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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:	27/10/2026 09:14:00		
Reporting period date:	01/10/2026 21:13:59 - 26/10/2026 20:33:28		

1. Number of handled queries.

1.1 Number of queries

Number of queries: 14655

1.2 Number of queries per channel of communication.

Channel of Communication	Total	Percentage %
Inbound	13150	89.73%
Voicemail	82	0.56%
Email	1423	9.71%

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

Channel of Communication	Total	Percentage %
Telephone calls	13232	90.29%

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	8899	60.72%

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

Contact Initiator	Total	Percentage %
General Public	1476	10.07%

2.1.3 Providers queries and % on total number of queries.

Contact Initiator	Total	Percentage %
Providers	4280	29.21%

2.2 Telephone calls

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

Contact Initiator	Total	Percentage %
Beneficiaries	8893	67.21%

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

Contact Initiator	Total	Percentage %
General Public	65	0.49%

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

Contact Initiator	Total	Percentage %
Providers	4274	32.3%

2.3 Emails

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

Contact Initiator	Total	Percentage %
Beneficiaries	6	0.42%

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

Contact Initiator	Total	Percentage %
General Public	1411	99.16%

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

Contact Initiator	Total	Percentage %
Providers	6	0.42%

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	3843	43.18%

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

Beneficiary Gender	Total	Percentage %
Beneficiary Female	5056	56.82%

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	3840	43.18%

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

Beneficiary Gender	Total	Percentage %
Beneficiary Female	5053	56.82%

3.3 Emails

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

Beneficiary Gender	Total	Percentage %
Beneficiary Male	3	50%

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

Beneficiary Gender	Total	Percentage %
Beneficiary Female	3	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	2105	49.18%
OS	363	8.48%
LAB	42	0.98%
PH	386	9.02%
IS	119	2.78%
AE	0	0%
AH	1163	27.17%
NM	41	0.96%
DE	61	1.43%

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

PD Specialties	Total	Percentage %
PD - GENERAL MEDICINE	1957	92.97%
PD - GERIATRICIAN	15	0.71%
PD - PEDIATRICIAN	129	6.13%
PD - INTERNAL MEDICINE	4	0.19%

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

OS Specialties	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	5	1.38%
OS - UROLOGY	10	2.75%
OS - RENAL DISEASES	1	0.28%
OS - NEUROLOGY	30	8.26%
OS - VASCULAR SURGERY	5	1.38%
OS - NEUROLOGICAL SURGERY	8	2.2%
OS - NUCLEAR MEDICINE	2	0.55%
OS - OBSTETRICS - GYNAECOLOGY	28	7.71%
OS - OPHTHALMOLOGY	22	6.06%
OS - ORTHOPAEDICS	46	12.67%
OS - OTORHINOLARYNGOLOGY	3	0.83%
OS - ALLERGOLOGY	3	0.83%

OS Specialties	Total	Percentage %
OS - ANESTHESIOLOGY	9	2.48%
OS - PAEDIATRICS	1	0.28%
OS - CARDIOLOGY	37	10.19%
OS - MEDICAL GENETIC	2	0.55%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	1	0.28%
OS - DERMATO-VENEREOLOGY	20	5.51%
OS - CHILD & ADOLESCENT PSYCHIATRY	5	1.38%
OS - DIAGNOSTIC RADIOLOGY	9	2.48%
OS - ACCIDENT & EMERGENCY MEDICINE	1	0.28%
OS - ENDOCRINOLOGY	14	3.86%
OS - PAEDIATRIC SURGERY	1	0.28%
OS - GASTROENTEROLOGY	9	2.48%
OS - GENERAL SURGERY	24	6.61%
OS - GERIATRICS	2	0.55%
OS - HAEMATOLOGY	1	0.28%
OS - PATHOLOGICAL ANATOMY	2	0.55%
OS - MEDICAL ONCOLOGY	1	0.28%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	3	0.83%
OS - RESPIRATORY MEDICINE	13	3.58%
OS - PSYCHIATRY	19	5.23%
OS - RADIOTHERAPY	4	1.1%
OS - RHEUMATOLOGY	15	4.13%
OS - SPECIALISED IN COMMUNICABLE DISEASES	1	0.28%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	1	0.28%
OS - THORACIC SURGERY / CARDIO SURGERY	5	1.38%

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

IS Specialties	Total	Percentage %

IS Specialties	Total	Percentage %
IS - CODER	5	4.2%
IS - DOCTOR	114	95.8%

4.2 Telephone calls

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

Providers Segment	Total	Percentage %
PD	2102	49.18%
OS	363	8.49%
LAB	42	0.98%
PH	386	9.03%
IS	117	2.74%
AE	0	0%
AH	1162	27.19%
NM	41	0.96%
DE	61	1.43%

