

Table of Contents

Table of Contents	1
1. Number of handled queries.	5
1.1 Number of queries	5
1.2 Number of queries per channel of communication.	5
1.3 Total number of telephone calls (Inbound + Voicemail) and % on total number of queries.	5
2. Number of queries per channel of communication and type of contact initiator.	6
2.1 Telephone calls + Emails	6
2.1.1 Beneficiaries queries and % on total number of queries.	6
2.1.2 General public queries and % on total number of queries.	6
2.1.3 Providers queries and % on total number of queries.	6
2.2 Telephone calls	6
2.2.1 Beneficiaries queries and % on total number of telephone call queries.	6
2.2.2 General public queries and % on total number of telephone call queries.	6
2.2.3 Providers queries and % on total number of telephone call queries.	6
2.3 Emails	6
2.3.1 Beneficiaries queries and % on total number of email queries.	6
2.3.2 General public queries and % on total number of email queries.	6
2.3.3 Providers queries and % on total number of email queries.	6
3. Number of queries per channel of communication, per gender and age group of beneficiaries.	7
3.1 Telephone calls + Emails	7
3.1.1 Beneficiary Male queries and % on total number of Beneficiaries queries.	7
3.1.2 Beneficiary Female queries and % on total number of Beneficiaries queries.	7
3.2 Telephone calls	7
3.2.1 Beneficiary Male queries and % on total number of Beneficiaries telephone call queries.	7
3.2.2 Beneficiary Female queries and % on total number of Beneficiaries telephone call queries.	7
3.3 Emails	7
3.3.1 Beneficiary Male queries and % on total number of Beneficiaries email queries.	7
3.3.2 Beneficiary Female queries and % on total number of Beneficiaries email queries.	7
4. Number of queries per channel of communication, per provider segment and specialty.	8
4.1 Telephone calls + Emails	8
4.1.1 Providers segment queries and % on total number of Providers queries.	8
4.1.2 PD Specialties queries and % on total number of PD queries.	8
4.1.3 OS Specialties queries and % on total number of OS queries.	8
4.1.4 IS Specialties queries and % on total number of IS queries.	9
4.2 Telephone calls	10
4.2.1 Providers segment queries and % on total number of Providers telephone call queries.	10
4.2.2 PD Specialties queries and % on total number of PD telephone call queries.	10
4.2.3 OS Specialties queries and % on total number of OS telephone call queries.	10
4.2.4 IS Specialties queries and % on total number of IS telephone call queries.	12
4.3 Emails	12
4.3.1 Providers segment queries and % on total number of Providers email queries.	12
4.3.2 PD Specialties queries and % on total number of PD email queries.	12
4.3.3 OS Specialties queries and % on total number of OS email queries.	12
4.3.4 IS Specialties queries and % on total number of IS email queries.	14
5. Number of queries per channel of communication, per contact type category, per segment and specialty.	15
5.1 Telephone calls + Emails	15
5.1.1 Contact type categories queries and % on total number of queries.	15
5.1.2 Beneficiaries Contact type categories queries and % on total number of Beneficiaries queries.	15
5.1.3 General Public Contact type categories queries and % on total number of General Public queries.	16
5.1.4 Providers Contact type categories queries and % on total number of Providers queries.	16
5.1.5 Beneficiaries Male & Female Age Group Contact type categories queries and % on total number of Beneficiaries Contact Type Categories queries.	17
5.1.6 Providers Segment Contact type categories queries and % on total number of Providers Contact Type Categories queries.	19
5.1.7 PD Specialties Contact type categories queries and % on total number of PD in Providers Segment Contact type categories queries.	24
5.1.8 OS Specialties Contact type categories queries and % on total number of OS in Providers Segment Contact type categories queries.	27
5.1.9 IS Specialties Contact type categories queries and % on total number of IS in Providers Segment Contact type categories queries.	52
5.2 Telephone calls	53
5.2.1 Contact type categories queries and % on total number of telephone call queries.	53
5.2.2 Beneficiaries Contact type categories queries and % on total number of Beneficiaries telephone call queries.	54
5.2.3 General Public Contact type categories queries and % on total number of General Public telephone call queries.	55
5.2.4 Providers Contact type categories queries and % on total number of Providers telephone call queries.	55
5.2.5 Beneficiaries Male & Female Age Group Contact type categories queries and % on total number of Beneficiaries Contact Type Categories	

telephone call queries.	56
5.2.6 Providers Segment Contact type categories queries and % on total number of Providers Contact Type Categories telephone call queries.	58
5.2.7 PD Specialties Contact type categories queries and % on total number of PD in Providers Segment Contact type categories telephone call queries.	63
5.2.8 OS Specialties Contact type categories queries and % on total number of OS in Providers Segment Contact type categories telephone call queries.	66
5.2.9 IS Specialties Contact type categories queries and % on total number of IS in Providers Segment Contact type categories telephone call queries.	90
5.3 Emails	92
5.3.1 Contact type categories queries and % on total number of email queries.	92
5.3.2 Beneficiaries Contact type categories queries and % on total number of Beneficiaries email queries.	93
5.3.3 General Public Contact type categories queries and % on total number of General Public email queries.	93
5.3.4 Providers Contact type categories queries and % on total number of Providers email queries.	94
5.3.5 Beneficiaries Male & Female Age Group Contact type categories queries and % on total number of Beneficiaries Contact Type Categories email queries.	95
5.3.6 Providers Segment Contact type categories queries and % on total number of Providers Contact Type Categories email queries.	96
5.3.7 PD Specialties Contact type categories queries and % on total number of PD in Providers Segment Contact type categories email queries.	102
5.3.8 OS Specialties Contact type categories queries and % on total number of OS in Providers Segment Contact type categories email queries.	105
5.3.9 IS Specialties Contact type categories queries and % on total number of IS in Providers Segment Contact type categories email queries.	129
6. Number of queries per channel of communication, per status, per segment and specialty and contact type category.	132
6.1 Telephone calls + Emails	132
6.1.1 Status of queries and % on total number of queries.	132
6.1.2 Status of Beneficiaries queries and % on total number of Beneficiaries queries.	132
6.1.3 Status of General Public queries and % on total number of General Public queries.	132
6.1.4 Status of Providers queries and % on total number of Providers queries.	132
6.1.5 Status of Beneficiaries Male & Female Age Group queries and % on total number of Status of Beneficiaries queries.	132
6.1.6 Status of Providers Segment queries and % on total number of Status of Providers queries.	133
6.1.7 Status of PD Specialties queries and % on total number of PD in Status of Providers Segment queries.	133
6.1.8 Status of OS Specialties queries and % on total number of OS in Status of Providers Segment queries.	134
6.1.9 Status of IS Specialties queries and % on total number of IS in Status of Providers Segment queries.	138
6.1.10 Status of Contact Type Categories queries and % on total number of Contact Type Categories queries.	138
6.2 Telephone calls	141
6.2.1 Status of queries and % on total number of telephone call queries.	141
6.2.2 Status of Beneficiaries queries and % on total number of Beneficiaries telephone call queries.	141
6.2.3 Status of General Public queries and % on total number of General Public telephone call queries.	141
6.2.4 Status of Providers queries and % on total number of Providers telephone call queries.	141
6.2.5 Status of Beneficiaries Male & Female Age Group queries and % on total number of Status of Beneficiaries telephone call queries.	141
6.2.6 Status of Providers Segment queries and % on total number of Status of Providers telephone call queries.	142
6.2.7 Status of PD Specialties queries and % on total number of PD in Status of Providers Segment telephone call queries.	143
6.2.8 Status of OS Specialties queries and % on total number of OS in Status of Providers Segment telephone call queries.	143
6.2.9 Status of IS Specialties queries and % on total number of IS in Status of Providers Segment telephone call queries.	147
6.2.10 Status of Contact Type Categories queries and % on total number of Contact Type Categories telephone call queries.	147
6.3 Emails	150
6.3.1 Status of queries and % on total number of email queries.	150
6.3.2 Status of Beneficiaries queries and % on total number of Beneficiaries email queries.	150
6.3.3 Status of General Public queries and % on total number of General Public email queries.	150
6.3.4 Status of Providers queries and % on total number of Providers email queries.	150
6.3.5 Status of Beneficiaries Male & Female Age Group queries and % on total number of Status of Beneficiaries email queries.	150
6.3.6 Status of Providers Segment queries and % on total number of Status of Providers email queries.	151
6.3.7 Status of PD Specialties queries and % on total number of PD in Status of Providers Segment email queries.	152
6.3.8 Status of OS Specialties queries and % on total number of OS in Status of Providers Segment email queries.	152
6.3.9 Status of IS Specialties queries and % on total number of IS in Status of Providers Segment email queries.	156
6.3.10 Status of Contact Type Categories queries and % on total number of Contact Type Categories email queries.	157
7. Telephone calls average length time.	160
8. Telephone calls average wrap up time.	160
9. Telephone calls average waiting time.	160
10. Telephone response time for beneficiaries (SLA-9).	160
11. Telephone response time for healthcare providers (SLA-8).	160
12. First Contact Resolution (SLA-11).	160
13. Emails average assignment time.	161
14. Emails average resolution time.	161
15. Email priority assignment (SLA-10).	161
16. Email resolution (SLA-12).	161
17. Survey IVR - Contact Centre Quality (SLA-13).	161

Report name:	Vocalcom application reporting.		
Report description:	Reporting for inbound contacts submitted to the Contact Centre Services by telephone calls and emails for a specific period with the use of Vocalcom application.		
Reporting software:	Vocalcom application.		
Customer:	Health Insurance organization	Contact Person:	Ifigeneia Kammitsi
Printing date:	29/08/2026 13:57:52		
Reporting period date:	31/07/2026 16:24:55 - 28/08/2026 19:59:31		

1. Number of handled queries.

1.1 Number of queries

Number of queries: 10616

1.2 Number of queries per channel of communication.

Channel of Communication	Total	Percentage %
Inbound	9538	89.85%
Voicemail	44	0.41%
Email	1034	9.74%

