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Report name:	Portals reporting.		
Report description:	Reporting for inbound contacts submitted to the Contact Centre Services by Portals for a specific period with the use of MedNext+ application		
Reporting software:	MedNext+ application.		
Customer:	Health Insurance organization	**Contact Person:**	Ifigeneia Kammitsi
Printing date:	25/10/2026 22:55:42		
Reporting period date:	01/10/2026 08:02:24 - 24/10/2026 15:43:00		

1. Handled contacts through Portals.

1.1. Number of Portal contacts

Number of Portal contacts: 4302

2. Number of contacts per Issue Category

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

Issue Category	Total	Percentage %
Query	4176	97.07%

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

Issue Category	Total	Percentage %
Complaint	126	2.93%

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

Issue Category	Total	Percentage %
Follow Up	0	0%

3. Number of contacts per Originator Type

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

Issue Category	Total	Percentage %
Insured Member	153	3.56%
Provider	4149	96.44%
Other	0	0%

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

Issue Category	Total	Percentage %
Insured Member	127	3.04%
Provider	4049	96.96%
Other	0	0%

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

Issue Category	Total	Percentage %
Insured Member	26	20.63%
Provider	100	79.37%
Other	0	0%

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

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

4. Number of Queries per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	861	20.62%
Provider & Healthcare Professionals Enrolment Info	94	2.25%
Registration to Personal Doctor beneficiary list	28	0.67%
Provider Contracting	49	1.17%
Benefits Package	794	19.01%
Beneficiary Eligibility Information	16	0.38%
Service Provision	961	23.01%
Contribution/Copayments Information	12	0.29%
Reimbursement Information	73	1.75%
Portal/Website Information	15	0.36%
Technical Support	36	0.86%
Other Information	720	17.24%
Pre-approval support to Providers	277	6.63%
Beneficiary and Provider support on Beneficiary el	49	1.17%
Business Continuity Service	0	0%
Service provision support to Providers	108	2.59%
Delayed reimbursement cases	1	0.02%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	58	45.67%
Provider & Healthcare Professionals Enrolment Info	0	0%
Registration to Personal Doctor beneficiary list	1	0.79%
Provider Contracting	3	2.36%
Benefits Package	2	1.57%
Beneficiary Eligibility Information	7	5.51%
Service Provision	8	6.3%
Contribution/Copayments Information	5	3.94%
Reimbursement Information	2	1.57%
Portal/Website Information	6	4.72%

Sub Category	Total	Percentage %
Technical Support	8	6.3%
Other Information	22	17.32%
Pre-approval support to Providers	1	0.79%
Beneficiary and Provider support on Beneficiary el	2	1.57%
Business Continuity Service	0	0%
Service provision support to Providers	0	0%
Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	803	19.83%
Provider & Healthcare Professionals Enrolment Info	94	2.32%
Registration to Personal Doctor beneficiary list	27	0.67%
Provider Contracting	46	1.14%
Benefits Package	792	19.56%
Beneficiary Eligibility Information	9	0.22%
Service Provision	953	23.54%
Contribution/Copayments Information	7	0.17%
Reimbursement Information	71	1.75%
Portal/Website Information	9	0.22%
Technical Support	28	0.69%
Other Information	698	17.24%
Pre-approval support to Providers	276	6.82%
Beneficiary and Provider support on Beneficiary el	47	1.16%
Business Continuity Service	0	0%
Service provision support to Providers	108	2.67%
Delayed reimbursement cases	1	0.02%

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

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

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

5. Number of Complaints per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	4	3.17%
Provider Enrolment Complaint	1	0.79%
Registration to Personal Doctor beneficiary list C	2	1.59%
Provider Contracting Complaint	4	3.17%
Benefits Package Complaint	9	7.14%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	13	10.32%
Contribution/Copayments Complaint	1	0.79%
Reimbursement Complaint	30	23.81%
Portal/Website Complaint	7	5.56%
Technical Issues Complaint	0	0%
Other Complaints	19	15.08%
Complaint for specific Provider	6	4.76%
Complaint for specific Beneficiary	12	9.52%
Contact Centre Services Complaint	1	0.79%
Complaint for Pre-approval support to Providers	2	1.59%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	1	0.79%
Complaint for Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	4	15.38%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	1	3.85%
Provider Contracting Complaint	0	0%
Benefits Package Complaint	1	3.85%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	5	19.23%