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

PD Specialties	Total	Percentage %
PD - GENERAL MEDICINE	1954	92.96%
PD - GERIATRICIAN	15	0.71%
PD - PEDIATRICIAN	129	6.14%
PD - INTERNAL MEDICINE	4	0.19%

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	5	1.38%
OS - UROLOGY	10	2.75%
OS - RENAL DISEASES	1	0.28%
OS - NEUROLOGY	30	8.26%
OS - VASCULAR SURGERY	5	1.38%
OS - NEUROLOGICAL SURGERY	8	2.2%
OS - NUCLEAR MEDICINE	2	0.55%
OS - OBSTETRICS - GYNAECOLOGY	28	7.71%
OS - OPHTHALMOLOGY	22	6.06%
OS - ORTHOPAEDICS	46	12.67%
OS - OTORHINOLARYNGOLOGY	3	0.83%

OS Specialties	Total	Percentage %
OS - ALLERGOLOGY	3	0.83%
OS - ANESTHESIOLOGY	9	2.48%
OS - PAEDIATRICS	1	0.28%
OS - CARDIOLOGY	37	10.19%
OS - MEDICAL GENETIC	2	0.55%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	1	0.28%
OS - DERMATO-VENEREOLOGY	20	5.51%
OS - CHILD & ADOLESCENT PSYCHIATRY	5	1.38%
OS - DIAGNOSTIC RADIOLOGY	9	2.48%
OS - ACCIDENT & EMERGENCY MEDICINE	1	0.28%
OS - ENDOCRINOLOGY	14	3.86%
OS - PAEDIATRIC SURGERY	1	0.28%
OS - GASTROENTEROLOGY	9	2.48%
OS - GENERAL SURGERY	24	6.61%
OS - GERIATRICS	2	0.55%
OS - HAEMATOLOGY	1	0.28%
OS - PATHOLOGICAL ANATOMY	2	0.55%
OS - MEDICAL ONCOLOGY	1	0.28%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	3	0.83%
OS - RESPIRATORY MEDICINE	13	3.58%
OS - PSYCHIATRY	19	5.23%
OS - RADIOTHERAPY	4	1.1%
OS - RHEUMATOLOGY	15	4.13%
OS - SPECIALISED IN COMMUNICABLE DISEASES	1	0.28%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	1	0.28%
OS - THORACIC SURGERY / CARDIO SURGERY	5	1.38%

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

IS Specialties	Total	Percentage %
IS - CODER	5	4.27%
IS - DOCTOR	112	95.73%

4.3 Emails

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

Providers Segment	Total	Percentage %
PD	3	50%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	2	33.33%
AE	0	0%
AH	1	16.67%
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	3	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%

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

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

OS Specialties	Total	Percentage %
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 Specialties	Total	Percentage %
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%

4.3.4 IS Specialties queries and % on total number of IS email queries.

IS Specialties	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	2	100%

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	3839	26.2%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	359	2.45%
Registration to Personal Doctor beneficiary list	301	2.05%
Provider Contracting	36	0.25%
Benefits Package	124	0.85%
Beneficiary Eligibility Information	516	3.52%
Service Provision	5638	38.47%
Contribution/Copayments Information	157	1.07%
Reimbursement Information	163	1.11%
Portal/Website Information	1655	11.29%
Technical Support	48	0.33%
Other Information	1529	10.43%
Complaints or appeals	227	1.55%
Pre-approval support to Providers	13	0.09%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	49	0.33%
Service provision support to Providers	1	0.01%

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

Beneficiaries Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	3014	33.87%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	108	1.21%
Registration to Personal Doctor beneficiary list	227	2.55%
Provider Contracting	0	0%
Benefits Package	82	0.92%
Beneficiary Eligibility Information	331	3.72%
Service Provision	2532	28.45%
Contribution/Copayments Information	112	1.26%

Beneficiaries Contact Type Categories	Total	Percentage %
Reimbursement Information	9	0.1%
Portal/Website Information	1133	12.73%
Technical Support	36	0.4%
Other Information	1195	13.43%
Complaints or appeals	115	1.29%
Pre-approval support to Providers	2	0.02%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	2	0.02%
Service provision support to Providers	1	0.01%

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	424	28.73%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	24	1.63%
Registration to Personal Doctor beneficiary list	28	1.9%
Provider Contracting	7	0.47%
Benefits Package	17	1.15%
Beneficiary Eligibility Information	105	7.11%
Service Provision	225	15.24%
Contribution/Copayments Information	32	2.17%
Reimbursement Information	13	0.88%
Portal/Website Information	339	22.97%
Technical Support	1	0.07%
Other Information	173	11.72%
Complaints or appeals	87	5.89%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	1	0.07%
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	401	9.37%

