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	17	85%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	3	15%
PD - INTERNAL MEDICINE	0	0%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	22	81.48%
PD - GERIATRICIAN	1	3.7%
PD - PEDIATRICIAN	4	14.81%
PD - INTERNAL MEDICINE	0	0%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	36	87.8%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	5	12.2%

PD - INTERNAL MEDICINE	0	0%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	504	83.31%
PD - GERIATRICIAN	4	0.66%
PD - PEDIATRICIAN	94	15.54%
PD - INTERNAL MEDICINE	3	0.5%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	2	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	103	93.64%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	7	6.36%
PD - INTERNAL MEDICINE	0	0%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	97	90.65%
PD - GERIATRICIAN	1	0.93%
PD - PEDIATRICIAN	8	7.48%
PD - INTERNAL MEDICINE	1	0.93%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	3	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	29	82.86%
PD - GERIATRICIAN	1	2.86%
PD - PEDIATRICIAN	5	14.29%
PD - INTERNAL MEDICINE	0	0%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>

PD - GENERAL MEDICINE	4	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	9	69.23%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	4	30.77%
PD - INTERNAL MEDICINE	0	0%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	121	96.8%
PD - GERIATRICIAN	2	1.6%
PD - PEDIATRICIAN	2	1.6%
PD - INTERNAL MEDICINE	0	0%

5.1.8 OS Specialties Contact type categories queries and % on total number of OS in Providers Segment Contact type categories queries.

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%

OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	2	50%
OS - OTORHINOLARYNGOLOGY	1	25%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	1	25%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%

OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENERELOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%

OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	3	8.33%
OS - RENAL DISEASES	1	2.78%
OS - NEUROLOGY	1	2.78%
OS - VASCULAR SURGERY	1	2.78%
OS - NEUROLOGICAL SURGERY	1	2.78%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	2	5.56%
OS - OPHTHALMOLOGY	1	2.78%
OS - ORTHOPAEDICS	1	2.78%
OS - OTORHINOLARYNGOLOGY	1	2.78%
OS - ALLERGOLOGY	2	5.56%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	3	8.33%
OS - MEDICAL GENETIC	0	0%

OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	2	5.56%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	3	8.33%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	2	5.56%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	6	16.67%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	1	2.78%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	5	13.89%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%

OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%

OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	3	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	11.11%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	11.11%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	1	11.11%
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	1	11.11%
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%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	1	100%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%

OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%

OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%

OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	1	0.42%
OS - UROLOGY	3	1.26%
OS - RENAL DISEASES	1	0.42%
OS - NEUROLOGY	12	5.02%
OS - VASCULAR SURGERY	2	0.84%
OS - NEUROLOGICAL SURGERY	9	3.77%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	14	5.86%
OS - OPHTHALMOLOGY	15	6.28%
OS - ORTHOPAEDICS	36	15.06%
OS - OTORHINOLARYNGOLOGY	6	2.51%
OS - ALLERGOLOGY	2	0.84%
OS - ANESTHESIOLOGY	7	2.93%
OS - PAEDIATRICS	2	0.84%
OS - CARDIOLOGY	31	12.97%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	7	2.93%
OS - CHILD & ADOLESCENT PSYCHIATRY	1	0.42%
OS - DIAGNOSTIC RADIOLOGY	4	1.67%
OS - ACCIDENT & EMERGENCY MEDICINE	1	0.42%
OS - ENDOCRINOLOGY	12	5.02%
OS - PAEDIATRIC SURGERY	1	0.42%
OS - GASTROENTEROLOGY	5	2.09%

OS - GENERAL SURGERY	19	7.95%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	5	2.09%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	1	0.42%
OS - INTERNAL MEDICINE	1	0.42%
OS - PHYSICAL MEDICINE AND REHABILITATION	1	0.42%
OS - PLASTIC SURGERY	6	2.51%
OS - RESPIRATORY MEDICINE	6	2.51%
OS - PSYCHIATRY	15	6.28%
OS - RADIOTHERAPY	5	2.09%
OS - RHEUMATOLOGY	8	3.35%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	1	25%
OS - OPHTHALMOLOGY	1	25%
OS - ORTHOPAEDICS	1	25%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%

OS - CARDIOLOGY	1	25%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	1	1.85%
OS - UROLOGY	2	3.7%
OS - RENAL DISEASES	0	0%

OS - NEUROLOGY	5	9.26%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	4	7.41%
OS - OPHTHALMOLOGY	5	9.26%
OS - ORTHOPAEDICS	6	11.11%
OS - OTORHINOLARYNGOLOGY	3	5.56%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	3	5.56%
OS - PAEDIATRICS	1	1.85%
OS - CARDIOLOGY	8	14.81%
OS - MEDICAL GENETIC	1	1.85%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	2	3.7%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	2	3.7%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	1.85%
OS - PAEDIATRIC SURGERY	1	1.85%
OS - GASTROENTEROLOGY	1	1.85%
OS - GENERAL SURGERY	2	3.7%
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	1.85%
OS - PSYCHIATRY	3	5.56%