1.3 Total number of telephone calls (Inbound + Voicemail) and % on total number of queries.

Channel of Communication	Total	Percentage %
Telephone calls	9582	90.26%

2. Number of queries per channel of communication and type of contact initiator.

2.1 Telephone calls + Emails

2.1.1 Beneficiaries queries and % on total number of queries.

Contact Initiator	Total	Percentage %
Beneficiaries	6480	61.04%

2.1.2 General public queries and % on total number of queries.

Contact Initiator	Total	Percentage %
General Public	1091	10.28%

2.1.3 Providers queries and % on total number of queries.

Contact Initiator	Total	Percentage %
Providers	3045	28.68%

2.2 Telephone calls

2.2.1 Beneficiaries queries and % on total number of telephone call queries.

Contact Initiator	Total	Percentage %
Beneficiaries	6478	67.61%

2.2.2 General public queries and % on total number of telephone call queries.

Contact Initiator	Total	Percentage %
General Public	63	0.66%

2.2.3 Providers queries and % on total number of telephone call queries.

Contact Initiator	Total	Percentage %
Providers	3041	31.74%

2.3 Emails

2.3.1 Beneficiaries queries and % on total number of email queries.

Contact Initiator	Total	Percentage %
Beneficiaries	2	0.19%

2.3.2 General public queries and % on total number of email queries.

Contact Initiator	Total	Percentage %
General Public	1028	99.42%

2.3.3 Providers queries and % on total number of email queries.

Contact Initiator	Total	Percentage %
Providers	4	0.39%

3. Number of queries per channel of communication, per gender and age group of beneficiaries.

3.1 Telephone calls + Emails

3.1.1 Beneficiary Male queries and % on total number of Beneficiaries queries.

Beneficiary Gender	Total	Percentage %
Beneficiary Male	2575	39.74%

3.1.2 Beneficiary Female queries and % on total number of Beneficiaries queries.

Beneficiary Gender	Total	Percentage %
Beneficiary Female	3905	60.26%

3.2 Telephone calls

3.2.1 Beneficiary Male queries and % on total number of Beneficiaries telephone call queries.

Beneficiary Gender	Total	Percentage %
Beneficiary Male	2574	39.73%

3.2.2 Beneficiary Female queries and % on total number of Beneficiaries telephone call queries.

Beneficiary Gender	Total	Percentage %
Beneficiary Female	3904	60.27%

3.3 Emails

3.3.1 Beneficiary Male queries and % on total number of Beneficiaries email queries.

Beneficiary Gender	Total	Percentage %
Beneficiary Male	1	50%

3.3.2 Beneficiary Female queries and % on total number of Beneficiaries email queries.

Beneficiary Gender	Total	Percentage %
Beneficiary Female	1	50%

4. Number of queries per channel of communication, per provider segment and specialty.

4.1 Telephone calls + Emails

4.1.1 Providers segment queries and % on total number of Providers queries.

Providers Segment	Total	Percentage %
PD	1309	42.99%
OS	328	10.77%
LAB	14	0.46%
PH	476	15.63%
IS	114	3.74%
AE	2	0.07%
AH	728	23.91%
NM	33	1.08%
DE	41	1.35%

4.1.2 PD Specialties queries and % on total number of PD queries.

PD Specialties	Total	Percentage %
PD - GENERAL MEDICINE	1208	92.28%
PD - GERIATRICIAN	12	0.92%
PD - PEDIATRICIAN	87	6.65%
PD - INTERNAL MEDICINE	2	0.15%

4.1.3 OS Specialties queries and % on total number of OS queries.

OS Specialties	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	3	0.91%
OS - UROLOGY	15	4.57%
OS - RENAL DISEASES	4	1.22%
OS - NEUROLOGY	23	7.01%
OS - VASCULAR SURGERY	1	0.3%
OS - NEUROLOGICAL SURGERY	9	2.74%
OS - NUCLEAR MEDICINE	8	2.44%
OS - OBSTETRICS - GYNAECOLOGY	33	10.06%
OS - OPHTHALMOLOGY	17	5.18%
OS - ORTHOPAEDICS	38	11.59%
OS - OTORHINOLARYNGOLOGY	8	2.44%
OS - ALLERGOLOGY	2	0.61%

OS - ANESTHESIOLOGY OS Specialties	8 Total	2.44% Percentage %
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	44	13.41%
OS - MEDICAL GENETIC	1	0.3%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	2	0.61%
OS - DERMATO-VENEREOLOGY	6	1.83%
OS - CHILD & ADOLESCENT PSYCHIATRY	1	0.3%
OS - DIAGNOSTIC RADIOLOGY	6	1.83%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	8	2.44%
OS - PAEDIATRIC SURGERY	1	0.3%
OS - GASTROENTEROLOGY	14	4.27%
OS - GENERAL SURGERY	24	7.32%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	3	0.91%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	1	0.3%
OS - RESPIRATORY MEDICINE	8	2.44%
OS - PSYCHIATRY	26	7.93%
OS - RADIOTHERAPY	5	1.52%
OS - RHEUMATOLOGY	6	1.83%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	1	0.3%
OS - THORACIC SURGERY / CARDIO SURGERY	2	0.61%

4.1.4 IS Specialties queries and % on total number of IS queries.

IS Specialties	Total	Percentage %

IS - CODER IS Specialties	9 Total	7.89% Percentage %
IS - DOCTOR	105	92.11%

4.2 Telephone calls

4.2.1 Providers segment queries and % on total number of Providers telephone call queries.

Providers Segment	Total	Percentage %
PD	1308	43.01%
OS	326	10.72%
LAB	14	0.46%
PH	476	15.65%
IS	114	3.75%
AE	2	0.07%
AH	727	23.91%
NM	33	1.09%
DE	41	1.35%

4.2.2 PD Specialties queries and % on total number of PD telephone call queries.

PD Specialties	Total	Percentage %
PD - GENERAL MEDICINE	1207	92.28%
PD - GERIATRICIAN	12	0.92%
PD - PEDIATRICIAN	87	6.65%
PD - INTERNAL MEDICINE	2	0.15%

4.2.3 OS Specialties queries and % on total number of OS telephone call queries.

OS Specialties	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	3	0.92%
OS - UROLOGY	15	4.6%
OS - RENAL DISEASES	4	1.23%
OS - NEUROLOGY	23	7.06%
OS - VASCULAR SURGERY	1	0.31%
OS - NEUROLOGICAL SURGERY	9	2.76%
OS - NUCLEAR MEDICINE	8	2.45%
OS - OBSTETRICS - GYNAECOLOGY	33	10.12%
OS - OPHTHALMOLOGY	17	5.21%
OS - ORTHOPAEDICS	38	11.66%
OS - OTORHINOLARYNGOLOGY	8	2.45%

IS Specialties	Total	Percentage %
OS - PEDIATRICS	0	0%
OS - ANESTHESIOLOGY	8	2.45%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	43	13.19%
OS - MEDICAL GENETIC	1	0.31%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	2	0.61%
OS - DERMATO-VENEREOLOGY	6	1.84%
OS - CHILD & ADOLESCENT PSYCHIATRY	1	0.31%
OS - DIAGNOSTIC RADIOLOGY	6	1.84%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	8	2.45%
OS - PAEDIATRIC SURGERY	1	0.31%
OS - GASTROENTEROLOGY	13	3.99%
OS - GENERAL SURGERY	24	7.36%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	3	0.92%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	1	0.31%
OS - RESPIRATORY MEDICINE	8	2.45%
OS - PSYCHIATRY	26	7.98%
OS - RADIOTHERAPY	5	1.53%
OS - RHEUMATOLOGY	6	1.84%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	1	0.31%
OS - THORACIC SURGERY / CARDIO SURGERY	2	0.61%

4.2.4 IS Specialties queries and % on total number of IS telephone call queries.

IS Specialties	Total	Percentage %
IS - CODER	9	7.89%
IS - DOCTOR	105	92.11%

4.3 Emails

4.3.1 Providers segment queries and % on total number of Providers email queries.

Providers Segment	Total	Percentage %
PD	1	25%
OS	2	50%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	1	25%
NM	0	0%
DE	0	0%

4.3.2 PD Specialties queries and % on total number of PD email queries.

PD Specialties	Total	Percentage %
PD - GENERAL MEDICINE	1	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%

4.3.3 OS Specialties queries and % on total number of OS email queries.

OS Specialties	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%

OS - ORTHOPAEDICS OS Specialties	0 Total	0% Percentage %
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	50%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	1	50%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%

OS - THORACIC SURGERY / CARDIO SURGERY OS Specialties	0 Total	0% Percentage %
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4.3.4 IS Specialties queries and % on total number of IS email queries.

IS Specialties	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%

5. Number of queries per channel of communication, per contact type category, per segment and specialty.

5.1 Telephone calls + Emails

5.1.1 Contact type categories queries and % on total number of queries.

Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	2279	21.47%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	245	2.31%
Registration to Personal Doctor beneficiary list	315	2.97%
Provider Contracting	27	0.25%
Benefits Package	149	1.4%
Beneficiary Eligibility Information	411	3.87%
Service Provision	3792	35.72%
Contribution/Copayments Information	151	1.42%
Reimbursement Information	101	0.95%
Portal/Website Information	1726	16.26%
Technical Support	16	0.15%
Other Information	866	8.16%
Complaints or appeals	140	1.32%
Pre-approval support to Providers	4	0.04%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	36	0.34%
Service provision support to Providers	358	3.37%

5.1.2 Beneficiaries Contact type categories queries and % on total number of Beneficiaries queries.

Beneficiaries Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	1589	24.52%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	45	0.69%
Registration to Personal Doctor beneficiary list	248	3.83%
Provider Contracting	1	0.02%
Benefits Package	110	1.7%
Beneficiary Eligibility Information	282	4.35%
Service Provision	2187	33.75%
Contribution/Copayments Information	106	1.64%

Reimbursement Information Beneficiaries Contact Type Categories	9 Total	0.14% Percentage %
Portal/Website Information	1242	19.17%
Technical Support	4	0.06%
Other Information	584	9.01%
Complaints or appeals	65	1%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	2	0.03%
Service provision support to Providers	6	0.09%

5.1.3 General Public Contact type categories queries and % on total number of General Public queries.

General Public Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	313	28.69%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	10	0.92%
Registration to Personal Doctor beneficiary list	29	2.66%
Provider Contracting	4	0.37%
Benefits Package	11	1.01%
Beneficiary Eligibility Information	39	3.57%
Service Provision	125	11.46%
Contribution/Copayments Information	25	2.29%
Reimbursement Information	11	1.01%
Portal/Website Information	324	29.7%
Technical Support	0	0%
Other Information	126	11.55%
Complaints or appeals	68	6.23%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	3	0.27%
Service provision support to Providers	3	0.27%

5.1.4 Providers Contact type categories queries and % on total number of Providers queries.

Providers Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	377	12.38%

Delayed reimbursement cases Providers Contact Type Categories	0 Total	0% Percentage %
Provider & Healthcare Professionals Enrolment Inf	190	6.24%
Registration to Personal Doctor beneficiary list	38	1.25%
Provider Contracting	22	0.72%
Benefits Package	28	0.92%
Beneficiary Eligibility Information	90	2.96%
Service Provision	1480	48.6%
Contribution/Copayments Information	20	0.66%
Reimbursement Information	81	2.66%
Portal/Website Information	160	5.25%
Technical Support	12	0.39%
Other Information	156	5.12%
Complaints or appeals	7	0.23%
Pre-approval support to Providers	4	0.13%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	31	1.02%
Service provision support to Providers	349	11.46%

5.1.5 Beneficiaries Male & Female Age Group Contact type categories queries and % on total number of Beneficiaries Contact Type Categories queries.

