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|                        |                                                                                                                                                                   |                 |                    |
|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|--------------------|
| 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:         | 10/09/2026 01:04:57                                                                                                                                               |                 |                    |
| Reporting period date: | 01/09/2026 08:00:50 - 09/09/2026 19:36:17                                                                                                                         |                 |                    |

## 1. Number of handled queries.

### 1.1 Number of queries

Number of queries: 5148

### 1.2 Number of queries per channel of communication.

| Channel of Communication | Total | Percentage % |
|--------------------------|-------|--------------|
| Inbound                  | 4662  | 90.56%       |
| Voicemail                | 16    | 0.31%        |
| Email                    | 470   | 9.13%        |

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

| Channel of Communication | Total | Percentage % |
|--------------------------|-------|--------------|
| Telephone calls          | 4678  | 90.87%       |

## 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     | 3069  | 59.62%       |

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

| Contact Initiator | Total | Percentage % |
|-------------------|-------|--------------|
| General Public    | 490   | 9.52%        |

#### 2.1.3 Providers queries and % on total number of queries.

| Contact Initiator | Total | Percentage % |
|-------------------|-------|--------------|
| Providers         | 1589  | 30.87%       |

### 2.2 Telephone calls

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

| Contact Initiator | Total | Percentage % |
|-------------------|-------|--------------|
| Beneficiaries     | 3067  | 65.56%       |

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

| Contact Initiator | Total | Percentage % |
|-------------------|-------|--------------|
| General Public    | 24    | 0.51%        |

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

| Contact Initiator | Total | Percentage % |
|-------------------|-------|--------------|
| Providers         | 1587  | 33.92%       |

### 2.3 Emails

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

| Contact Initiator | Total | Percentage % |
|-------------------|-------|--------------|
| Beneficiaries     | 2     | 0.43%        |

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

| Contact Initiator | Total | Percentage % |
|-------------------|-------|--------------|
| General Public    | 466   | 99.15%       |

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

| Contact Initiator | Total | Percentage % |
|-------------------|-------|--------------|
| Providers         | 2     | 0.43%        |

### 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   | 1220  | 39.75%       |

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

| Beneficiary Gender | Total | Percentage % |
|--------------------|-------|--------------|
| Beneficiary Female | 1849  | 60.25%       |

#### 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   | 1219  | 39.75%       |

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

| Beneficiary Gender | Total | Percentage % |
|--------------------|-------|--------------|
| Beneficiary Female | 1848  | 60.25%       |

#### 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                | 682   | 42.92%       |
| OS                | 162   | 10.2%        |
| LAB               | 18    | 1.13%        |
| PH                | 167   | 10.51%       |
| IS                | 59    | 3.71%        |
| AE                | 2     | 0.13%        |
| AH                | 465   | 29.26%       |
| NM                | 10    | 0.63%        |
| DE                | 24    | 1.51%        |

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

| PD Specialties         | Total | Percentage % |
|------------------------|-------|--------------|
| PD - GENERAL MEDICINE  | 615   | 90.18%       |
| PD - GERIATRICIAN      | 5     | 0.73%        |
| PD - PEDIATRICIAN      | 59    | 8.65%        |
| PD - INTERNAL MEDICINE | 3     | 0.44%        |

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

| OS Specialties                          | Total | Percentage % |
|-----------------------------------------|-------|--------------|
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 1     | 0.62%        |
| OS - UROLOGY                            | 5     | 3.09%        |
| OS - RENAL DISEASES                     | 2     | 1.23%        |
| OS - NEUROLOGY                          | 9     | 5.56%        |
| OS - VASCULAR SURGERY                   | 1     | 0.62%        |
| OS - NEUROLOGICAL SURGERY               | 4     | 2.47%        |
| OS - NUCLEAR MEDICINE                   | 0     | 0%           |
| OS - OBSTETRICS - GYNAECOLOGY           | 23    | 14.2%        |
| OS - OPHTHALMOLOGY                      | 8     | 4.94%        |
| OS - ORTHOPAEDICS                       | 19    | 11.73%       |
| OS - OTORHINOLARYNGOLOGY                | 1     | 0.62%        |
| OS - ALLERGOLOGY                        | 3     | 1.85%        |

|                                           |            |                       |
|-------------------------------------------|------------|-----------------------|
| OS - ANESTHESIOLOGY<br>OS Specialties     | 5<br>Total | 3.09%<br>Percentage % |
| OS - PAEDIATRICS                          | 0          | 0%                    |
| OS - CARDIOLOGY                           | 4          | 2.47%                 |
| OS - MEDICAL GENETIC                      | 0          | 0%                    |
| OS - PAEDIATRIC CARDIOLOGY                | 0          | 0%                    |
| OS - CYTOLOGY                             | 3          | 1.85%                 |
| OS - DERMATO-VENEREOLOGY                  | 6          | 3.7%                  |
| OS - CHILD & ADOLESCENT PSYCHIATRY        | 0          | 0%                    |
| OS - DIAGNOSTIC RADIOLOGY                 | 4          | 2.47%                 |
| OS - ACCIDENT & EMERGENCY MEDICINE        | 1          | 0.62%                 |
| OS - ENDOCRINOLOGY                        | 6          | 3.7%                  |
| OS - PAEDIATRIC SURGERY                   | 1          | 0.62%                 |
| OS - GASTROENTEROLOGY                     | 7          | 4.32%                 |
| OS - GENERAL SURGERY                      | 12         | 7.41%                 |
| OS - GERIATRICS                           | 1          | 0.62%                 |
| OS - HAEMATOLOGY                          | 1          | 0.62%                 |
| OS - PATHOLOGICAL ANATOMY                 | 0          | 0%                    |
| OS - MEDICAL ONCOLOGY                     | 2          | 1.23%                 |
| OS - INTERNAL MEDICINE                    | 0          | 0%                    |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0          | 0%                    |
| OS - PLASTIC SURGERY                      | 6          | 3.7%                  |
| OS - RESPIRATORY MEDICINE                 | 4          | 2.47%                 |
| OS - PSYCHIATRY                           | 7          | 4.32%                 |
| OS - RADIOTHERAPY                         | 2          | 1.23%                 |
| OS - RHEUMATOLOGY                         | 8          | 4.94%                 |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0          | 0%                    |
| OS - SPECIALISED IN INTENSIVE CARE        | 1          | 0.62%                 |
| OS - SPECIALISED IN NEONATOLOGY           | 2          | 1.23%                 |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY  | 0          | 0%                    |
| OS - THORACIC SURGERY / CARDIO SURGERY    | 3          | 1.85%                 |

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

|                |       |              |
|----------------|-------|--------------|
| IS Specialties | Total | Percentage % |
|                |       |              |

|                              |            |                       |
|------------------------------|------------|-----------------------|
| IS - CODER<br>IS Specialties | 4<br>Total | 6.78%<br>Percentage % |
| IS - DOCTOR                  | 55         | 93.22%                |

## 4.2 Telephone calls

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

| Providers Segment | Total | Percentage % |
|-------------------|-------|--------------|
| PD                | 681   | 42.91%       |
| OS                | 161   | 10.14%       |
| LAB               | 18    | 1.13%        |
| PH                | 167   | 10.52%       |
| IS                | 59    | 3.72%        |
| AE                | 2     | 0.13%        |
| AH                | 465   | 29.3%        |
| NM                | 10    | 0.63%        |
| DE                | 24    | 1.51%        |

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

| PD Specialties         | Total | Percentage % |
|------------------------|-------|--------------|
| PD - GENERAL MEDICINE  | 615   | 90.31%       |
| PD - GERIATRICIAN      | 5     | 0.73%        |
| PD - PEDIATRICIAN      | 58    | 8.52%        |
| PD - INTERNAL MEDICINE | 3     | 0.44%        |

### 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 | 1     | 0.62%        |
| OS - UROLOGY                            | 5     | 3.11%        |
| OS - RENAL DISEASES                     | 2     | 1.24%        |
| OS - NEUROLOGY                          | 9     | 5.59%        |
| OS - VASCULAR SURGERY                   | 1     | 0.62%        |
| OS - NEUROLOGICAL SURGERY               | 4     | 2.48%        |
| OS - NUCLEAR MEDICINE                   | 0     | 0%           |
| OS - OBSTETRICS - GYNAECOLOGY           | 23    | 14.29%       |
| OS - OPHTHALMOLOGY                      | 8     | 4.97%        |
| OS - ORTHOPAEDICS                       | 19    | 11.8%        |
| OS - OTORHINOLARYNGOLOGY                | 1     | 0.62%        |

| IS Specialties                            | Total | Percentage % |
|-------------------------------------------|-------|--------------|
| OS - PEDIATRICS                           | 5     | 3.11%        |
| OS - ANESTHESIOLOGY                       | 0     | 0%           |
| OS - PAEDIATRICS                          | 4     | 2.48%        |
| OS - CARDIOLOGY                           | 0     | 0%           |
| OS - MEDICAL GENETIC                      | 0     | 0%           |
| OS - PAEDIATRIC CARDIOLOGY                | 0     | 0%           |
| OS - CYTOLOGY                             | 3     | 1.86%        |
| OS - DERMATO-VENEREOLOGY                  | 6     | 3.73%        |
| OS - CHILD & ADOLESCENT PSYCHIATRY        | 0     | 0%           |
| OS - DIAGNOSTIC RADIOLOGY                 | 4     | 2.48%        |
| OS - ACCIDENT & EMERGENCY MEDICINE        | 1     | 0.62%        |
| OS - ENDOCRINOLOGY                        | 6     | 3.73%        |
| OS - PAEDIATRIC SURGERY                   | 1     | 0.62%        |
| OS - GASTROENTEROLOGY                     | 7     | 4.35%        |
| OS - GENERAL SURGERY                      | 11    | 6.83%        |
| OS - GERIATRICS                           | 1     | 0.62%        |
| OS - HAEMATOLOGY                          | 1     | 0.62%        |
| OS - PATHOLOGICAL ANATOMY                 | 0     | 0%           |
| OS - MEDICAL ONCOLOGY                     | 2     | 1.24%        |
| OS - INTERNAL MEDICINE                    | 0     | 0%           |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0     | 0%           |
| OS - PLASTIC SURGERY                      | 6     | 3.73%        |
| OS - RESPIRATORY MEDICINE                 | 4     | 2.48%        |
| OS - PSYCHIATRY                           | 7     | 4.35%        |
| OS - RADIOTHERAPY                         | 2     | 1.24%        |
| OS - RHEUMATOLOGY                         | 8     | 4.97%        |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0     | 0%           |
| OS - SPECIALISED IN INTENSIVE CARE        | 1     | 0.62%        |
| OS - SPECIALISED IN NEONATOLOGY           | 2     | 1.24%        |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY  | 0     | 0%           |
| OS - THORACIC SURGERY / CARDIO SURGERY    | 3     | 1.86%        |

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

| IS Specialties | Total | Percentage % |
|----------------|-------|--------------|
| IS - CODER     | 4     | 6.78%        |
| IS - DOCTOR    | 55    | 93.22%       |

#### 4.3 Emails

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

| Providers Segment | Total | Percentage % |
|-------------------|-------|--------------|
| PD                | 1     | 50%          |
| OS                | 1     | 50%          |
| LAB               | 0     | 0%           |
| PH                | 0     | 0%           |
| IS                | 0     | 0%           |
| AE                | 0     | 0%           |
| AH                | 0     | 0%           |
| 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  | 0     | 0%           |
| PD - GERIATRICIAN      | 0     | 0%           |
| PD - PEDIATRICIAN      | 1     | 100%         |
| 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<br>OS Specialties       | 0<br>Total | 0%<br>Percentage % |
|-------------------------------------------|------------|--------------------|
| 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                      | 1          | 100%               |
| 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<br>OS Specialties | 0<br>Total | 0%<br>Percentage % |
|----------------------------------------------------------|------------|--------------------|

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                  | 1084  | 21.06%       |
| Delayed reimbursement cases                        | 1     | 0.02%        |
| Provider & Healthcare Professionals Enrolment Inf  | 134   | 2.6%         |
| Registration to Personal Doctor beneficiary list   | 115   | 2.23%        |
| Provider Contracting                               | 16    | 0.31%        |
| Benefits Package                                   | 75    | 1.46%        |
| Beneficiary Eligibility Information                | 225   | 4.37%        |
| Service Provision                                  | 1943  | 37.74%       |
| Contribution/Copayments Information                | 82    | 1.59%        |
| Reimbursement Information                          | 34    | 0.66%        |
| Portal/Website Information                         | 689   | 13.38%       |
| Technical Support                                  | 8     | 0.16%        |
| Other Information                                  | 659   | 12.8%        |
| Complaints or appeals                              | 59    | 1.15%        |
| Pre-approval support to Providers                  | 2     | 0.04%        |
| Beneficiary and Provider support on Beneficiary el | 1     | 0.02%        |
| Claims                                             | 20    | 0.39%        |
| Service provision support to Providers             | 1     | 0.02%        |

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

| Beneficiaries Contact Type Categories             | Total | Percentage % |
|---------------------------------------------------|-------|--------------|
| Beneficiary Enrolment Information                 | 786   | 25.61%       |
| Delayed reimbursement cases                       | 0     | 0%           |
| Provider & Healthcare Professionals Enrolment Inf | 14    | 0.46%        |
| Registration to Personal Doctor beneficiary list  | 98    | 3.19%        |
| Provider Contracting                              | 0     | 0%           |
| Benefits Package                                  | 51    | 1.66%        |
| Beneficiary Eligibility Information               | 166   | 5.41%        |
| Service Provision                                 | 874   | 28.48%       |
| Contribution/Copayments Information               | 60    | 1.96%        |

| Reimbursement Information<br>Beneficiaries Contact Type Categories | 10<br>Total | 0.33%<br>Percentage % |
|--------------------------------------------------------------------|-------------|-----------------------|
| Portal/Website Information                                         | 466         | 15.18%                |
| Technical Support                                                  | 4           | 0.13%                 |
| Other Information                                                  | 503         | 16.39%                |
| Complaints or appeals                                              | 33          | 1.08%                 |
| Pre-approval support to Providers                                  | 1           | 0.03%                 |
| Beneficiary and Provider support on Beneficiary el                 | 0           | 0%                    |
| Claims                                                             | 2           | 0.07%                 |
| Service provision support to Providers                             | 1           | 0.03%                 |

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                  | 142   | 28.98%       |
| Delayed reimbursement cases                        | 0     | 0%           |
| Provider & Healthcare Professionals Enrolment Inf  | 9     | 1.84%        |
| Registration to Personal Doctor beneficiary list   | 8     | 1.63%        |
| Provider Contracting                               | 5     | 1.02%        |
| Benefits Package                                   | 9     | 1.84%        |
| Beneficiary Eligibility Information                | 22    | 4.49%        |
| Service Provision                                  | 57    | 11.63%       |
| Contribution/Copayments Information                | 15    | 3.06%        |
| Reimbursement Information                          | 6     | 1.22%        |
| Portal/Website Information                         | 132   | 26.94%       |
| Technical Support                                  | 0     | 0%           |
| Other Information                                  | 58    | 11.84%       |
| Complaints or appeals                              | 24    | 4.9%         |
| Pre-approval support to Providers                  | 0     | 0%           |
| Beneficiary and Provider support on Beneficiary el | 0     | 0%           |
| Claims                                             | 3     | 0.61%        |
| Service provision support to Providers             | 0     | 0%           |

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

| Providers Contact Type Categories | Total | Percentage % |
|-----------------------------------|-------|--------------|
| Beneficiary Enrolment Information | 156   | 9.82%        |
|                                   |       |              |

| Delayed reimbursement cases<br>Providers Contact Type Categories | 1<br>Total | 0.06%<br>Percentage % |
|------------------------------------------------------------------|------------|-----------------------|
| Provider & Healthcare Professionals Enrolment Inf                | 111        | 6.99%                 |
| Registration to Personal Doctor beneficiary list                 | 9          | 0.57%                 |
| Provider Contracting                                             | 11         | 0.69%                 |
| Benefits Package                                                 | 15         | 0.94%                 |
| Beneficiary Eligibility Information                              | 37         | 2.33%                 |
| Service Provision                                                | 1012       | 63.69%                |
| Contribution/Copayments Information                              | 7          | 0.44%                 |
| Reimbursement Information                                        | 18         | 1.13%                 |
| Portal/Website Information                                       | 91         | 5.73%                 |
| Technical Support                                                | 4          | 0.25%                 |
| Other Information                                                | 98         | 6.17%                 |
| Complaints or appeals                                            | 2          | 0.13%                 |
| Pre-approval support to Providers                                | 1          | 0.06%                 |
| Beneficiary and Provider support on Beneficiary el               | 1          | 0.06%                 |
| Claims                                                           | 15         | 0.94%                 |
| Service provision support to Providers                           | 0          | 0%                    |