OS - RADIOTHERAPY	1	1.85%
OS - RHEUMATOLOGY	1	1.85%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	1	3.85%
OS - NEUROLOGY	1	3.85%
OS - VASCULAR SURGERY	1	3.85%
OS - NEUROLOGICAL SURGERY	1	3.85%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	2	7.69%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	1	3.85%
OS - OTORHINOLARYNGOLOGY	1	3.85%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	4	15.38%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	3.85%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	1	3.85%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	2	7.69%
OS - PAEDIATRIC SURGERY	0	0%

OS - GASTROENTEROLOGY	1	3.85%
OS - GENERAL SURGERY	3	11.54%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	1	3.85%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	1	3.85%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	1	3.85%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	3	11.54%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%

OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	100%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	1	9.09%

OS - UROLOGY	0	0%
OS - RENAL DISEASES	1	9.09%
OS - NEUROLOGY	2	18.18%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	1	9.09%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	1	9.09%
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	1	9.09%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	2	18.18%
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	18.18%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	100%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%

OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	1	100%
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%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	1	10%
OS - ORTHOPAEDICS	2	20%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	10%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	2	20%

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	2	20%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	1	10%
OS - RESPIRATORY MEDICINE	1	10%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	2	3.57%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	3	5.36%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	1	1.79%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	9	16.07%

OS - OPHTHALMOLOGY	3	5.36%
OS - ORTHOPAEDICS	10	17.86%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	1	1.79%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	4	7.14%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	1.79%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	6	10.71%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	1	1.79%
OS - GENERAL SURGERY	8	14.29%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	1	1.79%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	1	1.79%
OS - PLASTIC SURGERY	1	1.79%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	2	3.57%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	2	3.57%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%

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

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

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	2	100%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	15	100%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	1	100%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	1	100%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	5	6.76%
IS - DOCTOR	69	93.24%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	1	50%
IS - DOCTOR	1	50%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%

IS - DOCTOR	30	100%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	4	36.36%
IS - DOCTOR	7	63.64%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	5	100%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	3	100%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	1	100%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	3	100%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	1	50%
IS - DOCTOR	1	50%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	2	6.67%
IS - DOCTOR	28	93.33%

## 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	2636	20.75%
Delayed reimbursement cases	1	0.01%
Provider & Healthcare Professionals Enrolment Inf	253	1.99%
Registration to Personal Doctor beneficiary list	307	2.42%

Provider Contracting Contact Type Categories Benefits Package	119 Total 271	0.94% Percentage % 2.13%
Beneficiary Eligibility Information	398	3.13%
Service Provision	4455	35.07%
Contribution/Copayments Information	266	2.09%
Reimbursement Information	430	3.39%
Portal/Website Information	1825	14.37%
Technical Support	19	0.15%
Other Information	1046	8.23%
Complaints or appeals	108	0.85%
Pre-approval support to Providers	7	0.06%
Beneficiary and Provider support on Beneficiary el	1	0.01%
Claims	48	0.38%
Service provision support to Providers	513	4.04%

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	2100	25.55%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	15	0.18%
Registration to Personal Doctor beneficiary list	265	3.22%
Provider Contracting	1	0.01%
Benefits Package	207	2.52%
Beneficiary Eligibility Information	356	4.33%
Service Provision	2425	29.5%
Contribution/Copayments Information	237	2.88%
Reimbursement Information	3	0.04%
Portal/Website Information	1542	18.76%
Technical Support	5	0.06%
Other Information	945	11.5%
Complaints or appeals	97	1.18%
Pre-approval support to Providers	2	0.02%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	4	0.05%

<b>Beneficiaries Contact Type Categories</b>	<b>Total</b>	<b>Percentage %</b>
Service provision support to Providers	16	0.19%

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

<b>General Public Contact Type Categories</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Enrolment Information	8	15.69%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	1	1.96%
Registration to Personal Doctor beneficiary list	2	3.92%
Provider Contracting	0	0%
Benefits Package	3	5.88%
Beneficiary Eligibility Information	0	0%
Service Provision	12	23.53%
Contribution/Copayments Information	1	1.96%
Reimbursement Information	1	1.96%
Portal/Website Information	4	7.84%
Technical Support	0	0%
Other Information	19	37.25%
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%

5.2.4 Providers Contact type categories queries and % on total number of Providers telephone call queries.

<b>Providers Contact Type Categories</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Enrolment Information	528	11.91%
Delayed reimbursement cases	1	0.02%
Provider & Healthcare Professionals Enrolment Inf	237	5.35%
Registration to Personal Doctor beneficiary list	40	0.9%
Provider Contracting	118	2.66%
Benefits Package	61	1.38%
Beneficiary Eligibility Information	42	0.95%
Service Provision	2018	45.53%
Contribution/Copayments Information	28	0.63%

<b>Providers Contact Type Categories</b>	<b>Total</b>	<b>Percentage %</b>
Portal/Website Information	279	6.3%
Technical Support	14	0.32%
Other Information	82	1.85%
Complaints or appeals	11	0.25%
Pre-approval support to Providers	5	0.11%
Beneficiary and Provider support on Beneficiary el	1	0.02%
Claims	44	0.99%
Service provision support to Providers	497	11.21%