Contribution/Copayments Complaint	1	3.85%
Sub Category	**Total**	**Percentage %**
Reimbursement Complaint	0	0%
Portal/Website Complaint	5	19.23%
Technical Issues Complaint	0	0%
Other Complaints	4	15.38%
Complaint for specific Provider	1	3.85%
Complaint for specific Beneficiary	0	0%
Contact Centre Services Complaint	1	3.85%
Complaint for Pre-approval support to Providers	1	3.85%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

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

Sub Category	**Total**	**Percentage %**
Beneficiary Enrolment Complaint	0	0%
Provider Enrolment Complaint	1	1%
Registration to Personal Doctor beneficiary list C	1	1%
Provider Contracting Complaint	4	4%
Benefits Package Complaint	8	8%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	8	8%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	30	30%
Portal/Website Complaint	2	2%
Technical Issues Complaint	0	0%
Other Complaints	15	15%
Complaint for specific Provider	5	5%
Complaint for specific Beneficiary	12	12%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	1%
Complaint for Beneficiary and Provider support on	0	0%

Sub Category	Total	Percentage %
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	1	1%
Complaint for Delayed reimbursement cases	0	0%

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

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

6. Number of contacts per Sub Category

6.1 Number of contacts per Sub Category

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	861	20.01%
Provider & Healthcare Professionals Enrolment Info	94	2.19%
Registration to Personal Doctor beneficiary list	28	0.65%
Provider Contracting	49	1.14%
Benefits Package	794	18.46%
Beneficiary Eligibility Information	16	0.37%
Service Provision	961	22.34%
Contribution/Copayments Information	12	0.28%
Reimbursement Information	73	1.7%
Portal/Website Information	15	0.35%
Technical Support	36	0.84%
Other Information	720	16.74%
Pre-approval support to Providers	277	6.44%
Beneficiary and Provider support on Beneficiary el	49	1.14%
Business Continuity Service	0	0%
Service provision support to Providers	108	2.51%
Delayed reimbursement cases	1	0.02%
Beneficiary Enrolment Complaint	4	0.09%
Provider Enrolment Complaint	1	0.02%
Registration to Personal Doctor beneficiary list C	2	0.05%
Provider Contracting Complaint	4	0.09%
Benefits Package Complaint	9	0.21%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	13	0.3%
Contribution/Copayments Complaint	1	0.02%
Reimbursement Complaint	30	0.7%
Portal/Website Complaint	7	0.16%
Technical Issues Complaint	0	0%
Other Complaints	19	0.44%

Sub Category	Total	Percentage %
Complaint for specific Provider	6	0.14%
Complaint for specific Beneficiary	12	0.28%
Contact Centre Services Complaint	1	0.02%
Complaint for Pre-approval support to Providers	2	0.05%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	1	0.02%
Complaint for Delayed reimbursement cases	0	0%

7. Portals average assignment time

7.1 Portals average assignment time

Portals average assignment time (seconds):19081

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

8.1 Portals assignment time

Portal contacts acquired in 1 business day.	Total	Percentage %
SLA is 95% of portals.	4302/4302	100%

9. Portals average resolution time

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

Average resolution time for contacts resolve by the Contact Centre Services (seconds): 26469

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

Average resolution time for contacts escalated from the Contact Centre Services (seconds): 83236

9.3 Portals average resolution time.

Portals average resolution time (seconds): 54853

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

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

Portals resolved in 3 business days.	Total	Percentage %
SLA is 98% of portals.	3998/4023	99.38%

11. Contact centre quality (SLA-14)

11.1. Contacts wrongly transferred outside the Contact Centre for resolution

Wrongly escalated contacts	Total	Percentage %
SLA is 2% of escalated contacts.	0/696	0%

12. Escalated Portal Contacts

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

Portal contacts	Total	Percentage %
Escalated portal contacts	279	6.49%

13. Escalated Portal Contacts per Issue Category

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

Issue Category	Total	Percentage %
Query	208	74.55%

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

Issue Category	Total	Percentage %
Complaint	71	25.45%

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

Issue Category	Total	Percentage %
Follow Up	0	0%

14. Escalated Portal Contacts per Originator Type

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

Issue Category	Total	Percentage %
Insured Member	23	8.24%
Provider	256	91.76%
Other	0	0%

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

Issue Category	Total	Percentage %
Insured Member	9	4.33%
Provider	199	95.67%
Other	0	0%

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

Issue Category	Total	Percentage %
Insured Member	14	19.72%
Provider	57	80.28%
Other	0	0%

