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Report name:	Portals reporting.		
Report description:	Reporting for inbound contacts submitted to the Contact Centre Services by Portals for a specific period with the use of MedNext+ application		
Reporting software:	MedNext+ application.		
Customer:	Health Insurance organization	Contact Person:	Ifigeneia Kammitisi
Printing date:	11/05/2026 11:44:32		
Reporting period date:	01/05/2026 08:30:58 - 09/05/2026 22:43:23		

1. Handled contacts through Portals.

1.1. Number of Portal contacts

Number of Portal contacts: 1362

2. Number of contacts per Issue Category

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

Issue Category	Total	Percentage %
Query	1327	97.43%

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

Issue Category	Total	Percentage %
Complaint	35	2.57%

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

Issue Category	Total	Percentage %
Follow Up	0	0%

3. Number of contacts per Originator Type

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

Issue Category	Total	Percentage %
Insured Member	51	3.74%
Provider	1311	96.26%
Other	0	0%

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

Issue Category	Total	Percentage %
Insured Member	36	2.71%
Provider	1291	97.29%
Other	0	0%

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

Issue Category	Total	Percentage %
Insured Member	15	42.86%
Provider	20	57.14%
Other	0	0%

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

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

4. Number of Queries per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	137	10.32%
Provider & Healthcare Professionals Enrolment Info	17	1.28%
Registration to Personal Doctor beneficiary list	9	0.68%
Provider Contracting	12	0.9%
Benefits Package	134	10.1%
Beneficiary Eligibility Information	3	0.23%
Service Provision	730	55.01%
Contribution/Copayments Information	4	0.3%
Reimbursement Information	13	0.98%
Portal/Website Information	13	0.98%
Technical Support	5	0.38%
Other Information	116	8.74%
Pre-approval support to Providers	71	5.35%
Beneficiary and Provider support on Beneficiary el	13	0.98%
Business Continuity Service	0	0%
Service provision support to Providers	19	1.43%
Delayed reimbursement cases	2	0.15%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	10	27.78%
Provider & Healthcare Professionals Enrolment Info	1	2.78%
Registration to Personal Doctor beneficiary list	4	11.11%
Provider Contracting	1	2.78%
Benefits Package	3	8.33%
Beneficiary Eligibility Information	2	5.56%
Service Provision	4	11.11%
Contribution/Copayments Information	1	2.78%
Reimbursement Information	0	0%
Portal/Website Information	6	16.67%

Technical Support Sub Category Other Information	0 Total 3	0% Percentage % 8.33%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	1	2.78%
Business Continuity Service	0	0%
Service provision support to Providers	0	0%
Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	127	9.84%
Provider & Healthcare Professionals Enrolment Info	16	1.24%
Registration to Personal Doctor beneficiary list	5	0.39%
Provider Contracting	11	0.85%
Benefits Package	131	10.15%
Beneficiary Eligibility Information	1	0.08%
Service Provision	726	56.24%
Contribution/Copayments Information	3	0.23%
Reimbursement Information	13	1.01%
Portal/Website Information	7	0.54%
Technical Support	5	0.39%
Other Information	113	8.75%
Pre-approval support to Providers	71	5.5%
Beneficiary and Provider support on Beneficiary el	12	0.93%
Business Continuity Service	0	0%
Service provision support to Providers	19	1.47%
Delayed reimbursement cases	2	0.15%

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

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

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

5. Number of Complaints per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	1	2.86%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	1	2.86%
Benefits Package Complaint	3	8.57%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	1	2.86%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	1	2.86%
Portal/Website Complaint	1	2.86%
Technical Issues Complaint	0	0%
Other Complaints	8	22.86%
Complaint for specific Provider	8	22.86%
Complaint for specific Beneficiary	3	8.57%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	3	8.57%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

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

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

Contribution/Copayments Complaint Sub Category	0 Total	0% Percentage %
Reimbursement Complaint	0	0%
Portal/Website Complaint	1	6.67%
Technical Issues Complaint	0	0%
Other Complaints	7	46.67%
Complaint for specific Provider	6	40%
Complaint for specific Beneficiary	0	0%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	0	0%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

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

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

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

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

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

6. Number of contacts per Sub Category

6.1 Number of contacts per Sub Category

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	137	10.06%
Provider & Healthcare Professionals Enrolment Info	17	1.25%
Registration to Personal Doctor beneficiary list	9	0.66%
Provider Contracting	12	0.88%
Benefits Package	134	9.84%
Beneficiary Eligibility Information	3	0.22%
Service Provision	730	53.6%
Contribution/Copayments Information	4	0.29%
Reimbursement Information	13	0.95%
Portal/Website Information	13	0.95%
Technical Support	5	0.37%
Other Information	116	8.52%
Pre-approval support to Providers	71	5.21%
Beneficiary and Provider support on Beneficiary el	13	0.95%
Business Continuity Service	0	0%
Service provision support to Providers	19	1.4%
Delayed reimbursement cases	2	0.15%
Beneficiary Enrolment Complaint	1	0.07%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	1	0.07%
Benefits Package Complaint	3	0.22%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	1	0.07%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	1	0.07%
Portal/Website Complaint	1	0.07%
Technical Issues Complaint	0	0%
Other Complaints	8	0.59%

Complaint for specific Provider Sub Category	8 Total	0.59% Percentage %
Complaint for specific Beneficiary	3	0.22%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	3	0.22%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