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

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	859	40.9%
Beneficiary Female	1241	59.1%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	0	0%
Beneficiary Female	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	4	26.67%
Beneficiary Female	11	73.33%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	114	43.02%
Beneficiary Female	151	56.98%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	0	0%
Beneficiary Female	1	100%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	62	29.95%
Beneficiary Female	145	70.05%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	164	46.07%
Beneficiary Female	192	53.93%

<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	837	34.52%
Beneficiary Female	1588	65.48%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	92	38.82%
Beneficiary Female	145	61.18%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	2	66.67%
Beneficiary Female	1	33.33%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	584	37.87%
Beneficiary Female	958	62.13%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	1	20%
Beneficiary Female	4	80%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	384	40.63%
Beneficiary Female	561	59.37%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	36	37.11%
Beneficiary Female	61	62.89%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	1	50%
Beneficiary Female	1	50%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	0	0%
Beneficiary Female	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	1	25%
Beneficiary Female	3	75%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Male	9	56.25%

Beneficiary Female	7	43.75%
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5.2.6 Providers Segment Contact type categories queries and % on total number of Providers Contact Type Categories telephone call queries.

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	512	96.97%
OS	4	0.76%
LAB	0	0%
PH	2	0.38%
IS	2	0.38%
AE	0	0%
AH	5	0.95%
NM	1	0.19%
DE	2	0.38%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	1	100%
NM	0	0%
DE	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
PD	32	13.5%
OS	36	15.19%
LAB	7	2.95%
PH	31	13.08%
IS	15	6.33%
AE	0	0%
AH	71	29.96%
NM	9	3.8%
DE	36	15.19%

<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
PD	37	92.5%
OS	0	0%
LAB	0	0%
PH	1	2.5%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	2	5%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
PD	20	16.95%
OS	9	7.63%
LAB	2	1.69%
PH	13	11.02%
IS	1	0.85%
AE	0	0%
AH	45	38.14%
NM	3	2.54%
DE	25	21.19%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
PD	27	44.26%
OS	1	1.64%
LAB	1	1.64%
PH	2	3.28%
IS	1	1.64%
AE	0	0%
AH	27	44.26%
NM	1	1.64%
DE	1	1.64%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	41	97.62%

OS	0	0%
LAB	0	0%
PH	1	2.38%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
PD	604	29.93%
OS	239	11.84%
LAB	20	0.99%
PH	456	22.6%
IS	74	3.67%
AE	1	0.05%
AH	561	27.8%
NM	24	1.19%
DE	39	1.93%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	2	7.14%
OS	4	14.29%
LAB	1	3.57%
PH	6	21.43%
IS	2	7.14%
AE	0	0%
AH	13	46.43%
NM	0	0%
DE	0	0%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	110	25.82%
OS	54	12.68%
LAB	8	1.88%

PH	40	9.39%
IS	30	7.04%
AE	0	0%
AH	169	39.67%
NM	1	0.23%
DE	14	3.29%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	107	38.35%
OS	26	9.32%
LAB	11	3.94%
PH	78	27.96%
IS	11	3.94%
AE	0	0%
AH	39	13.98%
NM	1	0.36%
DE	6	2.15%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
PD	3	21.43%
OS	1	7.14%
LAB	0	0%
PH	3	21.43%
IS	5	35.71%
AE	0	0%
AH	2	14.29%
NM	0	0%
DE	0	0%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	35	42.68%
OS	11	13.41%
LAB	0	0%
PH	15	18.29%
IS	3	3.66%

AE	0	0%
AH	11	13.41%
NM	2	2.44%
DE	5	6.1%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
PD	4	36.36%
OS	1	9.09%
LAB	0	0%
PH	0	0%
IS	1	9.09%
AE	0	0%
AH	4	36.36%
NM	0	0%
DE	1	9.09%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	1	20%
LAB	0	0%
PH	1	20%
IS	3	60%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%
LAB	0	0%
PH	1	100%
IS	0	0%
AE	0	0%
AH	0	0%

NM	0	0%
DE	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
PD	13	29.55%
OS	10	22.73%
LAB	1	2.27%
PH	2	4.55%
IS	2	4.55%
AE	0	0%
AH	14	31.82%
NM	2	4.55%
DE	0	0%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
PD	125	25.15%
OS	56	11.27%
LAB	8	1.61%
PH	91	18.31%
IS	30	6.04%
AE	0	0%
AH	164	33%
NM	6	1.21%
DE	17	3.42%

5.2.7 PD Specialties Contact type categories queries and % on total number of PD in Providers Segment Contact type categories telephone call queries.