Beneficiary Enrolment Information	Total	Percentage %
Beneficiary Male	688	43.3%
Beneficiary Female	901	56.7%
Delayed reimbursement cases	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
Beneficiary Male	20	44.44%
Beneficiary Female	25	55.56%
Registration to Personal Doctor beneficiary list	Total	Percentage %
Beneficiary Male	111	44.76%
Beneficiary Female	137	55.24%
Provider Contracting	Total	Percentage %
Beneficiary Male	0	0%

Beneficiary Female	1	100%
Benefits Package	Total	Percentage %
Beneficiary Male	39	35.45%
Beneficiary Female	71	64.55%
Beneficiary Eligibility Information	Total	Percentage %
Beneficiary Male	125	44.33%
Beneficiary Female	157	55.67%
Service Provision	Total	Percentage %
Beneficiary Male	828	37.86%
Beneficiary Female	1359	62.14%
Contribution/Copayments Information	Total	Percentage %
Beneficiary Male	35	33.02%
Beneficiary Female	71	66.98%
Reimbursement Information	Total	Percentage %
Beneficiary Male	3	33.33%
Beneficiary Female	6	66.67%
Portal/Website Information	Total	Percentage %
Beneficiary Male	464	37.36%
Beneficiary Female	778	62.64%
Technical Support	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	4	100%
Other Information	Total	Percentage %
Beneficiary Male	233	39.9%
Beneficiary Female	351	60.1%
Complaints or appeals	Total	Percentage %
Beneficiary Male	23	35.38%
Beneficiary Female	42	64.62%
Pre-approval support to Providers	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Beneficiary and Provider support on Beneficiary el	Total	Percentage %

Beneficiary Male	0	0%
Beneficiary Female	0	0%
Claims	Total	Percentage %
Beneficiary Male	2	100%
Beneficiary Female	0	0%
Service provision support to Providers	Total	Percentage %
Beneficiary Male	4	66.67%
Beneficiary Female	2	33.33%

5.1.6 Providers Segment Contact type categories queries and % on total number of Providers Contact Type Categories queries.

Beneficiary Enrolment Information	Total	Percentage %
PD	364	96.55%
OS	5	1.33%
LAB	1	0.27%
PH	2	0.53%
IS	2	0.53%
AE	0	0%
AH	2	0.53%
NM	1	0.27%
DE	0	0%
Delayed reimbursement cases	Total	Percentage %
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
PD	21	11.05%
OS	22	11.58%

LAB	5	2.63%
PH	25	13.16%
IS	5	2.63%
AE	0	0%
AH	94	49.47%
NM	9	4.74%
DE	9	4.74%
Registration to Personal Doctor beneficiary list	Total	Percentage %
PD	37	97.37%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	1	2.63%
NM	0	0%
DE	0	0%
Provider Contracting	Total	Percentage %
PD	3	13.64%
OS	9	40.91%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	8	36.36%
NM	0	0%
DE	2	9.09%
Benefits Package	Total	Percentage %
PD	23	82.14%
OS	3	10.71%
LAB	0	0%
PH	1	3.57%

IS	1	3.57%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Beneficiary Eligibility Information	Total	Percentage %
PD	88	97.78%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	1	1.11%
AE	0	0%
AH	1	1.11%
NM	0	0%
DE	0	0%
Service Provision	Total	Percentage %
PD	505	34.12%
OS	183	12.36%
LAB	3	0.2%
PH	303	20.47%
IS	53	3.58%
AE	1	0.07%
AH	409	27.64%
NM	11	0.74%
DE	12	0.81%
Contribution/Copayments Information	Total	Percentage %
PD	5	25%
OS	2	10%
LAB	0	0%
PH	3	15%
IS	0	0%
AE	0	0%

AH	10	50%
NM	0	0%
DE	0	0%
Reimbursement Information	Total	Percentage %
PD	21	25.93%
OS	14	17.28%
LAB	1	1.23%
PH	5	6.17%
IS	6	7.41%
AE	0	0%
AH	28	34.57%
NM	2	2.47%
DE	4	4.94%
Portal/Website Information	Total	Percentage %
PD	82	51.25%
OS	24	15%
LAB	0	0%
PH	15	9.38%
IS	6	3.75%
AE	0	0%
AH	24	15%
NM	4	2.5%
DE	5	3.13%
Technical Support	Total	Percentage %
PD	3	25%
OS	1	8.33%
LAB	0	0%
PH	4	33.33%
IS	0	0%
AE	0	0%
AH	4	33.33%
NM	0	0%

DE	0	0%
Other Information	Total	Percentage %
PD	69	44.23%
OS	9	5.77%
LAB	0	0%
PH	22	14.1%
IS	14	8.97%
AE	1	0.64%
AH	39	25%
NM	0	0%
DE	2	1.28%
Complaints or appeals	Total	Percentage %
PD	4	57.14%
OS	2	28.57%
LAB	0	0%
PH	1	14.29%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Pre-approval support to Providers	Total	Percentage %
PD	2	50%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	1	25%
AE	0	0%
AH	1	25%
NM	0	0%
DE	0	0%
Beneficiary and Provider support on Beneficiary el	Total	Percentage %

PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Claims	Total	Percentage %
PD	5	16.13%
OS	11	35.48%
LAB	1	3.23%
PH	0	0%
IS	3	9.68%
AE	0	0%
AH	8	25.81%
NM	0	0%
DE	3	9.68%
Service provision support to Providers	Total	Percentage %
PD	77	22.06%
OS	43	12.32%
LAB	3	0.86%
PH	95	27.22%
IS	22	6.3%
AE	0	0%
AH	99	28.37%
NM	6	1.72%
DE	4	1.15%

5.1.7 PD Specialties Contact type categories queries and % on total number of PD in Providers Segment Contact type categories queries.

Beneficiary Enrolment Information	Total	Percentage %
PD - GENERAL MEDICINE	348	95.6%

PD - GERIATRICIAN	1	0.27%
PD - PEDIATRICIAN	15	4.12%
PD - INTERNAL MEDICINE	0	0%
Delayed reimbursement cases	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
PD - GENERAL MEDICINE	18	85.71%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	3	14.29%
PD - INTERNAL MEDICINE	0	0%
Registration to Personal Doctor beneficiary list	Total	Percentage %
PD - GENERAL MEDICINE	33	89.19%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	4	10.81%
PD - INTERNAL MEDICINE	0	0%
Provider Contracting	Total	Percentage %
PD - GENERAL MEDICINE	2	66.67%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	1	33.33%
PD - INTERNAL MEDICINE	0	0%
Benefits Package	Total	Percentage %
PD - GENERAL MEDICINE	20	86.96%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	3	13.04%
PD - INTERNAL MEDICINE	0	0%
Beneficiary Eligibility Information	Total	Percentage %
PD - GENERAL MEDICINE	82	93.18%
PD - GERIATRICIAN	1	1.14%
PD - PEDIATRICIAN	5	5.68%

PD - INTERNAL MEDICINE	0	0%
Service Provision	Total	Percentage %
PD - GENERAL MEDICINE	459	90.89%
PD - GERIATRICIAN	5	0.99%
PD - PEDIATRICIAN	41	8.12%
PD - INTERNAL MEDICINE	0	0%
Contribution/Copayments Information	Total	Percentage %
PD - GENERAL MEDICINE	5	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Reimbursement Information	Total	Percentage %
PD - GENERAL MEDICINE	17	80.95%
PD - GERIATRICIAN	1	4.76%
PD - PEDIATRICIAN	3	14.29%
PD - INTERNAL MEDICINE	0	0%
Portal/Website Information	Total	Percentage %
PD - GENERAL MEDICINE	73	89.02%
PD - GERIATRICIAN	2	2.44%
PD - PEDIATRICIAN	6	7.32%
PD - INTERNAL MEDICINE	1	1.22%
Technical Support	Total	Percentage %
PD - GENERAL MEDICINE	3	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Other Information	Total	Percentage %
PD - GENERAL MEDICINE	66	95.65%
PD - GERIATRICIAN	1	1.45%
PD - PEDIATRICIAN	2	2.9%
PD - INTERNAL MEDICINE	0	0%
Complaints or appeals	Total	Percentage %

PD - GENERAL MEDICINE	3	75%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	1	25%
Pre-approval support to Providers	Total	Percentage %
PD - GENERAL MEDICINE	2	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Beneficiary and Provider support on Beneficiary el	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Claims	Total	Percentage %
PD - GENERAL MEDICINE	3	60%
PD - GERIATRICIAN	1	20%
PD - PEDIATRICIAN	1	20%
PD - INTERNAL MEDICINE	0	0%
Service provision support to Providers	Total	Percentage %
PD - GENERAL MEDICINE	74	96.1%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	3	3.9%
PD - INTERNAL MEDICINE	0	0%

5.1.8 OS Specialties Contact type categories queries and % on total number of OS in Providers Segment Contact type categories queries.