Delayed reimbursement cases	0	0%
Providers Contact Type Categories	**Total**	**Percentage %**
Provider & Healthcare Professionals Enrolment Inf	227	5.3%
Registration to Personal Doctor beneficiary list	46	1.07%
Provider Contracting	29	0.68%
Benefits Package	25	0.58%
Beneficiary Eligibility Information	80	1.87%
Service Provision	2881	67.31%
Contribution/Copayments Information	13	0.3%
Reimbursement Information	141	3.29%
Portal/Website Information	183	4.28%
Technical Support	11	0.26%
Other Information	161	3.76%
Complaints or appeals	25	0.58%
Pre-approval support to Providers	11	0.26%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	46	1.07%
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	1698	56.34%
Beneficiary Female	1316	43.66%
Delayed reimbursement cases	**Total**	**Percentage %**
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Provider & Healthcare Professionals Enrolment Inf	**Total**	**Percentage %**
Beneficiary Male	47	43.52%
Beneficiary Female	61	56.48%
Registration to Personal Doctor beneficiary list	**Total**	**Percentage %**
Beneficiary Male	80	35.24%
Beneficiary Female	147	64.76%
Provider Contracting	**Total**	**Percentage %**
Beneficiary Male	0	0%

Beneficiary Female	0	0%
Benefits Package	**Total**	**Percentage %**
Beneficiary Male	22	26.83%
Beneficiary Female	60	73.17%
Beneficiary Eligibility Information	**Total**	**Percentage %**
Beneficiary Male	138	41.69%
Beneficiary Female	193	58.31%
Service Provision	**Total**	**Percentage %**
Beneficiary Male	907	35.82%
Beneficiary Female	1625	64.18%
Contribution/Copayments Information	**Total**	**Percentage %**
Beneficiary Male	36	32.14%
Beneficiary Female	76	67.86%
Reimbursement Information	**Total**	**Percentage %**
Beneficiary Male	5	55.56%
Beneficiary Female	4	44.44%
Portal/Website Information	**Total**	**Percentage %**
Beneficiary Male	428	37.78%
Beneficiary Female	705	62.22%
Technical Support	**Total**	**Percentage %**
Beneficiary Male	13	36.11%
Beneficiary Female	23	63.89%
Other Information	**Total**	**Percentage %**
Beneficiary Male	430	35.98%
Beneficiary Female	765	64.02%
Complaints or appeals	**Total**	**Percentage %**
Beneficiary Male	37	32.17%
Beneficiary Female	78	67.83%
Pre-approval support to Providers	**Total**	**Percentage %**
Beneficiary Male	0	0%
Beneficiary Female	2	100%
Beneficiary and Provider support on Beneficiary el	**Total**	**Percentage %**

Beneficiary Male	0	0%
Beneficiary Female	0	0%
Claims	**Total**	**Percentage %**
Beneficiary Male	1	50%
Beneficiary Female	1	50%
Service provision support to Providers	**Total**	**Percentage %**
Beneficiary Male	1	100%
Beneficiary Female	0	0%

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

Beneficiary Enrolment Information	**Total**	**Percentage %**
PD	390	97.26%
OS	3	0.75%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	4	1%
NM	1	0.25%
DE	3	0.75%
Delayed reimbursement cases	**Total**	**Percentage %**
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Provider & Healthcare Professionals Enrolment Inf	**Total**	**Percentage %**
PD	33	14.54%
OS	32	14.1%

LAB	9	3.96%
PH	22	9.69%
IS	5	2.2%
AE	0	0%
AH	98	43.17%
NM	12	5.29%
DE	16	7.05%
Registration to Personal Doctor beneficiary list	**Total**	**Percentage %**
PD	42	91.3%
OS	2	4.35%
LAB	1	2.17%
PH	0	0%
IS	0	0%
AE	0	0%
AH	1	2.17%
NM	0	0%
DE	0	0%
Provider Contracting	**Total**	**Percentage %**
PD	4	13.79%
OS	6	20.69%
LAB	1	3.45%
PH	1	3.45%
IS	3	10.34%
AE	0	0%
AH	10	34.48%
NM	1	3.45%
DE	3	10.34%
Benefits Package	**Total**	**Percentage %**
PD	20	80%
OS	0	0%
LAB	0	0%
PH	0	0%