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	466	91.02%
PD - GERIATRICIAN	1	0.2%
PD - PEDIATRICIAN	45	8.79%
PD - INTERNAL MEDICINE	0	0%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%

PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	28	87.5%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	3	9.38%
PD - INTERNAL MEDICINE	1	3.13%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	36	97.3%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	1	2.7%
PD - INTERNAL MEDICINE	0	0%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	17	85%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	3	15%
PD - INTERNAL MEDICINE	0	0%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	22	81.48%
PD - GERIATRICIAN	1	3.7%
PD - PEDIATRICIAN	4	14.81%
PD - INTERNAL MEDICINE	0	0%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	36	87.8%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	5	12.2%
PD - INTERNAL MEDICINE	0	0%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	504	83.44%
PD - GERIATRICIAN	4	0.66%
PD - PEDIATRICIAN	93	15.4%
PD - INTERNAL MEDICINE	3	0.5%

<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	2	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	103	93.64%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	7	6.36%
PD - INTERNAL MEDICINE	0	0%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	97	90.65%
PD - GERIATRICIAN	1	0.93%
PD - PEDIATRICIAN	8	7.48%
PD - INTERNAL MEDICINE	1	0.93%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	3	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	29	82.86%
PD - GERIATRICIAN	1	2.86%
PD - PEDIATRICIAN	5	14.29%
PD - INTERNAL MEDICINE	0	0%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	4	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%

PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	9	69.23%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	4	30.77%
PD - INTERNAL MEDICINE	0	0%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	121	96.8%
PD - GERIATRICIAN	2	1.6%
PD - PEDIATRICIAN	2	1.6%
PD - INTERNAL MEDICINE	0	0%

5.2.8 OS Specialties Contact type categories queries and % on total number of OS in Providers Segment Contact type categories telephone call queries.

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	2	50%
OS - OTORHINOLARYNGOLOGY	1	25%

OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	1	25%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>

OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%

OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	3	8.33%
OS - RENAL DISEASES	1	2.78%
OS - NEUROLOGY	1	2.78%
OS - VASCULAR SURGERY	1	2.78%
OS - NEUROLOGICAL SURGERY	1	2.78%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	2	5.56%
OS - OPHTHALMOLOGY	1	2.78%
OS - ORTHOPAEDICS	1	2.78%
OS - OTORHINOLARYNGOLOGY	1	2.78%
OS - ALLERGOLOGY	2	5.56%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	3	8.33%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	2	5.56%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	3	8.33%

OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	2	5.56%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	6	16.67%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	1	2.78%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	5	13.89%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%

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

Provider Contracting	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	3	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	11.11%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	11.11%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	1	11.11%
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	1	11.11%
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%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	1	100%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%

OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%

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

OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	1	0.42%
OS - UROLOGY	3	1.26%
OS - RENAL DISEASES	1	0.42%
OS - NEUROLOGY	12	5.02%
OS - VASCULAR SURGERY	2	0.84%
OS - NEUROLOGICAL SURGERY	9	3.77%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	14	5.86%
OS - OPHTHALMOLOGY	15	6.28%
OS - ORTHOPAEDICS	36	15.06%
OS - OTORHINOLARYNGOLOGY	6	2.51%
OS - ALLERGOLOGY	2	0.84%
OS - ANESTHESIOLOGY	7	2.93%
OS - PAEDIATRICS	2	0.84%
OS - CARDIOLOGY	31	12.97%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	7	2.93%
OS - CHILD & ADOLESCENT PSYCHIATRY	1	0.42%
OS - DIAGNOSTIC RADIOLOGY	4	1.67%
OS - ACCIDENT & EMERGENCY MEDICINE	1	0.42%
OS - ENDOCRINOLOGY	12	5.02%
OS - PAEDIATRIC SURGERY	1	0.42%
OS - GASTROENTEROLOGY	5	2.09%
OS - GENERAL SURGERY	19	7.95%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	5	2.09%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	1	0.42%

OS - INTERNAL MEDICINE	1	0.42%
OS - PHYSICAL MEDICINE AND REHABILITATION	1	0.42%
OS - PLASTIC SURGERY	6	2.51%
OS - RESPIRATORY MEDICINE	6	2.51%
OS - PSYCHIATRY	15	6.28%
OS - RADIOTHERAPY	5	2.09%
OS - RHEUMATOLOGY	8	3.35%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	1	25%
OS - OPHTHALMOLOGY	1	25%
OS - ORTHOPAEDICS	1	25%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	25%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%

OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	1	1.85%
OS - UROLOGY	2	3.7%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	5	9.26%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	4	7.41%

OS - OPHTHALMOLOGY	5	9.26%
OS - ORTHOPAEDICS	6	11.11%
OS - OTORHINOLARYNGOLOGY	3	5.56%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	3	5.56%
OS - PAEDIATRICS	1	1.85%
OS - CARDIOLOGY	8	14.81%
OS - MEDICAL GENETIC	1	1.85%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VERERELOGY	2	3.7%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	2	3.7%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	1.85%
OS - PAEDIATRIC SURGERY	1	1.85%
OS - GASTROENTEROLOGY	1	1.85%
OS - GENERAL SURGERY	2	3.7%
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	1.85%
OS - PSYCHIATRY	3	5.56%
OS - RADIOTHERAPY	1	1.85%
OS - RHEUMATOLOGY	1	1.85%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%

OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	1	3.85%
OS - NEUROLOGY	1	3.85%
OS - VASCULAR SURGERY	1	3.85%
OS - NEUROLOGICAL SURGERY	1	3.85%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	2	7.69%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	1	3.85%
OS - OTORHINOLARYNGOLOGY	1	3.85%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	4	15.38%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	3.85%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	1	3.85%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	2	7.69%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	1	3.85%
OS - GENERAL SURGERY	3	11.54%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	1	3.85%
OS - PATHOLOGICAL ANATOMY	0	0%

OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	1	3.85%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	1	3.85%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	3	11.54%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%

OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	100%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	1	9.09%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	1	9.09%
OS - NEUROLOGY	2	18.18%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	1	9.09%
OS - NUCLEAR MEDICINE	0	0%

OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	1	9.09%
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	1	9.09%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	2	18.18%
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	18.18%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%

OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	100%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%

OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	1	100%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%

OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%

OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%

OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	1	10%
OS - ORTHOPAEDICS	2	20%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	10%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	2	20%
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	2	20%

OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	1	10%
OS - RESPIRATORY MEDICINE	1	10%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	2	3.57%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	3	5.36%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	1	1.79%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	9	16.07%
OS - OPHTHALMOLOGY	3	5.36%
OS - ORTHOPAEDICS	10	17.86%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	1	1.79%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	4	7.14%

OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	1.79%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	6	10.71%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	1	1.79%
OS - GENERAL SURGERY	8	14.29%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	1	1.79%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	1	1.79%
OS - PLASTIC SURGERY	1	1.79%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	2	3.57%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	2	3.57%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%

5.2.9 IS Specialties Contact type categories queries and % on total number of IS in Providers Segment Contact type categories telephone call queries.

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	2	100%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>

IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	15	100%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	1	100%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	1	100%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	5	6.76%
IS - DOCTOR	69	93.24%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	1	50%
IS - DOCTOR	1	50%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	30	100%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	4	36.36%
IS - DOCTOR	7	63.64%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	5	100%

<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	3	100%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	1	100%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	3	100%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	1	50%
IS - DOCTOR	1	50%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	2	6.67%
IS - DOCTOR	28	93.33%

### 5.3 Emails

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

<b>Contact Type Categories</b>	<b>Total</b>	<b>Percentage %</b>
Beneficiary Enrolment Information	332	26.88%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	11	0.89%
Registration to Personal Doctor beneficiary list	15	1.21%
Provider Contracting	3	0.24%
Benefits Package	23	1.86%
Beneficiary Eligibility Information	61	4.94%
Service Provision	137	11.09%
Contribution/Copayments Information	30	2.43%
Reimbursement Information	13	1.05%
Portal/Website Information	347	28.1%

Technical Support Contact Type Categories	0 Total	0% Percentage %
Other Information	175	14.17%
Complaints or appeals	85	6.88%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	1	0.08%
Service provision support to Providers	2	0.16%

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	330	26.83%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	11	0.89%

Registration to Personal Doctor beneficiary list General Public Contact Type Categories	15 Total	1.22% Percentage %
Provider Contracting	3	0.24%
Benefits Package	23	1.87%
Beneficiary Eligibility Information	61	4.96%
Service Provision	134	10.89%
Contribution/Copayments Information	30	2.44%
Reimbursement Information	13	1.06%
Portal/Website Information	347	28.21%
Technical Support	0	0%
Other Information	175	14.23%
Complaints or appeals	85	6.91%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	1	0.08%
Service provision support to Providers	2	0.16%

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	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	3	60%
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 Providers Contact Type Categories	0 Total	0% Percentage %
Claims	0	0%
Service provision support to Providers	0	0%

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

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

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

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

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

IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%

AH	0	0%
NM	0	0%
DE	0	0%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%

DE	0	0%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
PD	1	33.33%
OS	0	0%
LAB	0	0%
PH	1	33.33%
IS	0	0%
AE	0	0%
AH	0	0%
NM	1	33.33%
DE	0	0%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>

PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%

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

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

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

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

<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	1	100%
PD - INTERNAL MEDICINE	0	0%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%

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

PD - INTERNAL MEDICINE	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%

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

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%

OS - DERMATO-VENERELOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%

OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%

OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%

OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%

OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENERELOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%

OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%

OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%

OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%

OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%

OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%

OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%

OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%

OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%

OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%

OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%

OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%

OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%

OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%

OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%

OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%

OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>

OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%

OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%

OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%

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

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%

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

IS - DOCTOR	0	0%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%

## 6. Number of queries per channel of communication, per status, per segment and specialty and contact type category.

### 6.1 Telephone calls + Emails

#### 6.1.1 Status of queries and % on total number of queries.

Status	Total	Percentage %
First Contact Resolution	13322	95.58%
Escalated	391	2.81%
Follow up	225	1.61%

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

Beneficiaries Status	Total	Percentage %
First Contact Resolution	8137	98.99%
Escalated	83	1.01%
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	796	62.14%
Escalated	260	20.3%
Follow up	225	17.56%

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

Providers Status	Total	Percentage %
First Contact Resolution	4389	98.92%
Escalated	48	1.08%
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	3115	38.28%
Beneficiary Female	5022	61.72%
Escalated	Total	Percentage %
Beneficiary Male	35	42.17%
Beneficiary Female	48	57.83%
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.

