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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:	13/05/2026 15:39:33		
Reporting period date:	01/05/2026 08:30:58 - 12/05/2026 23:39:25		

1. Handled contacts through Portals.

1.1. Number of Portal contacts

Number of Portal contacts: 1914

2. Number of contacts per Issue Category

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

Issue Category	Total	Percentage %
Query	1868	97.6%

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

Issue Category	Total	Percentage %
Complaint	46	2.4%

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	67	3.5%
Provider	1847	96.5%
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	47	2.52%
Provider	1821	97.48%
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	20	43.48%
Provider	26	56.52%
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	199	10.65%
Provider & Healthcare Professionals Enrolment Info	27	1.45%
Registration to Personal Doctor beneficiary list	11	0.59%
Provider Contracting	18	0.96%
Benefits Package	207	11.08%
Beneficiary Eligibility Information	4	0.21%
Service Provision	1024	54.82%
Contribution/Copayments Information	5	0.27%
Reimbursement Information	16	0.86%
Portal/Website Information	17	0.91%
Technical Support	6	0.32%
Other Information	156	8.35%
Pre-approval support to Providers	91	4.87%
Beneficiary and Provider support on Beneficiary el	20	1.07%
Business Continuity Service	0	0%
Service provision support to Providers	30	1.61%
Delayed reimbursement cases	2	0.11%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	13	27.66%
Provider & Healthcare Professionals Enrolment Info	1	2.13%
Registration to Personal Doctor beneficiary list	5	10.64%
Provider Contracting	2	4.26%
Benefits Package	5	10.64%
Beneficiary Eligibility Information	2	4.26%
Service Provision	7	14.89%
Contribution/Copayments Information	1	2.13%
Reimbursement Information	0	0%
Portal/Website Information	6	12.77%

Technical Support Sub Category Other Information	0 Total 4	0% Percentage % 8.51%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	1	2.13%
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	186	10.21%
Provider & Healthcare Professionals Enrolment Info	26	1.43%
Registration to Personal Doctor beneficiary list	6	0.33%
Provider Contracting	16	0.88%
Benefits Package	202	11.09%
Beneficiary Eligibility Information	2	0.11%
Service Provision	1017	55.85%
Contribution/Copayments Information	4	0.22%
Reimbursement Information	16	0.88%
Portal/Website Information	11	0.6%
Technical Support	6	0.33%
Other Information	152	8.35%
Pre-approval support to Providers	91	5%
Beneficiary and Provider support on Beneficiary el	19	1.04%
Business Continuity Service	0	0%
Service provision support to Providers	30	1.65%
Delayed reimbursement cases	2	0.11%

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

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

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	2.17%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	1	2.17%
Provider Contracting Complaint	2	4.35%
Benefits Package Complaint	4	8.7%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	2	4.35%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	2	4.35%
Portal/Website Complaint	3	6.52%
Technical Issues Complaint	0	0%
Other Complaints	9	19.57%
Complaint for specific Provider	10	21.74%
Complaint for specific Beneficiary	4	8.7%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	3	6.52%
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	1	5%
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	3	15%
Technical Issues Complaint	0	0%
Other Complaints	7	35%
Complaint for specific Provider	8	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	3.85%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	1	3.85%
Provider Contracting Complaint	2	7.69%
Benefits Package Complaint	3	11.54%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	2	7.69%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	2	7.69%
Portal/Website Complaint	0	0%
Technical Issues Complaint	0	0%
Other Complaints	2	7.69%
Complaint for specific Provider	2	7.69%
Complaint for specific Beneficiary	4	15.38%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	3	11.54%
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	199	10.4%
Provider & Healthcare Professionals Enrolment Info	27	1.41%
Registration to Personal Doctor beneficiary list	11	0.57%
Provider Contracting	18	0.94%
Benefits Package	207	10.82%
Beneficiary Eligibility Information	4	0.21%
Service Provision	1024	53.5%
Contribution/Copayments Information	5	0.26%
Reimbursement Information	16	0.84%
Portal/Website Information	17	0.89%
Technical Support	6	0.31%
Other Information	156	8.15%
Pre-approval support to Providers	91	4.75%
Beneficiary and Provider support on Beneficiary el	20	1.04%
Business Continuity Service	0	0%
Service provision support to Providers	30	1.57%
Delayed reimbursement cases	2	0.1%
Beneficiary Enrolment Complaint	1	0.05%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	1	0.05%
Provider Contracting Complaint	2	0.1%
Benefits Package Complaint	4	0.21%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	2	0.1%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	2	0.1%
Portal/Website Complaint	3	0.16%
Technical Issues Complaint	0	0%
Other Complaints	9	0.47%