IS	1	4%
AE	0	0%
AH	4	16%
NM	0	0%
DE	0	0%
Beneficiary Eligibility Information	**Total**	**Percentage %**
PD	75	93.75%
OS	3	3.75%
LAB	0	0%
PH	1	1.25%
IS	1	1.25%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Service Provision	**Total**	**Percentage %**
PD	1304	45.26%
OS	234	8.12%
LAB	18	0.62%
PH	327	11.35%
IS	80	2.78%
AE	0	0%
AH	872	30.27%
NM	18	0.62%
DE	28	0.97%
Contribution/Copayments Information	**Total**	**Percentage %**
PD	3	23.08%
OS	3	23.08%
LAB	0	0%
PH	4	30.77%
IS	0	0%
AE	0	0%

AH	3	23.08%
NM	0	0%
DE	0	0%
Reimbursement Information	**Total**	**Percentage %**
PD	20	14.18%
OS	26	18.44%
LAB	5	3.55%
PH	12	8.51%
IS	9	6.38%
AE	0	0%
AH	64	45.39%
NM	2	1.42%
DE	3	2.13%
Portal/Website Information	**Total**	**Percentage %**
PD	83	45.36%
OS	30	16.39%
LAB	6	3.28%
PH	7	3.83%
IS	3	1.64%
AE	0	0%
AH	47	25.68%
NM	2	1.09%
DE	5	2.73%
Technical Support	**Total**	**Percentage %**
PD	4	36.36%
OS	1	9.09%
LAB	0	0%
PH	1	9.09%
IS	4	36.36%
AE	0	0%
AH	1	9.09%
NM	0	0%

DE	0	0%
Other Information	**Total**	**Percentage %**
PD	100	62.11%
OS	7	4.35%
LAB	1	0.62%
PH	8	4.97%
IS	7	4.35%
AE	0	0%
AH	34	21.12%
NM	3	1.86%
DE	1	0.62%
Complaints or appeals	**Total**	**Percentage %**
PD	16	64%
OS	6	24%
LAB	1	4%
PH	1	4%
IS	0	0%
AE	0	0%
AH	0	0%
NM	1	4%
DE	0	0%
Pre-approval support to Providers	**Total**	**Percentage %**
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	5	45.45%
AE	0	0%
AH	6	54.55%
NM	0	0%
DE	0	0%
Beneficiary and Provider support on Beneficiary el	**Total**	**Percentage %**

PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Claims	**Total**	**Percentage %**
PD	11	23.91%
OS	10	21.74%
LAB	0	0%
PH	2	4.35%
IS	1	2.17%
AE	0	0%
AH	19	41.3%
NM	1	2.17%
DE	2	4.35%
Service provision support to Providers	**Total**	**Percentage %**
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%

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

Beneficiary Enrolment Information	**Total**	**Percentage %**
PD - GENERAL MEDICINE	359	92.05%

PD - GERIATRICIAN	2	0.51%
PD - PEDIATRICIAN	28	7.18%
PD - INTERNAL MEDICINE	1	0.26%
Delayed reimbursement cases	**Total**	**Percentage %**
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Provider & Healthcare Professionals Enrolment Inf	**Total**	**Percentage %**
PD - GENERAL MEDICINE	32	96.97%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	1	3.03%
PD - INTERNAL MEDICINE	0	0%
Registration to Personal Doctor beneficiary list	**Total**	**Percentage %**
PD - GENERAL MEDICINE	38	90.48%
PD - GERIATRICIAN	1	2.38%
PD - PEDIATRICIAN	3	7.14%
PD - INTERNAL MEDICINE	0	0%
Provider Contracting	**Total**	**Percentage %**
PD - GENERAL MEDICINE	3	75%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	1	25%
PD - INTERNAL MEDICINE	0	0%
Benefits Package	**Total**	**Percentage %**
PD - GENERAL MEDICINE	16	80%
PD - GERIATRICIAN	1	5%
PD - PEDIATRICIAN	3	15%
PD - INTERNAL MEDICINE	0	0%
Beneficiary Eligibility Information	**Total**	**Percentage %**
PD - GENERAL MEDICINE	70	93.33%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	5	6.67%

PD - INTERNAL MEDICINE	0	0%
Service Provision	**Total**	**Percentage %**
PD - GENERAL MEDICINE	1227	94.1%
PD - GERIATRICIAN	7	0.54%
PD - PEDIATRICIAN	69	5.29%
PD - INTERNAL MEDICINE	1	0.08%
Contribution/Copayments Information	**Total**	**Percentage %**
PD - GENERAL MEDICINE	2	66.67%
PD - GERIATRICIAN	1	33.33%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Reimbursement Information	**Total**	**Percentage %**
PD - GENERAL MEDICINE	19	95%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	1	5%
PD - INTERNAL MEDICINE	0	0%
Portal/Website Information	**Total**	**Percentage %**
PD - GENERAL MEDICINE	72	86.75%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	11	13.25%
PD - INTERNAL MEDICINE	0	0%
Technical Support	**Total**	**Percentage %**
PD - GENERAL MEDICINE	3	75%
PD - GERIATRICIAN	1	25%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Other Information	**Total**	**Percentage %**
PD - GENERAL MEDICINE	94	94%
PD - GERIATRICIAN	2	2%
PD - PEDIATRICIAN	3	3%
PD - INTERNAL MEDICINE	1	1%
Complaints or appeals	**Total**	**Percentage %**

