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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:	03/07/2026 09:14:12		
Reporting period date:	01/06/2026 06:43:17 - 30/06/2026 23:32:01		

1. Handled contacts through Portals.

1.1. Number of Portal contacts

Number of Portal contacts: 5094

2. Number of contacts per Issue Category

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

Issue Category	Total	Percentage %
Query	4951	97.19%

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

Issue Category	Total	Percentage %
Complaint	143	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	141	2.77%
Provider	4952	97.21%
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	110	2.22%
Provider	4840	97.76%
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	31	21.68%
Provider	112	78.32%
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	729	14.72%
Provider & Healthcare Professionals Enrolment Info	71	1.43%
Registration to Personal Doctor beneficiary list	17	0.34%
Provider Contracting	30	0.61%
Benefits Package	719	14.52%
Beneficiary Eligibility Information	23	0.46%
Service Provision	2187	44.17%
Contribution/Copayments Information	25	0.5%
Reimbursement Information	64	1.29%
Portal/Website Information	32	0.65%
Technical Support	29	0.59%
Other Information	540	10.91%
Pre-approval support to Providers	235	4.75%
Beneficiary and Provider support on Beneficiary el	32	0.65%
Business Continuity Service	0	0%
Service provision support to Providers	83	1.68%
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	47	42.73%
Provider & Healthcare Professionals Enrolment Info	1	0.91%
Registration to Personal Doctor beneficiary list	5	4.55%
Provider Contracting	4	3.64%
Benefits Package	1	0.91%
Beneficiary Eligibility Information	3	2.73%
Service Provision	10	9.09%
Contribution/Copayments Information	5	4.55%
Reimbursement Information	2	1.82%
Portal/Website Information	10	9.09%

Technical Support Sub Category Other Information	12 Total 8	10.91% Percentage % 7.27%
Pre-approval support to Providers	1	0.91%
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	682	14.09%
Provider & Healthcare Professionals Enrolment Info	70	1.45%
Registration to Personal Doctor beneficiary list	12	0.25%
Provider Contracting	26	0.54%
Benefits Package	718	14.83%
Beneficiary Eligibility Information	20	0.41%
Service Provision	2177	44.98%
Contribution/Copayments Information	20	0.41%
Reimbursement Information	62	1.28%
Portal/Website Information	22	0.45%
Technical Support	17	0.35%
Other Information	531	10.97%
Pre-approval support to Providers	234	4.83%
Beneficiary and Provider support on Beneficiary el	32	0.66%
Business Continuity Service	0	0%
Service provision support to Providers	83	1.71%
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	2.8%
Provider Enrolment Complaint	9	6.29%
Registration to Personal Doctor beneficiary list C	2	1.4%
Provider Contracting Complaint	6	4.2%
Benefits Package Complaint	9	6.29%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	17	11.89%
Contribution/Copayments Complaint	3	2.1%
Reimbursement Complaint	39	27.27%
Portal/Website Complaint	6	4.2%
Technical Issues Complaint	0	0%
Other Complaints	12	8.39%
Complaint for specific Provider	11	7.69%
Complaint for specific Beneficiary	6	4.2%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.7%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	1	0.7%
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	12.9%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	1	3.23%
Benefits Package Complaint	1	3.23%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	4	12.9%

Contribution/Copayments Complaint Sub Category	1 Total	3.23% Percentage %
Reimbursement Complaint	0	0%
Portal/Website Complaint	4	12.9%
Technical Issues Complaint	0	0%
Other Complaints	6	19.35%
Complaint for specific Provider	8	25.81%
Complaint for specific Beneficiary	0	0%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	3.23%
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	8.04%
Registration to Personal Doctor beneficiary list C	2	1.79%
Provider Contracting Complaint	5	4.46%
Benefits Package Complaint	8	7.14%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	13	11.61%
Contribution/Copayments Complaint	2	1.79%
Reimbursement Complaint	39	34.82%
Portal/Website Complaint	2	1.79%
Technical Issues Complaint	0	0%
Other Complaints	6	5.36%
Complaint for specific Provider	3	2.68%
Complaint for specific Beneficiary	6	5.36%
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	0.89%
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	729	14.31%
Provider & Healthcare Professionals Enrolment Info	71	1.39%
Registration to Personal Doctor beneficiary list	17	0.33%
Provider Contracting	30	0.59%
Benefits Package	719	14.11%
Beneficiary Eligibility Information	23	0.45%
Service Provision	2187	42.93%
Contribution/Copayments Information	25	0.49%
Reimbursement Information	64	1.26%
Portal/Website Information	32	0.63%
Technical Support	29	0.57%
Other Information	540	10.6%
Pre-approval support to Providers	235	4.61%
Beneficiary and Provider support on Beneficiary el	32	0.63%
Business Continuity Service	0	0%
Service provision support to Providers	83	1.63%
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	17	0.33%
Contribution/Copayments Complaint	3	0.06%
Reimbursement Complaint	39	0.77%
Portal/Website Complaint	6	0.12%
Technical Issues Complaint	0	0%
Other Complaints	12	0.24%