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                                  | 357   | 45.42%       |
| Beneficiary Female                                | 429   | 54.58%       |
| Delayed reimbursement cases                       | Total | Percentage % |
| Beneficiary Male                                  | 0     | 0%           |
| Beneficiary Female                                | 0     | 0%           |
| Provider & Healthcare Professionals Enrolment Inf | Total | Percentage % |
| Beneficiary Male                                  | 8     | 57.14%       |
| Beneficiary Female                                | 6     | 42.86%       |
| Registration to Personal Doctor beneficiary list  | Total | Percentage % |
| Beneficiary Male                                  | 40    | 40.82%       |
| Beneficiary Female                                | 58    | 59.18%       |
| Provider Contracting                              | Total | Percentage % |
| Beneficiary Male                                  | 0     | 0%           |

|                                                           |              |                     |
|-----------------------------------------------------------|--------------|---------------------|
| Beneficiary Female                                        | 0            | 0%                  |
| <b>Benefits Package</b>                                   | <b>Total</b> | <b>Percentage %</b> |
| Beneficiary Male                                          | 13           | 25.49%              |
| Beneficiary Female                                        | 38           | 74.51%              |
| <b>Beneficiary Eligibility Information</b>                | <b>Total</b> | <b>Percentage %</b> |
| Beneficiary Male                                          | 80           | 48.19%              |
| Beneficiary Female                                        | 86           | 51.81%              |
| <b>Service Provision</b>                                  | <b>Total</b> | <b>Percentage %</b> |
| Beneficiary Male                                          | 321          | 36.73%              |
| Beneficiary Female                                        | 553          | 63.27%              |
| <b>Contribution/Copayments Information</b>                | <b>Total</b> | <b>Percentage %</b> |
| Beneficiary Male                                          | 21           | 35%                 |
| Beneficiary Female                                        | 39           | 65%                 |
| <b>Reimbursement Information</b>                          | <b>Total</b> | <b>Percentage %</b> |
| Beneficiary Male                                          | 7            | 70%                 |
| Beneficiary Female                                        | 3            | 30%                 |
| <b>Portal/Website Information</b>                         | <b>Total</b> | <b>Percentage %</b> |
| Beneficiary Male                                          | 186          | 39.91%              |
| Beneficiary Female                                        | 280          | 60.09%              |
| <b>Technical Support</b>                                  | <b>Total</b> | <b>Percentage %</b> |
| Beneficiary Male                                          | 3            | 75%                 |
| Beneficiary Female                                        | 1            | 25%                 |
| <b>Other Information</b>                                  | <b>Total</b> | <b>Percentage %</b> |
| Beneficiary Male                                          | 173          | 34.39%              |
| Beneficiary Female                                        | 330          | 65.61%              |
| <b>Complaints or appeals</b>                              | <b>Total</b> | <b>Percentage %</b> |
| Beneficiary Male                                          | 11           | 33.33%              |
| Beneficiary Female                                        | 22           | 66.67%              |
| <b>Pre-approval support to Providers</b>                  | <b>Total</b> | <b>Percentage %</b> |
| Beneficiary Male                                          | 0            | 0%                  |
| Beneficiary Female                                        | 1            | 100%                |
| <b>Beneficiary and Provider support on Beneficiary el</b> | <b>Total</b> | <b>Percentage %</b> |

|                                               |              |                     |
|-----------------------------------------------|--------------|---------------------|
| Beneficiary Male                              | 0            | 0%                  |
| Beneficiary Female                            | 0            | 0%                  |
| <b>Claims</b>                                 | <b>Total</b> | <b>Percentage %</b> |
| Beneficiary Male                              | 0            | 0%                  |
| Beneficiary Female                            | 2            | 100%                |
| <b>Service provision support to Providers</b> | <b>Total</b> | <b>Percentage %</b> |
| Beneficiary Male                              | 0            | 0%                  |
| Beneficiary Female                            | 1            | 100%                |

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

|                                                              |              |                     |
|--------------------------------------------------------------|--------------|---------------------|
| <b>Beneficiary Enrolment Information</b>                     | <b>Total</b> | <b>Percentage %</b> |
| PD                                                           | 153          | 98.08%              |
| OS                                                           | 1            | 0.64%               |
| LAB                                                          | 0            | 0%                  |
| PH                                                           | 2            | 1.28%               |
| IS                                                           | 0            | 0%                  |
| AE                                                           | 0            | 0%                  |
| AH                                                           | 0            | 0%                  |
| NM                                                           | 0            | 0%                  |
| DE                                                           | 0            | 0%                  |
| <b>Delayed reimbursement cases</b>                           | <b>Total</b> | <b>Percentage %</b> |
| PD                                                           | 0            | 0%                  |
| OS                                                           | 1            | 100%                |
| LAB                                                          | 0            | 0%                  |
| PH                                                           | 0            | 0%                  |
| IS                                                           | 0            | 0%                  |
| AE                                                           | 0            | 0%                  |
| AH                                                           | 0            | 0%                  |
| NM                                                           | 0            | 0%                  |
| DE                                                           | 0            | 0%                  |
| <b>Provider &amp; Healthcare Professionals Enrolment Inf</b> | <b>Total</b> | <b>Percentage %</b> |
| PD                                                           | 21           | 18.92%              |
| OS                                                           | 9            | 8.11%               |

|                                                         |              |                     |
|---------------------------------------------------------|--------------|---------------------|
| LAB                                                     | 5            | 4.5%                |
| PH                                                      | 14           | 12.61%              |
| IS                                                      | 4            | 3.6%                |
| AE                                                      | 0            | 0%                  |
| AH                                                      | 50           | 45.05%              |
| NM                                                      | 1            | 0.9%                |
| DE                                                      | 7            | 6.31%               |
| <b>Registration to Personal Doctor beneficiary list</b> | <b>Total</b> | <b>Percentage %</b> |
| PD                                                      | 7            | 77.78%              |
| OS                                                      | 2            | 22.22%              |
| LAB                                                     | 0            | 0%                  |
| PH                                                      | 0            | 0%                  |
| IS                                                      | 0            | 0%                  |
| AE                                                      | 0            | 0%                  |
| AH                                                      | 0            | 0%                  |
| NM                                                      | 0            | 0%                  |
| DE                                                      | 0            | 0%                  |
| <b>Provider Contracting</b>                             | <b>Total</b> | <b>Percentage %</b> |
| PD                                                      | 0            | 0%                  |
| OS                                                      | 6            | 54.55%              |
| LAB                                                     | 1            | 9.09%               |
| PH                                                      | 0            | 0%                  |
| IS                                                      | 0            | 0%                  |
| AE                                                      | 0            | 0%                  |
| AH                                                      | 3            | 27.27%              |
| NM                                                      | 1            | 9.09%               |
| DE                                                      | 0            | 0%                  |
| <b>Benefits Package</b>                                 | <b>Total</b> | <b>Percentage %</b> |
| PD                                                      | 9            | 60%                 |
| OS                                                      | 2            | 13.33%              |
| LAB                                                     | 0            | 0%                  |
| PH                                                      | 1            | 6.67%               |

|                                            |              |                     |
|--------------------------------------------|--------------|---------------------|
| IS                                         | 1            | 6.67%               |
| AE                                         | 1            | 6.67%               |
| AH                                         | 1            | 6.67%               |
| NM                                         | 0            | 0%                  |
| DE                                         | 0            | 0%                  |
| <b>Beneficiary Eligibility Information</b> | <b>Total</b> | <b>Percentage %</b> |
| PD                                         | 35           | 94.59%              |
| OS                                         | 1            | 2.7%                |
| LAB                                        | 0            | 0%                  |
| PH                                         | 0            | 0%                  |
| IS                                         | 0            | 0%                  |
| AE                                         | 1            | 2.7%                |
| AH                                         | 0            | 0%                  |
| NM                                         | 0            | 0%                  |
| DE                                         | 0            | 0%                  |
| <b>Service Provision</b>                   | <b>Total</b> | <b>Percentage %</b> |
| PD                                         | 370          | 36.56%              |
| OS                                         | 99           | 9.78%               |
| LAB                                        | 10           | 0.99%               |
| PH                                         | 129          | 12.75%              |
| IS                                         | 43           | 4.25%               |
| AE                                         | 0            | 0%                  |
| AH                                         | 345          | 34.09%              |
| NM                                         | 5            | 0.49%               |
| DE                                         | 11           | 1.09%               |
| <b>Contribution/Copayments Information</b> | <b>Total</b> | <b>Percentage %</b> |
| PD                                         | 1            | 14.29%              |
| OS                                         | 3            | 42.86%              |
| LAB                                        | 1            | 14.29%              |
| PH                                         | 0            | 0%                  |
| IS                                         | 0            | 0%                  |
| AE                                         | 0            | 0%                  |

|                                   |              |                     |
|-----------------------------------|--------------|---------------------|
| AH                                | 2            | 28.57%              |
| NM                                | 0            | 0%                  |
| DE                                | 0            | 0%                  |
| <b>Reimbursement Information</b>  | <b>Total</b> | <b>Percentage %</b> |
| PD                                | 6            | 33.33%              |
| OS                                | 2            | 11.11%              |
| LAB                               | 1            | 5.56%               |
| PH                                | 0            | 0%                  |
| IS                                | 1            | 5.56%               |
| AE                                | 0            | 0%                  |
| AH                                | 6            | 33.33%              |
| NM                                | 0            | 0%                  |
| DE                                | 2            | 11.11%              |
| <b>Portal/Website Information</b> | <b>Total</b> | <b>Percentage %</b> |
| PD                                | 43           | 47.25%              |
| OS                                | 20           | 21.98%              |
| LAB                               | 0            | 0%                  |
| PH                                | 7            | 7.69%               |
| IS                                | 2            | 2.2%                |
| AE                                | 0            | 0%                  |
| AH                                | 17           | 18.68%              |
| NM                                | 1            | 1.1%                |
| DE                                | 1            | 1.1%                |
| <b>Technical Support</b>          | <b>Total</b> | <b>Percentage %</b> |
| PD                                | 1            | 25%                 |
| OS                                | 1            | 25%                 |
| LAB                               | 0            | 0%                  |
| PH                                | 0            | 0%                  |
| IS                                | 2            | 50%                 |
| AE                                | 0            | 0%                  |
| AH                                | 0            | 0%                  |
| NM                                | 0            | 0%                  |

|                                                           |              |                     |
|-----------------------------------------------------------|--------------|---------------------|
| DE                                                        | 0            | 0%                  |
| <b>Other Information</b>                                  | <b>Total</b> | <b>Percentage %</b> |
| PD                                                        | 32           | 32.65%              |
| OS                                                        | 8            | 8.16%               |
| LAB                                                       | 0            | 0%                  |
| PH                                                        | 14           | 14.29%              |
| IS                                                        | 6            | 6.12%               |
| AE                                                        | 0            | 0%                  |
| AH                                                        | 35           | 35.71%              |
| NM                                                        | 1            | 1.02%               |
| DE                                                        | 2            | 2.04%               |
| <b>Complaints or appeals</b>                              | <b>Total</b> | <b>Percentage %</b> |
| PD                                                        | 0            | 0%                  |
| OS                                                        | 1            | 50%                 |
| LAB                                                       | 0            | 0%                  |
| PH                                                        | 0            | 0%                  |
| IS                                                        | 0            | 0%                  |
| AE                                                        | 0            | 0%                  |
| AH                                                        | 0            | 0%                  |
| NM                                                        | 1            | 50%                 |
| DE                                                        | 0            | 0%                  |
| <b>Pre-approval support to Providers</b>                  | <b>Total</b> | <b>Percentage %</b> |
| 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%                  |
| <b>Beneficiary and Provider support on Beneficiary el</b> | <b>Total</b> | <b>Percentage %</b> |

|                                               |              |                     |
|-----------------------------------------------|--------------|---------------------|
| PD                                            | 0            | 0%                  |
| OS                                            | 1            | 100%                |
| LAB                                           | 0            | 0%                  |
| PH                                            | 0            | 0%                  |
| IS                                            | 0            | 0%                  |
| AE                                            | 0            | 0%                  |
| AH                                            | 0            | 0%                  |
| NM                                            | 0            | 0%                  |
| DE                                            | 0            | 0%                  |
| <b>Claims</b>                                 | <b>Total</b> | <b>Percentage %</b> |
| PD                                            | 3            | 20%                 |
| OS                                            | 5            | 33.33%              |
| LAB                                           | 0            | 0%                  |
| PH                                            | 0            | 0%                  |
| IS                                            | 0            | 0%                  |
| AE                                            | 0            | 0%                  |
| AH                                            | 6            | 40%                 |
| NM                                            | 0            | 0%                  |
| DE                                            | 1            | 6.67%               |
| <b>Service provision support to Providers</b> | <b>Total</b> | <b>Percentage %</b> |
| 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%                  |

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

|                                          |              |                     |
|------------------------------------------|--------------|---------------------|
| <b>Beneficiary Enrolment Information</b> | <b>Total</b> | <b>Percentage %</b> |
| PD - GENERAL MEDICINE                    | 145          | 94.77%              |

|                                                              |              |                     |
|--------------------------------------------------------------|--------------|---------------------|
| PD - GERIATRICIAN                                            | 0            | 0%                  |
| PD - PEDIATRICIAN                                            | 8            | 5.23%               |
| PD - INTERNAL MEDICINE                                       | 0            | 0%                  |
| <b>Delayed reimbursement cases</b>                           | <b>Total</b> | <b>Percentage %</b> |
| PD - GENERAL MEDICINE                                        | 0            | 0%                  |
| PD - GERIATRICIAN                                            | 0            | 0%                  |
| PD - PEDIATRICIAN                                            | 0            | 0%                  |
| PD - INTERNAL MEDICINE                                       | 0            | 0%                  |
| <b>Provider &amp; Healthcare Professionals Enrolment Inf</b> | <b>Total</b> | <b>Percentage %</b> |
| PD - GENERAL MEDICINE                                        | 18           | 85.71%              |
| PD - GERIATRICIAN                                            | 1            | 4.76%               |
| PD - PEDIATRICIAN                                            | 1            | 4.76%               |
| PD - INTERNAL MEDICINE                                       | 1            | 4.76%               |
| <b>Registration to Personal Doctor beneficiary list</b>      | <b>Total</b> | <b>Percentage %</b> |
| PD - GENERAL MEDICINE                                        | 6            | 85.71%              |
| PD - GERIATRICIAN                                            | 0            | 0%                  |
| PD - PEDIATRICIAN                                            | 1            | 14.29%              |
| PD - INTERNAL MEDICINE                                       | 0            | 0%                  |
| <b>Provider Contracting</b>                                  | <b>Total</b> | <b>Percentage %</b> |
| PD - GENERAL MEDICINE                                        | 0            | 0%                  |
| PD - GERIATRICIAN                                            | 0            | 0%                  |
| PD - PEDIATRICIAN                                            | 0            | 0%                  |
| PD - INTERNAL MEDICINE                                       | 0            | 0%                  |
| <b>Benefits Package</b>                                      | <b>Total</b> | <b>Percentage %</b> |
| PD - GENERAL MEDICINE                                        | 5            | 55.56%              |
| PD - GERIATRICIAN                                            | 0            | 0%                  |
| PD - PEDIATRICIAN                                            | 3            | 33.33%              |
| PD - INTERNAL MEDICINE                                       | 1            | 11.11%              |
| <b>Beneficiary Eligibility Information</b>                   | <b>Total</b> | <b>Percentage %</b> |
| PD - GENERAL MEDICINE                                        | 34           | 97.14%              |
| PD - GERIATRICIAN                                            | 0            | 0%                  |
| PD - PEDIATRICIAN                                            | 1            | 2.86%               |