PD - GENERAL MEDICINE	13	81.25%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	2	12.5%
PD - INTERNAL MEDICINE	1	6.25%
Pre-approval support to Providers	**Total**	**Percentage %**
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Beneficiary and Provider support on Beneficiary el	**Total**	**Percentage %**
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Claims	**Total**	**Percentage %**
PD - GENERAL MEDICINE	9	81.82%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	2	18.18%
PD - INTERNAL MEDICINE	0	0%
Service provision support to Providers	**Total**	**Percentage %**
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%

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

Beneficiary Enrolment Information	**Total**	**Percentage %**
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	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	1	33.33%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	1	33.33%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	33.33%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%

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

OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Provider & Healthcare Professionals Enrolment Inf	**Total**	**Percentage %**
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	1	3.13%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	2	6.25%
OS - VASCULAR SURGERY	2	6.25%
OS - NEUROLOGICAL SURGERY	1	3.13%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	1	3.13%
OS - OPHTHALMOLOGY	3	9.38%
OS - ORTHOPAEDICS	1	3.13%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	1	3.13%
OS - PAEDIATRICS	1	3.13%
OS - CARDIOLOGY	3	9.38%
OS - MEDICAL GENETIC	0	0%

OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	2	6.25%
OS - DIAGNOSTIC RADIOLOGY	1	3.13%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	3	9.38%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	3	9.38%
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	2	6.25%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	4	12.5%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	1	3.13%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Registration to Personal Doctor beneficiary list	**Total**	**Percentage %**
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%

OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	50%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	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	1	50%
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	0	0%
OS - OPHTHALMOLOGY	1	16.67%
OS - ORTHOPAEDICS	2	33.33%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	1	16.67%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	1	16.67%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%

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

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

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	33.33%
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	1	33.33%
Service Provision	**Total**	**Percentage %**
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	1	0.43%
OS - UROLOGY	9	3.85%
OS - RENAL DISEASES	1	0.43%
OS - NEUROLOGY	21	8.97%
OS - VASCULAR SURGERY	1	0.43%
OS - NEUROLOGICAL SURGERY	6	2.56%
OS - NUCLEAR MEDICINE	1	0.43%
OS - OBSTETRICS - GYNAECOLOGY	20	8.55%
OS - OPHTHALMOLOGY	13	5.56%
OS - ORTHOPAEDICS	38	16.24%
OS - OTORHINOLARYNGOLOGY	1	0.43%
OS - ALLERGOLOGY	2	0.85%
OS - ANESTHESIOLOGY	6	2.56%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	18	7.69%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	1	0.43%
OS - DERMATO-VENEREOLOGY	15	6.41%
OS - CHILD & ADOLESCENT PSYCHIATRY	2	0.85%
OS - DIAGNOSTIC RADIOLOGY	2	0.85%
OS - ACCIDENT & EMERGENCY MEDICINE	1	0.43%
OS - ENDOCRINOLOGY	8	3.42%
OS - PAEDIATRIC SURGERY	1	0.43%
OS - GASTROENTEROLOGY	7	2.99%

OS - GENERAL SURGERY	16	6.84%
OS - GERIATRICS	1	0.43%
OS - HAEMATOLOGY	1	0.43%
OS - PATHOLOGICAL ANATOMY	1	0.43%
OS - MEDICAL ONCOLOGY	1	0.43%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	1	0.43%
OS - RESPIRATORY MEDICINE	13	5.56%
OS - PSYCHIATRY	9	3.85%
OS - RADIOTHERAPY	1	0.43%
OS - RHEUMATOLOGY	11	4.7%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	1	0.43%
OS - THORACIC SURGERY / CARDIO SURGERY	3	1.28%
Contribution/Copayments Information	**Total**	**Percentage %**
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	1	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	33.33%
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	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%
Reimbursement Information	**Total**	**Percentage %**
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%

