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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:	30/06/2026 10:36:20		
Reporting period date:	01/06/2026 06:43:17 - 29/06/2026 21:10:14		

1. Handled contacts through Portals.

1.1. Number of Portal contacts

Number of Portal contacts: 4873

2. Number of contacts per Issue Category

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

Issue Category	Total	Percentage %
Query	4736	97.19%

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

Issue Category	Total	Percentage %
Complaint	137	2.81%

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	133	2.73%
Provider	4739	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	104	2.2%
Provider	4631	97.78%
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	29	21.17%
Provider	108	78.83%
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	707	14.93%
Provider & Healthcare Professionals Enrolment Info	68	1.44%
Registration to Personal Doctor beneficiary list	16	0.34%
Provider Contracting	28	0.59%
Benefits Package	681	14.38%
Beneficiary Eligibility Information	23	0.49%
Service Provision	2108	44.51%
Contribution/Copayments Information	23	0.49%
Reimbursement Information	63	1.33%
Portal/Website Information	30	0.63%
Technical Support	26	0.55%
Other Information	508	10.73%
Pre-approval support to Providers	226	4.77%
Beneficiary and Provider support on Beneficiary el	29	0.61%
Business Continuity Service	0	0%
Service provision support to Providers	73	1.54%
Delayed reimbursement cases	3	0.06%

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	45	43.27%
Provider & Healthcare Professionals Enrolment Info	1	0.96%
Registration to Personal Doctor beneficiary list	5	4.81%
Provider Contracting	4	3.85%
Benefits Package	1	0.96%
Beneficiary Eligibility Information	3	2.88%
Service Provision	9	8.65%
Contribution/Copayments Information	5	4.81%
Reimbursement Information	2	1.92%
Portal/Website Information	9	8.65%

Technical Support Sub Category Other Information	10 Total 8	9.62% Percentage % 7.69%
Pre-approval support to Providers	1	0.96%
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	662	14.29%
Provider & Healthcare Professionals Enrolment Info	67	1.45%
Registration to Personal Doctor beneficiary list	11	0.24%
Provider Contracting	24	0.52%
Benefits Package	680	14.68%
Beneficiary Eligibility Information	20	0.43%
Service Provision	2099	45.32%
Contribution/Copayments Information	18	0.39%
Reimbursement Information	61	1.32%
Portal/Website Information	21	0.45%
Technical Support	16	0.35%
Other Information	499	10.78%
Pre-approval support to Providers	225	4.86%
Beneficiary and Provider support on Beneficiary el	29	0.63%
Business Continuity Service	0	0%
Service provision support to Providers	73	1.58%
Delayed reimbursement cases	3	0.06%

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	2.92%
Provider Enrolment Complaint	9	6.57%
Registration to Personal Doctor beneficiary list C	2	1.46%
Provider Contracting Complaint	6	4.38%
Benefits Package Complaint	9	6.57%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	14	10.22%
Contribution/Copayments Complaint	3	2.19%
Reimbursement Complaint	39	28.47%
Portal/Website Complaint	6	4.38%
Technical Issues Complaint	0	0%
Other Complaints	11	8.03%
Complaint for specific Provider	11	8.03%
Complaint for specific Beneficiary	6	4.38%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.73%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	1	0.73%
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	13.79%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	1	3.45%
Benefits Package Complaint	1	3.45%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	3	10.34%

Contribution/Copayments Complaint Sub Category	1 Total	3.45% Percentage %
Reimbursement Complaint	0	0%
Portal/Website Complaint	4	13.79%
Technical Issues Complaint	0	0%
Other Complaints	5	17.24%
Complaint for specific Provider	8	27.59%
Complaint for specific Beneficiary	0	0%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	3.45%
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	9	8.33%
Registration to Personal Doctor beneficiary list C	2	1.85%
Provider Contracting Complaint	5	4.63%
Benefits Package Complaint	8	7.41%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	11	10.19%
Contribution/Copayments Complaint	2	1.85%
Reimbursement Complaint	39	36.11%
Portal/Website Complaint	2	1.85%
Technical Issues Complaint	0	0%
Other Complaints	6	5.56%
Complaint for specific Provider	3	2.78%
Complaint for specific Beneficiary	6	5.56%
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	1	0.93%
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	707	14.51%
Provider & Healthcare Professionals Enrolment Info	68	1.4%
Registration to Personal Doctor beneficiary list	16	0.33%
Provider Contracting	28	0.57%
Benefits Package	681	13.97%
Beneficiary Eligibility Information	23	0.47%
Service Provision	2108	43.26%
Contribution/Copayments Information	23	0.47%
Reimbursement Information	63	1.29%
Portal/Website Information	30	0.62%
Technical Support	26	0.53%
Other Information	508	10.42%
Pre-approval support to Providers	226	4.64%
Beneficiary and Provider support on Beneficiary el	29	0.6%
Business Continuity Service	0	0%
Service provision support to Providers	73	1.5%
Delayed reimbursement cases	3	0.06%
Beneficiary Enrolment Complaint	4	0.08%
Provider Enrolment Complaint	9	0.18%
Registration to Personal Doctor beneficiary list C	2	0.04%
Provider Contracting Complaint	6	0.12%
Benefits Package Complaint	9	0.18%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	14	0.29%
Contribution/Copayments Complaint	3	0.06%
Reimbursement Complaint	39	0.8%
Portal/Website Complaint	6	0.12%
Technical Issues Complaint	0	0%
Other Complaints	11	0.23%