|                                            |              |                     |
|--------------------------------------------|--------------|---------------------|
| PD - INTERNAL MEDICINE                     | 0            | 0%                  |
| <b>Service Provision</b>                   | <b>Total</b> | <b>Percentage %</b> |
| PD - GENERAL MEDICINE                      | 334          | 90.27%              |
| PD - GERIATRICIAN                          | 3            | 0.81%               |
| PD - PEDIATRICIAN                          | 33           | 8.92%               |
| PD - INTERNAL MEDICINE                     | 0            | 0%                  |
| <b>Contribution/Copayments Information</b> | <b>Total</b> | <b>Percentage %</b> |
| PD - GENERAL MEDICINE                      | 1            | 100%                |
| PD - GERIATRICIAN                          | 0            | 0%                  |
| PD - PEDIATRICIAN                          | 0            | 0%                  |
| PD - INTERNAL MEDICINE                     | 0            | 0%                  |
| <b>Reimbursement Information</b>           | <b>Total</b> | <b>Percentage %</b> |
| PD - GENERAL MEDICINE                      | 5            | 83.33%              |
| PD - GERIATRICIAN                          | 0            | 0%                  |
| PD - PEDIATRICIAN                          | 1            | 16.67%              |
| PD - INTERNAL MEDICINE                     | 0            | 0%                  |
| <b>Portal/Website Information</b>          | <b>Total</b> | <b>Percentage %</b> |
| PD - GENERAL MEDICINE                      | 34           | 79.07%              |
| PD - GERIATRICIAN                          | 0            | 0%                  |
| PD - PEDIATRICIAN                          | 8            | 18.6%               |
| PD - INTERNAL MEDICINE                     | 1            | 2.33%               |
| <b>Technical Support</b>                   | <b>Total</b> | <b>Percentage %</b> |
| PD - GENERAL MEDICINE                      | 1            | 100%                |
| PD - GERIATRICIAN                          | 0            | 0%                  |
| PD - PEDIATRICIAN                          | 0            | 0%                  |
| PD - INTERNAL MEDICINE                     | 0            | 0%                  |
| <b>Other Information</b>                   | <b>Total</b> | <b>Percentage %</b> |
| PD - GENERAL MEDICINE                      | 29           | 90.63%              |
| PD - GERIATRICIAN                          | 1            | 3.13%               |
| PD - PEDIATRICIAN                          | 2            | 6.25%               |
| PD - INTERNAL MEDICINE                     | 0            | 0%                  |
| <b>Complaints or appeals</b>               | <b>Total</b> | <b>Percentage %</b> |

|                                                           |              |                     |
|-----------------------------------------------------------|--------------|---------------------|
| PD - GENERAL MEDICINE                                     | 0            | 0%                  |
| PD - GERIATRICIAN                                         | 0            | 0%                  |
| PD - PEDIATRICIAN                                         | 0            | 0%                  |
| PD - INTERNAL MEDICINE                                    | 0            | 0%                  |
| <b>Pre-approval support to Providers</b>                  | <b>Total</b> | <b>Percentage %</b> |
| PD - GENERAL MEDICINE                                     | 1            | 100%                |
| PD - GERIATRICIAN                                         | 0            | 0%                  |
| PD - PEDIATRICIAN                                         | 0            | 0%                  |
| PD - INTERNAL MEDICINE                                    | 0            | 0%                  |
| <b>Beneficiary and Provider support on Beneficiary el</b> | <b>Total</b> | <b>Percentage %</b> |
| PD - GENERAL MEDICINE                                     | 0            | 0%                  |
| PD - GERIATRICIAN                                         | 0            | 0%                  |
| PD - PEDIATRICIAN                                         | 0            | 0%                  |
| PD - INTERNAL MEDICINE                                    | 0            | 0%                  |
| <b>Claims</b>                                             | <b>Total</b> | <b>Percentage %</b> |
| PD - GENERAL MEDICINE                                     | 2            | 66.67%              |
| PD - GERIATRICIAN                                         | 0            | 0%                  |
| PD - PEDIATRICIAN                                         | 1            | 33.33%              |
| PD - INTERNAL MEDICINE                                    | 0            | 0%                  |
| <b>Service provision support to Providers</b>             | <b>Total</b> | <b>Percentage %</b> |
| PD - GENERAL MEDICINE                                     | 0            | 0%                  |
| PD - GERIATRICIAN                                         | 0            | 0%                  |
| PD - PEDIATRICIAN                                         | 0            | 0%                  |
| 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.

|                                          |              |                     |
|------------------------------------------|--------------|---------------------|
| <b>Beneficiary Enrolment Information</b> | <b>Total</b> | <b>Percentage %</b> |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY  | 0            | 0%                  |
| OS - UROLOGY                             | 1            | 100%                |
| 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%                  |
| <b>Delayed reimbursement cases</b>       | <b>Total</b> | <b>Percentage %</b> |
| 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-VENERELOGY                  | 0            | 0%                  |
| OS - CHILD & ADOLESCENT PSYCHIATRY       | 0            | 0%                  |
| OS - DIAGNOSTIC RADIOLOGY                | 0            | 0%                  |
| OS - ACCIDENT & EMERGENCY MEDICINE       | 1            | 100%                |
| 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%                  |
| <b>Provider &amp; Healthcare Professionals Enrolment Inf</b> | <b>Total</b> | <b>Percentage %</b> |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY                      | 0            | 0%                  |
| OS - UROLOGY                                                 | 1            | 11.11%              |
| OS - RENAL DISEASES                                          | 0            | 0%                  |
| OS - NEUROLOGY                                               | 0            | 0%                  |
| OS - VASCULAR SURGERY                                        | 1            | 11.11%              |
| OS - NEUROLOGICAL SURGERY                                    | 0            | 0%                  |
| OS - NUCLEAR MEDICINE                                        | 0            | 0%                  |
| OS - OBSTETRICS - GYNAECOLOGY                                | 3            | 33.33%              |
| 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                                    | 1            | 11.11%              |
| OS - GERIATRICS                                         | 0            | 0%                  |
| OS - HAEMATOLOGY                                        | 0            | 0%                  |
| OS - PATHOLOGICAL ANATOMY                               | 0            | 0%                  |
| OS - MEDICAL ONCOLOGY                                   | 1            | 11.11%              |
| OS - INTERNAL MEDICINE                                  | 0            | 0%                  |
| OS - PHYSICAL MEDICINE AND REHABILITATION               | 0            | 0%                  |
| OS - PLASTIC SURGERY                                    | 1            | 11.11%              |
| OS - RESPIRATORY MEDICINE                               | 0            | 0%                  |
| OS - PSYCHIATRY                                         | 0            | 0%                  |
| OS - RADIOTHERAPY                                       | 0            | 0%                  |
| OS - RHEUMATOLOGY                                       | 1            | 11.11%              |
| 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%                  |
| <b>Registration to Personal Doctor beneficiary list</b> | <b>Total</b> | <b>Percentage %</b> |
| 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                          | 1 | 50% |
| 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                         | 1 | 50% |
| 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%                  |
| <b>Provider Contracting</b>               | <b>Total</b> | <b>Percentage %</b> |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY   | 1            | 16.67%              |
| 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            | 33.33%              |
| 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        | 1            | 16.67%              |
| OS - SPECIALISED IN NEONATOLOGY           | 1            | 16.67%              |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY  | 0            | 0%                  |
| OS - THORACIC SURGERY / CARDIO SURGERY    | 1            | 16.67%              |
| <b>Benefits Package</b>                   | <b>Total</b> | <b>Percentage %</b> |
| 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                          | 1            | 50%                 |
| 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            | 1            | 50%                 |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY   | 0            | 0%                  |
| OS - THORACIC SURGERY / CARDIO SURGERY     | 0            | 0%                  |
| <b>Beneficiary Eligibility Information</b> | <b>Total</b> | <b>Percentage %</b> |
| 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                          | 1 | 100% |
| 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%                  |
| <b>Service Provision</b>                  | <b>Total</b> | <b>Percentage %</b> |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY   | 0            | 0%                  |
| OS - UROLOGY                              | 2            | 2.02%               |
| OS - RENAL DISEASES                       | 2            | 2.02%               |
| OS - NEUROLOGY                            | 5            | 5.05%               |
| OS - VASCULAR SURGERY                     | 0            | 0%                  |
| OS - NEUROLOGICAL SURGERY                 | 4            | 4.04%               |
| OS - NUCLEAR MEDICINE                     | 0            | 0%                  |
| OS - OBSTETRICS - GYNAECOLOGY             | 12           | 12.12%              |
| OS - OPHTHALMOLOGY                        | 6            | 6.06%               |
| OS - ORTHOPAEDICS                         | 16           | 16.16%              |
| OS - OTORHINOLARYNGOLOGY                  | 0            | 0%                  |
| OS - ALLERGOLOGY                          | 0            | 0%                  |
| OS - ANESTHESIOLOGY                       | 2            | 2.02%               |
| OS - PAEDIATRICS                          | 0            | 0%                  |
| OS - CARDIOLOGY                           | 4            | 4.04%               |
| OS - MEDICAL GENETIC                      | 0            | 0%                  |
| OS - PAEDIATRIC CARDIOLOGY                | 0            | 0%                  |
| OS - CYTOLOGY                             | 2            | 2.02%               |
| OS - DERMATO-VENEREOLOGY                  | 3            | 3.03%               |
| OS - CHILD & ADOLESCENT PSYCHIATRY        | 0            | 0%                  |
| OS - DIAGNOSTIC RADIOLOGY                 | 3            | 3.03%               |
| OS - ACCIDENT & EMERGENCY MEDICINE        | 0            | 0%                  |
| OS - ENDOCRINOLOGY                        | 5            | 5.05%               |
| OS - PAEDIATRIC SURGERY                   | 1            | 1.01%               |
| OS - GASTROENTEROLOGY                     | 6            | 6.06%               |

|                                            |              |                     |
|--------------------------------------------|--------------|---------------------|
| OS - GENERAL SURGERY                       | 8            | 8.08%               |
| OS - GERIATRICS                            | 0            | 0%                  |
| OS - HAEMATOLOGY                           | 0            | 0%                  |
| OS - PATHOLOGICAL ANATOMY                  | 0            | 0%                  |
| OS - MEDICAL ONCOLOGY                      | 1            | 1.01%               |
| OS - INTERNAL MEDICINE                     | 0            | 0%                  |
| OS - PHYSICAL MEDICINE AND REHABILITATION  | 0            | 0%                  |
| OS - PLASTIC SURGERY                       | 3            | 3.03%               |
| OS - RESPIRATORY MEDICINE                  | 3            | 3.03%               |
| OS - PSYCHIATRY                            | 6            | 6.06%               |
| OS - RADIOTHERAPY                          | 0            | 0%                  |
| OS - RHEUMATOLOGY                          | 3            | 3.03%               |
| 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     | 2            | 2.02%               |
| <b>Contribution/Copayments Information</b> | <b>Total</b> | <b>Percentage %</b> |
| 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                        | 1            | 33.33%              |
| 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                 | 1            | 33.33%              |
| OS - PSYCHIATRY                           | 0            | 0%                  |
| OS - RADIOTHERAPY                         | 1            | 33.33%              |
| 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%                  |
| <b>Reimbursement Information</b>          | <b>Total</b> | <b>Percentage %</b> |
| 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                       | 1 | 50% |
| 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                           | 1 | 50% |

|                                           |              |                     |
|-------------------------------------------|--------------|---------------------|
| 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%                  |
| <b>Portal/Website Information</b>         | <b>Total</b> | <b>Percentage %</b> |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY   | 0            | 0%                  |
| OS - UROLOGY                              | 0            | 0%                  |
| OS - RENAL DISEASES                       | 0            | 0%                  |
| OS - NEUROLOGY                            | 3            | 15%                 |
| OS - VASCULAR SURGERY                     | 0            | 0%                  |
| OS - NEUROLOGICAL SURGERY                 | 0            | 0%                  |
| OS - NUCLEAR MEDICINE                     | 0            | 0%                  |
| OS - OBSTETRICS - GYNAECOLOGY             | 4            | 20%                 |
| OS - OPHTHALMOLOGY                        | 1            | 5%                  |
| OS - ORTHOPAEDICS                         | 2            | 10%                 |
| 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                  | 1            | 5%                  |
| OS - CHILD & ADOLESCENT PSYCHIATRY        | 0            | 0%                  |
| OS - DIAGNOSTIC RADIOLOGY                 | 1            | 5%                  |
| OS - ACCIDENT & EMERGENCY MEDICINE        | 0            | 0%                  |
| OS - ENDOCRINOLOGY                        | 1            | 5%                  |
| OS - PAEDIATRIC SURGERY                   | 0            | 0%                  |

|                                           |              |                     |
|-------------------------------------------|--------------|---------------------|
| OS - GASTROENTEROLOGY                     | 0            | 0%                  |
| OS - GENERAL SURGERY                      | 3            | 15%                 |
| 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                         | 4            | 20%                 |
| 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%                  |
| <b>Technical Support</b>                  | <b>Total</b> | <b>Percentage %</b> |
| 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                     | 1            | 100%                |
| 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%                  |
| <b>Other Information</b>                  | <b>Total</b> | <b>Percentage %</b> |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY   | 0            | 0%                  |
|                                           |              |                     |

|                                           |   |       |
|-------------------------------------------|---|-------|
| OS - UROLOGY                              | 1 | 12.5% |
| OS - RENAL DISEASES                       | 0 | 0%    |
| OS - NEUROLOGY                            | 1 | 12.5% |
| OS - VASCULAR SURGERY                     | 0 | 0%    |
| OS - NEUROLOGICAL SURGERY                 | 0 | 0%    |
| OS - NUCLEAR MEDICINE                     | 0 | 0%    |
| OS - OBSTETRICS - GYNAECOLOGY             | 0 | 0%    |
| OS - OPHTHALMOLOGY                        | 1 | 12.5% |
| OS - ORTHOPAEDICS                         | 1 | 12.5% |
| 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 | 12.5% |
| OS - DERMATO-VENEREOLOGY                  | 2 | 25%   |
| 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                      | 1 | 12.5% |
|                                           |   |       |

|                                           |              |                     |
|-------------------------------------------|--------------|---------------------|
| 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%                  |
| <b>Complaints or appeals</b>              | <b>Total</b> | <b>Percentage %</b> |
| 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                       | 1            | 100%                |
| 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%                  |
| <b>Pre-approval support to Providers</b>  | <b>Total</b> | <b>Percentage %</b> |
| 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                                    | 1     | 100%         |
| 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%                  |
| <b>Claims</b>                             | <b>Total</b> | <b>Percentage %</b> |
| 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             | 2            | 40%                 |
| OS - OPHTHALMOLOGY                        | 0            | 0%                  |
| OS - ORTHOPAEDICS                         | 0            | 0%                  |
| OS - OTORHINOLARYNGOLOGY                  | 1            | 20%                 |
| 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                              | 1            | 20%                 |
| 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            | 20%                 |
| 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%                  |
| <b>Service provision support to Providers</b> | <b>Total</b> | <b>Percentage %</b> |
| 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% |