OS - NEUROLOGY	2	7.69%
OS - VASCULAR SURGERY	1	3.85%
OS - NEUROLOGICAL SURGERY	1	3.85%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	5	19.23%
OS - OPHTHALMOLOGY	2	7.69%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	6	23.08%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	3.85%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	2	7.69%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	3.85%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	1	3.85%
OS - GENERAL SURGERY	2	7.69%
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	3.85%
OS - RHEUMATOLOGY	1	3.85%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Portal/Website Information	**Total**	**Percentage %**
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	1	3.33%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	3	10%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	2	6.67%
OS - ORTHOPAEDICS	3	10%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	1	3.33%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	5	16.67%
OS - MEDICAL GENETIC	1	3.33%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	3	10%
OS - CHILD & ADOLESCENT PSYCHIATRY	1	3.33%
OS - DIAGNOSTIC RADIOLOGY	2	6.67%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	3.33%
OS - PAEDIATRIC SURGERY	0	0%

OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	1	3.33%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	1	3.33%
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	3	10%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	1	3.33%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	1	3.33%
Technical Support	**Total**	**Percentage %**
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%

OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	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%
Other Information	**Total**	**Percentage %**
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	1	14.29%

OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	1	14.29%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	14.29%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	14.29%
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	3	42.86%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Complaints or appeals	**Total**	**Percentage %**
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	1	16.67%
OS - VASCULAR SURGERY	1	16.67%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	1	16.67%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	16.67%
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	16.67%
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	16.67%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Pre-approval support to Providers	**Total**	**Percentage %**
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%

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

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

OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Claims	**Total**	**Percentage %**
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	1	10%
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	1	10%
OS - OBSTETRICS - GYNAECOLOGY	1	10%
OS - OPHTHALMOLOGY	1	10%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	2	20%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	2	20%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%

OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	1	10%
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	1	10%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Service provision support to Providers	**Total**	**Percentage %**
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%

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

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

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

Beneficiary Enrolment Information	**Total**	**Percentage %**
IS - CODER	0	0%
IS - DOCTOR	0	0%
Delayed reimbursement cases	**Total**	**Percentage %**
IS - CODER	0	0%
IS - DOCTOR	0	0%
Provider & Healthcare Professionals Enrolment Inf	**Total**	**Percentage %**
IS - CODER	0	0%
IS - DOCTOR	5	100%
Registration to Personal Doctor beneficiary list	**Total**	**Percentage %**
IS - CODER	0	0%
IS - DOCTOR	0	0%
Provider Contracting	**Total**	**Percentage %**
IS - CODER	1	33.33%
IS - DOCTOR	2	66.67%
Benefits Package	**Total**	**Percentage %**
IS - CODER	0	0%
IS - DOCTOR	1	100%
Beneficiary Eligibility Information	**Total**	**Percentage %**
IS - CODER	0	0%
IS - DOCTOR	1	100%
Service Provision	**Total**	**Percentage %**
IS - CODER	2	2.5%
IS - DOCTOR	78	97.5%
Contribution/Copayments Information	**Total**	**Percentage %**
IS - CODER	0	0%
IS - DOCTOR	0	0%
Reimbursement Information	**Total**	**Percentage %**
IS - CODER	1	11.11%

IS - DOCTOR	8	88.89%
Portal/Website Information	**Total**	**Percentage %**
IS - CODER	1	33.33%
IS - DOCTOR	2	66.67%
Technical Support	**Total**	**Percentage %**
IS - CODER	0	0%
IS - DOCTOR	4	100%
Other Information	**Total**	**Percentage %**
IS - CODER	0	0%
IS - DOCTOR	7	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	5	100%
Beneficiary and Provider support on Beneficiary el	**Total**	**Percentage %**
IS - CODER	0	0%
IS - DOCTOR	0	0%
Claims	**Total**	**Percentage %**
IS - CODER	0	0%
IS - DOCTOR	1	100%
Service provision support to Providers	**Total**	**Percentage %**
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.

Contact Type Categories	**Total**	**Percentage %**
Beneficiary Enrolment Information	3417	25.82%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	338	2.55%
Registration to Personal Doctor beneficiary list	273	2.06%

Contact Type Categories	Total	Percentage %
Provider Contracting	28	0.21%
Benefits Package	109	0.82%
Beneficiary Eligibility Information	411	3.11%
Service Provision	5431	41.04%
Contribution/Copayments Information	125	0.94%
Reimbursement Information	150	1.13%
Portal/Website Information	1318	9.96%
Technical Support	48	0.36%
Other Information	1381	10.44%
Complaints or appeals	141	1.07%
Pre-approval support to Providers	13	0.1%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	48	0.36%
Service provision support to Providers	1	0.01%

