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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:	15/06/2026 09:38:17		
Reporting period date:	01/06/2026 06:43:17 - 13/06/2026 23:08:12		

1. Handled contacts through Portals.

1.1. Number of Portal contacts

Number of Portal contacts: 2220

2. Number of contacts per Issue Category

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

Issue Category	Total	Percentage %
Query	2165	97.52%

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

Issue Category	Total	Percentage %
Complaint	55	2.48%

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	71	3.2%
Provider	2148	96.76%
Other	1	0.05%

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

Issue Category	Total	Percentage %
Insured Member	54	2.49%
Provider	2110	97.46%
Other	1	0.05%

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

Issue Category	Total	Percentage %
Insured Member	17	30.91%
Provider	38	69.09%
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	372	17.18%
Provider & Healthcare Professionals Enrolment Info	32	1.48%
Registration to Personal Doctor beneficiary list	8	0.37%
Provider Contracting	17	0.79%
Benefits Package	291	13.44%
Beneficiary Eligibility Information	17	0.79%
Service Provision	913	42.17%
Contribution/Copayments Information	5	0.23%
Reimbursement Information	16	0.74%
Portal/Website Information	13	0.6%
Technical Support	9	0.42%
Other Information	275	12.7%
Pre-approval support to Providers	110	5.08%
Beneficiary and Provider support on Beneficiary el	13	0.6%
Business Continuity Service	0	0%
Service provision support to Providers	32	1.48%
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	21	38.89%
Provider & Healthcare Professionals Enrolment Info	1	1.85%
Registration to Personal Doctor beneficiary list	3	5.56%
Provider Contracting	3	5.56%
Benefits Package	0	0%
Beneficiary Eligibility Information	3	5.56%
Service Provision	7	12.96%
Contribution/Copayments Information	3	5.56%
Reimbursement Information	1	1.85%
Portal/Website Information	2	3.7%

Technical Support Sub Category Other Information	5 Total 5	9.26% Percentage % 9.26%
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	351	16.64%
Provider & Healthcare Professionals Enrolment Info	31	1.47%
Registration to Personal Doctor beneficiary list	5	0.24%
Provider Contracting	14	0.66%
Benefits Package	291	13.79%
Beneficiary Eligibility Information	14	0.66%
Service Provision	906	42.94%
Contribution/Copayments Information	2	0.09%
Reimbursement Information	15	0.71%
Portal/Website Information	11	0.52%
Technical Support	4	0.19%
Other Information	269	12.75%
Pre-approval support to Providers	110	5.21%
Beneficiary and Provider support on Beneficiary el	13	0.62%
Business Continuity Service	0	0%
Service provision support to Providers	32	1.52%
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	5.45%
Provider Enrolment Complaint	3	5.45%
Registration to Personal Doctor beneficiary list C	2	3.64%
Provider Contracting Complaint	3	5.45%
Benefits Package Complaint	3	5.45%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	5	9.09%
Contribution/Copayments Complaint	1	1.82%
Reimbursement Complaint	12	21.82%
Portal/Website Complaint	4	7.27%
Technical Issues Complaint	0	0%
Other Complaints	6	10.91%
Complaint for specific Provider	6	10.91%
Complaint for specific Beneficiary	3	5.45%
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	17.65%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	1	5.88%
Benefits Package Complaint	0	0%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	2	11.76%

Contribution/Copayments Complaint Sub Category	0 Total	0% Percentage %
Reimbursement Complaint	0	0%
Portal/Website Complaint	3	17.65%
Technical Issues Complaint	0	0%
Other Complaints	3	17.65%
Complaint for specific Provider	4	23.53%
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	3	7.89%
Registration to Personal Doctor beneficiary list C	2	5.26%
Provider Contracting Complaint	2	5.26%
Benefits Package Complaint	3	7.89%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	3	7.89%
Contribution/Copayments Complaint	1	2.63%
Reimbursement Complaint	12	31.58%
Portal/Website Complaint	1	2.63%
Technical Issues Complaint	0	0%
Other Complaints	3	7.89%
Complaint for specific Provider	2	5.26%
Complaint for specific Beneficiary	3	7.89%
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	372	16.76%
Provider & Healthcare Professionals Enrolment Info	32	1.44%
Registration to Personal Doctor beneficiary list	8	0.36%
Provider Contracting	17	0.77%
Benefits Package	291	13.11%
Beneficiary Eligibility Information	17	0.77%
Service Provision	913	41.13%
Contribution/Copayments Information	5	0.23%
Reimbursement Information	16	0.72%
Portal/Website Information	13	0.59%
Technical Support	9	0.41%
Other Information	275	12.39%
Pre-approval support to Providers	110	4.95%
Beneficiary and Provider support on Beneficiary el	13	0.59%
Business Continuity Service	0	0%
Service provision support to Providers	32	1.44%
Delayed reimbursement cases	0	0%
Beneficiary Enrolment Complaint	3	0.14%
Provider Enrolment Complaint	3	0.14%
Registration to Personal Doctor beneficiary list C	2	0.09%
Provider Contracting Complaint	3	0.14%
Benefits Package Complaint	3	0.14%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	5	0.23%
Contribution/Copayments Complaint	1	0.05%
Reimbursement Complaint	12	0.54%
Portal/Website Complaint	4	0.18%
Technical Issues Complaint	0	0%
Other Complaints	6	0.27%

