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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 Kammitsi
Printing date:	11/06/2026 10:39:59		
Reporting period date:	01/06/2026 06:43:17 - 10/06/2026 23:50:46		

1. Handled contacts through Portals.

1.1. Number of Portal contacts

Number of Portal contacts: 1756

2. Number of contacts per Issue Category

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

Issue Category	Total	Percentage %
Query	1712	97.49%

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

Issue Category	Total	Percentage %
Complaint	44	2.51%

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	56	3.19%
Provider	1699	96.75%
Other	1	0.06%

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

Issue Category	Total	Percentage %
Insured Member	43	2.51%
Provider	1668	97.43%
Other	1	0.06%

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

Issue Category	Total	Percentage %
Insured Member	13	29.55%
Provider	31	70.45%
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	307	17.93%
Provider & Healthcare Professionals Enrolment Info	25	1.46%
Registration to Personal Doctor beneficiary list	6	0.35%
Provider Contracting	15	0.88%
Benefits Package	223	13.03%
Beneficiary Eligibility Information	11	0.64%
Service Provision	716	41.82%
Contribution/Copayments Information	5	0.29%
Reimbursement Information	13	0.76%
Portal/Website Information	12	0.7%
Technical Support	8	0.47%
Other Information	212	12.38%
Pre-approval support to Providers	89	5.2%
Beneficiary and Provider support on Beneficiary el	9	0.53%
Business Continuity Service	0	0%
Service provision support to Providers	27	1.58%
Delayed reimbursement cases	0	0%

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	17	39.53%
Provider & Healthcare Professionals Enrolment Info	0	0%
Registration to Personal Doctor beneficiary list	2	4.65%
Provider Contracting	2	4.65%
Benefits Package	0	0%
Beneficiary Eligibility Information	3	6.98%
Service Provision	4	9.3%
Contribution/Copayments Information	3	6.98%
Reimbursement Information	1	2.33%
Portal/Website Information	2	4.65%

Technical Support Sub Category Other Information	5 Total 4	11.63% Percentage % 9.3%
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%

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	290	17.39%
Provider & Healthcare Professionals Enrolment Info	25	1.5%
Registration to Personal Doctor beneficiary list	4	0.24%
Provider Contracting	13	0.78%
Benefits Package	223	13.37%
Beneficiary Eligibility Information	8	0.48%
Service Provision	712	42.69%
Contribution/Copayments Information	2	0.12%
Reimbursement Information	12	0.72%
Portal/Website Information	10	0.6%
Technical Support	3	0.18%
Other Information	207	12.41%
Pre-approval support to Providers	89	5.34%
Beneficiary and Provider support on Beneficiary el	9	0.54%
Business Continuity Service	0	0%
Service provision support to Providers	27	1.62%
Delayed reimbursement cases	0	0%

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	1	100%
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	3	6.82%
Provider Enrolment Complaint	2	4.55%
Registration to Personal Doctor beneficiary list C	2	4.55%
Provider Contracting Complaint	3	6.82%
Benefits Package Complaint	3	6.82%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	4	9.09%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	9	20.45%
Portal/Website Complaint	3	6.82%
Technical Issues Complaint	0	0%
Other Complaints	6	13.64%
Complaint for specific Provider	3	6.82%
Complaint for specific Beneficiary	3	6.82%
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%

5.2 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	3	23.08%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	1	7.69%
Benefits Package Complaint	0	0%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	1	7.69%

Contribution/Copayments Complaint Sub Category	0 Total	0% Percentage %
Reimbursement Complaint	0	0%
Portal/Website Complaint	2	15.38%
Technical Issues Complaint	0	0%
Other Complaints	3	23.08%
Complaint for specific Provider	2	15.38%
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	0	0%
Provider Enrolment Complaint	2	6.45%
Registration to Personal Doctor beneficiary list C	2	6.45%
Provider Contracting Complaint	2	6.45%
Benefits Package Complaint	3	9.68%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	3	9.68%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	9	29.03%
Portal/Website Complaint	1	3.23%
Technical Issues Complaint	0	0%
Other Complaints	3	9.68%
Complaint for specific Provider	1	3.23%
Complaint for specific Beneficiary	3	9.68%
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 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	307	17.48%
Provider & Healthcare Professionals Enrolment Info	25	1.42%
Registration to Personal Doctor beneficiary list	6	0.34%
Provider Contracting	15	0.85%
Benefits Package	223	12.7%
Beneficiary Eligibility Information	11	0.63%
Service Provision	716	40.77%
Contribution/Copayments Information	5	0.28%
Reimbursement Information	13	0.74%
Portal/Website Information	12	0.68%
Technical Support	8	0.46%
Other Information	212	12.07%
Pre-approval support to Providers	89	5.07%
Beneficiary and Provider support on Beneficiary el	9	0.51%
Business Continuity Service	0	0%
Service provision support to Providers	27	1.54%
Delayed reimbursement cases	0	0%
Beneficiary Enrolment Complaint	3	0.17%
Provider Enrolment Complaint	2	0.11%
Registration to Personal Doctor beneficiary list C	2	0.11%
Provider Contracting Complaint	3	0.17%
Benefits Package Complaint	3	0.17%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	4	0.23%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	9	0.51%
Portal/Website Complaint	3	0.17%
Technical Issues Complaint	0	0%
Other Complaints	6	0.34%