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	3010	33.85%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	108	1.21%
Registration to Personal Doctor beneficiary list	227	2.55%
Provider Contracting	0	0%
Benefits Package	82	0.92%
Beneficiary Eligibility Information	331	3.72%
Service Provision	2530	28.45%
Contribution/Copayments Information	112	1.26%
Reimbursement Information	9	0.1%
Portal/Website Information	1133	12.74%
Technical Support	36	0.4%
Other Information	1195	13.44%
Complaints or appeals	115	1.29%
Pre-approval support to Providers	2	0.02%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	2	0.02%

Beneficiaries Contact Type Categories	Total	Percentage %
Service provision support to Providers	1	0.01%

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

General Public Contact Type Categories	Total	Percentage %
Beneficiary Enrolment Information	6	9.23%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	3	4.62%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	0	0%
Benefits Package	2	3.08%
Beneficiary Eligibility Information	1	1.54%
Service Provision	24	36.92%
Contribution/Copayments Information	0	0%
Reimbursement Information	0	0%
Portal/Website Information	2	3.08%
Technical Support	1	1.54%
Other Information	25	38.46%
Complaints or appeals	1	1.54%
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	401	9.38%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	227	5.31%
Registration to Personal Doctor beneficiary list	46	1.08%
Provider Contracting	28	0.66%
Benefits Package	25	0.58%
Beneficiary Eligibility Information	79	1.85%
Service Provision	2877	67.31%
Contribution/Copayments Information	13	0.3%

Providers Contact Type Categories	Total	Percentage %
Reimbursement Information	141	5.5%
Portal/Website Information	183	4.28%
Technical Support	11	0.26%
Other Information	161	3.77%
Complaints or appeals	25	0.58%
Pre-approval support to Providers	11	0.26%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	46	1.08%
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	1696	56.35%
Beneficiary Female	1314	43.65%
Delayed reimbursement cases	**Total**	**Percentage %**
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Provider & Healthcare Professionals Enrolment Inf	**Total**	**Percentage %**
Beneficiary Male	47	43.52%
Beneficiary Female	61	56.48%
Registration to Personal Doctor beneficiary list	**Total**	**Percentage %**
Beneficiary Male	80	35.24%
Beneficiary Female	147	64.76%
Provider Contracting	**Total**	**Percentage %**
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Benefits Package	**Total**	**Percentage %**
Beneficiary Male	22	26.83%
Beneficiary Female	60	73.17%
Beneficiary Eligibility Information	**Total**	**Percentage %**
Beneficiary Male	138	41.69%
Beneficiary Female	193	58.31%

Service Provision	Total	Percentage %
Beneficiary Male	906	35.81%
Beneficiary Female	1624	64.19%
Contribution/Copayments Information	**Total**	**Percentage %**
Beneficiary Male	36	32.14%
Beneficiary Female	76	67.86%
Reimbursement Information	**Total**	**Percentage %**
Beneficiary Male	5	55.56%
Beneficiary Female	4	44.44%
Portal/Website Information	**Total**	**Percentage %**
Beneficiary Male	428	37.78%
Beneficiary Female	705	62.22%
Technical Support	**Total**	**Percentage %**
Beneficiary Male	13	36.11%
Beneficiary Female	23	63.89%
Other Information	**Total**	**Percentage %**
Beneficiary Male	430	35.98%
Beneficiary Female	765	64.02%
Complaints or appeals	**Total**	**Percentage %**
Beneficiary Male	37	32.17%
Beneficiary Female	78	67.83%
Pre-approval support to Providers	**Total**	**Percentage %**
Beneficiary Male	0	0%
Beneficiary Female	2	100%
Beneficiary and Provider support on Beneficiary el	**Total**	**Percentage %**
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Claims	**Total**	**Percentage %**
Beneficiary Male	1	50%
Beneficiary Female	1	50%
Service provision support to Providers	**Total**	**Percentage %**
Beneficiary Male	1	100%

Beneficiary Female	0	0%

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	390	97.26%
OS	3	0.75%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	4	1%
NM	1	0.25%
DE	3	0.75%
Delayed reimbursement cases	**Total**	**Percentage %**
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Provider & Healthcare Professionals Enrolment Inf	**Total**	**Percentage %**
PD	33	14.54%
OS	32	14.1%
LAB	9	3.96%
PH	22	9.69%
IS	5	2.2%
AE	0	0%
AH	98	43.17%
NM	12	5.29%
DE	16	7.05%

