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Report name:	Portals reporting.		
Report description:	Reporting for inbound contacts submitted to the Contact Centre Services by Portals for a specific period with the use of MedNext+ application		
Reporting software:	MedNext+ application.		
Customer:	Health Insurance organization	Contact Person:	Ifigeneia Kammitsi
Printing date:	02/09/2026 09:12:52		
Reporting period date:	01/08/2026 07:44:38 - 31/08/2026 23:23:40		

1. Handled contacts through Portals.

1.1. Number of Portal contacts

Number of Portal contacts: 3579

2. Number of contacts per Issue Category

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

Issue Category	Total	Percentage %
Query	3481	97.26%

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

Issue Category	Total	Percentage %
Complaint	98	2.74%

2.3 Number of Follow up and % on total number of Portal contacts.

Issue Category	Total	Percentage %
Follow Up	0	0%

3. Number of contacts per Originator Type

3.1 Number of contacts per Originator Type and % on total number of Portal contacts.

Issue Category	Total	Percentage %
Insured Member	106	2.96%
Provider	3472	97.01%
Other	1	0.03%

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

Issue Category	Total	Percentage %
Insured Member	82	2.36%
Provider	3398	97.62%
Other	1	0.03%

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

Issue Category	Total	Percentage %
Insured Member	24	24.49%
Provider	74	75.51%
Other	0	0%

3.4 Number of contacts per Originator Type per Follow up and % on total number of Follow up.

Issue Category	Total	Percentage %
Insured Member	0	0%
Provider	0	0%
Other	0	0%

4. Number of Queries per Sub Category

4.1 Number of Queries per Sub Category and % on total number of Queries.

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	517	14.85%
Provider & Healthcare Professionals Enrolment Info	51	1.47%
Registration to Personal Doctor beneficiary list	13	0.37%
Provider Contracting	40	1.15%
Benefits Package	595	17.09%
Beneficiary Eligibility Information	10	0.29%
Service Provision	1328	38.15%
Contribution/Copayments Information	5	0.14%
Reimbursement Information	49	1.41%
Portal/Website Information	15	0.43%
Technical Support	38	1.09%
Other Information	434	12.47%
Pre-approval support to Providers	198	5.69%
Beneficiary and Provider support on Beneficiary el	23	0.66%
Business Continuity Service	0	0%
Service provision support to Providers	65	1.87%
Delayed reimbursement cases	1	0.03%

4.2 Number of Queries per Sub Category for Insured Member and % on total number of Queries for Insured members.

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	32	39.02%
Provider & Healthcare Professionals Enrolment Info	3	3.66%
Registration to Personal Doctor beneficiary list	3	3.66%
Provider Contracting	1	1.22%
Benefits Package	1	1.22%
Beneficiary Eligibility Information	1	1.22%
Service Provision	9	10.98%
Contribution/Copayments Information	1	1.22%
Reimbursement Information	0	0%
Portal/Website Information	6	7.32%

Technical Support Sub Category Other Information	3 Total 20	3.66% Percentage % 24.39%
Pre-approval support to Providers	1	1.22%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	0	0%
Delayed reimbursement cases	0	0%

4.3 Number of Queries per Sub Category for Provider and % on total number of Queries for Providers.

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	485	14.27%
Provider & Healthcare Professionals Enrolment Info	48	1.41%
Registration to Personal Doctor beneficiary list	10	0.29%
Provider Contracting	39	1.15%
Benefits Package	593	17.45%
Beneficiary Eligibility Information	9	0.26%
Service Provision	1319	38.82%
Contribution/Copayments Information	4	0.12%
Reimbursement Information	49	1.44%
Portal/Website Information	9	0.26%
Technical Support	35	1.03%
Other Information	414	12.18%
Pre-approval support to Providers	197	5.8%
Beneficiary and Provider support on Beneficiary el	23	0.68%
Business Continuity Service	0	0%
Service provision support to Providers	65	1.91%
Delayed reimbursement cases	1	0.03%

4.4 Number of Queries per Sub Category for Other and % on total number of Queries for Others.

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	0	0%
Provider & Healthcare Professionals Enrolment Info	0	0%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	0	0%
Benefits Package	1	100%