Complaint for specific Provider Sub Category	3 Total	0.17% Percentage %
Complaint for specific Beneficiary	3	0.17%
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%

7. Portals average assignment time

7.1 Portals average assignment time

Portals average assignment time (seconds):11931

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.	1756/1756	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): 14121

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): 38763

9.3 Portals average resolution time.

Portals average resolution time (seconds): 26442

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.	1663/1668	99.7%

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.	0/230	0%

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	88	5.01%

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	63	71.59%

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

Issue Category	Total	Percentage %
Complaint	25	28.41%

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	8	9.09%
Provider	79	89.77%
Other	1	1.14%

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	3	4.76%
Provider	59	93.65%
Other	1	1.59%

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	5	20%
Provider	20	80%
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	4.76%
Provider & Healthcare Professionals Enrolment Info	2	3.17%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	1	1.59%
Benefits Package	2	3.17%
Beneficiary Eligibility Information	0	0%
Service Provision	24	38.1%
Contribution/Copayments Information	1	1.59%
Reimbursement Information	2	3.17%
Portal/Website Information	10	15.87%
Technical Support	1	1.59%
Other Information	4	6.35%
Pre-approval support to Providers	2	3.17%
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	66.67%
Provider & Healthcare Professionals Enrolment Info	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	1	33.33%
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	1.69%
Provider & Healthcare Professionals Enrolment Info	2	3.39%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	1	1.69%
Benefits Package	2	3.39%
Beneficiary Eligibility Information	0	0%
Service Provision	23	38.98%
Contribution/Copayments Information	1	1.69%
Reimbursement Information	2	3.39%
Portal/Website Information	10	16.95%
Technical Support	1	1.69%
Other Information	3	5.08%
Pre-approval support to Providers	2	3.39%
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	1	100%
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	2	3.17%
Registration to Personal Doctor beneficiary list C	1	1.59%
Provider Contracting Complaint	1	1.59%
Benefits Package Complaint	0	0%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	3	4.76%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	6	9.52%
Portal/Website Complaint	3	4.76%
Technical Issues Complaint	0	0%
Other Complaints	2	3.17%
Complaint for specific Provider	3	4.76%
Complaint for specific Beneficiary	3	4.76%
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%

16.2. 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	1	33.33%

Contribution/Copayments Complaint Sub Category	0 Total	0% Percentage %
Reimbursement Complaint	0	0%
Portal/Website Complaint	2	66.67%
Technical Issues Complaint	0	0%
Other Complaints	0	0%
Complaint for specific Provider	2	66.67%
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	2	3.39%
Registration to Personal Doctor beneficiary list C	1	1.69%
Provider Contracting Complaint	1	1.69%
Benefits Package Complaint	0	0%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	2	3.39%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	6	10.17%
Portal/Website Complaint	1	1.69%
Technical Issues Complaint	0	0%
Other Complaints	2	3.39%
Complaint for specific Provider	1	1.69%
Complaint for specific Beneficiary	3	5.08%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	0	0%
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	3.41%
Provider & Healthcare Professionals Enrolment Info	2	2.27%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	1	1.14%
Benefits Package	2	2.27%
Beneficiary Eligibility Information	0	0%
Service Provision	24	27.27%
Contribution/Copayments Information	1	1.14%
Reimbursement Information	2	2.27%
Portal/Website Information	10	11.36%
Technical Support	1	1.14%
Other Information	4	4.55%
Pre-approval support to Providers	2	2.27%
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	2	2.27%
Registration to Personal Doctor beneficiary list C	1	1.14%
Provider Contracting Complaint	1	1.14%
Benefits Package Complaint	0	0%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	3	3.41%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	6	6.82%
Portal/Website Complaint	3	3.41%
Technical Issues Complaint	0	0%
Other Complaints	2	2.27%

Complaint for specific Provider Sub Category	3 Total	3.41% Percentage %
Complaint for specific Beneficiary	3	3.41%
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%

End of Report