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First Contact Resolution	Total	Percentage %
PD	1658	37.78%
OS	441	10.05%
LAB	58	1.32%
PH	733	16.7%
IS	180	4.1%
AE	1	0.02%
AH	1120	25.52%
NM	51	1.16%
DE	147	3.35%
Escalated	Total	Percentage %
PD	17	35.42%
OS	12	25%
LAB	1	2.08%
PH	11	22.92%
IS	0	0%
AE	0	0%
AH	6	12.5%
NM	0	0%
DE	1	2.08%
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	1464	88.3%
PD - GERIATRICIAN	10	0.6%
PD - PEDIATRICIAN	179	10.8%
PD - INTERNAL MEDICINE	5	0.3%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	15	88.24%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	2	11.76%
PD - INTERNAL MEDICINE	0	0%
<b>Follow up</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%

6.1.8 Status of OS Specialties queries and % on total number of OS in Status of Providers Segment queries.

<b>First Contact Resolution</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	3	0.68%
OS - UROLOGY	10	2.27%
OS - RENAL DISEASES	4	0.91%
OS - NEUROLOGY	27	6.12%
OS - VASCULAR SURGERY	3	0.68%
OS - NEUROLOGICAL SURGERY	14	3.17%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	32	7.26%
OS - OPHTHALMOLOGY	27	6.12%
OS - ORTHOPAEDICS	57	12.93%
OS - OTORHINOLARYNGOLOGY	12	2.72%
OS - ALLERGOLOGY	4	0.91%
OS - ANESTHESIOLOGY	11	2.49%
OS - PAEDIATRICS	3	0.68%
OS - CARDIOLOGY	52	11.79%
OS - MEDICAL GENETIC	1	0.23%

OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	15	3.4%
OS - CHILD & ADOLESCENT PSYCHIATRY	2	0.45%
OS - DIAGNOSTIC RADIOLOGY	16	3.63%
OS - ACCIDENT & EMERGENCY MEDICINE	1	0.23%
OS - ENDOCRINOLOGY	18	4.08%
OS - PAEDIATRIC SURGERY	2	0.45%
OS - GASTROENTEROLOGY	8	1.81%
OS - GENERAL SURGERY	41	9.3%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	6	1.36%
OS - PATHOLOGICAL ANATOMY	1	0.23%
OS - MEDICAL ONCOLOGY	2	0.45%
OS - INTERNAL MEDICINE	2	0.45%
OS - PHYSICAL MEDICINE AND REHABILITATION	2	0.45%
OS - PLASTIC SURGERY	9	2.04%
OS - RESPIRATORY MEDICINE	7	1.59%
OS - PSYCHIATRY	32	7.26%
OS - RADIOTHERAPY	6	1.36%
OS - RHEUMATOLOGY	11	2.49%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	1	8.33%
OS - VASCULAR SURGERY	1	8.33%

OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	1	8.33%
OS - ORTHOPAEDICS	2	16.67%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	2	16.67%
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	1	8.33%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	1	8.33%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	1	8.33%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	1	8.33%
OS - PSYCHIATRY	1	8.33%
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%
<b>Follow up</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%

OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%

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

<b>First Contact Resolution</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	13	7.22%
IS - DOCTOR	167	92.78%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Follow up</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%

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

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	2855	96.19%
Escalated	84	2.83%
Follow up	29	0.98%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>

First Contact Resolution	1	100%
Escalated	0	0%
Follow up	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	259	98.11%
Escalated	4	1.52%
Follow up	1	0.38%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	322	100%
Escalated	0	0%
Follow up	0	0%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	117	95.9%
Escalated	5	4.1%
Follow up	0	0%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	288	97.96%
Escalated	3	1.02%
Follow up	3	1.02%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	447	97.39%
Escalated	6	1.31%
Follow up	6	1.31%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	4511	98.24%
Escalated	51	1.11%
Follow up	30	0.65%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	286	96.62%
Escalated	7	2.36%
Follow up	3	1.01%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>

First Contact Resolution	434	97.97%
Escalated	9	2.03%
Follow up	0	0%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	2013	92.68%
Escalated	116	5.34%
Follow up	43	1.98%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	19	100%
Escalated	0	0%
Follow up	0	0%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	1068	87.47%
Escalated	55	4.5%
Follow up	98	8.03%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	134	69.43%
Escalated	48	24.87%
Follow up	11	5.7%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	7	100%
Escalated	0	0%
Follow up	0	0%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	1	100%
Escalated	0	0%
Follow up	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	49	100%
Escalated	0	0%
Follow up	0	0%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>

First Contact Resolution	511	99.22%
Escalated	3	0.58%
Follow up	1	0.19%

## 6.2 Telephone calls

### 6.2.1 Status of queries and % on total number of telephone call queries.

Status	Total	Percentage %
First Contact Resolution	12573	98.98%
Escalated	130	1.02%
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	8137	98.99%
Escalated	83	1.01%
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	51	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	4385	98.94%
Escalated	47	1.06%
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	3115	38.28%
Beneficiary Female	5022	61.72%
Escalated	Total	Percentage %
Beneficiary Male	35	42.17%
Beneficiary Female	48	57.83%
Follow up	Total	Percentage %
Beneficiary Male	0	0%

Beneficiary Female	0	0%
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6.2.6 Status of Providers Segment queries and % on total number of Status of Providers telephone call queries.