Sub Category	Total	Percentage %
Beneficiary Eligibility Information	0	0%
Service Provision	0	0%
Contribution/Copayments Information	0	0%
Reimbursement Information	0	0%
Portal/Website Information	0	0%
Technical Support	0	0%
Other Information	0	0%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	0	0%
Delayed reimbursement cases	0	0%

5. Number of Complaints per Sub Category

5.1 Number of Complaints per Sub Category and % on total number of Complaint.

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	1	1.02%
Provider Enrolment Complaint	3	3.06%
Registration to Personal Doctor beneficiary list C	2	2.04%
Provider Contracting Complaint	3	3.06%
Benefits Package Complaint	8	8.16%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	12	12.24%
Contribution/Copayments Complaint	1	1.02%
Reimbursement Complaint	17	17.35%
Portal/Website Complaint	3	3.06%
Technical Issues Complaint	0	0%
Other Complaints	9	9.18%
Complaint for specific Provider	16	16.33%
Complaint for specific Beneficiary	2	2.04%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	1.02%
Complaint for Beneficiary and Provider support on	1	1.02%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

5.2 Number of Complaints per Sub Category for Insured Member and % on total number of Complaints for Insured members.

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	1	4.17%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	1	4.17%
Provider Contracting Complaint	1	4.17%
Benefits Package Complaint	0	0%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	5	20.83%

Contribution/Copayments Complaint Sub Category	0 Total	0% Percentage %
Reimbursement Complaint	2	8.33%
Portal/Website Complaint	2	8.33%
Technical Issues Complaint	0	0%
Other Complaints	1	4.17%
Complaint for specific Provider	10	41.67%
Complaint for specific Beneficiary	0	0%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	0	0%
Complaint for Beneficiary and Provider support on	1	4.17%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

5.3 Number of Complaints per Sub Category for Provider and % on total number of Complaints for Providers.

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	0	0%
Provider Enrolment Complaint	3	4.05%
Registration to Personal Doctor beneficiary list C	1	1.35%
Provider Contracting Complaint	2	2.7%
Benefits Package Complaint	8	10.81%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	7	9.46%
Contribution/Copayments Complaint	1	1.35%
Reimbursement Complaint	15	20.27%
Portal/Website Complaint	1	1.35%
Technical Issues Complaint	0	0%
Other Complaints	8	10.81%
Complaint for specific Provider	6	8.11%
Complaint for specific Beneficiary	2	2.7%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	1.35%
Complaint for Beneficiary and Provider support on	0	0%

Complaint for Business Continuity Service Sub Category	0 Total	0% Percentage %
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

5.4 Number of Complaints per Sub Category for Other and % on total number of Complaints for Others.

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	0	0%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	0	0%
Benefits Package Complaint	0	0%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	0	0%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	0	0%
Portal/Website Complaint	0	0%
Technical Issues Complaint	0	0%
Other Complaints	0	0%
Complaint for specific Provider	0	0%
Complaint for specific Beneficiary	0	0%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	0	0%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

6. Number of contacts per Sub Category

6.1 Number of contacts per Sub Category

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	517	14.45%
Provider & Healthcare Professionals Enrolment Info	51	1.42%
Registration to Personal Doctor beneficiary list	13	0.36%
Provider Contracting	40	1.12%
Benefits Package	595	16.62%
Beneficiary Eligibility Information	10	0.28%
Service Provision	1328	37.11%
Contribution/Copayments Information	5	0.14%
Reimbursement Information	49	1.37%
Portal/Website Information	15	0.42%
Technical Support	38	1.06%
Other Information	434	12.13%
Pre-approval support to Providers	198	5.53%
Beneficiary and Provider support on Beneficiary el	23	0.64%
Business Continuity Service	0	0%
Service provision support to Providers	65	1.82%
Delayed reimbursement cases	1	0.03%
Beneficiary Enrolment Complaint	1	0.03%
Provider Enrolment Complaint	3	0.08%
Registration to Personal Doctor beneficiary list C	2	0.06%
Provider Contracting Complaint	3	0.08%
Benefits Package Complaint	8	0.22%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	12	0.34%
Contribution/Copayments Complaint	1	0.03%
Reimbursement Complaint	17	0.47%
Portal/Website Complaint	3	0.08%
Technical Issues Complaint	0	0%
Other Complaints	9	0.25%