Complaint for specific Provider Sub Category	11 Total	0.22% 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):15885

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.	5094/5094	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): 20030

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): 42212

9.3 Portals average resolution time.

Portals average resolution time (seconds): 31121

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.	4793/4794	99.98%

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.	1/724	0.14%

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	300	5.89%

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	221	73.67%

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

Issue Category	Total	Percentage %
Complaint	79	26.33%

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	25	8.33%
Provider	274	91.33%
Other	1	0.33%

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	11	4.98%
Provider	209	94.57%
Other	1	0.45%

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	14	17.72%
Provider	65	82.28%
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	6	2.71%
Provider & Healthcare Professionals Enrolment Info	7	3.17%
Registration to Personal Doctor beneficiary list	1	0.45%
Provider Contracting	2	0.9%
Benefits Package	7	3.17%
Beneficiary Eligibility Information	0	0%
Service Provision	76	34.39%
Contribution/Copayments Information	3	1.36%
Reimbursement Information	17	7.69%
Portal/Website Information	23	10.41%
Technical Support	3	1.36%
Other Information	8	3.62%
Pre-approval support to Providers	21	9.5%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	2	0.9%
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	4	36.36%
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	3	27.27%
Contribution/Copayments Information	0	0%
Reimbursement Information	0	0%
Portal/Website Information	3	27.27%

Technical Support Sub Category	0 Total	0% Percentage %
Other Information	0	0%
Pre-approval support to Providers	1	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%

15.3. 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	0.96%
Provider & Healthcare Professionals Enrolment Info	7	3.35%
Registration to Personal Doctor beneficiary list	1	0.48%
Provider Contracting	2	0.96%
Benefits Package	7	3.35%
Beneficiary Eligibility Information	0	0%
Service Provision	73	34.93%
Contribution/Copayments Information	3	1.44%
Reimbursement Information	17	8.13%
Portal/Website Information	20	9.57%
Technical Support	3	1.44%
Other Information	7	3.35%
Pre-approval support to Providers	20	9.57%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	2	0.96%
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	2.26%
Registration to Personal Doctor beneficiary list C	1	0.45%
Provider Contracting Complaint	3	1.36%
Benefits Package Complaint	1	0.45%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	10	4.52%
Contribution/Copayments Complaint	2	0.9%
Reimbursement Complaint	21	9.5%
Portal/Website Complaint	5	2.26%
Technical Issues Complaint	0	0%
Other Complaints	4	1.81%
Complaint for specific Provider	10	4.52%
Complaint for specific Beneficiary	6	2.71%
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	0.45%
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	9.09%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	3	27.27%

Contribution/Copayments Complaint Sub Category	0 Total	0% Percentage %
Reimbursement Complaint	0	0%
Portal/Website Complaint	3	27.27%
Technical Issues Complaint	0	0%
Other Complaints	0	0%
Complaint for specific Provider	7	63.64%
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	2.39%
Registration to Personal Doctor beneficiary list C	1	0.48%
Provider Contracting Complaint	3	1.44%
Benefits Package Complaint	0	0%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	7	3.35%
Contribution/Copayments Complaint	2	0.96%
Reimbursement Complaint	21	10.05%
Portal/Website Complaint	2	0.96%
Technical Issues Complaint	0	0%
Other Complaints	4	1.91%
Complaint for specific Provider	3	1.44%
Complaint for specific Beneficiary	6	2.87%
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	0.48%
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	6	2%
Provider & Healthcare Professionals Enrolment Info	7	2.33%
Registration to Personal Doctor beneficiary list	1	0.33%
Provider Contracting	2	0.67%
Benefits Package	7	2.33%
Beneficiary Eligibility Information	0	0%
Service Provision	76	25.33%
Contribution/Copayments Information	3	1%
Reimbursement Information	17	5.67%
Portal/Website Information	23	7.67%
Technical Support	3	1%
Other Information	8	2.67%
Pre-approval support to Providers	21	7%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	2	0.67%
Delayed reimbursement cases	0	0%
Beneficiary Enrolment Complaint	0	0%
Provider Enrolment Complaint	5	1.67%
Registration to Personal Doctor beneficiary list C	1	0.33%
Provider Contracting Complaint	3	1%
Benefits Package Complaint	1	0.33%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	10	3.33%
Contribution/Copayments Complaint	2	0.67%
Reimbursement Complaint	21	7%
Portal/Website Complaint	5	1.67%
Technical Issues Complaint	0	0%
Other Complaints	4	1.33%

Complaint for specific Provider Sub Category	10 Total	3.33% Percentage %
Complaint for specific Beneficiary	6	2%
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	0.33%
Complaint for Delayed reimbursement cases	0	0%

End of Report