Beneficiary Enrolment Information	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	2	40%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%

OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	1	20%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	20%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	1	20%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%

OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Delayed reimbursement cases	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%

OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	4	18.18%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	1	4.55%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	1	4.55%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	1	4.55%
OS - OPHTHALMOLOGY	2	9.09%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	1	4.55%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	4.55%
OS - MEDICAL GENETIC	0	0%

OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	4.55%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	1	4.55%
OS - GENERAL SURGERY	2	9.09%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	6	27.27%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	1	4.55%
Registration to Personal Doctor beneficiary list	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%

OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%

OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Provider Contracting	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	2	22.22%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	1	11.11%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	1	11.11%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	1	11.11%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	11.11%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	11.11%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	2	22.22%

OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Benefits Package	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	1	33.33%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	1	33.33%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%

OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	1	33.33%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Beneficiary Eligibility Information	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%

OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%

OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Service Provision	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	6	3.28%
OS - RENAL DISEASES	2	1.09%
OS - NEUROLOGY	15	8.2%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	5	2.73%
OS - NUCLEAR MEDICINE	7	3.83%
OS - OBSTETRICS - GYNAECOLOGY	21	11.48%
OS - OPHTHALMOLOGY	9	4.92%
OS - ORTHOPAEDICS	29	15.85%
OS - OTORHINOLARYNGOLOGY	2	1.09%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	2	1.09%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	24	13.11%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	1	0.55%
OS - DERMATO-VENEREOLOGY	3	1.64%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	3	1.64%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	3	1.64%
OS - PAEDIATRIC SURGERY	1	0.55%
OS - GASTROENTEROLOGY	7	3.83%

OS - GENERAL SURGERY	12	6.56%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	3	1.64%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	1	0.55%
OS - RESPIRATORY MEDICINE	6	3.28%
OS - PSYCHIATRY	11	6.01%
OS - RADIOTHERAPY	5	2.73%
OS - RHEUMATOLOGY	3	1.64%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	1	0.55%
OS - THORACIC SURGERY / CARDIO SURGERY	1	0.55%
Contribution/Copayments Information	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%

OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	1	50%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VEREEROLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	50%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Reimbursement Information	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	1	7.14%
OS - UROLOGY	1	7.14%
OS - RENAL DISEASES	0	0%

OS - NEUROLOGY	1	7.14%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	1	7.14%
OS - ORTHOPAEDICS	1	7.14%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	1	7.14%
OS - ANESTHESIOLOGY	1	7.14%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	2	14.29%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VEREOROLOGY	1	7.14%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	1	7.14%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	1	7.14%
OS - PSYCHIATRY	1	7.14%

OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	1	7.14%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Portal/Website Information	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	1	4.17%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	2	8.33%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	1	4.17%
OS - OPHTHALMOLOGY	1	4.17%
OS - ORTHOPAEDICS	2	8.33%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	1	4.17%
OS - ANESTHESIOLOGY	2	8.33%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	7	29.17%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	1	4.17%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	4.17%
OS - PAEDIATRIC SURGERY	0	0%

OS - GASTROENTEROLOGY	2	8.33%
OS - GENERAL SURGERY	1	4.17%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	1	4.17%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	1	4.17%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Technical Support	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%

OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	100%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Other Information	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%

OS - UROLOGY	1	11.11%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	1	11.11%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	2	22.22%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	2	22.22%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	11.11%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	11.11%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%

OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	1	11.11%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Complaints or appeals	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	1	50%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	1	50%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%

OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Pre-approval support to Providers	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%

OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%

Beneficiary and Provider support on Beneficiary el	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%

OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Claims	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	1	9.09%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	2	18.18%
OS - OPHTHALMOLOGY	1	9.09%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	1	9.09%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	2	18.18%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%

OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	1	9.09%
OS - GENERAL SURGERY	2	18.18%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	1	9.09%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Service provision support to Providers	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	1	2.33%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	2	4.65%
OS - VASCULAR SURGERY	1	2.33%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	1	2.33%
OS - OBSTETRICS - GYNAECOLOGY	7	16.28%

OS - OPHTHALMOLOGY	2	4.65%
OS - ORTHOPAEDICS	5	11.63%
OS - OTORHINOLARYNGOLOGY	5	11.63%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	3	6.98%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	2.33%
OS - CHILD & ADOLESCENT PSYCHIATRY	1	2.33%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	3	6.98%
OS - GENERAL SURGERY	5	11.63%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	5	11.63%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	1	2.33%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%

OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%

5.1.9 IS Specialties Contact type categories queries and % on total number of IS in Providers Segment Contact type categories queries.

Beneficiary Enrolment Information	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	2	100%
Delayed reimbursement cases	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	5	100%
Registration to Personal Doctor beneficiary list	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Provider Contracting	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Benefits Package	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	1	100%
Beneficiary Eligibility Information	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	1	100%
Service Provision	Total	Percentage %
IS - CODER	4	7.55%
IS - DOCTOR	49	92.45%
Contribution/Copayments Information	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Reimbursement Information	Total	Percentage %
IS - CODER	0	0%

IS - DOCTOR	6	100%
Portal/Website Information	Total	Percentage %
IS - CODER	2	33.33%
IS - DOCTOR	4	66.67%
Technical Support	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Other Information	Total	Percentage %
IS - CODER	2	14.29%
IS - DOCTOR	12	85.71%
Complaints or appeals	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Pre-approval support to Providers	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	1	100%
Beneficiary and Provider support on Beneficiary el	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Claims	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	3	100%
Service provision support to Providers	Total	Percentage %
IS - CODER	1	4.55%
IS - DOCTOR	21	95.45%

5.2 Telephone calls

5.2.1 Contact type categories queries and % on total number of telephone call queries.

Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	1970	20.56%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	235	2.45%
Registration to Personal Doctor beneficiary list	286	2.98%

Provider Contracting Contact Type Categories Benefits Package	23 Total 138	0.24% Percentage % 1.44%
Beneficiary Eligibility Information	372	3.88%
Service Provision	3691	38.52%
Contribution/Copayments Information	126	1.31%
Reimbursement Information	90	0.94%
Portal/Website Information	1404	14.65%
Technical Support	16	0.17%
Other Information	766	7.99%
Complaints or appeals	72	0.75%
Pre-approval support to Providers	4	0.04%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	33	0.34%
Service provision support to Providers	356	3.72%

5.2.2 Beneficiaries Contact type categories queries and % on total number of Beneficiaries telephone call queries.

Beneficiaries Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	1588	24.51%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	45	0.69%
Registration to Personal Doctor beneficiary list	248	3.83%
Provider Contracting	1	0.02%
Benefits Package	110	1.7%
Beneficiary Eligibility Information	282	4.35%
Service Provision	2187	33.76%
Contribution/Copayments Information	106	1.64%
Reimbursement Information	9	0.14%
Portal/Website Information	1241	19.16%
Technical Support	4	0.06%
Other Information	584	9.02%
Complaints or appeals	65	1%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	2	0.03%

Beneficiaries Contact Type Categories	Total	Percentage %
Service provision support to Providers	6	0.09%

5.2.3 General Public Contact type categories queries and % on total number of General Public telephone call queries.

General Public Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	6	9.52%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	0	0%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	1	1.59%
Benefits Package	0	0%
Beneficiary Eligibility Information	0	0%
Service Provision	26	41.27%
Contribution/Copayments Information	0	0%
Reimbursement Information	0	0%
Portal/Website Information	3	4.76%
Technical Support	0	0%
Other Information	26	41.27%
Complaints or appeals	0	0%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	0	0%
Service provision support to Providers	1	1.59%

5.2.4 Providers Contact type categories queries and % on total number of Providers telephone call queries.

Providers Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	376	12.36%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	190	6.25%
Registration to Personal Doctor beneficiary list	38	1.25%
Provider Contracting	21	0.69%
Benefits Package	28	0.92%
Beneficiary Eligibility Information	90	2.96%
Service Provision	1478	48.6%
Contribution/Copayments Information	20	0.66%

Providers Contact Type Categories	Total	Percentage %
Portal/Website Information	160	5.26%
Technical Support	12	0.39%
Other Information	156	5.13%
Complaints or appeals	7	0.23%
Pre-approval support to Providers	4	0.13%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	31	1.02%
Service provision support to Providers	349	11.48%

5.2.5 Beneficiaries Male & Female Age Group Contact type categories queries and % on total number of Beneficiaries Contact Type Categories telephone call queries.

Beneficiary Enrolment Information	Total	Percentage %
Beneficiary Male	687	43.26%
Beneficiary Female	901	56.74%
Delayed reimbursement cases	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
Beneficiary Male	20	44.44%
Beneficiary Female	25	55.56%
Registration to Personal Doctor beneficiary list	Total	Percentage %
Beneficiary Male	111	44.76%
Beneficiary Female	137	55.24%
Provider Contracting	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	1	100%
Benefits Package	Total	Percentage %
Beneficiary Male	39	35.45%
Beneficiary Female	71	64.55%
Beneficiary Eligibility Information	Total	Percentage %
Beneficiary Male	125	44.33%
Beneficiary Female	157	55.67%

Service Provision	Total	Percentage %
Beneficiary Male	828	37.86%
Beneficiary Female	1359	62.14%
Contribution/Copayments Information	Total	Percentage %
Beneficiary Male	35	33.02%
Beneficiary Female	71	66.98%
Reimbursement Information	Total	Percentage %
Beneficiary Male	3	33.33%
Beneficiary Female	6	66.67%
Portal/Website Information	Total	Percentage %
Beneficiary Male	464	37.39%
Beneficiary Female	777	62.61%
Technical Support	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	4	100%
Other Information	Total	Percentage %
Beneficiary Male	233	39.9%
Beneficiary Female	351	60.1%
Complaints or appeals	Total	Percentage %
Beneficiary Male	23	35.38%
Beneficiary Female	42	64.62%
Pre-approval support to Providers	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Beneficiary and Provider support on Beneficiary el	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Claims	Total	Percentage %
Beneficiary Male	2	100%
Beneficiary Female	0	0%
Service provision support to Providers	Total	Percentage %
Beneficiary Male	4	66.67%

Beneficiary Female	2	33.33%
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5.2.6 Providers Segment Contact type categories queries and % on total number of Providers Contact Type Categories telephone call queries.