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

| <b>Beneficiary Enrolment Information</b>                     | <b>Total</b> | <b>Percentage %</b> |
|--------------------------------------------------------------|--------------|---------------------|
| IS - CODER                                                   | 0            | 0%                  |
| IS - DOCTOR                                                  | 0            | 0%                  |
| <b>Delayed reimbursement cases</b>                           | <b>Total</b> | <b>Percentage %</b> |
| IS - CODER                                                   | 0            | 0%                  |
| IS - DOCTOR                                                  | 0            | 0%                  |
| <b>Provider &amp; Healthcare Professionals Enrolment Inf</b> | <b>Total</b> | <b>Percentage %</b> |
| IS - CODER                                                   | 1            | 25%                 |
| IS - DOCTOR                                                  | 3            | 75%                 |
| <b>Registration to Personal Doctor beneficiary list</b>      | <b>Total</b> | <b>Percentage %</b> |
| IS - CODER                                                   | 0            | 0%                  |
| IS - DOCTOR                                                  | 0            | 0%                  |
| <b>Provider Contracting</b>                                  | <b>Total</b> | <b>Percentage %</b> |
| IS - CODER                                                   | 0            | 0%                  |
| IS - DOCTOR                                                  | 0            | 0%                  |
| <b>Benefits Package</b>                                      | <b>Total</b> | <b>Percentage %</b> |
| IS - CODER                                                   | 0            | 0%                  |
| IS - DOCTOR                                                  | 1            | 100%                |
| <b>Beneficiary Eligibility Information</b>                   | <b>Total</b> | <b>Percentage %</b> |
| IS - CODER                                                   | 0            | 0%                  |
| IS - DOCTOR                                                  | 0            | 0%                  |
| <b>Service Provision</b>                                     | <b>Total</b> | <b>Percentage %</b> |
| IS - CODER                                                   | 1            | 2.33%               |
| IS - DOCTOR                                                  | 42           | 97.67%              |
| <b>Contribution/Copayments Information</b>                   | <b>Total</b> | <b>Percentage %</b> |
| IS - CODER                                                   | 0            | 0%                  |
| IS - DOCTOR                                                  | 0            | 0%                  |
| <b>Reimbursement Information</b>                             | <b>Total</b> | <b>Percentage %</b> |
| IS - CODER                                                   | 0            | 0%                  |

|                                                           |              |                     |
|-----------------------------------------------------------|--------------|---------------------|
| IS - DOCTOR                                               | 1            | 100%                |
| <b>Portal/Website Information</b>                         | <b>Total</b> | <b>Percentage %</b> |
| IS - CODER                                                | 2            | 100%                |
| IS - DOCTOR                                               | 0            | 0%                  |
| <b>Technical Support</b>                                  | <b>Total</b> | <b>Percentage %</b> |
| IS - CODER                                                | 0            | 0%                  |
| IS - DOCTOR                                               | 2            | 100%                |
| <b>Other Information</b>                                  | <b>Total</b> | <b>Percentage %</b> |
| IS - CODER                                                | 0            | 0%                  |
| IS - DOCTOR                                               | 6            | 100%                |
| <b>Complaints or appeals</b>                              | <b>Total</b> | <b>Percentage %</b> |
| IS - CODER                                                | 0            | 0%                  |
| IS - DOCTOR                                               | 0            | 0%                  |
| <b>Pre-approval support to Providers</b>                  | <b>Total</b> | <b>Percentage %</b> |
| IS - CODER                                                | 0            | 0%                  |
| IS - DOCTOR                                               | 0            | 0%                  |
| <b>Beneficiary and Provider support on Beneficiary el</b> | <b>Total</b> | <b>Percentage %</b> |
| IS - CODER                                                | 0            | 0%                  |
| IS - DOCTOR                                               | 0            | 0%                  |
| <b>Claims</b>                                             | <b>Total</b> | <b>Percentage %</b> |
| IS - CODER                                                | 0            | 0%                  |
| IS - DOCTOR                                               | 0            | 0%                  |
| <b>Service provision support to Providers</b>             | <b>Total</b> | <b>Percentage %</b> |
| IS - CODER                                                | 0            | 0%                  |
| IS - DOCTOR                                               | 0            | 0%                  |

## 5.2 Telephone calls

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

|                                                   |              |                     |
|---------------------------------------------------|--------------|---------------------|
| <b>Contact Type Categories</b>                    | <b>Total</b> | <b>Percentage %</b> |
| Beneficiary Enrolment Information                 | 944          | 20.18%              |
| Delayed reimbursement cases                       | 1            | 0.02%               |
| Provider & Healthcare Professionals Enrolment Inf | 125          | 2.67%               |
| Registration to Personal Doctor beneficiary list  | 107          | 2.29%               |
|                                                   |              |                     |

|                                                                     |                   |                                |
|---------------------------------------------------------------------|-------------------|--------------------------------|
| Provider Contracting<br>Contact Type Categories<br>Benefits Package | 11<br>Total<br>68 | 0.24%<br>Percentage %<br>1.45% |
| Beneficiary Eligibility Information                                 | 203               | 4.34%                          |
| Service Provision                                                   | 1894              | 40.49%                         |
| Contribution/Copayments Information                                 | 67                | 1.43%                          |
| Reimbursement Information                                           | 28                | 0.6%                           |
| Portal/Website Information                                          | 557               | 11.91%                         |
| Technical Support                                                   | 8                 | 0.17%                          |
| Other Information                                                   | 609               | 13.02%                         |
| Complaints or appeals                                               | 35                | 0.75%                          |
| Pre-approval support to Providers                                   | 2                 | 0.04%                          |
| Beneficiary and Provider support on Beneficiary el                  | 1                 | 0.02%                          |
| Claims                                                              | 17                | 0.36%                          |
| Service provision support to Providers                              | 1                 | 0.02%                          |

#### 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                  | 785   | 25.6%        |
| Delayed reimbursement cases                        | 0     | 0%           |
| Provider & Healthcare Professionals Enrolment Inf  | 14    | 0.46%        |
| Registration to Personal Doctor beneficiary list   | 98    | 3.2%         |
| Provider Contracting                               | 0     | 0%           |
| Benefits Package                                   | 51    | 1.66%        |
| Beneficiary Eligibility Information                | 166   | 5.41%        |
| Service Provision                                  | 874   | 28.5%        |
| Contribution/Copayments Information                | 60    | 1.96%        |
| Reimbursement Information                          | 10    | 0.33%        |
| Portal/Website Information                         | 466   | 15.19%       |
| Technical Support                                  | 4     | 0.13%        |
| Other Information                                  | 502   | 16.37%       |
| Complaints or appeals                              | 33    | 1.08%        |
| Pre-approval support to Providers                  | 1     | 0.03%        |
| Beneficiary and Provider support on Beneficiary el | 0     | 0%           |
| Claims                                             | 2     | 0.07%        |

| Beneficiaries Contact Type Categories  | Total | Percentage % |
|----------------------------------------|-------|--------------|
| Service provision support to Providers | 1     | 0.03%        |

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                  | 4     | 16.67%       |
| 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                                   | 2     | 8.33%        |
| Beneficiary Eligibility Information                | 0     | 0%           |
| Service Provision                                  | 9     | 37.5%        |
| Contribution/Copayments Information                | 0     | 0%           |
| Reimbursement Information                          | 0     | 0%           |
| Portal/Website Information                         | 0     | 0%           |
| Technical Support                                  | 0     | 0%           |
| Other Information                                  | 9     | 37.5%        |
| 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%           |

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

| Providers Contact Type Categories                 | Total | Percentage % |
|---------------------------------------------------|-------|--------------|
| Beneficiary Enrolment Information                 | 155   | 9.77%        |
| Delayed reimbursement cases                       | 1     | 0.06%        |
| Provider & Healthcare Professionals Enrolment Inf | 111   | 6.99%        |
| Registration to Personal Doctor beneficiary list  | 9     | 0.57%        |
| Provider Contracting                              | 11    | 0.69%        |
| Benefits Package                                  | 15    | 0.95%        |
| Beneficiary Eligibility Information               | 37    | 2.33%        |
| Service Provision                                 | 1011  | 63.71%       |
| Contribution/Copayments Information               | 7     | 0.44%        |

| Providers Contact Type Categories                  | Total | Percentage % |
|----------------------------------------------------|-------|--------------|
| Portal/Website Information                         | 91    | 5.73%        |
| Technical Support                                  | 4     | 0.25%        |
| Other Information                                  | 98    | 6.18%        |
| Complaints or appeals                              | 2     | 0.13%        |
| Pre-approval support to Providers                  | 1     | 0.06%        |
| Beneficiary and Provider support on Beneficiary el | 1     | 0.06%        |
| Claims                                             | 15    | 0.95%        |
| Service provision support to Providers             | 0     | 0%           |

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                                  | 357   | 45.48%       |
| Beneficiary Female                                | 428   | 54.52%       |
| Delayed reimbursement cases                       | Total | Percentage % |
| Beneficiary Male                                  | 0     | 0%           |
| Beneficiary Female                                | 0     | 0%           |
| Provider & Healthcare Professionals Enrolment Inf | Total | Percentage % |
| Beneficiary Male                                  | 8     | 57.14%       |
| Beneficiary Female                                | 6     | 42.86%       |
| Registration to Personal Doctor beneficiary list  | Total | Percentage % |
| Beneficiary Male                                  | 40    | 40.82%       |
| Beneficiary Female                                | 58    | 59.18%       |
| Provider Contracting                              | Total | Percentage % |
| Beneficiary Male                                  | 0     | 0%           |
| Beneficiary Female                                | 0     | 0%           |
| Benefits Package                                  | Total | Percentage % |
| Beneficiary Male                                  | 13    | 25.49%       |
| Beneficiary Female                                | 38    | 74.51%       |
| Beneficiary Eligibility Information               | Total | Percentage % |
| Beneficiary Male                                  | 80    | 48.19%       |
| Beneficiary Female                                | 86    | 51.81%       |
|                                                   |       |              |

|                                                           |              |                     |
|-----------------------------------------------------------|--------------|---------------------|
| <b>Service Provision</b>                                  | <b>Total</b> | <b>Percentage %</b> |
| Beneficiary Male                                          | 321          | 36.73%              |
| Beneficiary Female                                        | 553          | 63.27%              |
| <b>Contribution/Copayments Information</b>                | <b>Total</b> | <b>Percentage %</b> |
| Beneficiary Male                                          | 21           | 35%                 |
| Beneficiary Female                                        | 39           | 65%                 |
| <b>Reimbursement Information</b>                          | <b>Total</b> | <b>Percentage %</b> |
| Beneficiary Male                                          | 7            | 70%                 |
| Beneficiary Female                                        | 3            | 30%                 |
| <b>Portal/Website Information</b>                         | <b>Total</b> | <b>Percentage %</b> |
| Beneficiary Male                                          | 186          | 39.91%              |
| Beneficiary Female                                        | 280          | 60.09%              |
| <b>Technical Support</b>                                  | <b>Total</b> | <b>Percentage %</b> |
| Beneficiary Male                                          | 3            | 75%                 |
| Beneficiary Female                                        | 1            | 25%                 |
| <b>Other Information</b>                                  | <b>Total</b> | <b>Percentage %</b> |
| Beneficiary Male                                          | 172          | 34.26%              |
| Beneficiary Female                                        | 330          | 65.74%              |
| <b>Complaints or appeals</b>                              | <b>Total</b> | <b>Percentage %</b> |
| Beneficiary Male                                          | 11           | 33.33%              |
| Beneficiary Female                                        | 22           | 66.67%              |
| <b>Pre-approval support to Providers</b>                  | <b>Total</b> | <b>Percentage %</b> |
| Beneficiary Male                                          | 0            | 0%                  |
| Beneficiary Female                                        | 1            | 100%                |
| <b>Beneficiary and Provider support on Beneficiary el</b> | <b>Total</b> | <b>Percentage %</b> |
| Beneficiary Male                                          | 0            | 0%                  |
| Beneficiary Female                                        | 0            | 0%                  |
| <b>Claims</b>                                             | <b>Total</b> | <b>Percentage %</b> |
| Beneficiary Male                                          | 0            | 0%                  |
| Beneficiary Female                                        | 2            | 100%                |
| <b>Service provision support to Providers</b>             | <b>Total</b> | <b>Percentage %</b> |
| Beneficiary Male                                          | 0            | 0%                  |
|                                                           |              |                     |

|                    |   |      |
|--------------------|---|------|
| Beneficiary Female | 1 | 100% |
|--------------------|---|------|

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                                                | 152   | 98.06%       |
| OS                                                | 1     | 0.65%        |
| LAB                                               | 0     | 0%           |
| PH                                                | 2     | 1.29%        |
| IS                                                | 0     | 0%           |
| AE                                                | 0     | 0%           |
| AH                                                | 0     | 0%           |
| NM                                                | 0     | 0%           |
| DE                                                | 0     | 0%           |
| Delayed reimbursement cases                       | Total | Percentage % |
| PD                                                | 0     | 0%           |
| OS                                                | 1     | 100%         |
| 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    | 18.92%       |
| OS                                                | 9     | 8.11%        |
| LAB                                               | 5     | 4.5%         |
| PH                                                | 14    | 12.61%       |
| IS                                                | 4     | 3.6%         |
| AE                                                | 0     | 0%           |
| AH                                                | 50    | 45.05%       |
| NM                                                | 1     | 0.9%         |
| DE                                                | 7     | 6.31%        |

| Registration to Personal Doctor beneficiary list | Total | Percentage % |
|--------------------------------------------------|-------|--------------|
| PD                                               | 7     | 77.78%       |
| OS                                               | 2     | 22.22%       |
| 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                                               | 6     | 54.55%       |
| LAB                                              | 1     | 9.09%        |
| PH                                               | 0     | 0%           |
| IS                                               | 0     | 0%           |
| AE                                               | 0     | 0%           |
| AH                                               | 3     | 27.27%       |
| NM                                               | 1     | 9.09%        |
| DE                                               | 0     | 0%           |
| Benefits Package                                 | Total | Percentage % |
| PD                                               | 9     | 60%          |
| OS                                               | 2     | 13.33%       |
| LAB                                              | 0     | 0%           |
| PH                                               | 1     | 6.67%        |
| IS                                               | 1     | 6.67%        |
| AE                                               | 1     | 6.67%        |
| AH                                               | 1     | 6.67%        |
| NM                                               | 0     | 0%           |
| DE                                               | 0     | 0%           |
| Beneficiary Eligibility Information              | Total | Percentage % |
| PD                                               | 35    | 94.59%       |

|                                            |              |                     |
|--------------------------------------------|--------------|---------------------|
| OS                                         | 1            | 2.7%                |
| LAB                                        | 0            | 0%                  |
| PH                                         | 0            | 0%                  |
| IS                                         | 0            | 0%                  |
| AE                                         | 1            | 2.7%                |
| AH                                         | 0            | 0%                  |
| NM                                         | 0            | 0%                  |
| DE                                         | 0            | 0%                  |
| <b>Service Provision</b>                   | <b>Total</b> | <b>Percentage %</b> |
| PD                                         | 370          | 36.6%               |
| OS                                         | 98           | 9.69%               |
| LAB                                        | 10           | 0.99%               |
| PH                                         | 129          | 12.76%              |
| IS                                         | 43           | 4.25%               |
| AE                                         | 0            | 0%                  |
| AH                                         | 345          | 34.12%              |
| NM                                         | 5            | 0.49%               |
| DE                                         | 11           | 1.09%               |
| <b>Contribution/Copayments Information</b> | <b>Total</b> | <b>Percentage %</b> |
| PD                                         | 1            | 14.29%              |
| OS                                         | 3            | 42.86%              |
| LAB                                        | 1            | 14.29%              |
| PH                                         | 0            | 0%                  |
| IS                                         | 0            | 0%                  |
| AE                                         | 0            | 0%                  |
| AH                                         | 2            | 28.57%              |
| NM                                         | 0            | 0%                  |
| DE                                         | 0            | 0%                  |
| <b>Reimbursement Information</b>           | <b>Total</b> | <b>Percentage %</b> |
| PD                                         | 6            | 33.33%              |
| OS                                         | 2            | 11.11%              |
| LAB                                        | 1            | 5.56%               |

|                                   |              |                     |
|-----------------------------------|--------------|---------------------|
| PH                                | 0            | 0%                  |
| IS                                | 1            | 5.56%               |
| AE                                | 0            | 0%                  |
| AH                                | 6            | 33.33%              |
| NM                                | 0            | 0%                  |
| DE                                | 2            | 11.11%              |
| <b>Portal/Website Information</b> | <b>Total</b> | <b>Percentage %</b> |
| PD                                | 43           | 47.25%              |
| OS                                | 20           | 21.98%              |
| LAB                               | 0            | 0%                  |
| PH                                | 7            | 7.69%               |
| IS                                | 2            | 2.2%                |
| AE                                | 0            | 0%                  |
| AH                                | 17           | 18.68%              |
| NM                                | 1            | 1.1%                |
| DE                                | 1            | 1.1%                |
| <b>Technical Support</b>          | <b>Total</b> | <b>Percentage %</b> |
| PD                                | 1            | 25%                 |
| OS                                | 1            | 25%                 |
| LAB                               | 0            | 0%                  |
| PH                                | 0            | 0%                  |
| IS                                | 2            | 50%                 |
| AE                                | 0            | 0%                  |
| AH                                | 0            | 0%                  |
| NM                                | 0            | 0%                  |
| DE                                | 0            | 0%                  |
| <b>Other Information</b>          | <b>Total</b> | <b>Percentage %</b> |
| PD                                | 32           | 32.65%              |
| OS                                | 8            | 8.16%               |
| LAB                               | 0            | 0%                  |
| PH                                | 14           | 14.29%              |
| IS                                | 6            | 6.12%               |

|                                                           |              |                     |
|-----------------------------------------------------------|--------------|---------------------|
| AE                                                        | 0            | 0%                  |
| AH                                                        | 35           | 35.71%              |
| NM                                                        | 1            | 1.02%               |
| DE                                                        | 2            | 2.04%               |
| <b>Complaints or appeals</b>                              | <b>Total</b> | <b>Percentage %</b> |
| PD                                                        | 0            | 0%                  |
| OS                                                        | 1            | 50%                 |
| LAB                                                       | 0            | 0%                  |
| PH                                                        | 0            | 0%                  |
| IS                                                        | 0            | 0%                  |
| AE                                                        | 0            | 0%                  |
| AH                                                        | 0            | 0%                  |
| NM                                                        | 1            | 50%                 |
| DE                                                        | 0            | 0%                  |
| <b>Pre-approval support to Providers</b>                  | <b>Total</b> | <b>Percentage %</b> |
| 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%                  |
| <b>Beneficiary and Provider support on Beneficiary el</b> | <b>Total</b> | <b>Percentage %</b> |
| PD                                                        | 0            | 0%                  |
| OS                                                        | 1            | 100%                |
| LAB                                                       | 0            | 0%                  |
| PH                                                        | 0            | 0%                  |
| IS                                                        | 0            | 0%                  |
| AE                                                        | 0            | 0%                  |
| AH                                                        | 0            | 0%                  |

|                                               |              |                     |
|-----------------------------------------------|--------------|---------------------|
| NM                                            | 0            | 0%                  |
| DE                                            | 0            | 0%                  |
| <b>Claims</b>                                 | <b>Total</b> | <b>Percentage %</b> |
| PD                                            | 3            | 20%                 |
| OS                                            | 5            | 33.33%              |
| LAB                                           | 0            | 0%                  |
| PH                                            | 0            | 0%                  |
| IS                                            | 0            | 0%                  |
| AE                                            | 0            | 0%                  |
| AH                                            | 6            | 40%                 |
| NM                                            | 0            | 0%                  |
| DE                                            | 1            | 6.67%               |
| <b>Service provision support to Providers</b> | <b>Total</b> | <b>Percentage %</b> |
| 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%                  |