Complaint for specific Provider Sub Category	10 Total	0.52% Percentage %
Complaint for specific Beneficiary	4	0.21%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	3	0.16%
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):6524

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.	1914/1914	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): 9417

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): 32674

9.3 Portals average resolution time.

Portals average resolution time (seconds): 21046

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.	1825/1825	100%

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.	1/237	0.42%

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	89	4.65%

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	66	74.16%

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

Issue Category	Total	Percentage %
Complaint	23	25.84%

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	18	20.22%
Provider	71	79.78%
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	8	12.12%
Provider	58	87.88%
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	10	43.48%
Provider	13	56.52%
Other	0	0%

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

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

15. Escalated Queries per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	3	4.55%
Provider & Healthcare Professionals Enrolment Info	6	9.09%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	5	7.58%
Benefits Package	6	9.09%
Beneficiary Eligibility Information	0	0%
Service Provision	17	25.76%
Contribution/Copayments Information	1	1.52%
Reimbursement Information	3	4.55%
Portal/Website Information	6	9.09%
Technical Support	1	1.52%
Other Information	1	1.52%
Pre-approval support to Providers	6	9.09%
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	2	25%
Provider & Healthcare Professionals Enrolment Info	0	0%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	0	0%
Benefits Package	2	25%
Beneficiary Eligibility Information	0	0%
Service Provision	4	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	1.72%
Provider & Healthcare Professionals Enrolment Info	6	10.34%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	5	8.62%
Benefits Package	4	6.9%
Beneficiary Eligibility Information	0	0%
Service Provision	13	22.41%
Contribution/Copayments Information	1	1.72%
Reimbursement Information	3	5.17%
Portal/Website Information	6	10.34%
Technical Support	1	1.72%
Other Information	1	1.72%
Pre-approval support to Providers	6	10.34%
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	1	1.52%
Provider Contracting Complaint	1	1.52%
Benefits Package Complaint	2	3.03%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	0	0%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	2	3.03%
Portal/Website Complaint	1	1.52%
Technical Issues Complaint	0	0%
Other Complaints	3	4.55%
Complaint for specific Provider	6	9.09%
Complaint for specific Beneficiary	2	3.03%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	2	3.03%
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	1	12.5%
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	12.5%
Technical Issues Complaint	0	0%
Other Complaints	2	25%
Complaint for specific Provider	5	62.5%
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	1	1.72%
Provider Contracting Complaint	1	1.72%
Benefits Package Complaint	1	1.72%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	0	0%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	2	3.45%
Portal/Website Complaint	0	0%
Technical Issues Complaint	0	0%
Other Complaints	1	1.72%
Complaint for specific Provider	1	1.72%
Complaint for specific Beneficiary	2	3.45%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	2	3.45%
Complaint for Beneficiary and Provider support on	0	0%

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

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

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

17. Escalated Portal Contacts per Sub Category

17.1. Number of Escalated Portal Contacts per Sub Category

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	3	3.37%
Provider & Healthcare Professionals Enrolment Info	6	6.74%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	5	5.62%
Benefits Package	6	6.74%
Beneficiary Eligibility Information	0	0%
Service Provision	17	19.1%
Contribution/Copayments Information	1	1.12%
Reimbursement Information	3	3.37%
Portal/Website Information	6	6.74%
Technical Support	1	1.12%
Other Information	1	1.12%
Pre-approval support to Providers	6	6.74%
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	1	1.12%
Provider Contracting Complaint	1	1.12%
Benefits Package Complaint	2	2.25%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	0	0%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	2	2.25%
Portal/Website Complaint	1	1.12%
Technical Issues Complaint	0	0%
Other Complaints	3	3.37%

Complaint for specific Provider Sub Category	6 Total	6.74% Percentage %
Complaint for specific Beneficiary	2	2.25%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	2	2.25%
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