Beneficiary Enrolment Information	Total	Percentage %
PD	363	96.54%
OS	5	1.33%
LAB	1	0.27%
PH	2	0.53%
IS	2	0.53%
AE	0	0%
AH	2	0.53%
NM	1	0.27%
DE	0	0%
Delayed reimbursement cases	Total	Percentage %
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
PD	21	11.05%
OS	22	11.58%
LAB	5	2.63%
PH	25	13.16%
IS	5	2.63%
AE	0	0%
AH	94	49.47%
NM	9	4.74%
DE	9	4.74%

Registration to Personal Doctor beneficiary list	Total	Percentage %
PD	37	97.37%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	1	2.63%
NM	0	0%
DE	0	0%
Provider Contracting	Total	Percentage %
PD	3	14.29%
OS	9	42.86%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	7	33.33%
NM	0	0%
DE	2	9.52%
Benefits Package	Total	Percentage %
PD	23	82.14%
OS	3	10.71%
LAB	0	0%
PH	1	3.57%
IS	1	3.57%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Beneficiary Eligibility Information	Total	Percentage %
PD	88	97.78%

OS	0	0%
LAB	0	0%
PH	0	0%
IS	1	1.11%
AE	0	0%
AH	1	1.11%
NM	0	0%
DE	0	0%
Service Provision	Total	Percentage %
PD	505	34.17%
OS	181	12.25%
LAB	3	0.2%
PH	303	20.5%
IS	53	3.59%
AE	1	0.07%
AH	409	27.67%
NM	11	0.74%
DE	12	0.81%
Contribution/Copayments Information	Total	Percentage %
PD	5	25%
OS	2	10%
LAB	0	0%
PH	3	15%
IS	0	0%
AE	0	0%
AH	10	50%
NM	0	0%
DE	0	0%
Reimbursement Information	Total	Percentage %
PD	21	25.93%
OS	14	17.28%
LAB	1	1.23%

PH	5	6.17%
IS	6	7.41%
AE	0	0%
AH	28	34.57%
NM	2	2.47%
DE	4	4.94%
Portal/Website Information	Total	Percentage %
PD	82	51.25%
OS	24	15%
LAB	0	0%
PH	15	9.38%
IS	6	3.75%
AE	0	0%
AH	24	15%
NM	4	2.5%
DE	5	3.13%
Technical Support	Total	Percentage %
PD	3	25%
OS	1	8.33%
LAB	0	0%
PH	4	33.33%
IS	0	0%
AE	0	0%
AH	4	33.33%
NM	0	0%
DE	0	0%
Other Information	Total	Percentage %
PD	69	44.23%
OS	9	5.77%
LAB	0	0%
PH	22	14.1%
IS	14	8.97%

AE	1	0.64%
AH	39	25%
NM	0	0%
DE	2	1.28%
Complaints or appeals	Total	Percentage %
PD	4	57.14%
OS	2	28.57%
LAB	0	0%
PH	1	14.29%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Pre-approval support to Providers	Total	Percentage %
PD	2	50%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	1	25%
AE	0	0%
AH	1	25%
NM	0	0%
DE	0	0%
Beneficiary and Provider support on Beneficiary el	Total	Percentage %
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%

NM	0	0%
DE	0	0%
Claims	Total	Percentage %
PD	5	16.13%
OS	11	35.48%
LAB	1	3.23%
PH	0	0%
IS	3	9.68%
AE	0	0%
AH	8	25.81%
NM	0	0%
DE	3	9.68%
Service provision support to Providers	Total	Percentage %
PD	77	22.06%
OS	43	12.32%
LAB	3	0.86%
PH	95	27.22%
IS	22	6.3%
AE	0	0%
AH	99	28.37%
NM	6	1.72%
DE	4	1.15%

5.2.7 PD Specialties Contact type categories queries and % on total number of PD in Providers Segment Contact type categories telephone call queries.

Beneficiary Enrolment Information	Total	Percentage %
PD - GENERAL MEDICINE	347	95.59%
PD - GERIATRICIAN	1	0.28%
PD - PEDIATRICIAN	15	4.13%
PD - INTERNAL MEDICINE	0	0%
Delayed reimbursement cases	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%

PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
PD - GENERAL MEDICINE	18	85.71%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	3	14.29%
PD - INTERNAL MEDICINE	0	0%
Registration to Personal Doctor beneficiary list	Total	Percentage %
PD - GENERAL MEDICINE	33	89.19%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	4	10.81%
PD - INTERNAL MEDICINE	0	0%
Provider Contracting	Total	Percentage %
PD - GENERAL MEDICINE	2	66.67%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	1	33.33%
PD - INTERNAL MEDICINE	0	0%
Benefits Package	Total	Percentage %
PD - GENERAL MEDICINE	20	86.96%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	3	13.04%
PD - INTERNAL MEDICINE	0	0%
Beneficiary Eligibility Information	Total	Percentage %
PD - GENERAL MEDICINE	82	93.18%
PD - GERIATRICIAN	1	1.14%
PD - PEDIATRICIAN	5	5.68%
PD - INTERNAL MEDICINE	0	0%
Service Provision	Total	Percentage %
PD - GENERAL MEDICINE	459	90.89%
PD - GERIATRICIAN	5	0.99%
PD - PEDIATRICIAN	41	8.12%
PD - INTERNAL MEDICINE	0	0%

Contribution/Copayments Information	Total	Percentage %
PD - GENERAL MEDICINE	5	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Reimbursement Information	Total	Percentage %
PD - GENERAL MEDICINE	17	80.95%
PD - GERIATRICIAN	1	4.76%
PD - PEDIATRICIAN	3	14.29%
PD - INTERNAL MEDICINE	0	0%
Portal/Website Information	Total	Percentage %
PD - GENERAL MEDICINE	73	89.02%
PD - GERIATRICIAN	2	2.44%
PD - PEDIATRICIAN	6	7.32%
PD - INTERNAL MEDICINE	1	1.22%
Technical Support	Total	Percentage %
PD - GENERAL MEDICINE	3	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Other Information	Total	Percentage %
PD - GENERAL MEDICINE	66	95.65%
PD - GERIATRICIAN	1	1.45%
PD - PEDIATRICIAN	2	2.9%
PD - INTERNAL MEDICINE	0	0%
Complaints or appeals	Total	Percentage %
PD - GENERAL MEDICINE	3	75%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	1	25%
Pre-approval support to Providers	Total	Percentage %
PD - GENERAL MEDICINE	2	100%

PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Beneficiary and Provider support on Beneficiary el	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Claims	Total	Percentage %
PD - GENERAL MEDICINE	3	60%
PD - GERIATRICIAN	1	20%
PD - PEDIATRICIAN	1	20%
PD - INTERNAL MEDICINE	0	0%
Service provision support to Providers	Total	Percentage %
PD - GENERAL MEDICINE	74	96.1%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	3	3.9%
PD - INTERNAL MEDICINE	0	0%

5.2.8 OS Specialties Contact type categories queries and % on total number of OS in Providers Segment Contact type categories telephone call queries.

Beneficiary Enrolment Information	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	2	40%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%

OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	1	20%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	20%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	1	20%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Delayed reimbursement cases	Total	Percentage %

OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VEREEROLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%

OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	4	18.18%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	1	4.55%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	1	4.55%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	1	4.55%
OS - OPHTHALMOLOGY	2	9.09%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	1	4.55%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	4.55%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%

OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	4.55%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	1	4.55%
OS - GENERAL SURGERY	2	9.09%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	6	27.27%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	1	4.55%
Registration to Personal Doctor beneficiary list	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%

OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%

Provider Contracting	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	2	22.22%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	1	11.11%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	1	11.11%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	1	11.11%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	11.11%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	11.11%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	2	22.22%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%

OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Benefits Package	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	1	33.33%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	1	33.33%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	1	33.33%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%

OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Beneficiary Eligibility Information	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%

OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%

OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Service Provision	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	6	3.31%
OS - RENAL DISEASES	2	1.1%
OS - NEUROLOGY	15	8.29%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	5	2.76%
OS - NUCLEAR MEDICINE	7	3.87%
OS - OBSTETRICS - GYNAECOLOGY	21	11.6%
OS - OPHTHALMOLOGY	9	4.97%
OS - ORTHOPAEDICS	29	16.02%
OS - OTORHINOLARYNGOLOGY	2	1.1%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	2	1.1%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	23	12.71%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	1	0.55%
OS - DERMATO-VEREEROLOGY	3	1.66%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	3	1.66%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	3	1.66%
OS - PAEDIATRIC SURGERY	1	0.55%
OS - GASTROENTEROLOGY	6	3.31%
OS - GENERAL SURGERY	12	6.63%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	3	1.66%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%

OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	1	0.55%
OS - RESPIRATORY MEDICINE	6	3.31%
OS - PSYCHIATRY	11	6.08%
OS - RADIOTHERAPY	5	2.76%
OS - RHEUMATOLOGY	3	1.66%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	1	0.55%
OS - THORACIC SURGERY / CARDIO SURGERY	1	0.55%
Contribution/Copayments Information	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	1	50%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%

OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	50%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Reimbursement Information	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	1	7.14%
OS - UROLOGY	1	7.14%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	1	7.14%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%

OS - OPHTHALMOLOGY	1	7.14%
OS - ORTHOPAEDICS	1	7.14%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	1	7.14%
OS - ANESTHESIOLOGY	1	7.14%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	2	14.29%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	7.14%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	1	7.14%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	1	7.14%
OS - PSYCHIATRY	1	7.14%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	1	7.14%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%

OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Portal/Website Information	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	1	4.17%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	2	8.33%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	1	4.17%
OS - OPHTHALMOLOGY	1	4.17%
OS - ORTHOPAEDICS	2	8.33%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	1	4.17%
OS - ANESTHESIOLOGY	2	8.33%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	7	29.17%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	1	4.17%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	4.17%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	2	8.33%
OS - GENERAL SURGERY	1	4.17%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%

OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	1	4.17%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	1	4.17%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Technical Support	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	100%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%

OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Other Information	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	1	11.11%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	1	11.11%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	2	22.22%
OS - NUCLEAR MEDICINE	0	0%

OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	2	22.22%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	11.11%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	11.11%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	1	11.11%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%

OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Complaints or appeals	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	1	50%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	1	50%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%

OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Pre-approval support to Providers	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%

OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Beneficiary and Provider support on Beneficiary el	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%

OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%

OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Claims	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	1	9.09%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	2	18.18%
OS - OPHTHALMOLOGY	1	9.09%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	1	9.09%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	2	18.18%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	1	9.09%
OS - GENERAL SURGERY	2	18.18%

OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	1	9.09%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Service provision support to Providers	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	1	2.33%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	2	4.65%
OS - VASCULAR SURGERY	1	2.33%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	1	2.33%
OS - OBSTETRICS - GYNAECOLOGY	7	16.28%
OS - OPHTHALMOLOGY	2	4.65%
OS - ORTHOPAEDICS	5	11.63%
OS - OTORHINOLARYNGOLOGY	5	11.63%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	3	6.98%

OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	2.33%
OS - CHILD & ADOLESCENT PSYCHIATRY	1	2.33%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	3	6.98%
OS - GENERAL SURGERY	5	11.63%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	5	11.63%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	1	2.33%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%

5.2.9 IS Specialties Contact type categories queries and % on total number of IS in Providers Segment Contact type categories telephone call queries.