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

|                                          |              |                     |
|------------------------------------------|--------------|---------------------|
| <b>Beneficiary Enrolment Information</b> | <b>Total</b> | <b>Percentage %</b> |
| PD - GENERAL MEDICINE                    | 145          | 95.39%              |
| PD - GERIATRICIAN                        | 0            | 0%                  |
| PD - PEDIATRICIAN                        | 7            | 4.61%               |
| PD - INTERNAL MEDICINE                   | 0            | 0%                  |
| <b>Delayed reimbursement cases</b>       | <b>Total</b> | <b>Percentage %</b> |
| PD - GENERAL MEDICINE                    | 0            | 0%                  |
| PD - GERIATRICIAN                        | 0            | 0%                  |
|                                          |              |                     |

|                                                              |              |                     |
|--------------------------------------------------------------|--------------|---------------------|
| PD - PEDIATRICIAN                                            | 0            | 0%                  |
| PD - INTERNAL MEDICINE                                       | 0            | 0%                  |
| <b>Provider &amp; Healthcare Professionals Enrolment Inf</b> | <b>Total</b> | <b>Percentage %</b> |
| PD - GENERAL MEDICINE                                        | 18           | 85.71%              |
| PD - GERIATRICIAN                                            | 1            | 4.76%               |
| PD - PEDIATRICIAN                                            | 1            | 4.76%               |
| PD - INTERNAL MEDICINE                                       | 1            | 4.76%               |
| <b>Registration to Personal Doctor beneficiary list</b>      | <b>Total</b> | <b>Percentage %</b> |
| PD - GENERAL MEDICINE                                        | 6            | 85.71%              |
| PD - GERIATRICIAN                                            | 0            | 0%                  |
| PD - PEDIATRICIAN                                            | 1            | 14.29%              |
| PD - INTERNAL MEDICINE                                       | 0            | 0%                  |
| <b>Provider Contracting</b>                                  | <b>Total</b> | <b>Percentage %</b> |
| PD - GENERAL MEDICINE                                        | 0            | 0%                  |
| PD - GERIATRICIAN                                            | 0            | 0%                  |
| PD - PEDIATRICIAN                                            | 0            | 0%                  |
| PD - INTERNAL MEDICINE                                       | 0            | 0%                  |
| <b>Benefits Package</b>                                      | <b>Total</b> | <b>Percentage %</b> |
| PD - GENERAL MEDICINE                                        | 5            | 55.56%              |
| PD - GERIATRICIAN                                            | 0            | 0%                  |
| PD - PEDIATRICIAN                                            | 3            | 33.33%              |
| PD - INTERNAL MEDICINE                                       | 1            | 11.11%              |
| <b>Beneficiary Eligibility Information</b>                   | <b>Total</b> | <b>Percentage %</b> |
| PD - GENERAL MEDICINE                                        | 34           | 97.14%              |
| PD - GERIATRICIAN                                            | 0            | 0%                  |
| PD - PEDIATRICIAN                                            | 1            | 2.86%               |
| PD - INTERNAL MEDICINE                                       | 0            | 0%                  |
| <b>Service Provision</b>                                     | <b>Total</b> | <b>Percentage %</b> |
| PD - GENERAL MEDICINE                                        | 334          | 90.27%              |
| PD - GERIATRICIAN                                            | 3            | 0.81%               |
| PD - PEDIATRICIAN                                            | 33           | 8.92%               |
| PD - INTERNAL MEDICINE                                       | 0            | 0%                  |

| Contribution/Copayments Information | Total | Percentage % |
|-------------------------------------|-------|--------------|
| PD - GENERAL MEDICINE               | 1     | 100%         |
| PD - GERIATRICIAN                   | 0     | 0%           |
| PD - PEDIATRICIAN                   | 0     | 0%           |
| PD - INTERNAL MEDICINE              | 0     | 0%           |
| Reimbursement Information           | Total | Percentage % |
| PD - GENERAL MEDICINE               | 5     | 83.33%       |
| PD - GERIATRICIAN                   | 0     | 0%           |
| PD - PEDIATRICIAN                   | 1     | 16.67%       |
| PD - INTERNAL MEDICINE              | 0     | 0%           |
| Portal/Website Information          | Total | Percentage % |
| PD - GENERAL MEDICINE               | 34    | 79.07%       |
| PD - GERIATRICIAN                   | 0     | 0%           |
| PD - PEDIATRICIAN                   | 8     | 18.6%        |
| PD - INTERNAL MEDICINE              | 1     | 2.33%        |
| Technical Support                   | Total | Percentage % |
| PD - GENERAL MEDICINE               | 1     | 100%         |
| PD - GERIATRICIAN                   | 0     | 0%           |
| PD - PEDIATRICIAN                   | 0     | 0%           |
| PD - INTERNAL MEDICINE              | 0     | 0%           |
| Other Information                   | Total | Percentage % |
| PD - GENERAL MEDICINE               | 29    | 90.63%       |
| PD - GERIATRICIAN                   | 1     | 3.13%        |
| PD - PEDIATRICIAN                   | 2     | 6.25%        |
| 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               | 1     | 100%         |

|                                                           |              |                     |
|-----------------------------------------------------------|--------------|---------------------|
| PD - GERIATRICIAN                                         | 0            | 0%                  |
| PD - PEDIATRICIAN                                         | 0            | 0%                  |
| PD - INTERNAL MEDICINE                                    | 0            | 0%                  |
| <b>Beneficiary and Provider support on Beneficiary el</b> | <b>Total</b> | <b>Percentage %</b> |
| PD - GENERAL MEDICINE                                     | 0            | 0%                  |
| PD - GERIATRICIAN                                         | 0            | 0%                  |
| PD - PEDIATRICIAN                                         | 0            | 0%                  |
| PD - INTERNAL MEDICINE                                    | 0            | 0%                  |
| <b>Claims</b>                                             | <b>Total</b> | <b>Percentage %</b> |
| PD - GENERAL MEDICINE                                     | 2            | 66.67%              |
| PD - GERIATRICIAN                                         | 0            | 0%                  |
| PD - PEDIATRICIAN                                         | 1            | 33.33%              |
| PD - INTERNAL MEDICINE                                    | 0            | 0%                  |
| <b>Service provision support to Providers</b>             | <b>Total</b> | <b>Percentage %</b> |
| PD - GENERAL MEDICINE                                     | 0            | 0%                  |
| PD - GERIATRICIAN                                         | 0            | 0%                  |
| PD - PEDIATRICIAN                                         | 0            | 0%                  |
| 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.

|                                          |              |                     |
|------------------------------------------|--------------|---------------------|
| <b>Beneficiary Enrolment Information</b> | <b>Total</b> | <b>Percentage %</b> |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY  | 0            | 0%                  |
| OS - UROLOGY                             | 1            | 100%                |
| 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%                  |
| <b>Delayed reimbursement cases</b>        | <b>Total</b> | <b>Percentage %</b> |

|                                           |   |      |
|-------------------------------------------|---|------|
| 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        | 1 | 100% |
| 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%                  |
| <b>Provider &amp; Healthcare Professionals Enrolment Inf</b> | <b>Total</b> | <b>Percentage %</b> |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY                      | 0            | 0%                  |
| OS - UROLOGY                                                 | 1            | 11.11%              |
| OS - RENAL DISEASES                                          | 0            | 0%                  |
| OS - NEUROLOGY                                               | 0            | 0%                  |
| OS - VASCULAR SURGERY                                        | 1            | 11.11%              |
| OS - NEUROLOGICAL SURGERY                                    | 0            | 0%                  |
| OS - NUCLEAR MEDICINE                                        | 0            | 0%                  |
| OS - OBSTETRICS - GYNAECOLOGY                                | 3            | 33.33%              |
| 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-VERNEREOLGY                                     | 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                                    | 1            | 11.11%              |
| OS - GERIATRICS                                         | 0            | 0%                  |
| OS - HAEMATOLOGY                                        | 0            | 0%                  |
| OS - PATHOLOGICAL ANATOMY                               | 0            | 0%                  |
| OS - MEDICAL ONCOLOGY                                   | 1            | 11.11%              |
| OS - INTERNAL MEDICINE                                  | 0            | 0%                  |
| OS - PHYSICAL MEDICINE AND REHABILITATION               | 0            | 0%                  |
| OS - PLASTIC SURGERY                                    | 1            | 11.11%              |
| OS - RESPIRATORY MEDICINE                               | 0            | 0%                  |
| OS - PSYCHIATRY                                         | 0            | 0%                  |
| OS - RADIOTHERAPY                                       | 0            | 0%                  |
| OS - RHEUMATOLOGY                                       | 1            | 11.11%              |
| 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%                  |
| <b>Registration to Personal Doctor beneficiary list</b> | <b>Total</b> | <b>Percentage %</b> |
| 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                          | 1 | 50% |
| 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                         | 1 | 50% |
| 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 | 1     | 16.67%       |
| 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     | 33.33%       |
| 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-VERNREOLOGY                | 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        | 1            | 16.67%              |
| OS - SPECIALISED IN NEONATOLOGY           | 1            | 16.67%              |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY  | 0            | 0%                  |
| OS - THORACIC SURGERY / CARDIO SURGERY    | 1            | 16.67%              |
| <b>Benefits Package</b>                   | <b>Total</b> | <b>Percentage %</b> |
| 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                          | 1            | 50%                 |
| 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            | 1            | 50%                 |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY   | 0            | 0%                  |
| OS - THORACIC SURGERY / CARDIO SURGERY     | 0            | 0%                  |
| <b>Beneficiary Eligibility Information</b> | <b>Total</b> | <b>Percentage %</b> |
| 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                          | 1 | 100% |
| 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%                  |
| <b>Service Provision</b>                | <b>Total</b> | <b>Percentage %</b> |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 0            | 0%                  |
| OS - UROLOGY                            | 2            | 2.04%               |
| OS - RENAL DISEASES                     | 2            | 2.04%               |
| OS - NEUROLOGY                          | 5            | 5.1%                |
| OS - VASCULAR SURGERY                   | 0            | 0%                  |
| OS - NEUROLOGICAL SURGERY               | 4            | 4.08%               |
| OS - NUCLEAR MEDICINE                   | 0            | 0%                  |
| OS - OBSTETRICS - GYNAECOLOGY           | 12           | 12.24%              |
| OS - OPHTHALMOLOGY                      | 6            | 6.12%               |
| OS - ORTHOPAEDICS                       | 16           | 16.33%              |
| OS - OTORHINOLARYNGOLOGY                | 0            | 0%                  |
| OS - ALLERGOLOGY                        | 0            | 0%                  |
| OS - ANESTHESIOLOGY                     | 2            | 2.04%               |
| OS - PAEDIATRICS                        | 0            | 0%                  |
| OS - CARDIOLOGY                         | 4            | 4.08%               |
| OS - MEDICAL GENETIC                    | 0            | 0%                  |
| OS - PAEDIATRIC CARDIOLOGY              | 0            | 0%                  |
| OS - CYTOLOGY                           | 2            | 2.04%               |
| OS - DERMATO-VENEREOLOGY                | 3            | 3.06%               |
| OS - CHILD & ADOLESCENT PSYCHIATRY      | 0            | 0%                  |
| OS - DIAGNOSTIC RADIOLOGY               | 3            | 3.06%               |
| OS - ACCIDENT & EMERGENCY MEDICINE      | 0            | 0%                  |
| OS - ENDOCRINOLOGY                      | 5            | 5.1%                |
| OS - PAEDIATRIC SURGERY                 | 1            | 1.02%               |
| OS - GASTROENTEROLOGY                   | 6            | 6.12%               |
| OS - GENERAL SURGERY                    | 7            | 7.14%               |
| OS - GERIATRICS                         | 0            | 0%                  |
| OS - HAEMATOLOGY                        | 0            | 0%                  |
| OS - PATHOLOGICAL ANATOMY               | 0            | 0%                  |
| OS - MEDICAL ONCOLOGY                   | 1            | 1.02%               |

|                                            |              |                     |
|--------------------------------------------|--------------|---------------------|
| OS - INTERNAL MEDICINE                     | 0            | 0%                  |
| OS - PHYSICAL MEDICINE AND REHABILITATION  | 0            | 0%                  |
| OS - PLASTIC SURGERY                       | 3            | 3.06%               |
| OS - RESPIRATORY MEDICINE                  | 3            | 3.06%               |
| OS - PSYCHIATRY                            | 6            | 6.12%               |
| OS - RADIOTHERAPY                          | 0            | 0%                  |
| OS - RHEUMATOLOGY                          | 3            | 3.06%               |
| 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     | 2            | 2.04%               |
| <b>Contribution/Copayments Information</b> | <b>Total</b> | <b>Percentage %</b> |
| 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                        | 1            | 33.33%              |
| 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                 | 1            | 33.33%              |
| OS - PSYCHIATRY                           | 0            | 0%                  |
| OS - RADIOTHERAPY                         | 1            | 33.33%              |
| 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%                  |
| <b>Reimbursement Information</b>          | <b>Total</b> | <b>Percentage %</b> |
| 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                       | 1 | 50% |
| 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                           | 1 | 50% |
| 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%                  |
| <b>Portal/Website Information</b>        | <b>Total</b> | <b>Percentage %</b> |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY  | 0            | 0%                  |
| OS - UROLOGY                             | 0            | 0%                  |
| OS - RENAL DISEASES                      | 0            | 0%                  |
| OS - NEUROLOGY                           | 3            | 15%                 |
| OS - VASCULAR SURGERY                    | 0            | 0%                  |
| OS - NEUROLOGICAL SURGERY                | 0            | 0%                  |
| OS - NUCLEAR MEDICINE                    | 0            | 0%                  |
| OS - OBSTETRICS - GYNAECOLOGY            | 4            | 20%                 |
| OS - OPHTHALMOLOGY                       | 1            | 5%                  |
| OS - ORTHOPAEDICS                        | 2            | 10%                 |
| 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                 | 1            | 5%                  |
| OS - CHILD & ADOLESCENT PSYCHIATRY       | 0            | 0%                  |
| OS - DIAGNOSTIC RADIOLOGY                | 1            | 5%                  |
| OS - ACCIDENT & EMERGENCY MEDICINE       | 0            | 0%                  |
| OS - ENDOCRINOLOGY                       | 1            | 5%                  |
| OS - PAEDIATRIC SURGERY                  | 0            | 0%                  |
| OS - GASTROENTEROLOGY                    | 0            | 0%                  |
| OS - GENERAL SURGERY                     | 3            | 15%                 |
| 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                         | 4            | 20%                 |
| 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%                  |
| <b>Technical Support</b>                  | <b>Total</b> | <b>Percentage %</b> |
| 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                     | 1            | 100%                |
| 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%                  |
| <b>Other Information</b>                  | <b>Total</b> | <b>Percentage %</b> |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY   | 0            | 0%                  |
| OS - UROLOGY                              | 1            | 12.5%               |
| OS - RENAL DISEASES                       | 0            | 0%                  |
| OS - NEUROLOGY                            | 1            | 12.5%               |
| OS - VASCULAR SURGERY                     | 0            | 0%                  |
| OS - NEUROLOGICAL SURGERY                 | 0            | 0%                  |
| OS - NUCLEAR MEDICINE                     | 0            | 0%                  |