Complaint for specific Provider Sub Category	6 Total	0.27% Percentage %
Complaint for specific Beneficiary	3	0.14%
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):11362

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.	2220/2220	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): 13436

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): 35340

9.3 Portals average resolution time.

Portals average resolution time (seconds): 24388

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.	2104/2114	99.53%

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.	0/283	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	106	4.77%

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	72	67.92%

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

Issue Category	Total	Percentage %
Complaint	34	32.08%

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	10.38%
Provider	94	88.68%
Other	1	0.94%

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	4.17%
Provider	68	94.44%
Other	1	1.39%

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	8	23.53%
Provider	26	76.47%
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	4.17%
Provider & Healthcare Professionals Enrolment Info	3	4.17%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	1	1.39%
Benefits Package	2	2.78%
Beneficiary Eligibility Information	0	0%
Service Provision	27	37.5%
Contribution/Copayments Information	1	1.39%
Reimbursement Information	3	4.17%
Portal/Website Information	11	15.28%
Technical Support	1	1.39%
Other Information	4	5.56%
Pre-approval support to Providers	3	4.17%
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	1.47%
Provider & Healthcare Professionals Enrolment Info	3	4.41%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	1	1.47%
Benefits Package	2	2.94%
Beneficiary Eligibility Information	0	0%
Service Provision	26	38.24%
Contribution/Copayments Information	1	1.47%
Reimbursement Information	3	4.41%
Portal/Website Information	11	16.18%
Technical Support	1	1.47%
Other Information	3	4.41%
Pre-approval support to Providers	3	4.41%
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	3	4.17%
Registration to Personal Doctor beneficiary list C	1	1.39%
Provider Contracting Complaint	1	1.39%
Benefits Package Complaint	0	0%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	3	4.17%
Contribution/Copayments Complaint	1	1.39%
Reimbursement Complaint	8	11.11%
Portal/Website Complaint	4	5.56%
Technical Issues Complaint	0	0%
Other Complaints	2	2.78%
Complaint for specific Provider	6	8.33%
Complaint for specific Beneficiary	3	4.17%
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%

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	3	100%
Technical Issues Complaint	0	0%
Other Complaints	0	0%
Complaint for specific Provider	4	133.33%
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	3	4.41%
Registration to Personal Doctor beneficiary list C	1	1.47%
Provider Contracting Complaint	1	1.47%
Benefits Package Complaint	0	0%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	2	2.94%
Contribution/Copayments Complaint	1	1.47%
Reimbursement Complaint	8	11.76%
Portal/Website Complaint	1	1.47%
Technical Issues Complaint	0	0%
Other Complaints	2	2.94%
Complaint for specific Provider	2	2.94%
Complaint for specific Beneficiary	3	4.41%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	0	0%
Complaint for Beneficiary and Provider support on	0	0%

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	2.83%
Provider & Healthcare Professionals Enrolment Info	3	2.83%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	1	0.94%
Benefits Package	2	1.89%
Beneficiary Eligibility Information	0	0%
Service Provision	27	25.47%
Contribution/Copayments Information	1	0.94%
Reimbursement Information	3	2.83%
Portal/Website Information	11	10.38%
Technical Support	1	0.94%
Other Information	4	3.77%
Pre-approval support to Providers	3	2.83%
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	3	2.83%
Registration to Personal Doctor beneficiary list C	1	0.94%
Provider Contracting Complaint	1	0.94%
Benefits Package Complaint	0	0%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	3	2.83%
Contribution/Copayments Complaint	1	0.94%
Reimbursement Complaint	8	7.55%
Portal/Website Complaint	4	3.77%
Technical Issues Complaint	0	0%
Other Complaints	2	1.89%

Complaint for specific Provider Sub Category	6 Total	5.66% Percentage %
Complaint for specific Beneficiary	3	2.83%
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