Beneficiary Enrolment Information	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	2	100%
Delayed reimbursement cases	Total	Percentage %

IS - CODER	0	0%
IS - DOCTOR	0	0%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	5	100%
Registration to Personal Doctor beneficiary list	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Provider Contracting	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Benefits Package	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	1	100%
Beneficiary Eligibility Information	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	1	100%
Service Provision	Total	Percentage %
IS - CODER	4	7.55%
IS - DOCTOR	49	92.45%
Contribution/Copayments Information	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Reimbursement Information	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	6	100%
Portal/Website Information	Total	Percentage %
IS - CODER	2	33.33%
IS - DOCTOR	4	66.67%
Technical Support	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%

Other Information	Total	Percentage %
IS - CODER	2	14.29%
IS - DOCTOR	12	85.71%
Complaints or appeals	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Pre-approval support to Providers	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	1	100%
Beneficiary and Provider support on Beneficiary el	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Claims	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	3	100%
Service provision support to Providers	Total	Percentage %
IS - CODER	1	4.55%
IS - DOCTOR	21	95.45%

5.3 Emails

5.3.1 Contact type categories queries and % on total number of email queries.

Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	309	29.88%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	10	0.97%
Registration to Personal Doctor beneficiary list	29	2.8%
Provider Contracting	4	0.39%
Benefits Package	11	1.06%
Beneficiary Eligibility Information	39	3.77%
Service Provision	101	9.77%
Contribution/Copayments Information	25	2.42%
Reimbursement Information	11	1.06%
Portal/Website Information	322	31.14%

Technical Support Contact Type Categories	0 Total	0% Percentage %
Other Information	100	9.67%
Complaints or appeals	68	6.58%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	3	0.29%
Service provision support to Providers	2	0.19%

5.3.2 Beneficiaries Contact type categories queries and % on total number of Beneficiaries email queries.

Beneficiaries Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	1	50%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	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	0	0%
Contribution/Copayments Information	0	0%
Reimbursement Information	0	0%
Portal/Website Information	1	50%
Technical Support	0	0%
Other Information	0	0%
Complaints or appeals	0	0%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	0	0%
Service provision support to Providers	0	0%

5.3.3 General Public Contact type categories queries and % on total number of General Public email queries.

General Public Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	307	29.86%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	10	0.97%

Registration to Personal Doctor beneficiary list General Public Contact Type Categories	29 Total	2.82% Percentage %
Provider Contracting	3	0.29%
Benefits Package	11	1.07%
Beneficiary Eligibility Information	39	3.79%
Service Provision	99	9.63%
Contribution/Copayments Information	25	2.43%
Reimbursement Information	11	1.07%
Portal/Website Information	321	31.23%
Technical Support	0	0%
Other Information	100	9.73%
Complaints or appeals	68	6.61%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	3	0.29%
Service provision support to Providers	2	0.19%

5.3.4 Providers Contact type categories queries and % on total number of Providers email queries.

Providers Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	1	25%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	0	0%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	1	25%
Benefits Package	0	0%
Beneficiary Eligibility Information	0	0%
Service Provision	2	50%
Contribution/Copayments Information	0	0%
Reimbursement Information	0	0%
Portal/Website Information	0	0%
Technical Support	0	0%
Other Information	0	0%
Complaints or appeals	0	0%
Pre-approval support to Providers	0	0%

Beneficiary and Provider support on Beneficiary el Providers Contact Type Categories	0 Total	0% Percentage %
Claims	0	0%
Service provision support to Providers	0	0%

5.3.5 Beneficiaries Male & Female Age Group Contact type categories queries and % on total number of Beneficiaries Contact Type Categories email queries.

Beneficiary Enrolment Information	Total	Percentage %
Beneficiary Male	1	100%
Beneficiary Female	0	0%
Delayed reimbursement cases	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Registration to Personal Doctor beneficiary list	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Provider Contracting	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Benefits Package	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Beneficiary Eligibility Information	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Service Provision	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Contribution/Copayments Information	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Reimbursement Information	Total	Percentage %

Beneficiary Male	0	0%
Beneficiary Female	0	0%
Portal/Website Information	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	1	100%
Technical Support	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Other Information	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Complaints or appeals	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Pre-approval support to Providers	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Beneficiary and Provider support on Beneficiary el	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Claims	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Service provision support to Providers	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%

5.3.6 Providers Segment Contact type categories queries and % on total number of Providers Contact Type Categories email queries.

Beneficiary Enrolment Information	Total	Percentage %
PD	1	100%
OS	0	0%
LAB	0	0%
PH	0	0%

IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Delayed reimbursement cases	Total	Percentage %
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Registration to Personal Doctor beneficiary list	Total	Percentage %
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%

AH	0	0%
NM	0	0%
DE	0	0%
Provider Contracting	Total	Percentage %
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	1	100%
NM	0	0%
DE	0	0%
Benefits Package	Total	Percentage %
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Beneficiary Eligibility Information	Total	Percentage %
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%

DE	0	0%
Service Provision	Total	Percentage %
PD	0	0%
OS	2	100%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Contribution/Copayments Information	Total	Percentage %
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Reimbursement Information	Total	Percentage %
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Portal/Website Information	Total	Percentage %

PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Technical Support	Total	Percentage %
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Other Information	Total	Percentage %
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Complaints or appeals	Total	Percentage %
PD	0	0%
OS	0	0%

LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Pre-approval support to Providers	Total	Percentage %
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Beneficiary and Provider support on Beneficiary el	Total	Percentage %
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Claims	Total	Percentage %
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%

IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Service provision support to Providers	Total	Percentage %
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%

5.3.7 PD Specialties Contact type categories queries and % on total number of PD in Providers Segment Contact type categories email queries.

Beneficiary Enrolment Information	Total	Percentage %
PD - GENERAL MEDICINE	1	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Delayed reimbursement cases	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%

Registration to Personal Doctor beneficiary list	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Provider Contracting	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Benefits Package	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Beneficiary Eligibility Information	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Service Provision	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Contribution/Copayments Information	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Reimbursement Information	Total	Percentage %
PD - GENERAL MEDICINE	0	0%

PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Portal/Website Information	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Technical Support	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Other Information	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Complaints or appeals	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Pre-approval support to Providers	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Beneficiary and Provider support on Beneficiary el	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%

PD - INTERNAL MEDICINE	0	0%
Claims	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Service provision support to Providers	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%

5.3.8 OS Specialties Contact type categories queries and % on total number of OS in Providers Segment Contact type categories email queries.

Beneficiary Enrolment Information	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%

OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Delayed reimbursement cases	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%

OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%

OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%

OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Registration to Personal Doctor beneficiary list	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%

OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Provider Contracting	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%

OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VEREOROLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%

OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Benefits Package	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%

OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Beneficiary Eligibility Information	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%

OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Service Provision	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%

OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	50%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	1	50%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%

OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Contribution/Copayments Information	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VEREEROLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%

OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Reimbursement Information	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%

OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Portal/Website Information	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%

OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%

OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Technical Support	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%

OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Other Information	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%

OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Complaints or appeals	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%

OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%

OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Pre-approval support to Providers	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%

OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Beneficiary and Provider support on Beneficiary el	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%

OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Claims	Total	Percentage %

OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%

OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Service provision support to Providers	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%

OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%

5.3.9 IS Specialties Contact type categories queries and % on total number of IS in Providers Segment Contact type categories email queries.

Beneficiary Enrolment Information	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Delayed reimbursement cases	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%

Registration to Personal Doctor beneficiary list	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Provider Contracting	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Benefits Package	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Beneficiary Eligibility Information	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Service Provision	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Contribution/Copayments Information	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Reimbursement Information	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Portal/Website Information	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Technical Support	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Other Information	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Complaints or appeals	Total	Percentage %
IS - CODER	0	0%

IS - DOCTOR	0	0%
Pre-approval support to Providers	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Beneficiary and Provider support on Beneficiary el	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Claims	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Service provision support to Providers	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%

6. Number of queries per channel of communication, per status, per segment and specialty and contact type category.

6.1 Telephone calls + Emails

6.1.1 Status of queries and % on total number of queries.

Status	Total	Percentage %
First Contact Resolution	10112	95.25%
Escalated	333	3.14%
Follow up	171	1.61%

6.1.2 Status of Beneficiaries queries and % on total number of Beneficiaries queries.

Beneficiaries Status	Total	Percentage %
First Contact Resolution	6411	98.94%
Escalated	69	1.06%
Follow up	0	0%

6.1.3 Status of General Public queries and % on total number of General Public queries.

General Public Status	Total	Percentage %
First Contact Resolution	701	64.25%
Escalated	219	20.07%
Follow up	171	15.67%

6.1.4 Status of Providers queries and % on total number of Providers queries.

Providers Status	Total	Percentage %
First Contact Resolution	3000	98.52%
Escalated	45	1.48%
Follow up	0	0%

6.1.5 Status of Beneficiaries Male & Female Age Group queries and % on total number of Status of Beneficiaries queries.

First Contact Resolution	Total	Percentage %
Beneficiary Male	2551	39.79%
Beneficiary Female	3860	60.21%
Escalated	Total	Percentage %
Beneficiary Male	24	34.78%
Beneficiary Female	45	65.22%
Follow up	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%