<b>First Contact Resolution</b>	<b>Total</b>	<b>Percentage %</b>
PD	1655	37.74%
OS	441	10.06%
LAB	58	1.32%
PH	733	16.72%
IS	180	4.1%
AE	1	0.02%
AH	1120	25.54%
NM	50	1.14%
DE	147	3.35%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>
PD	17	36.17%
OS	12	25.53%
LAB	1	2.13%
PH	10	21.28%
IS	0	0%
AE	0	0%
AH	6	12.77%
NM	0	0%
DE	1	2.13%
<b>Follow up</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%

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

<b>First Contact Resolution</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	1462	88.34%
PD - GERIATRICIAN	10	0.6%
PD - PEDIATRICIAN	178	10.76%
PD - INTERNAL MEDICINE	5	0.3%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	15	88.24%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	2	11.76%
PD - INTERNAL MEDICINE	0	0%
<b>Follow up</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%

6.2.8 Status of OS Specialties queries and % on total number of OS in Status of Providers Segment telephone call queries.

<b>First Contact Resolution</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	3	0.68%
OS - UROLOGY	10	2.27%
OS - RENAL DISEASES	4	0.91%
OS - NEUROLOGY	27	6.12%
OS - VASCULAR SURGERY	3	0.68%
OS - NEUROLOGICAL SURGERY	14	3.17%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	32	7.26%
OS - OPHTHALMOLOGY	27	6.12%
OS - ORTHOPAEDICS	57	12.93%
OS - OTORHINOLARYNGOLOGY	12	2.72%
OS - ALLERGOLOGY	4	0.91%
OS - ANESTHESIOLOGY	11	2.49%
OS - PAEDIATRICS	3	0.68%

OS - CARDIOLOGY	52	11.79%
OS - MEDICAL GENETIC	1	0.23%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	15	3.4%
OS - CHILD & ADOLESCENT PSYCHIATRY	2	0.45%
OS - DIAGNOSTIC RADIOLOGY	16	3.63%
OS - ACCIDENT & EMERGENCY MEDICINE	1	0.23%
OS - ENDOCRINOLOGY	18	4.08%
OS - PAEDIATRIC SURGERY	2	0.45%
OS - GASTROENTEROLOGY	8	1.81%
OS - GENERAL SURGERY	41	9.3%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	6	1.36%
OS - PATHOLOGICAL ANATOMY	1	0.23%
OS - MEDICAL ONCOLOGY	2	0.45%
OS - INTERNAL MEDICINE	2	0.45%
OS - PHYSICAL MEDICINE AND REHABILITATION	2	0.45%
OS - PLASTIC SURGERY	9	2.04%
OS - RESPIRATORY MEDICINE	7	1.59%
OS - PSYCHIATRY	32	7.26%
OS - RADIOTHERAPY	6	1.36%
OS - RHEUMATOLOGY	11	2.49%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%

OS - NEUROLOGY	1	8.33%
OS - VASCULAR SURGERY	1	8.33%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	1	8.33%
OS - ORTHOPAEDICS	2	16.67%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	2	16.67%
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	1	8.33%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	1	8.33%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	1	8.33%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	1	8.33%
OS - PSYCHIATRY	1	8.33%

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%
<b>Follow up</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%

OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%

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

<b>First Contact Resolution</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	13	7.22%
IS - DOCTOR	167	92.78%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Follow up</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%

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

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	2578	97.8%
Escalated	58	2.2%

Follow up	0	0%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	1	100%
Escalated	0	0%
Follow up	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	250	98.81%
Escalated	3	1.19%
Follow up	0	0%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	307	100%
Escalated	0	0%
Follow up	0	0%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	115	96.64%
Escalated	4	3.36%
Follow up	0	0%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	270	99.63%
Escalated	1	0.37%
Follow up	0	0%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	393	98.74%
Escalated	5	1.26%
Follow up	0	0%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	4419	99.19%
Escalated	36	0.81%
Follow up	0	0%
<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	263	98.87%
Escalated	3	1.13%

Follow up	0	0%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	423	98.37%
Escalated	7	1.63%
Follow up	0	0%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	1822	99.84%
Escalated	3	0.16%
Follow up	0	0%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	19	100%
Escalated	0	0%
Follow up	0	0%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	1041	99.52%
Escalated	5	0.48%
Follow up	0	0%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	106	98.15%
Escalated	2	1.85%
Follow up	0	0%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	7	100%
Escalated	0	0%
Follow up	0	0%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	1	100%
Escalated	0	0%
Follow up	0	0%
<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	48	100%
Escalated	0	0%

Follow up	0	0%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	510	99.42%
Escalated	3	0.58%
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	749	60.65%
Escalated	261	21.13%
Follow up	225	18.22%