Complaint for specific Provider Sub Category	16 Total	0.45% Percentage %
Complaint for specific Beneficiary	2	0.06%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.03%
Complaint for Beneficiary and Provider support on	1	0.03%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

7. Portals average assignment time

7.1 Portals average assignment time

Portals average assignment time (seconds):17047

8. Contact centre non-telephone priority assignment (SLA-10)

8.1 Portals assignment time

Portal contacts acquired in 1 business day.	Total	Percentage %
SLA is 95% of portals.	3576/3579	99.92%

9. Portals average resolution time

9.1 Average resolution time for contacts resolve by the Contact Centre Services.

Average resolution time for contacts resolve by the Contact Centre Services (seconds): 23363

9.2 Average resolution time for contacts escalated from the Contact Centre Services.

Average resolution time for contacts escalated from the Contact Centre Services (seconds): 40300

9.3 Portals average resolution time.

Portals average resolution time (seconds): 31832

10. Contact centre – Standard Contact resolution (SLA-12)

10.1 Resolution time for contacts resolve by the Contact Centre Services.

Portals resolved in 3 business days.	Total	Percentage %
SLA is 98% of portals.	3385/3392	99.79%

11. Contact centre quality (SLA-14)

11.1. Contacts wrongly transferred outside the Contact Centre for resolution

Wrongly escalated contacts	Total	Percentage %
SLA is 2% of escalated contacts.	0/557	0%

12. Escalated Portal Contacts

12.1. Number of escalated portal contacts and % on total number of portal contacts

Portal contacts	Total	Percentage %
Escalated portal contacts	187	5.22%

13. Escalated Portal Contacts per Issue Category

13.1. Number of Escalated Portal Queries and % on total number of Escalated Portal contacts

Issue Category	Total	Percentage %
Query	141	75.4%

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

Issue Category	Total	Percentage %
Complaint	46	24.6%

13.3. Number of Escalated Portal Follow ups and % on total number of Escalated Portal contacts

Issue Category	Total	Percentage %
Follow Up	0	0%

14. Escalated Portal Contacts per Originator Type

14.1. Number of Escalated Portal Contacts per Originator type and % on total number of Escalated Portal contacts

Issue Category	Total	Percentage %
Insured Member	17	9.09%
Provider	169	90.37%
Other	1	0.53%

14.2. Number of Escalated Portal Contacts per Originator type per Query and % on total number of Escalated Portal Queries

Issue Category	Total	Percentage %
Insured Member	7	4.96%
Provider	133	94.33%
Other	1	0.71%

14.3. Number of Escalated Portal per Originator type per Complaint and % on total number of Escalated Portal Complaints

Issue Category	Total	Percentage %
Insured Member	10	21.74%
Provider	36	78.26%
Other	0	0%

14.4. Number of Escalated Portal per Originator type per Follow up and % on total number of Escalated Portal Follow ups

Issue Category	Total	Percentage %
Insured Member	0	0%
Provider	0	0%
Other	0	0%

15. Escalated Queries per Sub Category

15.1. Number of Escalated Queries per Sub Category and % on total number of Escalated Queries

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	4	2.84%
Provider & Healthcare Professionals Enrolment Info	5	3.55%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	10	7.09%
Benefits Package	12	8.51%
Beneficiary Eligibility Information	0	0%
Service Provision	45	31.91%
Contribution/Copayments Information	0	0%
Reimbursement Information	14	9.93%
Portal/Website Information	6	4.26%
Technical Support	0	0%
Other Information	7	4.96%
Pre-approval support to Providers	8	5.67%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	6	4.26%
Delayed reimbursement cases	1	0.71%

15.2. Number of Escalated Queries per Sub Category for Insured Member and % on total number of Escalated Queries for Insured members

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	4	57.14%
Provider & Healthcare Professionals Enrolment Info	0	0%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	0	0%
Benefits Package	0	0%
Beneficiary Eligibility Information	0	0%
Service Provision	1	14.29%
Contribution/Copayments Information	0	0%
Reimbursement Information	0	0%
Portal/Website Information	1	14.29%

Technical Support Sub Category	0 Total	0% Percentage %
Other Information	1	14.29%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	0	0%
Delayed reimbursement cases	0	0%