6.1.6 Status of Providers Segment queries and % on total number of Status of Providers queries.

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First Contact Resolution	Total	Percentage %
PD	1291	43.03%
OS	317	10.57%
LAB	14	0.47%
PH	468	15.6%
IS	112	3.73%
AE	2	0.07%
AH	723	24.1%
NM	32	1.07%
DE	41	1.37%
Escalated	Total	Percentage %
PD	18	40%
OS	11	24.44%
LAB	0	0%
PH	8	17.78%
IS	2	4.44%
AE	0	0%
AH	5	11.11%
NM	1	2.22%
DE	0	0%
Follow up	Total	Percentage %
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%

6.1.7 Status of PD Specialties queries and % on total number of PD in Status of Providers Segment queries.

First Contact Resolution	Total	Percentage %

PD - GENERAL MEDICINE	1193	92.41%
PD - GERIATRICIAN	12	0.93%
PD - PEDIATRICIAN	84	6.51%
PD - INTERNAL MEDICINE	2	0.15%
Escalated	Total	Percentage %
PD - GENERAL MEDICINE	15	83.33%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	3	16.67%
PD - INTERNAL MEDICINE	0	0%
Follow up	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%

6.1.8 Status of OS Specialties queries and % on total number of OS in Status of Providers Segment queries.

First Contact Resolution	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	3	0.95%
OS - UROLOGY	14	4.42%
OS - RENAL DISEASES	4	1.26%
OS - NEUROLOGY	23	7.26%
OS - VASCULAR SURGERY	1	0.32%
OS - NEUROLOGICAL SURGERY	8	2.52%
OS - NUCLEAR MEDICINE	8	2.52%
OS - OBSTETRICS - GYNAECOLOGY	31	9.78%
OS - OPHTHALMOLOGY	17	5.36%
OS - ORTHOPAEDICS	38	11.99%
OS - OTORHINOLARYNGOLOGY	7	2.21%
OS - ALLERGOLOGY	2	0.63%
OS - ANESTHESIOLOGY	8	2.52%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	43	13.56%
OS - MEDICAL GENETIC	1	0.32%

OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	2	0.63%
OS - DERMATO-VENEREOLOGY	6	1.89%
OS - CHILD & ADOLESCENT PSYCHIATRY	1	0.32%
OS - DIAGNOSTIC RADIOLOGY	6	1.89%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	6	1.89%
OS - PAEDIATRIC SURGERY	1	0.32%
OS - GASTROENTEROLOGY	14	4.42%
OS - GENERAL SURGERY	23	7.26%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	3	0.95%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	1	0.32%
OS - RESPIRATORY MEDICINE	7	2.21%
OS - PSYCHIATRY	25	7.89%
OS - RADIOTHERAPY	5	1.58%
OS - RHEUMATOLOGY	6	1.89%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	1	0.32%
OS - THORACIC SURGERY / CARDIO SURGERY	2	0.63%
Escalated	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	1	9.09%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%

OS - NEUROLOGICAL SURGERY	1	9.09%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	2	18.18%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	1	9.09%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	9.09%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	2	18.18%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	1	9.09%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	1	9.09%
OS - PSYCHIATRY	1	9.09%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%

OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Follow up	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%

OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%

6.1.9 Status of IS Specialties queries and % on total number of IS in Status of Providers Segment queries.

First Contact Resolution	Total	Percentage %
IS - CODER	9	8.04%
IS - DOCTOR	103	91.96%
Escalated	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	2	100%
Follow up	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%

6.1.10 Status of Contact Type Categories queries and % on total number of Contact Type Categories queries.

Beneficiary Enrolment Information	Total	Percentage %
First Contact Resolution	2184	95.83%
Escalated	76	3.33%
Follow up	19	0.83%
Delayed reimbursement cases	Total	Percentage %

First Contact Resolution	0	0%
Escalated	0	0%
Follow up	0	0%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
First Contact Resolution	235	95.92%
Escalated	10	4.08%
Follow up	0	0%
Registration to Personal Doctor beneficiary list	Total	Percentage %
First Contact Resolution	310	98.41%
Escalated	3	0.95%
Follow up	2	0.63%
Provider Contracting	Total	Percentage %
First Contact Resolution	21	77.78%
Escalated	5	18.52%
Follow up	1	3.7%
Benefits Package	Total	Percentage %
First Contact Resolution	145	97.32%
Escalated	4	2.68%
Follow up	0	0%
Beneficiary Eligibility Information	Total	Percentage %
First Contact Resolution	404	98.3%
Escalated	4	0.97%
Follow up	3	0.73%
Service Provision	Total	Percentage %
First Contact Resolution	3711	97.86%
Escalated	62	1.64%
Follow up	19	0.5%
Contribution/Copayments Information	Total	Percentage %
First Contact Resolution	146	96.69%
Escalated	3	1.99%
Follow up	2	1.32%
Reimbursement Information	Total	Percentage %

First Contact Resolution	100	99.01%
Escalated	1	0.99%
Follow up	0	0%
Portal/Website Information	Total	Percentage %
First Contact Resolution	1576	91.31%
Escalated	99	5.74%
Follow up	51	2.95%
Technical Support	Total	Percentage %
First Contact Resolution	16	100%
Escalated	0	0%
Follow up	0	0%
Other Information	Total	Percentage %
First Contact Resolution	784	90.53%
Escalated	19	2.19%
Follow up	63	7.27%
Complaints or appeals	Total	Percentage %
First Contact Resolution	87	62.14%
Escalated	43	30.71%
Follow up	10	7.14%
Pre-approval support to Providers	Total	Percentage %
First Contact Resolution	4	100%
Escalated	0	0%
Follow up	0	0%
Beneficiary and Provider support on Beneficiary el	Total	Percentage %
First Contact Resolution	0	0%
Escalated	0	0%
Follow up	0	0%
Claims	Total	Percentage %
First Contact Resolution	35	97.22%
Escalated	1	2.78%
Follow up	0	0%
Service provision support to Providers	Total	Percentage %

First Contact Resolution	354	98.88%
Escalated	3	0.84%
Follow up	1	0.28%

6.2 Telephone calls

6.2.1 Status of queries and % on total number of telephone call queries.

Status	Total	Percentage %
First Contact Resolution	9468	98.81%
Escalated	114	1.19%
Follow up	0	0%

6.2.2 Status of Beneficiaries queries and % on total number of Beneficiaries telephone call queries.

Beneficiaries Status	Total	Percentage %
First Contact Resolution	6409	98.93%
Escalated	69	1.07%
Follow up	0	0%

6.2.3 Status of General Public queries and % on total number of General Public telephone call queries.

General Public Status	Total	Percentage %
First Contact Resolution	62	98.41%
Escalated	1	1.59%
Follow up	0	0%

6.2.4 Status of Providers queries and % on total number of Providers telephone call queries.

Providers Status	Total	Percentage %
First Contact Resolution	2997	98.55%
Escalated	44	1.45%
Follow up	0	0%

6.2.5 Status of Beneficiaries Male & Female Age Group queries and % on total number of Status of Beneficiaries telephone call queries.

First Contact Resolution	Total	Percentage %
Beneficiary Male	2550	39.79%
Beneficiary Female	3859	60.21%
Escalated	Total	Percentage %
Beneficiary Male	24	34.78%
Beneficiary Female	45	65.22%
Follow up	Total	Percentage %
Beneficiary Male	0	0%

Beneficiary Female	0	0%
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6.2.6 Status of Providers Segment queries and % on total number of Status of Providers telephone call queries.

First Contact Resolution	Total	Percentage %
PD	1290	43.04%
OS	315	10.51%
LAB	14	0.47%
PH	468	15.62%
IS	112	3.74%
AE	2	0.07%
AH	723	24.12%
NM	32	1.07%
DE	41	1.37%
Escalated	Total	Percentage %
PD	18	40.91%
OS	11	25%
LAB	0	0%
PH	8	18.18%
IS	2	4.55%
AE	0	0%
AH	4	9.09%
NM	1	2.27%
DE	0	0%
Follow up	Total	Percentage %
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%

6.2.7 Status of PD Specialties queries and % on total number of PD in Status of Providers Segment telephone call queries.

First Contact Resolution	Total	Percentage %
PD - GENERAL MEDICINE	1192	92.4%
PD - GERIATRICIAN	12	0.93%
PD - PEDIATRICIAN	84	6.51%
PD - INTERNAL MEDICINE	2	0.16%
Escalated	Total	Percentage %
PD - GENERAL MEDICINE	15	83.33%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	3	16.67%
PD - INTERNAL MEDICINE	0	0%
Follow up	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%

6.2.8 Status of OS Specialties queries and % on total number of OS in Status of Providers Segment telephone call queries.

First Contact Resolution	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	3	0.95%
OS - UROLOGY	14	4.44%
OS - RENAL DISEASES	4	1.27%
OS - NEUROLOGY	23	7.3%
OS - VASCULAR SURGERY	1	0.32%
OS - NEUROLOGICAL SURGERY	8	2.54%
OS - NUCLEAR MEDICINE	8	2.54%
OS - OBSTETRICS - GYNAECOLOGY	31	9.84%
OS - OPHTHALMOLOGY	17	5.4%
OS - ORTHOPAEDICS	38	12.06%
OS - OTORHINOLARYNGOLOGY	7	2.22%
OS - ALLERGOLOGY	2	0.63%
OS - ANESTHESIOLOGY	8	2.54%
OS - PAEDIATRICS	0	0%

OS - CARDIOLOGY	42	13.33%
OS - MEDICAL GENETIC	1	0.32%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	2	0.63%
OS - DERMATO-VENEREOLOGY	6	1.9%
OS - CHILD & ADOLESCENT PSYCHIATRY	1	0.32%
OS - DIAGNOSTIC RADIOLOGY	6	1.9%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	6	1.9%
OS - PAEDIATRIC SURGERY	1	0.32%
OS - GASTROENTEROLOGY	13	4.13%
OS - GENERAL SURGERY	23	7.3%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	3	0.95%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	1	0.32%
OS - RESPIRATORY MEDICINE	7	2.22%
OS - PSYCHIATRY	25	7.94%
OS - RADIOTHERAPY	5	1.59%
OS - RHEUMATOLOGY	6	1.9%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	1	0.32%
OS - THORACIC SURGERY / CARDIO SURGERY	2	0.63%
Escalated	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	1	9.09%
OS - RENAL DISEASES	0	0%

OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	1	9.09%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	2	18.18%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	1	9.09%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	9.09%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	2	18.18%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	1	9.09%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	1	9.09%
OS - PSYCHIATRY	1	9.09%

OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Follow up	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%

OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%

6.2.9 Status of IS Specialties queries and % on total number of IS in Status of Providers Segment telephone call queries.