|                                           |   |       |
|-------------------------------------------|---|-------|
| OS - OBSTETRICS - GYNAECOLOGY             | 0 | 0%    |
| OS - OPHTHALMOLOGY                        | 1 | 12.5% |
| OS - ORTHOPAEDICS                         | 1 | 12.5% |
| 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 | 12.5% |
| OS - DERMATO-VENEREOLOGY                  | 2 | 25%   |
| 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                      | 1 | 12.5% |
| 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%                  |
| <b>Complaints or appeals</b>             | <b>Total</b> | <b>Percentage %</b> |
| 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                      | 1            | 100%                |
| 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%                  |
| <b>Pre-approval support to Providers</b>  | <b>Total</b> | <b>Percentage %</b> |
| 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%                  |
| <b>Beneficiary and Provider support on Beneficiary el</b> | <b>Total</b> | <b>Percentage %</b> |
| 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                           | 1 | 100% |
| 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%                  |
| <b>Claims</b>                             | <b>Total</b> | <b>Percentage %</b> |
| 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             | 2            | 40%                 |
| OS - OPHTHALMOLOGY                        | 0            | 0%                  |
| OS - ORTHOPAEDICS                         | 0            | 0%                  |
| OS - OTORHINOLARYNGOLOGY                  | 1            | 20%                 |
| 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                              | 1            | 20%                 |
| 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            | 20%                 |
| 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%                  |
| <b>Service provision support to Providers</b> | <b>Total</b> | <b>Percentage %</b> |
| 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% |

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

| <b>Beneficiary Enrolment Information</b> | <b>Total</b> | <b>Percentage %</b> |
|------------------------------------------|--------------|---------------------|
| IS - CODER                               | 0            | 0%                  |
| IS - DOCTOR                              | 0            | 0%                  |
| <b>Delayed reimbursement cases</b>       | <b>Total</b> | <b>Percentage %</b> |

|                                                              |              |                     |
|--------------------------------------------------------------|--------------|---------------------|
| IS - CODER                                                   | 0            | 0%                  |
| IS - DOCTOR                                                  | 0            | 0%                  |
| <b>Provider &amp; Healthcare Professionals Enrolment Inf</b> | <b>Total</b> | <b>Percentage %</b> |
| IS - CODER                                                   | 1            | 25%                 |
| IS - DOCTOR                                                  | 3            | 75%                 |
| <b>Registration to Personal Doctor beneficiary list</b>      | <b>Total</b> | <b>Percentage %</b> |
| IS - CODER                                                   | 0            | 0%                  |
| IS - DOCTOR                                                  | 0            | 0%                  |
| <b>Provider Contracting</b>                                  | <b>Total</b> | <b>Percentage %</b> |
| IS - CODER                                                   | 0            | 0%                  |
| IS - DOCTOR                                                  | 0            | 0%                  |
| <b>Benefits Package</b>                                      | <b>Total</b> | <b>Percentage %</b> |
| IS - CODER                                                   | 0            | 0%                  |
| IS - DOCTOR                                                  | 1            | 100%                |
| <b>Beneficiary Eligibility Information</b>                   | <b>Total</b> | <b>Percentage %</b> |
| IS - CODER                                                   | 0            | 0%                  |
| IS - DOCTOR                                                  | 0            | 0%                  |
| <b>Service Provision</b>                                     | <b>Total</b> | <b>Percentage %</b> |
| IS - CODER                                                   | 1            | 2.33%               |
| IS - DOCTOR                                                  | 42           | 97.67%              |
| <b>Contribution/Copayments Information</b>                   | <b>Total</b> | <b>Percentage %</b> |
| IS - CODER                                                   | 0            | 0%                  |
| IS - DOCTOR                                                  | 0            | 0%                  |
| <b>Reimbursement Information</b>                             | <b>Total</b> | <b>Percentage %</b> |
| IS - CODER                                                   | 0            | 0%                  |
| IS - DOCTOR                                                  | 1            | 100%                |
| <b>Portal/Website Information</b>                            | <b>Total</b> | <b>Percentage %</b> |
| IS - CODER                                                   | 2            | 100%                |
| IS - DOCTOR                                                  | 0            | 0%                  |
| <b>Technical Support</b>                                     | <b>Total</b> | <b>Percentage %</b> |
| IS - CODER                                                   | 0            | 0%                  |
| IS - DOCTOR                                                  | 2            | 100%                |

| Other Information                                  | Total | Percentage % |
|----------------------------------------------------|-------|--------------|
| IS - CODER                                         | 0     | 0%           |
| IS - DOCTOR                                        | 6     | 100%         |
| 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%           |

### 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                 | 140   | 29.79%       |
| Delayed reimbursement cases                       | 0     | 0%           |
| Provider & Healthcare Professionals Enrolment Inf | 9     | 1.91%        |
| Registration to Personal Doctor beneficiary list  | 8     | 1.7%         |
| Provider Contracting                              | 5     | 1.06%        |
| Benefits Package                                  | 7     | 1.49%        |
| Beneficiary Eligibility Information               | 22    | 4.68%        |
| Service Provision                                 | 49    | 10.43%       |
| Contribution/Copayments Information               | 15    | 3.19%        |
| Reimbursement Information                         | 6     | 1.28%        |
| Portal/Website Information                        | 132   | 28.09%       |
|                                                   |       |              |

| Technical Support<br>Contact Type Categories       | 0<br>Total | 0%<br>Percentage % |
|----------------------------------------------------|------------|--------------------|
| Other Information                                  | 50         | 10.64%             |
| Complaints or appeals                              | 24         | 5.11%              |
| Pre-approval support to Providers                  | 0          | 0%                 |
| Beneficiary and Provider support on Beneficiary el | 0          | 0%                 |
| Claims                                             | 3          | 0.64%              |
| Service provision support to Providers             | 0          | 0%                 |

### 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                         | 0     | 0%           |
| Technical Support                                  | 0     | 0%           |
| Other Information                                  | 1     | 50%          |
| 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                 | 138   | 29.61%       |
| Delayed reimbursement cases                       | 0     | 0%           |
| Provider & Healthcare Professionals Enrolment Inf | 9     | 1.93%        |
|                                                   |       |              |

| Registration to Personal Doctor beneficiary list<br>General Public Contact Type Categories | 8<br>Total | 1.72%<br>Percentage % |
|--------------------------------------------------------------------------------------------|------------|-----------------------|
| Provider Contracting                                                                       | 5          | 1.07%                 |
| Benefits Package                                                                           | 7          | 1.5%                  |
| Beneficiary Eligibility Information                                                        | 22         | 4.72%                 |
| Service Provision                                                                          | 48         | 10.3%                 |
| Contribution/Copayments Information                                                        | 15         | 3.22%                 |
| Reimbursement Information                                                                  | 6          | 1.29%                 |
| Portal/Website Information                                                                 | 132        | 28.33%                |
| Technical Support                                                                          | 0          | 0%                    |
| Other Information                                                                          | 49         | 10.52%                |
| Complaints or appeals                                                                      | 24         | 5.15%                 |
| Pre-approval support to Providers                                                          | 0          | 0%                    |
| Beneficiary and Provider support on Beneficiary el                                         | 0          | 0%                    |
| Claims                                                                                     | 3          | 0.64%                 |
| Service provision support to Providers                                                     | 0          | 0%                    |

#### 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     | 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                                 | 1     | 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<br>Providers Contact Type Categories | 0<br>Total | 0%<br>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                                  | 0     | 0%           |
| Beneficiary Female                                | 1     | 100%         |
| 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%                  |
| <b>Portal/Website Information</b>                         | <b>Total</b> | <b>Percentage %</b> |
| Beneficiary Male                                          | 0            | 0%                  |
| Beneficiary Female                                        | 0            | 0%                  |
| <b>Technical Support</b>                                  | <b>Total</b> | <b>Percentage %</b> |
| Beneficiary Male                                          | 0            | 0%                  |
| Beneficiary Female                                        | 0            | 0%                  |
| <b>Other Information</b>                                  | <b>Total</b> | <b>Percentage %</b> |
| Beneficiary Male                                          | 1            | 100%                |
| Beneficiary Female                                        | 0            | 0%                  |
| <b>Complaints or appeals</b>                              | <b>Total</b> | <b>Percentage %</b> |
| Beneficiary Male                                          | 0            | 0%                  |
| Beneficiary Female                                        | 0            | 0%                  |
| <b>Pre-approval support to Providers</b>                  | <b>Total</b> | <b>Percentage %</b> |
| Beneficiary Male                                          | 0            | 0%                  |
| Beneficiary Female                                        | 0            | 0%                  |
| <b>Beneficiary and Provider support on Beneficiary el</b> | <b>Total</b> | <b>Percentage %</b> |
| Beneficiary Male                                          | 0            | 0%                  |
| Beneficiary Female                                        | 0            | 0%                  |
| <b>Claims</b>                                             | <b>Total</b> | <b>Percentage %</b> |
| Beneficiary Male                                          | 0            | 0%                  |
| Beneficiary Female                                        | 0            | 0%                  |
| <b>Service provision support to Providers</b>             | <b>Total</b> | <b>Percentage %</b> |
| 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.

|                                          |              |                     |
|------------------------------------------|--------------|---------------------|
| <b>Beneficiary Enrolment Information</b> | <b>Total</b> | <b>Percentage %</b> |
| 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%                  |
| <b>Delayed reimbursement cases</b>                           | <b>Total</b> | <b>Percentage %</b> |
| 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%                  |
| <b>Provider &amp; Healthcare Professionals Enrolment Inf</b> | <b>Total</b> | <b>Percentage %</b> |
| 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%                  |
| <b>Registration to Personal Doctor beneficiary list</b>      | <b>Total</b> | <b>Percentage %</b> |
| 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%                  |
| <b>Provider Contracting</b>                | <b>Total</b> | <b>Percentage %</b> |
| 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%                  |
| <b>Benefits Package</b>                    | <b>Total</b> | <b>Percentage %</b> |
| 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%                  |
| <b>Beneficiary Eligibility Information</b> | <b>Total</b> | <b>Percentage %</b> |
| 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%                  |
| <b>Service Provision</b>                   | <b>Total</b> | <b>Percentage %</b> |
| PD                                         | 0            | 0%                  |
| OS                                         | 1            | 100%                |
| LAB                                        | 0            | 0%                  |
| PH                                         | 0            | 0%                  |
| IS                                         | 0            | 0%                  |
| AE                                         | 0            | 0%                  |
| AH                                         | 0            | 0%                  |
| NM                                         | 0            | 0%                  |
| DE                                         | 0            | 0%                  |
| <b>Contribution/Copayments Information</b> | <b>Total</b> | <b>Percentage %</b> |
| 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%                  |
| <b>Reimbursement Information</b>           | <b>Total</b> | <b>Percentage %</b> |
| 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%                  |
| <b>Portal/Website Information</b>          | <b>Total</b> | <b>Percentage %</b> |

|                              |              |                     |
|------------------------------|--------------|---------------------|
| 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%                  |
| <b>Technical Support</b>     | <b>Total</b> | <b>Percentage %</b> |
| 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%                  |
| <b>Other Information</b>     | <b>Total</b> | <b>Percentage %</b> |
| 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%                  |
| <b>Complaints or appeals</b> | <b>Total</b> | <b>Percentage %</b> |
| 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%                  |
| <b>Pre-approval support to Providers</b>                  | <b>Total</b> | <b>Percentage %</b> |
| 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%                  |
| <b>Beneficiary and Provider support on Beneficiary el</b> | <b>Total</b> | <b>Percentage %</b> |
| 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%                  |
| <b>Claims</b>                                             | <b>Total</b> | <b>Percentage %</b> |
| 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%                  |
| <b>Service provision support to Providers</b> | <b>Total</b> | <b>Percentage %</b> |
| 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.

|                                                              |              |                     |
|--------------------------------------------------------------|--------------|---------------------|
| <b>Beneficiary Enrolment Information</b>                     | <b>Total</b> | <b>Percentage %</b> |
| PD - GENERAL MEDICINE                                        | 0            | 0%                  |
| PD - GERIATRICIAN                                            | 0            | 0%                  |
| PD - PEDIATRICIAN                                            | 1            | 100%                |
| PD - INTERNAL MEDICINE                                       | 0            | 0%                  |
| <b>Delayed reimbursement cases</b>                           | <b>Total</b> | <b>Percentage %</b> |
| PD - GENERAL MEDICINE                                        | 0            | 0%                  |
| PD - GERIATRICIAN                                            | 0            | 0%                  |
| PD - PEDIATRICIAN                                            | 0            | 0%                  |
| PD - INTERNAL MEDICINE                                       | 0            | 0%                  |
| <b>Provider &amp; Healthcare Professionals Enrolment Inf</b> | <b>Total</b> | <b>Percentage %</b> |
| PD - GENERAL MEDICINE                                        | 0            | 0%                  |
| PD - GERIATRICIAN                                            | 0            | 0%                  |
| PD - PEDIATRICIAN                                            | 0            | 0%                  |
| PD - INTERNAL MEDICINE                                       | 0            | 0%                  |
|                                                              |              |                     |

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

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

|                                               |              |                     |
|-----------------------------------------------|--------------|---------------------|
| PD - INTERNAL MEDICINE                        | 0            | 0%                  |
| <b>Claims</b>                                 | <b>Total</b> | <b>Percentage %</b> |
| PD - GENERAL MEDICINE                         | 0            | 0%                  |
| PD - GERIATRICIAN                             | 0            | 0%                  |
| PD - PEDIATRICIAN                             | 0            | 0%                  |
| PD - INTERNAL MEDICINE                        | 0            | 0%                  |
| <b>Service provision support to Providers</b> | <b>Total</b> | <b>Percentage %</b> |
| 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.

|                                          |              |                     |
|------------------------------------------|--------------|---------------------|
| <b>Beneficiary Enrolment Information</b> | <b>Total</b> | <b>Percentage %</b> |
| 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%                  |
| <b>Delayed reimbursement cases</b>        | <b>Total</b> | <b>Percentage %</b> |
| 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%                  |
| <b>Provider &amp; Healthcare Professionals Enrolment Inf</b> | <b>Total</b> | <b>Percentage %</b> |
| 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%                  |
| <b>Registration to Personal Doctor beneficiary list</b> | <b>Total</b> | <b>Percentage %</b> |
| 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%                  |
| <b>Provider Contracting</b>               | <b>Total</b> | <b>Percentage %</b> |
| 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%                  |
| <b>Benefits Package</b>                   | <b>Total</b> | <b>Percentage %</b> |
| 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%                  |
| <b>Beneficiary Eligibility Information</b> | <b>Total</b> | <b>Percentage %</b> |
| 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%                  |
| <b>Service Provision</b>                  | <b>Total</b> | <b>Percentage %</b> |
| 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                      | 1 | 100% |
| 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%                  |
| <b>Contribution/Copayments Information</b> | <b>Total</b> | <b>Percentage %</b> |
| 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%                  |
| <b>Reimbursement Information</b>          | <b>Total</b> | <b>Percentage %</b> |
| 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%                  |
| <b>Portal/Website Information</b>         | <b>Total</b> | <b>Percentage %</b> |
| 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%                  |
| <b>Technical Support</b>                  | <b>Total</b> | <b>Percentage %</b> |
| 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%                  |
| <b>Other Information</b>                  | <b>Total</b> | <b>Percentage %</b> |
| 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%                  |
| <b>Complaints or appeals</b>              | <b>Total</b> | <b>Percentage %</b> |
| 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%                  |
| <b>Pre-approval support to Providers</b>  | <b>Total</b> | <b>Percentage %</b> |
| 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%                  |
| <b>Beneficiary and Provider support on Beneficiary el</b> | <b>Total</b> | <b>Percentage %</b> |
| 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%                  |
| <b>Claims</b>                             | <b>Total</b> | <b>Percentage %</b> |

|                                           |   |    |
|-------------------------------------------|---|----|
| 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%                  |
| <b>Service provision support to Providers</b> | <b>Total</b> | <b>Percentage %</b> |
| 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.