#### 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	745	60.57%
Escalated	260	21.14%
Follow up	225	18.29%

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

Providers Status	Total	Percentage %
First Contact Resolution	4	80%
Escalated	1	20%
Follow up	0	0%

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

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

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

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

<b>First Contact Resolution</b>	<b>Total</b>	<b>Percentage %</b>
PD	3	75%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	1	25%
DE	0	0%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%
LAB	0	0%
PH	1	100%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
<b>Follow up</b>	<b>Total</b>	<b>Percentage %</b>
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%

AH	0	0%
NM	0	0%
DE	0	0%

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

<b>First Contact Resolution</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	2	66.67%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	1	33.33%
PD - INTERNAL MEDICINE	0	0%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
<b>Follow up</b>	<b>Total</b>	<b>Percentage %</b>
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%

6.3.8 Status of OS Specialties queries and % on total number of OS in Status of Providers Segment email queries.

<b>First Contact Resolution</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%

OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>

OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%

OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
<b>Follow up</b>	<b>Total</b>	<b>Percentage %</b>
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%

OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%

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

<b>First Contact Resolution</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Escalated</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%
<b>Follow up</b>	<b>Total</b>	<b>Percentage %</b>
IS - CODER	0	0%
IS - DOCTOR	0	0%

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

<b>Beneficiary Enrolment Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	277	83.43%
Escalated	26	7.83%
Follow up	29	8.73%
<b>Delayed reimbursement cases</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	0	0%
Escalated	0	0%
Follow up	0	0%
<b>Provider &amp; Healthcare Professionals Enrolment Inf</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	9	81.82%
Escalated	1	9.09%
Follow up	1	9.09%
<b>Registration to Personal Doctor beneficiary list</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	15	100%
Escalated	0	0%
Follow up	0	0%
<b>Provider Contracting</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	2	66.67%
Escalated	1	33.33%
Follow up	0	0%
<b>Benefits Package</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	18	78.26%
Escalated	2	8.7%
Follow up	3	13.04%
<b>Beneficiary Eligibility Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	54	88.52%
Escalated	1	1.64%
Follow up	6	9.84%
<b>Service Provision</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	92	67.15%
Escalated	15	10.95%
Follow up	30	21.9%

<b>Contribution/Copayments Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	23	76.67%
Escalated	4	13.33%
Follow up	3	10%
<b>Reimbursement Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	11	84.62%
Escalated	2	15.38%
Follow up	0	0%
<b>Portal/Website Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	191	55.04%
Escalated	113	32.56%
Follow up	43	12.39%
<b>Technical Support</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	0	0%
Escalated	0	0%
Follow up	0	0%
<b>Other Information</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	27	15.43%
Escalated	50	28.57%
Follow up	98	56%
<b>Complaints or appeals</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	28	32.94%
Escalated	46	54.12%
Follow up	11	12.94%
<b>Pre-approval support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	0	0%
Escalated	0	0%
Follow up	0	0%
<b>Beneficiary and Provider support on Beneficiary el</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	0	0%
Escalated	0	0%
Follow up	0	0%

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<b>Claims</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	1	100%
Escalated	0	0%
Follow up	0	0%
<b>Service provision support to Providers</b>	<b>Total</b>	<b>Percentage %</b>
First Contact Resolution	1	50%
Escalated	0	0%
Follow up	1	50%

## 7. Telephone calls average length time.

- 7.1 Average length time (seconds): 87
- 7.2 Beneficiaries Average length time (seconds): 85
- 7.3 Providers Average length time (seconds): 91

## 8. Telephone calls average wrap up time.

- 8.1 Average wrap up time (seconds): 10
- 8.2 Beneficiaries Average wrap up time (seconds): 10
- 8.3 Providers Average wrap up time (seconds): 9

## 9. Telephone calls average waiting time.

- 9.1 Average waiting time (seconds): 12
- 9.2 Beneficiaries Average waiting time (seconds): 15
- 9.3 Providers Average waiting time (seconds): 6

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

Beneficiaries Overflow: 0

Calls answered in 60 seconds.	Total	Percentage %
SLA is 80% for inbound calls.	7685/8201	93.71%

  

Calls answered in 120 seconds.	Total	Percentage %
SLA is 90% for inbound calls.	8049/8201	98.15%

## 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.	4167/4429	94.08%

  

Calls answered in 60 seconds.	Total	Percentage %
SLA is 95% for inbound calls.	4340/4429	97.99%

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

Calls marked as first contact resolution.	Total	Percentage %
SLA is 95% of calls.	12573/12703	98.98%

13. Emails average assignment time.

Emails average assignment time (seconds): 29490

14. Emails average resolution time.

Emails average resolution time (seconds), 29826

15. Email priority assignment (SLA-10).

Email acquired in 1 business day.	Total	Percentage %
SLA is 95% of emails.	1232/1235	99.76%

16. Email resolution (SLA-12).

Emails resolved within 3 business days.	Total	Percentage %
SLA is 98% of emails.	972/974	99.79%

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

17.1 Total Surveys

Total Surveys: 176

Rating in scale of 4	Average
SLA is > 3	3.23

**End of Report**