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

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

15. Escalated Queries per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	12	5.77%
Provider & Healthcare Professionals Enrolment Info	2	0.96%
Registration to Personal Doctor beneficiary list	3	1.44%
Provider Contracting	7	3.37%
Benefits Package	7	3.37%
Beneficiary Eligibility Information	1	0.48%
Service Provision	79	37.98%
Contribution/Copayments Information	1	0.48%
Reimbursement Information	29	13.94%
Portal/Website Information	11	5.29%
Technical Support	1	0.48%
Other Information	7	3.37%
Pre-approval support to Providers	18	8.65%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	1	0.48%
Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	5	55.56%
Provider & Healthcare Professionals Enrolment Info	0	0%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	0	0%
Benefits Package	0	0%
Beneficiary Eligibility Information	0	0%
Service Provision	0	0%
Contribution/Copayments Information	0	0%
Reimbursement Information	0	0%
Portal/Website Information	2	22.22%

Sub Category	Total	Percentage %
Technical Support	0	0%
Other Information	1	11.11%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	0	0%
Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	7	3.52%
Provider & Healthcare Professionals Enrolment Info	2	1.01%
Registration to Personal Doctor beneficiary list	3	1.51%
Provider Contracting	7	3.52%
Benefits Package	7	3.52%
Beneficiary Eligibility Information	1	0.5%
Service Provision	79	39.7%
Contribution/Copayments Information	1	0.5%
Reimbursement Information	29	14.57%
Portal/Website Information	9	4.52%
Technical Support	1	0.5%
Other Information	6	3.02%
Pre-approval support to Providers	18	9.05%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	1	0.5%
Delayed reimbursement cases	0	0%

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

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

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

16. Escalated Complaints per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	2	0.96%
Provider Enrolment Complaint	1	0.48%
Registration to Personal Doctor beneficiary list C	2	0.96%
Provider Contracting Complaint	2	0.96%
Benefits Package Complaint	1	0.48%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	8	3.85%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	17	8.17%
Portal/Website Complaint	7	3.37%
Technical Issues Complaint	0	0%
Other Complaints	7	3.37%
Complaint for specific Provider	4	1.92%
Complaint for specific Beneficiary	11	5.29%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.48%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	2	22.22%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	1	11.11%
Provider Contracting Complaint	0	0%
Benefits Package Complaint	1	11.11%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	2	22.22%

Sub Category	Total	Percentage %
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	0	0%
Portal/Website Complaint	5	55.56%
Technical Issues Complaint	0	0%
Other Complaints	1	11.11%
Complaint for specific Provider	1	11.11%
Complaint for specific Beneficiary	0	0%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	0	0%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	0	0%
Provider Enrolment Complaint	1	0.5%
Registration to Personal Doctor beneficiary list C	1	0.5%
Provider Contracting Complaint	2	1.01%
Benefits Package Complaint	0	0%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	6	3.02%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	17	8.54%
Portal/Website Complaint	2	1.01%
Technical Issues Complaint	0	0%
Other Complaints	6	3.02%
Complaint for specific Provider	3	1.51%
Complaint for specific Beneficiary	11	5.53%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.5%
Complaint for Beneficiary and Provider support on	0	0%

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

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

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

17. Escalated Portal Contacts per Sub Category

17.1. Number of Escalated Portal Contacts per Sub Category

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	12	4.3%
Provider & Healthcare Professionals Enrolment Info	2	0.72%
Registration to Personal Doctor beneficiary list	3	1.08%
Provider Contracting	7	2.51%
Benefits Package	7	2.51%
Beneficiary Eligibility Information	1	0.36%
Service Provision	79	28.32%
Contribution/Copayments Information	1	0.36%
Reimbursement Information	29	10.39%
Portal/Website Information	11	3.94%
Technical Support	1	0.36%
Other Information	7	2.51%
Pre-approval support to Providers	18	6.45%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	1	0.36%
Delayed reimbursement cases	0	0%
Beneficiary Enrolment Complaint	2	0.72%
Provider Enrolment Complaint	1	0.36%
Registration to Personal Doctor beneficiary list C	2	0.72%
Provider Contracting Complaint	2	0.72%
Benefits Package Complaint	1	0.36%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	8	2.87%
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	17	6.09%
Portal/Website Complaint	7	2.51%
Technical Issues Complaint	0	0%
Other Complaints	7	2.51%

Complaint for specific Provider **Sub Category**	4 **Total**	1.43% **Percentage %**
Complaint for specific Beneficiary	11	3.94%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.36%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

End of Report