Complaint for specific Provider Sub Category	11 Total	0.23% Percentage %
Complaint for specific Beneficiary	6	0.12%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.02%
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):15930

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.	4873/4873	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): 18959

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): 39300

9.3 Portals average resolution time.

Portals average resolution time (seconds): 29130

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.	4495/4597	97.78%

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.	1/679	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	276	5.66%

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	200	72.46%

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

Issue Category	Total	Percentage %
Complaint	76	27.54%

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	21	7.61%
Provider	254	92.03%
Other	1	0.36%

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%
Provider	191	95.5%
Other	1	0.5%

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	13	17.11%
Provider	63	82.89%
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	2.5%
Provider & Healthcare Professionals Enrolment Info	7	3.5%
Registration to Personal Doctor beneficiary list	1	0.5%
Provider Contracting	2	1%
Benefits Package	5	2.5%
Beneficiary Eligibility Information	0	0%
Service Provision	70	35%
Contribution/Copayments Information	3	1.5%
Reimbursement Information	17	8.5%
Portal/Website Information	21	10.5%
Technical Support	2	1%
Other Information	8	4%
Pre-approval support to Providers	18	9%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	2	1%
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	1.05%
Provider & Healthcare Professionals Enrolment Info	7	3.66%
Registration to Personal Doctor beneficiary list	1	0.52%
Provider Contracting	2	1.05%
Benefits Package	5	2.62%
Beneficiary Eligibility Information	0	0%
Service Provision	68	35.6%
Contribution/Copayments Information	3	1.57%
Reimbursement Information	17	8.9%
Portal/Website Information	19	9.95%
Technical Support	2	1.05%
Other Information	7	3.66%
Pre-approval support to Providers	17	8.9%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	2	1.05%
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	2.5%
Registration to Personal Doctor beneficiary list C	1	0.5%
Provider Contracting Complaint	3	1.5%
Benefits Package Complaint	1	0.5%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	9	4.5%
Contribution/Copayments Complaint	2	1%
Reimbursement Complaint	21	10.5%
Portal/Website Complaint	5	2.5%
Technical Issues Complaint	0	0%
Other Complaints	4	2%
Complaint for specific Provider	10	5%
Complaint for specific Beneficiary	6	3%
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	0.5%
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	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	2.62%
Registration to Personal Doctor beneficiary list C	1	0.52%
Provider Contracting Complaint	3	1.57%
Benefits Package Complaint	0	0%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	7	3.66%
Contribution/Copayments Complaint	2	1.05%
Reimbursement Complaint	21	10.99%
Portal/Website Complaint	2	1.05%
Technical Issues Complaint	0	0%
Other Complaints	4	2.09%
Complaint for specific Provider	3	1.57%
Complaint for specific Beneficiary	6	3.14%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	0	0%
Complaint for Beneficiary and Provider support on	0	0%

Sub Category	Total	Percentage %
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	1	0.52%
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	1.81%
Provider & Healthcare Professionals Enrolment Info	7	2.54%
Registration to Personal Doctor beneficiary list	1	0.36%
Provider Contracting	2	0.72%
Benefits Package	5	1.81%
Beneficiary Eligibility Information	0	0%
Service Provision	70	25.36%
Contribution/Copayments Information	3	1.09%
Reimbursement Information	17	6.16%
Portal/Website Information	21	7.61%
Technical Support	2	0.72%
Other Information	8	2.9%
Pre-approval support to Providers	18	6.52%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	2	0.72%
Delayed reimbursement cases	0	0%
Beneficiary Enrolment Complaint	0	0%
Provider Enrolment Complaint	5	1.81%
Registration to Personal Doctor beneficiary list C	1	0.36%
Provider Contracting Complaint	3	1.09%
Benefits Package Complaint	1	0.36%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	9	3.26%
Contribution/Copayments Complaint	2	0.72%
Reimbursement Complaint	21	7.61%
Portal/Website Complaint	5	1.81%
Technical Issues Complaint	0	0%
Other Complaints	4	1.45%

Complaint for specific Provider Sub Category	10 Total	3.62% Percentage %
Complaint for specific Beneficiary	6	2.17%
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	1	0.36%
Complaint for Delayed reimbursement cases	0	0%

End of Report