First Contact Resolution	Total	Percentage %
IS - CODER	9	8.04%
IS - DOCTOR	103	91.96%
Escalated	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	2	100%
Follow up	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%

6.2.10 Status of Contact Type Categories queries and % on total number of Contact Type Categories telephone call queries.

Beneficiary Enrolment Information	Total	Percentage %
First Contact Resolution	1926	97.77%
Escalated	44	2.23%

Follow up	0	0%
Delayed reimbursement cases	Total	Percentage %
First Contact Resolution	0	0%
Escalated	0	0%
Follow up	0	0%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
First Contact Resolution	227	96.6%
Escalated	8	3.4%
Follow up	0	0%
Registration to Personal Doctor beneficiary list	Total	Percentage %
First Contact Resolution	283	98.95%
Escalated	3	1.05%
Follow up	0	0%
Provider Contracting	Total	Percentage %
First Contact Resolution	21	91.3%
Escalated	2	8.7%
Follow up	0	0%
Benefits Package	Total	Percentage %
First Contact Resolution	136	98.55%
Escalated	2	1.45%
Follow up	0	0%
Beneficiary Eligibility Information	Total	Percentage %
First Contact Resolution	372	100%
Escalated	0	0%
Follow up	0	0%
Service Provision	Total	Percentage %
First Contact Resolution	3646	98.78%
Escalated	45	1.22%
Follow up	0	0%
Contribution/Copayments Information	Total	Percentage %
First Contact Resolution	124	98.41%
Escalated	2	1.59%

Follow up	0	0%
Reimbursement Information	Total	Percentage %
First Contact Resolution	90	100%
Escalated	0	0%
Follow up	0	0%
Portal/Website Information	Total	Percentage %
First Contact Resolution	1402	99.86%
Escalated	2	0.14%
Follow up	0	0%
Technical Support	Total	Percentage %
First Contact Resolution	16	100%
Escalated	0	0%
Follow up	0	0%
Other Information	Total	Percentage %
First Contact Resolution	764	99.74%
Escalated	2	0.26%
Follow up	0	0%
Complaints or appeals	Total	Percentage %
First Contact Resolution	71	98.61%
Escalated	1	1.39%
Follow up	0	0%
Pre-approval support to Providers	Total	Percentage %
First Contact Resolution	4	100%
Escalated	0	0%
Follow up	0	0%
Beneficiary and Provider support on Beneficiary el	Total	Percentage %
First Contact Resolution	0	0%
Escalated	0	0%
Follow up	0	0%
Claims	Total	Percentage %
First Contact Resolution	33	100%
Escalated	0	0%

Follow up	0	0%
Service provision support to Providers	Total	Percentage %
First Contact Resolution	353	99.16%
Escalated	3	0.84%
Follow up	0	0%

6.3 Emails

6.3.1 Status of queries and % on total number of email queries.

Status	Total	Percentage %
First Contact Resolution	644	62.28%
Escalated	219	21.18%
Follow up	171	16.54%

6.3.2 Status of Beneficiaries queries and % on total number of Beneficiaries email queries.

Beneficiaries Status	Total	Percentage %
First Contact Resolution	2	100%
Escalated	0	0%
Follow up	0	0%

6.3.3 Status of General Public queries and % on total number of General Public email queries.

General Public Status	Total	Percentage %
First Contact Resolution	639	62.16%
Escalated	218	21.21%
Follow up	171	16.63%

6.3.4 Status of Providers queries and % on total number of Providers email queries.

Providers Status	Total	Percentage %
First Contact Resolution	3	75%
Escalated	1	25%
Follow up	0	0%

6.3.5 Status of Beneficiaries Male & Female Age Group queries and % on total number of Status of Beneficiaries email queries.

First Contact Resolution	Total	Percentage %
Beneficiary Male	1	50%
Beneficiary Female	1	50%
Escalated	Total	Percentage %
Beneficiary Male	0	0%

Beneficiary Female	0	0%
Follow up	Total	Percentage %
Beneficiary Male	0	0%
Beneficiary Female	0	0%

6.3.6 Status of Providers Segment queries and % on total number of Status of Providers email queries.

First Contact Resolution	Total	Percentage %
PD	1	33.33%
OS	2	66.67%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Escalated	Total	Percentage %
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	1	100%
NM	0	0%
DE	0	0%
Follow up	Total	Percentage %
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%

AH	0	0%
NM	0	0%
DE	0	0%

6.3.7 Status of PD Specialties queries and % on total number of PD in Status of Providers Segment email queries.

First Contact Resolution	Total	Percentage %
PD - GENERAL MEDICINE	1	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Escalated	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Follow up	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%

6.3.8 Status of OS Specialties queries and % on total number of OS in Status of Providers Segment email queries.

First Contact Resolution	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%

OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	50%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	1	50%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Escalated	Total	Percentage %

OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%

OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Follow up	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%

OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%

6.3.9 Status of IS Specialties queries and % on total number of IS in Status of Providers Segment email queries.

First Contact Resolution	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Escalated	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Follow up	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%

6.3.10 Status of Contact Type Categories queries and % on total number of Contact Type Categories email queries.

Beneficiary Enrolment Information	Total	Percentage %
First Contact Resolution	258	83.5%
Escalated	32	10.36%
Follow up	19	6.15%
Delayed reimbursement cases	Total	Percentage %
First Contact Resolution	0	0%
Escalated	0	0%
Follow up	0	0%
Provider & Healthcare Professionals Enrolment Inf	Total	Percentage %
First Contact Resolution	8	80%
Escalated	2	20%
Follow up	0	0%
Registration to Personal Doctor beneficiary list	Total	Percentage %
First Contact Resolution	27	93.1%
Escalated	0	0%
Follow up	2	6.9%
Provider Contracting	Total	Percentage %
First Contact Resolution	0	0%
Escalated	3	75%
Follow up	1	25%
Benefits Package	Total	Percentage %
First Contact Resolution	9	81.82%
Escalated	2	18.18%
Follow up	0	0%
Beneficiary Eligibility Information	Total	Percentage %
First Contact Resolution	32	82.05%
Escalated	4	10.26%
Follow up	3	7.69%
Service Provision	Total	Percentage %
First Contact Resolution	65	64.36%
Escalated	17	16.83%
Follow up	19	18.81%

Contribution/Copayments Information	Total	Percentage %
First Contact Resolution	22	88%
Escalated	1	4%
Follow up	2	8%
Reimbursement Information	Total	Percentage %
First Contact Resolution	10	90.91%
Escalated	1	9.09%
Follow up	0	0%
Portal/Website Information	Total	Percentage %
First Contact Resolution	174	54.04%
Escalated	97	30.12%
Follow up	51	15.84%
Technical Support	Total	Percentage %
First Contact Resolution	0	0%
Escalated	0	0%
Follow up	0	0%
Other Information	Total	Percentage %
First Contact Resolution	20	20%
Escalated	17	17%
Follow up	63	63%
Complaints or appeals	Total	Percentage %
First Contact Resolution	16	23.53%
Escalated	42	61.76%
Follow up	10	14.71%
Pre-approval support to Providers	Total	Percentage %
First Contact Resolution	0	0%
Escalated	0	0%
Follow up	0	0%
Beneficiary and Provider support on Beneficiary el	Total	Percentage %
First Contact Resolution	0	0%
Escalated	0	0%
Follow up	0	0%

Claims	Total	Percentage %
First Contact Resolution	2	66.67%
Escalated	1	33.33%
Follow up	0	0%
Service provision support to Providers	Total	Percentage %
First Contact Resolution	1	50%
Escalated	0	0%
Follow up	1	50%

7. Telephone calls average length time.

7.1 Average length time (seconds): 78

7.2 Beneficiaries Average length time (seconds): 71

7.3 Providers Average length time (seconds): 92

8. Telephone calls average wrap up time.

8.1 Average wrap up time (seconds): 10

8.2 Beneficiaries Average wrap up time (seconds): 10

8.3 Providers Average wrap up time (seconds): 10

9. Telephone calls average waiting time.

9.1 Average waiting time (seconds): 24

9.2 Beneficiaries Average waiting time (seconds): 30

9.3 Providers Average waiting time (seconds): 12

10. Telephone response time for beneficiaries (SLA-9).

Beneficiaries Overflow: 0

Calls answered in 60 seconds.	Total	Percentage %
SLA is 80% for inbound calls.	5406/6500	83.17%

Calls answered in 120 seconds.	Total	Percentage %
SLA is 90% for inbound calls.	6091/6500	93.71%

11. Telephone response time for healthcare providers (SLA-8).

Providers Overflow: 0

Calls answered in 20 seconds.	Total	Percentage %
SLA is 80% for inbound calls.	2659/3038	87.52%

Calls answered in 60 seconds.	Total	Percentage %
SLA is 95% for inbound calls.	2894/3038	95.26%

12. First Contact Resolution (SLA-11).

Calls marked as first contact resolution.	Total	Percentage %
SLA is 95% of calls.	9468/9582	98.81%

13. Emails average assignment time.

Emails average assignment time (seconds): 29772

14. Emails average resolution time.

Emails average resolution time (seconds): 30131

15. Email priority assignment (SLA-10).

Email acquired in 1 business day.	Total	Percentage %
SLA is 95% of emails.	1033/1034	99.9%

16. Email resolution (SLA-12).

Emails resolved within 3 business days.	Total	Percentage %
SLA is 98% of emails.	815/815	100%

17. Survey IVR - Contact Centre Quality (SLA-13).

17.1 Total Surveys

Total Surveys: 103

Rating in scale of 4	Average
SLA is > 3	3.05

End of Report