7. Portals average assignment time

7.1 Portals average assignment time

Portals average assignment time (seconds):5831

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

8.1 Portals assignment time

Portal contacts acquired in 1 business day.	Total	Percentage %
SLA is 95% of portals.	1362/1362	100%

9. Portals average resolution time

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

Average resolution time for contacts resolve by the Contact Centre Services (seconds): 8607

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

Average resolution time for contacts escalated from the Contact Centre Services (seconds): 19615

9.3 Portals average resolution time.

Portals average resolution time (seconds): 14111

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

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

Portals resolved in 3 business days.	Total	Percentage %
SLA is 98% of portals.	1292/1293	99.92%

11. Contact centre quality (SLA-14)

11.1. Contacts wrongly transferred outside the Contact Centre for resolution

Wrongly escalated contacts	Total	Percentage %
SLA is 2% of escalated contacts.	1/169	0.59%

12. Escalated Portal Contacts

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

Portal contacts	Total	Percentage %
Escalated portal contacts	69	5.07%

13. Escalated Portal Contacts per Issue Category

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

Issue Category	Total	Percentage %
Query	51	73.91%

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

Issue Category	Total	Percentage %
Complaint	18	26.09%

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

Issue Category	Total	Percentage %
Follow Up	0	0%

14. Escalated Portal Contacts per Originator Type

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

Issue Category	Total	Percentage %
Insured Member	11	15.94%
Provider	58	84.06%
Other	0	0%

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

Issue Category	Total	Percentage %
Insured Member	4	7.84%
Provider	47	92.16%
Other	0	0%

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

Issue Category	Total	Percentage %
Insured Member	7	38.89%
Provider	11	61.11%
Other	0	0%

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

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

15. Escalated Queries per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	2	3.92%
Provider & Healthcare Professionals Enrolment Info	3	5.88%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	3	5.88%
Benefits Package	5	9.8%
Beneficiary Eligibility Information	0	0%
Service Provision	12	23.53%
Contribution/Copayments Information	1	1.96%
Reimbursement Information	2	3.92%
Portal/Website Information	5	9.8%
Technical Support	1	1.96%
Other Information	1	1.96%
Pre-approval support to Providers	6	11.76%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	0	0%
Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	1	25%
Provider & Healthcare Professionals Enrolment Info	0	0%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	0	0%
Benefits Package	1	25%
Beneficiary Eligibility Information	0	0%
Service Provision	2	50%
Contribution/Copayments Information	0	0%
Reimbursement Information	0	0%
Portal/Website Information	0	0%

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

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	1	2.13%
Provider & Healthcare Professionals Enrolment Info	3	6.38%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	3	6.38%
Benefits Package	4	8.51%
Beneficiary Eligibility Information	0	0%
Service Provision	10	21.28%
Contribution/Copayments Information	1	2.13%
Reimbursement Information	2	4.26%
Portal/Website Information	5	10.64%
Technical Support	1	2.13%
Other Information	1	2.13%
Pre-approval support to Providers	6	12.77%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	0	0%
Delayed reimbursement cases	0	0%

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

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

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

16. Escalated Complaints per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	0	0%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	1	1.96%
Benefits Package Complaint	1	1.96%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	0	0%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	1	1.96%
Portal/Website Complaint	0	0%
Technical Issues Complaint	0	0%
Other Complaints	3	5.88%
Complaint for specific Provider	5	9.8%
Complaint for specific Beneficiary	2	3.92%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	2	3.92%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

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

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

Contribution/Copayments Complaint Sub Category	0 Total	0% Percentage %
Reimbursement Complaint	0	0%
Portal/Website Complaint	0	0%
Technical Issues Complaint	0	0%
Other Complaints	2	50%
Complaint for specific Provider	4	100%
Complaint for specific Beneficiary	0	0%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	0	0%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	0	0%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	1	2.13%
Benefits Package Complaint	1	2.13%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	0	0%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	1	2.13%
Portal/Website Complaint	0	0%
Technical Issues Complaint	0	0%
Other Complaints	1	2.13%
Complaint for specific Provider	1	2.13%
Complaint for specific Beneficiary	2	4.26%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	2	4.26%
Complaint for Beneficiary and Provider support on	0	0%

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

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

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

17. Escalated Portal Contacts per Sub Category

17.1. Number of Escalated Portal Contacts per Sub Category

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	2	2.9%
Provider & Healthcare Professionals Enrolment Info	3	4.35%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	3	4.35%
Benefits Package	5	7.25%
Beneficiary Eligibility Information	0	0%
Service Provision	12	17.39%
Contribution/Copayments Information	1	1.45%
Reimbursement Information	2	2.9%
Portal/Website Information	5	7.25%
Technical Support	1	1.45%
Other Information	1	1.45%
Pre-approval support to Providers	6	8.7%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	0	0%
Delayed reimbursement cases	0	0%
Beneficiary Enrolment Complaint	0	0%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	1	1.45%
Benefits Package Complaint	1	1.45%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	0	0%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	1	1.45%
Portal/Website Complaint	0	0%
Technical Issues Complaint	0	0%
Other Complaints	3	4.35%

Complaint for specific Provider Sub Category	5 Total	7.25% Percentage %
Complaint for specific Beneficiary	2	2.9%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	2	2.9%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

End of Report