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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:	29/06/2026 11:07:53		
Reporting period date:	01/06/2026 06:43:17 - 27/06/2026 19:29:39		

1. Handled contacts through Portals.

1.1. Number of Portal contacts

Number of Portal contacts: 4614

2. Number of contacts per Issue Category

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

Issue Category	Total	Percentage %
Query	4483	97.16%

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

Issue Category	Total	Percentage %
Complaint	131	2.84%

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	126	2.73%
Provider	4487	97.25%
Other	1	0.02%

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

Issue Category	Total	Percentage %
Insured Member	98	2.19%
Provider	4384	97.79%
Other	1	0.02%

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

Issue Category	Total	Percentage %
Insured Member	28	21.37%
Provider	103	78.63%
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	666	14.86%
Provider & Healthcare Professionals Enrolment Info	67	1.49%
Registration to Personal Doctor beneficiary list	15	0.33%
Provider Contracting	27	0.6%
Benefits Package	638	14.23%
Beneficiary Eligibility Information	22	0.49%
Service Provision	2013	44.9%
Contribution/Copayments Information	22	0.49%
Reimbursement Information	61	1.36%
Portal/Website Information	30	0.67%
Technical Support	21	0.47%
Other Information	477	10.64%
Pre-approval support to Providers	209	4.66%
Beneficiary and Provider support on Beneficiary el	28	0.62%
Business Continuity Service	0	0%
Service provision support to Providers	69	1.54%
Delayed reimbursement cases	3	0.07%

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	42	42.86%
Provider & Healthcare Professionals Enrolment Info	1	1.02%
Registration to Personal Doctor beneficiary list	5	5.1%
Provider Contracting	4	4.08%
Benefits Package	1	1.02%
Beneficiary Eligibility Information	3	3.06%
Service Provision	9	9.18%
Contribution/Copayments Information	5	5.1%
Reimbursement Information	1	1.02%
Portal/Website Information	9	9.18%

Technical Support Sub Category Other Information	10 Total 7	10.2% Percentage % 7.14%
Pre-approval support to Providers	1	1.02%
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	624	14.23%
Provider & Healthcare Professionals Enrolment Info	66	1.51%
Registration to Personal Doctor beneficiary list	10	0.23%
Provider Contracting	23	0.52%
Benefits Package	637	14.53%
Beneficiary Eligibility Information	19	0.43%
Service Provision	2004	45.71%
Contribution/Copayments Information	17	0.39%
Reimbursement Information	60	1.37%
Portal/Website Information	21	0.48%
Technical Support	11	0.25%
Other Information	469	10.7%
Pre-approval support to Providers	208	4.74%
Beneficiary and Provider support on Beneficiary el	28	0.64%
Business Continuity Service	0	0%
Service provision support to Providers	69	1.57%
Delayed reimbursement cases	3	0.07%

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	4	3.05%
Provider Enrolment Complaint	7	5.34%
Registration to Personal Doctor beneficiary list C	2	1.53%
Provider Contracting Complaint	5	3.82%
Benefits Package Complaint	8	6.11%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	14	10.69%
Contribution/Copayments Complaint	3	2.29%
Reimbursement Complaint	38	29.01%
Portal/Website Complaint	6	4.58%
Technical Issues Complaint	0	0%
Other Complaints	11	8.4%
Complaint for specific Provider	11	8.4%
Complaint for specific Beneficiary	6	4.58%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	2	1.53%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	1	0.76%
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	4	14.29%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	1	3.57%
Benefits Package Complaint	0	0%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	3	10.71%

Contribution/Copayments Complaint Sub Category	1 Total	3.57% Percentage %
Reimbursement Complaint	0	0%
Portal/Website Complaint	4	14.29%
Technical Issues Complaint	0	0%
Other Complaints	5	17.86%
Complaint for specific Provider	8	28.57%
Complaint for specific Beneficiary	0	0%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	3.57%
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%

5.3 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	7	6.8%
Registration to Personal Doctor beneficiary list C	2	1.94%
Provider Contracting Complaint	4	3.88%
Benefits Package Complaint	8	7.77%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	11	10.68%
Contribution/Copayments Complaint	2	1.94%
Reimbursement Complaint	38	36.89%
Portal/Website Complaint	2	1.94%
Technical Issues Complaint	0	0%
Other Complaints	6	5.83%
Complaint for specific Provider	3	2.91%
Complaint for specific Beneficiary	6	5.83%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.97%
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	1	0.97%
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	666	14.43%
Provider & Healthcare Professionals Enrolment Info	67	1.45%
Registration to Personal Doctor beneficiary list	15	0.33%
Provider Contracting	27	0.59%
Benefits Package	638	13.83%
Beneficiary Eligibility Information	22	0.48%
Service Provision	2013	43.63%
Contribution/Copayments Information	22	0.48%
Reimbursement Information	61	1.32%
Portal/Website Information	30	0.65%
Technical Support	21	0.46%
Other Information	477	10.34%
Pre-approval support to Providers	209	4.53%
Beneficiary and Provider support on Beneficiary el	28	0.61%
Business Continuity Service	0	0%
Service provision support to Providers	69	1.5%
Delayed reimbursement cases	3	0.07%
Beneficiary Enrolment Complaint	4	0.09%
Provider Enrolment Complaint	7	0.15%
Registration to Personal Doctor beneficiary list C	2	0.04%
Provider Contracting Complaint	5	0.11%
Benefits Package Complaint	8	0.17%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	14	0.3%
Contribution/Copayments Complaint	3	0.07%
Reimbursement Complaint	38	0.82%
Portal/Website Complaint	6	0.13%
Technical Issues Complaint	0	0%
Other Complaints	11	0.24%