15.3. Number of Escalated Queries per Sub Category for Provider and % on total number of Escalated Queries for Providers

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	0	0%
Provider & Healthcare Professionals Enrolment Info	5	3.76%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	10	7.52%
Benefits Package	11	8.27%
Beneficiary Eligibility Information	0	0%
Service Provision	44	33.08%
Contribution/Copayments Information	0	0%
Reimbursement Information	14	10.53%
Portal/Website Information	5	3.76%
Technical Support	0	0%
Other Information	6	4.51%
Pre-approval support to Providers	8	6.02%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	6	4.51%
Delayed reimbursement cases	1	0.75%

15.4. Number of Escalated Queries per Sub Category for Other and % on total number of Escalated Queries for Others

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	0	0%
Provider & Healthcare Professionals Enrolment Info	0	0%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	0	0%

Sub Category	Total	Percentage %
Beneficiary Package	0	0%
Beneficiary Eligibility Information	0	0%
Service Provision	0	0%
Contribution/Copayments Information	0	0%
Reimbursement Information	0	0%
Portal/Website Information	0	0%
Technical Support	0	0%
Other Information	0	0%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	0	0%
Delayed reimbursement cases	0	0%

16. Escalated Complaints per Sub Category

16.1. Number of Escalated Complaints per Sub Category and % on total number of Escalated Complaints

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	0	0%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	1	0.71%
Provider Contracting Complaint	0	0%
Benefits Package Complaint	1	0.71%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	7	4.96%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	6	4.26%
Portal/Website Complaint	2	1.42%
Technical Issues Complaint	0	0%
Other Complaints	7	4.96%
Complaint for specific Provider	12	8.51%
Complaint for specific Beneficiary	2	1.42%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	0	0%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

16.2. Number of Escalated Complaints per Sub Category for Insured Member and % on total number of Escalated Complaints for Insured members

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	0	0%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	0	0%
Benefits Package Complaint	0	0%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	1	14.29%

Contribution/Copayments Complaint Sub Category	0 Total	0% Percentage %
Reimbursement Complaint	0	0%
Portal/Website Complaint	2	28.57%
Technical Issues Complaint	0	0%
Other Complaints	0	0%
Complaint for specific Provider	7	100%
Complaint for specific Beneficiary	0	0%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	0	0%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

16.3. Number of Escalated Complaints per Sub Category for Provider and % on total number of Escalated Complaints for Providers

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	0	0%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	1	0.75%
Provider Contracting Complaint	0	0%
Benefits Package Complaint	1	0.75%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	6	4.51%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	6	4.51%
Portal/Website Complaint	0	0%
Technical Issues Complaint	0	0%
Other Complaints	7	5.26%
Complaint for specific Provider	5	3.76%
Complaint for specific Beneficiary	2	1.5%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	0	0%
Complaint for Beneficiary and Provider support on	0	0%

Sub Category	Total	Percentage %
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

16.4. Number of Escalated Complaints per Sub Category for Other and % on total number of Escalated Complaints for Others

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	0	0%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	0	0%
Provider Contracting Complaint	0	0%
Benefits Package Complaint	0	0%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	0	0%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	0	0%
Portal/Website Complaint	0	0%
Technical Issues Complaint	0	0%
Other Complaints	0	0%
Complaint for specific Provider	0	0%
Complaint for specific Beneficiary	0	0%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	0	0%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

17. Escalated Portal Contacts per Sub Category

17.1. Number of Escalated Portal Contacts per Sub Category

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	4	2.14%
Provider & Healthcare Professionals Enrolment Info	5	2.67%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	10	5.35%
Benefits Package	12	6.42%
Beneficiary Eligibility Information	0	0%
Service Provision	45	24.06%
Contribution/Copayments Information	0	0%
Reimbursement Information	14	7.49%
Portal/Website Information	6	3.21%
Technical Support	0	0%
Other Information	7	3.74%
Pre-approval support to Providers	8	4.28%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	6	3.21%
Delayed reimbursement cases	1	0.53%
Beneficiary Enrolment Complaint	0	0%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	1	0.53%
Provider Contracting Complaint	0	0%
Benefits Package Complaint	1	0.53%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	7	3.74%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	6	3.21%
Portal/Website Complaint	2	1.07%
Technical Issues Complaint	0	0%
Other Complaints	7	3.74%

Complaint for specific Provider Sub Category	12 Total	6.42% Percentage %
Complaint for specific Beneficiary	2	1.07%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	0	0%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

End of Report