| <b>Beneficiary Enrolment Information</b>                     | <b>Total</b> | <b>Percentage %</b> |
|--------------------------------------------------------------|--------------|---------------------|
| IS - CODER                                                   | 0            | 0%                  |
| IS - DOCTOR                                                  | 0            | 0%                  |
| <b>Delayed reimbursement cases</b>                           | <b>Total</b> | <b>Percentage %</b> |
| IS - CODER                                                   | 0            | 0%                  |
| IS - DOCTOR                                                  | 0            | 0%                  |
| <b>Provider &amp; Healthcare Professionals Enrolment Inf</b> | <b>Total</b> | <b>Percentage %</b> |
| IS - CODER                                                   | 0            | 0%                  |
| IS - DOCTOR                                                  | 0            | 0%                  |
|                                                              |              |                     |

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

|                                                           |              |                     |
|-----------------------------------------------------------|--------------|---------------------|
| IS - DOCTOR                                               | 0            | 0%                  |
| <b>Pre-approval support to Providers</b>                  | <b>Total</b> | <b>Percentage %</b> |
| IS - CODER                                                | 0            | 0%                  |
| IS - DOCTOR                                               | 0            | 0%                  |
| <b>Beneficiary and Provider support on Beneficiary el</b> | <b>Total</b> | <b>Percentage %</b> |
| IS - CODER                                                | 0            | 0%                  |
| IS - DOCTOR                                               | 0            | 0%                  |
| <b>Claims</b>                                             | <b>Total</b> | <b>Percentage %</b> |
| IS - CODER                                                | 0            | 0%                  |
| IS - DOCTOR                                               | 0            | 0%                  |
| <b>Service provision support to Providers</b>             | <b>Total</b> | <b>Percentage %</b> |
| 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 | 4929  | 95.75%       |
| Escalated                | 141   | 2.74%        |
| Follow up                | 78    | 1.52%        |

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

| Beneficiaries Status     | Total | Percentage % |
|--------------------------|-------|--------------|
| First Contact Resolution | 3043  | 99.15%       |
| Escalated                | 26    | 0.85%        |
| 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 | 326   | 66.53%       |
| Escalated                | 86    | 17.55%       |
| Follow up                | 78    | 15.92%       |

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

| Providers Status         | Total | Percentage % |
|--------------------------|-------|--------------|
| First Contact Resolution | 1560  | 98.17%       |
| Escalated                | 29    | 1.83%        |
| 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         | 1212  | 39.83%       |
| Beneficiary Female       | 1831  | 60.17%       |
| Escalated                | Total | Percentage % |
| Beneficiary Male         | 8     | 30.77%       |
| Beneficiary Female       | 18    | 69.23%       |
| 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.

|  |  |  |
|--|--|--|
|  |  |  |
|--|--|--|

| First Contact Resolution | Total | Percentage % |
|--------------------------|-------|--------------|
| PD                       | 674   | 43.21%       |
| OS                       | 158   | 10.13%       |
| LAB                      | 17    | 1.09%        |
| PH                       | 165   | 10.58%       |
| IS                       | 55    | 3.53%        |
| AE                       | 2     | 0.13%        |
| AH                       | 458   | 29.36%       |
| NM                       | 9     | 0.58%        |
| DE                       | 22    | 1.41%        |
| Escalated                | Total | Percentage % |
| PD                       | 8     | 27.59%       |
| OS                       | 4     | 13.79%       |
| LAB                      | 1     | 3.45%        |
| PH                       | 2     | 6.9%         |
| IS                       | 4     | 13.79%       |
| AE                       | 0     | 0%           |
| AH                       | 7     | 24.14%       |
| NM                       | 1     | 3.45%        |
| DE                       | 2     | 6.9%         |
| 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  | 607          | 90.06%              |
| PD - GERIATRICIAN      | 5            | 0.74%               |
| PD - PEDIATRICIAN      | 59           | 8.75%               |
| PD - INTERNAL MEDICINE | 3            | 0.45%               |
| <b>Escalated</b>       | <b>Total</b> | <b>Percentage %</b> |
| PD - GENERAL MEDICINE  | 8            | 100%                |
| PD - GERIATRICIAN      | 0            | 0%                  |
| PD - PEDIATRICIAN      | 0            | 0%                  |
| PD - INTERNAL MEDICINE | 0            | 0%                  |
| <b>Follow up</b>       | <b>Total</b> | <b>Percentage %</b> |
| 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.

|                                         |              |                     |
|-----------------------------------------|--------------|---------------------|
| <b>First Contact Resolution</b>         | <b>Total</b> | <b>Percentage %</b> |
| OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY | 1            | 0.63%               |
| OS - UROLOGY                            | 5            | 3.16%               |
| OS - RENAL DISEASES                     | 2            | 1.27%               |
| OS - NEUROLOGY                          | 9            | 5.7%                |
| OS - VASCULAR SURGERY                   | 1            | 0.63%               |
| OS - NEUROLOGICAL SURGERY               | 4            | 2.53%               |
| OS - NUCLEAR MEDICINE                   | 0            | 0%                  |
| OS - OBSTETRICS - GYNAECOLOGY           | 22           | 13.92%              |
| OS - OPHTHALMOLOGY                      | 8            | 5.06%               |
| OS - ORTHOPAEDICS                       | 19           | 12.03%              |
| OS - OTORHINOLARYNGOLOGY                | 1            | 0.63%               |
| OS - ALLERGOLOGY                        | 3            | 1.9%                |
| OS - ANESTHESIOLOGY                     | 5            | 3.16%               |
| OS - PAEDIATRICS                        | 0            | 0%                  |
| OS - CARDIOLOGY                         | 4            | 2.53%               |
| OS - MEDICAL GENETIC                    | 0            | 0%                  |

|                                           |              |                     |
|-------------------------------------------|--------------|---------------------|
| OS - PAEDIATRIC CARDIOLOGY                | 0            | 0%                  |
| OS - CYTOLOGY                             | 3            | 1.9%                |
| OS - DERMATO-VENEREOLOGY                  | 6            | 3.8%                |
| OS - CHILD & ADOLESCENT PSYCHIATRY        | 0            | 0%                  |
| OS - DIAGNOSTIC RADIOLOGY                 | 4            | 2.53%               |
| OS - ACCIDENT & EMERGENCY MEDICINE        | 1            | 0.63%               |
| OS - ENDOCRINOLOGY                        | 6            | 3.8%                |
| OS - PAEDIATRIC SURGERY                   | 1            | 0.63%               |
| OS - GASTROENTEROLOGY                     | 7            | 4.43%               |
| OS - GENERAL SURGERY                      | 12           | 7.59%               |
| OS - GERIATRICS                           | 1            | 0.63%               |
| OS - HAEMATOLOGY                          | 1            | 0.63%               |
| OS - PATHOLOGICAL ANATOMY                 | 0            | 0%                  |
| OS - MEDICAL ONCOLOGY                     | 1            | 0.63%               |
| OS - INTERNAL MEDICINE                    | 0            | 0%                  |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0            | 0%                  |
| OS - PLASTIC SURGERY                      | 4            | 2.53%               |
| OS - RESPIRATORY MEDICINE                 | 4            | 2.53%               |
| OS - PSYCHIATRY                           | 7            | 4.43%               |
| OS - RADIOTHERAPY                         | 2            | 1.27%               |
| OS - RHEUMATOLOGY                         | 8            | 5.06%               |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0            | 0%                  |
| OS - SPECIALISED IN INTENSIVE CARE        | 1            | 0.63%               |
| OS - SPECIALISED IN NEONATOLOGY           | 2            | 1.27%               |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY  | 0            | 0%                  |
| OS - THORACIC SURGERY / CARDIO SURGERY    | 3            | 1.9%                |
| <b>Escalated</b>                          | <b>Total</b> | <b>Percentage %</b> |
| 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 | 25% |
| 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                     | 1 | 25% |
| OS - INTERNAL MEDICINE                    | 0 | 0%  |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0%  |
| OS - PLASTIC SURGERY                      | 2 | 50% |
| 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%                  |
| <b>Follow up</b>                          | <b>Total</b> | <b>Percentage %</b> |
| 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               | 4     | 7.27%        |
| IS - DOCTOR              | 51    | 92.73%       |
| Escalated                | Total | Percentage % |
| IS - CODER               | 0     | 0%           |
| IS - DOCTOR              | 4     | 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          | 1045  | 96.4%        |
| Escalated                         | 30    | 2.77%        |
| Follow up                         | 9     | 0.83%        |
| Delayed reimbursement cases       | Total | Percentage % |

|                                                              |              |                     |
|--------------------------------------------------------------|--------------|---------------------|
| First Contact Resolution                                     | 1            | 100%                |
| Escalated                                                    | 0            | 0%                  |
| Follow up                                                    | 0            | 0%                  |
| <b>Provider &amp; Healthcare Professionals Enrolment Inf</b> | <b>Total</b> | <b>Percentage %</b> |
| First Contact Resolution                                     | 122          | 91.04%              |
| Escalated                                                    | 12           | 8.96%               |
| Follow up                                                    | 0            | 0%                  |
| <b>Registration to Personal Doctor beneficiary list</b>      | <b>Total</b> | <b>Percentage %</b> |
| First Contact Resolution                                     | 115          | 100%                |
| Escalated                                                    | 0            | 0%                  |
| Follow up                                                    | 0            | 0%                  |
| <b>Provider Contracting</b>                                  | <b>Total</b> | <b>Percentage %</b> |
| First Contact Resolution                                     | 12           | 75%                 |
| Escalated                                                    | 4            | 25%                 |
| Follow up                                                    | 0            | 0%                  |
| <b>Benefits Package</b>                                      | <b>Total</b> | <b>Percentage %</b> |
| First Contact Resolution                                     | 73           | 97.33%              |
| Escalated                                                    | 2            | 2.67%               |
| Follow up                                                    | 0            | 0%                  |
| <b>Beneficiary Eligibility Information</b>                   | <b>Total</b> | <b>Percentage %</b> |
| First Contact Resolution                                     | 224          | 99.56%              |
| Escalated                                                    | 0            | 0%                  |
| Follow up                                                    | 1            | 0.44%               |
| <b>Service Provision</b>                                     | <b>Total</b> | <b>Percentage %</b> |
| First Contact Resolution                                     | 1904         | 97.99%              |
| Escalated                                                    | 27           | 1.39%               |
| Follow up                                                    | 12           | 0.62%               |
| <b>Contribution/Copayments Information</b>                   | <b>Total</b> | <b>Percentage %</b> |
| First Contact Resolution                                     | 78           | 95.12%              |
| Escalated                                                    | 2            | 2.44%               |
| Follow up                                                    | 2            | 2.44%               |
| <b>Reimbursement Information</b>                             | <b>Total</b> | <b>Percentage %</b> |

|                                                           |              |                     |
|-----------------------------------------------------------|--------------|---------------------|
| First Contact Resolution                                  | 32           | 94.12%              |
| Escalated                                                 | 1            | 2.94%               |
| Follow up                                                 | 1            | 2.94%               |
| <b>Portal/Website Information</b>                         | <b>Total</b> | <b>Percentage %</b> |
| First Contact Resolution                                  | 633          | 91.87%              |
| Escalated                                                 | 40           | 5.81%               |
| Follow up                                                 | 16           | 2.32%               |
| <b>Technical Support</b>                                  | <b>Total</b> | <b>Percentage %</b> |
| First Contact Resolution                                  | 8            | 100%                |
| Escalated                                                 | 0            | 0%                  |
| Follow up                                                 | 0            | 0%                  |
| <b>Other Information</b>                                  | <b>Total</b> | <b>Percentage %</b> |
| First Contact Resolution                                  | 617          | 93.63%              |
| Escalated                                                 | 8            | 1.21%               |
| Follow up                                                 | 34           | 5.16%               |
| <b>Complaints or appeals</b>                              | <b>Total</b> | <b>Percentage %</b> |
| First Contact Resolution                                  | 43           | 72.88%              |
| Escalated                                                 | 13           | 22.03%              |
| Follow up                                                 | 3            | 5.08%               |
| <b>Pre-approval support to Providers</b>                  | <b>Total</b> | <b>Percentage %</b> |
| First Contact Resolution                                  | 2            | 100%                |
| Escalated                                                 | 0            | 0%                  |
| Follow up                                                 | 0            | 0%                  |
| <b>Beneficiary and Provider support on Beneficiary el</b> | <b>Total</b> | <b>Percentage %</b> |
| First Contact Resolution                                  | 1            | 100%                |
| Escalated                                                 | 0            | 0%                  |
| Follow up                                                 | 0            | 0%                  |
| <b>Claims</b>                                             | <b>Total</b> | <b>Percentage %</b> |
| First Contact Resolution                                  | 18           | 90%                 |
| Escalated                                                 | 2            | 10%                 |
| Follow up                                                 | 0            | 0%                  |
| <b>Service provision support to Providers</b>             | <b>Total</b> | <b>Percentage %</b> |

|                          |   |      |
|--------------------------|---|------|
| First Contact Resolution | 1 | 100% |
| Escalated                | 0 | 0%   |
| Follow up                | 0 | 0%   |

## 6.2 Telephone calls

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

| Status                   | Total | Percentage % |
|--------------------------|-------|--------------|
| First Contact Resolution | 4620  | 98.76%       |
| Escalated                | 58    | 1.24%        |
| 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 | 3041  | 99.15%       |
| Escalated                | 26    | 0.85%        |
| 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 | 21    | 87.5%        |
| Escalated                | 3     | 12.5%        |
| 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 | 1558  | 98.17%       |
| Escalated                | 29    | 1.83%        |
| 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         | 1211  | 39.82%       |
| Beneficiary Female       | 1830  | 60.18%       |
| Escalated                | Total | Percentage % |
| Beneficiary Male         | 8     | 30.77%       |
| Beneficiary Female       | 18    | 69.23%       |
| Follow up                | Total | Percentage % |
| Beneficiary Male         | 0     | 0%           |

|                    |   |    |
|--------------------|---|----|
| Beneficiary Female | 0 | 0% |
|--------------------|---|----|

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                       | 673   | 43.2%        |
| OS                       | 157   | 10.08%       |
| LAB                      | 17    | 1.09%        |
| PH                       | 165   | 10.59%       |
| IS                       | 55    | 3.53%        |
| AE                       | 2     | 0.13%        |
| AH                       | 458   | 29.4%        |
| NM                       | 9     | 0.58%        |
| DE                       | 22    | 1.41%        |
| Escalated                | Total | Percentage % |
| PD                       | 8     | 27.59%       |
| OS                       | 4     | 13.79%       |
| LAB                      | 1     | 3.45%        |
| PH                       | 2     | 6.9%         |
| IS                       | 4     | 13.79%       |
| AE                       | 0     | 0%           |
| AH                       | 7     | 24.14%       |
| NM                       | 1     | 3.45%        |
| DE                       | 2     | 6.9%         |
| 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    | 607   | 90.19%       |
| PD - GERIATRICIAN        | 5     | 0.74%        |
| PD - PEDIATRICIAN        | 58    | 8.62%        |
| PD - INTERNAL MEDICINE   | 3     | 0.45%        |
| Escalated                | Total | Percentage % |
| PD - GENERAL MEDICINE    | 8     | 100%         |
| 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%           |