Complaint for specific Provider Sub Category	11 Total	0.24% Percentage %
Complaint for specific Beneficiary	6	0.13%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	2	0.04%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	1	0.02%
Complaint for Delayed reimbursement cases	0	0%

7. Portals average assignment time

7.1 Portals average assignment time

Portals average assignment time (seconds):14985

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.	4614/4614	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): 18440

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): 25557

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.	4343/4347	99.91%

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.	1/655	0.15%

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	267	5.79%

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	195	73.03%

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

Issue Category	Total	Percentage %
Complaint	72	26.97%

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	20	7.49%
Provider	246	92.13%
Other	1	0.37%

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	4.1%
Provider	186	95.38%
Other	1	0.51%

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	12	16.67%
Provider	60	83.33%
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	5	2.56%
Provider & Healthcare Professionals Enrolment Info	7	3.59%
Registration to Personal Doctor beneficiary list	1	0.51%
Provider Contracting	2	1.03%
Benefits Package	3	1.54%
Beneficiary Eligibility Information	0	0%
Service Provision	69	35.38%
Contribution/Copayments Information	3	1.54%
Reimbursement Information	17	8.72%
Portal/Website Information	21	10.77%
Technical Support	2	1.03%
Other Information	8	4.1%
Pre-approval support to Providers	17	8.72%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	2	1.03%
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	3	37.5%
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	2	25%
Contribution/Copayments Information	0	0%
Reimbursement Information	0	0%
Portal/Website Information	2	25%

Technical Support Sub Category	0 Total	0% Percentage %
Other Information	0	0%
Pre-approval support to Providers	1	12.5%
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	2	1.08%
Provider & Healthcare Professionals Enrolment Info	7	3.76%
Registration to Personal Doctor beneficiary list	1	0.54%
Provider Contracting	2	1.08%
Benefits Package	3	1.61%
Beneficiary Eligibility Information	0	0%
Service Provision	67	36.02%
Contribution/Copayments Information	3	1.61%
Reimbursement Information	17	9.14%
Portal/Website Information	19	10.22%
Technical Support	2	1.08%
Other Information	7	3.76%
Pre-approval support to Providers	16	8.6%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	2	1.08%
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	5	2.56%
Registration to Personal Doctor beneficiary list C	1	0.51%
Provider Contracting Complaint	3	1.54%
Benefits Package Complaint	0	0%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	9	4.62%
Contribution/Copayments Complaint	2	1.03%
Reimbursement Complaint	20	10.26%
Portal/Website Complaint	5	2.56%
Technical Issues Complaint	0	0%
Other Complaints	4	2.05%
Complaint for specific Provider	10	5.13%
Complaint for specific Beneficiary	6	3.08%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	0	0%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	1	0.51%
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	2	25%

Contribution/Copayments Complaint Sub Category	0 Total	0% Percentage %
Reimbursement Complaint	0	0%
Portal/Website Complaint	3	37.5%
Technical Issues Complaint	0	0%
Other Complaints	0	0%
Complaint for specific Provider	7	87.5%
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	5	2.69%
Registration to Personal Doctor beneficiary list C	1	0.54%
Provider Contracting Complaint	3	1.61%
Benefits Package Complaint	0	0%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	7	3.76%
Contribution/Copayments Complaint	2	1.08%
Reimbursement Complaint	20	10.75%
Portal/Website Complaint	2	1.08%
Technical Issues Complaint	0	0%
Other Complaints	4	2.15%
Complaint for specific Provider	3	1.61%
Complaint for specific Beneficiary	6	3.23%
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	1	0.54%
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	5	1.87%
Provider & Healthcare Professionals Enrolment Info	7	2.62%
Registration to Personal Doctor beneficiary list	1	0.37%
Provider Contracting	2	0.75%
Benefits Package	3	1.12%
Beneficiary Eligibility Information	0	0%
Service Provision	69	25.84%
Contribution/Copayments Information	3	1.12%
Reimbursement Information	17	6.37%
Portal/Website Information	21	7.87%
Technical Support	2	0.75%
Other Information	8	3%
Pre-approval support to Providers	17	6.37%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	2	0.75%
Delayed reimbursement cases	0	0%
Beneficiary Enrolment Complaint	0	0%
Provider Enrolment Complaint	5	1.87%
Registration to Personal Doctor beneficiary list C	1	0.37%
Provider Contracting Complaint	3	1.12%
Benefits Package Complaint	0	0%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	9	3.37%
Contribution/Copayments Complaint	2	0.75%
Reimbursement Complaint	20	7.49%
Portal/Website Complaint	5	1.87%
Technical Issues Complaint	0	0%
Other Complaints	4	1.5%

Complaint for specific Provider Sub Category	10 Total	3.75% Percentage %
Complaint for specific Beneficiary	6	2.25%
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	1	0.37%
Complaint for Delayed reimbursement cases	0	0%

End of Report