6.2.8 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 | 1     | 0.64%        |
| OS - UROLOGY                            | 5     | 3.18%        |
| OS - RENAL DISEASES                     | 2     | 1.27%        |
| OS - NEUROLOGY                          | 9     | 5.73%        |
| OS - VASCULAR SURGERY                   | 1     | 0.64%        |
| OS - NEUROLOGICAL SURGERY               | 4     | 2.55%        |
| OS - NUCLEAR MEDICINE                   | 0     | 0%           |
| OS - OBSTETRICS - GYNAECOLOGY           | 22    | 14.01%       |
| OS - OPHTHALMOLOGY                      | 8     | 5.1%         |
| OS - ORTHOPAEDICS                       | 19    | 12.1%        |
| OS - OTORHINOLARYNGOLOGY                | 1     | 0.64%        |
| OS - ALLERGOLOGY                        | 3     | 1.91%        |
| OS - ANESTHESIOLOGY                     | 5     | 3.18%        |
| OS - PAEDIATRICS                        | 0     | 0%           |
|                                         |       |              |

|                                           |              |                     |
|-------------------------------------------|--------------|---------------------|
| OS - CARDIOLOGY                           | 4            | 2.55%               |
| OS - MEDICAL GENETIC                      | 0            | 0%                  |
| OS - PAEDIATRIC CARDIOLOGY                | 0            | 0%                  |
| OS - CYTOLOGY                             | 3            | 1.91%               |
| OS - DERMATO-VENEREOLOGY                  | 6            | 3.82%               |
| OS - CHILD & ADOLESCENT PSYCHIATRY        | 0            | 0%                  |
| OS - DIAGNOSTIC RADIOLOGY                 | 4            | 2.55%               |
| OS - ACCIDENT & EMERGENCY MEDICINE        | 1            | 0.64%               |
| OS - ENDOCRINOLOGY                        | 6            | 3.82%               |
| OS - PAEDIATRIC SURGERY                   | 1            | 0.64%               |
| OS - GASTROENTEROLOGY                     | 7            | 4.46%               |
| OS - GENERAL SURGERY                      | 11           | 7.01%               |
| OS - GERIATRICS                           | 1            | 0.64%               |
| OS - HAEMATOLOGY                          | 1            | 0.64%               |
| OS - PATHOLOGICAL ANATOMY                 | 0            | 0%                  |
| OS - MEDICAL ONCOLOGY                     | 1            | 0.64%               |
| OS - INTERNAL MEDICINE                    | 0            | 0%                  |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0            | 0%                  |
| OS - PLASTIC SURGERY                      | 4            | 2.55%               |
| OS - RESPIRATORY MEDICINE                 | 4            | 2.55%               |
| OS - PSYCHIATRY                           | 7            | 4.46%               |
| OS - RADIOTHERAPY                         | 2            | 1.27%               |
| OS - RHEUMATOLOGY                         | 8            | 5.1%                |
| OS - SPECIALISED IN COMMUNICABLE DISEASES | 0            | 0%                  |
| OS - SPECIALISED IN INTENSIVE CARE        | 1            | 0.64%               |
| OS - SPECIALISED IN NEONATOLOGY           | 2            | 1.27%               |
| OS - SPECIALISED IN PAEDIATRIC NEUROLOGY  | 0            | 0%                  |
| OS - THORACIC SURGERY / CARDIO SURGERY    | 3            | 1.91%               |
| <b>Escalated</b>                          | <b>Total</b> | <b>Percentage %</b> |
| 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 | 25% |
| 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                     | 1 | 25% |
| OS - INTERNAL MEDICINE                    | 0 | 0%  |
| OS - PHYSICAL MEDICINE AND REHABILITATION | 0 | 0%  |
| OS - PLASTIC SURGERY                      | 2 | 50% |
| 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%                  |
| <b>Follow up</b>                          | <b>Total</b> | <b>Percentage %</b> |
| 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               | 4     | 7.27%        |
| IS - DOCTOR              | 51    | 92.73%       |
| Escalated                | Total | Percentage % |
| IS - CODER               | 0     | 0%           |
| IS - DOCTOR              | 4     | 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          | 926   | 98.09%       |
| Escalated                         | 18    | 1.91%        |

|                                                              |              |                     |
|--------------------------------------------------------------|--------------|---------------------|
| Follow up                                                    | 0            | 0%                  |
| <b>Delayed reimbursement cases</b>                           | <b>Total</b> | <b>Percentage %</b> |
| First Contact Resolution                                     | 1            | 100%                |
| Escalated                                                    | 0            | 0%                  |
| Follow up                                                    | 0            | 0%                  |
| <b>Provider &amp; Healthcare Professionals Enrolment Inf</b> | <b>Total</b> | <b>Percentage %</b> |
| First Contact Resolution                                     | 117          | 93.6%               |
| Escalated                                                    | 8            | 6.4%                |
| Follow up                                                    | 0            | 0%                  |
| <b>Registration to Personal Doctor beneficiary list</b>      | <b>Total</b> | <b>Percentage %</b> |
| First Contact Resolution                                     | 107          | 100%                |
| Escalated                                                    | 0            | 0%                  |
| Follow up                                                    | 0            | 0%                  |
| <b>Provider Contracting</b>                                  | <b>Total</b> | <b>Percentage %</b> |
| First Contact Resolution                                     | 10           | 90.91%              |
| Escalated                                                    | 1            | 9.09%               |
| Follow up                                                    | 0            | 0%                  |
| <b>Benefits Package</b>                                      | <b>Total</b> | <b>Percentage %</b> |
| First Contact Resolution                                     | 67           | 98.53%              |
| Escalated                                                    | 1            | 1.47%               |
| Follow up                                                    | 0            | 0%                  |
| <b>Beneficiary Eligibility Information</b>                   | <b>Total</b> | <b>Percentage %</b> |
| First Contact Resolution                                     | 203          | 100%                |
| Escalated                                                    | 0            | 0%                  |
| Follow up                                                    | 0            | 0%                  |
| <b>Service Provision</b>                                     | <b>Total</b> | <b>Percentage %</b> |
| First Contact Resolution                                     | 1871         | 98.79%              |
| Escalated                                                    | 23           | 1.21%               |
| Follow up                                                    | 0            | 0%                  |
| <b>Contribution/Copayments Information</b>                   | <b>Total</b> | <b>Percentage %</b> |
| First Contact Resolution                                     | 67           | 100%                |
| Escalated                                                    | 0            | 0%                  |

|                                                           |              |                     |
|-----------------------------------------------------------|--------------|---------------------|
| Follow up                                                 | 0            | 0%                  |
| <b>Reimbursement Information</b>                          | <b>Total</b> | <b>Percentage %</b> |
| First Contact Resolution                                  | 27           | 96.43%              |
| Escalated                                                 | 1            | 3.57%               |
| Follow up                                                 | 0            | 0%                  |
| <b>Portal/Website Information</b>                         | <b>Total</b> | <b>Percentage %</b> |
| First Contact Resolution                                  | 555          | 99.64%              |
| Escalated                                                 | 2            | 0.36%               |
| Follow up                                                 | 0            | 0%                  |
| <b>Technical Support</b>                                  | <b>Total</b> | <b>Percentage %</b> |
| First Contact Resolution                                  | 8            | 100%                |
| Escalated                                                 | 0            | 0%                  |
| Follow up                                                 | 0            | 0%                  |
| <b>Other Information</b>                                  | <b>Total</b> | <b>Percentage %</b> |
| First Contact Resolution                                  | 607          | 99.67%              |
| Escalated                                                 | 2            | 0.33%               |
| Follow up                                                 | 0            | 0%                  |
| <b>Complaints or appeals</b>                              | <b>Total</b> | <b>Percentage %</b> |
| First Contact Resolution                                  | 35           | 100%                |
| Escalated                                                 | 0            | 0%                  |
| Follow up                                                 | 0            | 0%                  |
| <b>Pre-approval support to Providers</b>                  | <b>Total</b> | <b>Percentage %</b> |
| First Contact Resolution                                  | 2            | 100%                |
| Escalated                                                 | 0            | 0%                  |
| Follow up                                                 | 0            | 0%                  |
| <b>Beneficiary and Provider support on Beneficiary el</b> | <b>Total</b> | <b>Percentage %</b> |
| First Contact Resolution                                  | 1            | 100%                |
| Escalated                                                 | 0            | 0%                  |
| Follow up                                                 | 0            | 0%                  |
| <b>Claims</b>                                             | <b>Total</b> | <b>Percentage %</b> |
| First Contact Resolution                                  | 15           | 88.24%              |
| Escalated                                                 | 2            | 11.76%              |

|                                               |              |                     |
|-----------------------------------------------|--------------|---------------------|
| Follow up                                     | 0            | 0%                  |
| <b>Service provision support to Providers</b> | <b>Total</b> | <b>Percentage %</b> |
| First Contact Resolution                      | 1            | 100%                |
| Escalated                                     | 0            | 0%                  |
| Follow up                                     | 0            | 0%                  |

### 6.3 Emails

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

|                          |              |                     |
|--------------------------|--------------|---------------------|
| <b>Status</b>            | <b>Total</b> | <b>Percentage %</b> |
| First Contact Resolution | 309          | 65.74%              |
| Escalated                | 83           | 17.66%              |
| Follow up                | 78           | 16.6%               |

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

|                             |              |                     |
|-----------------------------|--------------|---------------------|
| <b>Beneficiaries Status</b> | <b>Total</b> | <b>Percentage %</b> |
| 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.

|                              |              |                     |
|------------------------------|--------------|---------------------|
| <b>General Public Status</b> | <b>Total</b> | <b>Percentage %</b> |
| First Contact Resolution     | 305          | 65.45%              |
| Escalated                    | 83           | 17.81%              |
| Follow up                    | 78           | 16.74%              |

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

|                          |              |                     |
|--------------------------|--------------|---------------------|
| <b>Providers Status</b>  | <b>Total</b> | <b>Percentage %</b> |
| First Contact Resolution | 2            | 100%                |
| Escalated                | 0            | 0%                  |
| 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.

|                                 |              |                     |
|---------------------------------|--------------|---------------------|
| <b>First Contact Resolution</b> | <b>Total</b> | <b>Percentage %</b> |
| Beneficiary Male                | 1            | 50%                 |
| Beneficiary Female              | 1            | 50%                 |
| <b>Escalated</b>                | <b>Total</b> | <b>Percentage %</b> |
| Beneficiary Male                | 0            | 0%                  |
|                                 |              |                     |

|                    |              |                     |
|--------------------|--------------|---------------------|
| Beneficiary Female | 0            | 0%                  |
| <b>Follow up</b>   | <b>Total</b> | <b>Percentage %</b> |
| 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.

|                                 |              |                     |
|---------------------------------|--------------|---------------------|
| <b>First Contact Resolution</b> | <b>Total</b> | <b>Percentage %</b> |
| PD                              | 1            | 50%                 |
| OS                              | 1            | 50%                 |
| LAB                             | 0            | 0%                  |
| PH                              | 0            | 0%                  |
| IS                              | 0            | 0%                  |
| AE                              | 0            | 0%                  |
| AH                              | 0            | 0%                  |
| NM                              | 0            | 0%                  |
| DE                              | 0            | 0%                  |
| <b>Escalated</b>                | <b>Total</b> | <b>Percentage %</b> |
| 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%                  |
| <b>Follow up</b>                | <b>Total</b> | <b>Percentage %</b> |
| 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    | 0     | 0%           |
| PD - GERIATRICIAN        | 0     | 0%           |
| PD - PEDIATRICIAN        | 1     | 100%         |
| 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                           | 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                      | 1            | 100%                |
| 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%                  |
| <b>Escalated</b>                          | <b>Total</b> | <b>Percentage %</b> |

|                                           |   |    |
|-------------------------------------------|---|----|
| 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%                  |
| <b>Follow up</b>                          | <b>Total</b> | <b>Percentage %</b> |
| 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                          | 119   | 85%          |
| Escalated                                         | 12    | 8.57%        |
| Follow up                                         | 9     | 6.43%        |
| 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                          | 5     | 55.56%       |
| Escalated                                         | 4     | 44.44%       |
| Follow up                                         | 0     | 0%           |
| Registration to Personal Doctor beneficiary list  | Total | Percentage % |
| First Contact Resolution                          | 8     | 100%         |
| Escalated                                         | 0     | 0%           |
| Follow up                                         | 0     | 0%           |
| Provider Contracting                              | Total | Percentage % |
| First Contact Resolution                          | 2     | 40%          |
| Escalated                                         | 3     | 60%          |
| Follow up                                         | 0     | 0%           |
| Benefits Package                                  | Total | Percentage % |
| First Contact Resolution                          | 6     | 85.71%       |
| Escalated                                         | 1     | 14.29%       |
| Follow up                                         | 0     | 0%           |
| Beneficiary Eligibility Information               | Total | Percentage % |
| First Contact Resolution                          | 21    | 95.45%       |
| Escalated                                         | 0     | 0%           |
| Follow up                                         | 1     | 4.55%        |
| Service Provision                                 | Total | Percentage % |
| First Contact Resolution                          | 33    | 67.35%       |
| Escalated                                         | 4     | 8.16%        |
| Follow up                                         | 12    | 24.49%       |

| Contribution/Copayments Information                | Total | Percentage % |
|----------------------------------------------------|-------|--------------|
| First Contact Resolution                           | 11    | 73.33%       |
| Escalated                                          | 2     | 13.33%       |
| Follow up                                          | 2     | 13.33%       |
| Reimbursement Information                          | Total | Percentage % |
| First Contact Resolution                           | 5     | 83.33%       |
| Escalated                                          | 0     | 0%           |
| Follow up                                          | 1     | 16.67%       |
| Portal/Website Information                         | Total | Percentage % |
| First Contact Resolution                           | 78    | 59.09%       |
| Escalated                                          | 38    | 28.79%       |
| Follow up                                          | 16    | 12.12%       |
| Technical Support                                  | Total | Percentage % |
| First Contact Resolution                           | 0     | 0%           |
| Escalated                                          | 0     | 0%           |
| Follow up                                          | 0     | 0%           |
| Other Information                                  | Total | Percentage % |
| First Contact Resolution                           | 10    | 20%          |
| Escalated                                          | 6     | 12%          |
| Follow up                                          | 34    | 68%          |
| Complaints or appeals                              | Total | Percentage % |
| First Contact Resolution                           | 8     | 33.33%       |
| Escalated                                          | 13    | 54.17%       |
| Follow up                                          | 3     | 12.5%        |
| 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               | 3     | 100%         |
| Escalated                              | 0     | 0%           |
| Follow up                              | 0     | 0%           |
| Service provision support to Providers | Total | Percentage % |
| First Contact Resolution               | 0     | 0%           |
| Escalated                              | 0     | 0%           |
| Follow up                              | 0     | 0%           |

## 7. Telephone calls average length time.

7.1 Average length time (seconds): 72

7.2 Beneficiaries Average length time (seconds): 66

7.3 Providers Average length time (seconds): 86

## 8. Telephone calls average wrap up time.

8.1 Average wrap up time (seconds): 10

8.2 Beneficiaries Average wrap up time (seconds): 9

8.3 Providers Average wrap up time (seconds): 12

## 9. Telephone calls average waiting time.

9.1 Average waiting time (seconds): 29

9.2 Beneficiaries Average waiting time (seconds): 37

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.  | 2356/3075 | 76.62%       |
| Calls answered in 120 seconds. | Total     | Percentage % |
| SLA is 90% for inbound calls.  | 2895/3075 | 94.15%       |

## 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. | 1379/1587 | 86.89%       |
| Calls answered in 60 seconds. | Total     | Percentage % |
| SLA is 95% for inbound calls. | 1515/1587 | 95.46%       |

## 12. First Contact Resolution (SLA-11).

| Calls marked as first contact resolution. | Total     | Percentage % |
|-------------------------------------------|-----------|--------------|
| SLA is 95% of calls.                      | 4620/4678 | 98.76%       |

### 13. Emails average assignment time.

Emails average assignment time (seconds): 33200

### 14. Emails average resolution time.

Emails average resolution time (seconds): 33591

### 15. Email priority assignment (SLA-10).

| Email acquired in 1 business day. | Total   | Percentage % |
|-----------------------------------|---------|--------------|
| SLA is 95% of emails.             | 470/470 | 100%         |

### 16. Email resolution (SLA-12).

| Emails resolved within 3 business days. | Total   | Percentage % |
|-----------------------------------------|---------|--------------|
| SLA is 98% of emails.                   | 387/387 | 100%         |

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

#### 17.1 Total Surveys

Total Surveys: 101

| Rating in scale of 4 | Average |
|----------------------|---------|
| SLA is > 3           | 2.93    |

**End of Report**