Registration to Personal Doctor beneficiary list	Total	Percentage %
PD	42	91.3%
OS	2	4.35%
LAB	1	2.17%
PH	0	0%
IS	0	0%
AE	0	0%
AH	1	2.17%
NM	0	0%
DE	0	0%
Provider Contracting	**Total**	**Percentage %**
PD	4	14.29%
OS	6	21.43%
LAB	1	3.57%
PH	1	3.57%
IS	2	7.14%
AE	0	0%
AH	10	35.71%
NM	1	3.57%
DE	3	10.71%
Benefits Package	**Total**	**Percentage %**
PD	20	80%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	1	4%
AE	0	0%
AH	4	16%
NM	0	0%
DE	0	0%
Beneficiary Eligibility Information	**Total**	**Percentage %**
PD	75	94.94%

OS	3	3.8%
LAB	0	0%
PH	1	1.27%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Service Provision	**Total**	**Percentage %**
PD	1301	45.22%
OS	234	8.13%
LAB	18	0.63%
PH	327	11.37%
IS	80	2.78%
AE	0	0%
AH	871	30.27%
NM	18	0.63%
DE	28	0.97%
Contribution/Copayments Information	**Total**	**Percentage %**
PD	3	23.08%
OS	3	23.08%
LAB	0	0%
PH	4	30.77%
IS	0	0%
AE	0	0%
AH	3	23.08%
NM	0	0%
DE	0	0%
Reimbursement Information	**Total**	**Percentage %**
PD	20	14.18%
OS	26	18.44%
LAB	5	3.55%

PH	12	8.51%
IS	9	6.38%
AE	0	0%
AH	64	45.39%
NM	2	1.42%
DE	3	2.13%
Portal/Website Information	**Total**	**Percentage %**
PD	83	45.36%
OS	30	16.39%
LAB	6	3.28%
PH	7	3.83%
IS	3	1.64%
AE	0	0%
AH	47	25.68%
NM	2	1.09%
DE	5	2.73%
Technical Support	**Total**	**Percentage %**
PD	4	36.36%
OS	1	9.09%
LAB	0	0%
PH	1	9.09%
IS	4	36.36%
AE	0	0%
AH	1	9.09%
NM	0	0%
DE	0	0%
Other Information	**Total**	**Percentage %**
PD	100	62.11%
OS	7	4.35%
LAB	1	0.62%
PH	8	4.97%
IS	7	4.35%

AE	0	0%
AH	34	21.12%
NM	3	1.86%
DE	1	0.62%
Complaints or appeals	**Total**	**Percentage %**
PD	16	64%
OS	6	24%
LAB	1	4%
PH	1	4%
IS	0	0%
AE	0	0%
AH	0	0%
NM	1	4%
DE	0	0%
Pre-approval support to Providers	**Total**	**Percentage %**
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	5	45.45%
AE	0	0%
AH	6	54.55%
NM	0	0%
DE	0	0%
Beneficiary and Provider support on Beneficiary el	**Total**	**Percentage %**
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%

NM	0	0%
DE	0	0%
Claims	**Total**	**Percentage %**
PD	11	23.91%
OS	10	21.74%
LAB	0	0%
PH	2	4.35%
IS	1	2.17%
AE	0	0%
AH	19	41.3%
NM	1	2.17%
DE	2	4.35%
Service provision support to Providers	**Total**	**Percentage %**
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%

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

Beneficiary Enrolment Information	**Total**	**Percentage %**
PD - GENERAL MEDICINE	359	92.05%
PD - GERIATRICIAN	2	0.51%
PD - PEDIATRICIAN	28	7.18%
PD - INTERNAL MEDICINE	1	0.26%
Delayed reimbursement cases	**Total**	**Percentage %**
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%

PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Provider & Healthcare Professionals Enrolment Inf	**Total**	**Percentage %**
PD - GENERAL MEDICINE	32	96.97%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	1	3.03%
PD - INTERNAL MEDICINE	0	0%
Registration to Personal Doctor beneficiary list	**Total**	**Percentage %**
PD - GENERAL MEDICINE	38	90.48%
PD - GERIATRICIAN	1	2.38%
PD - PEDIATRICIAN	3	7.14%
PD - INTERNAL MEDICINE	0	0%
Provider Contracting	**Total**	**Percentage %**
PD - GENERAL MEDICINE	3	75%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	1	25%
PD - INTERNAL MEDICINE	0	0%
Benefits Package	**Total**	**Percentage %**
PD - GENERAL MEDICINE	16	80%
PD - GERIATRICIAN	1	5%
PD - PEDIATRICIAN	3	15%
PD - INTERNAL MEDICINE	0	0%
Beneficiary Eligibility Information	**Total**	**Percentage %**
PD - GENERAL MEDICINE	70	93.33%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	5	6.67%
PD - INTERNAL MEDICINE	0	0%
Service Provision	**Total**	**Percentage %**
PD - GENERAL MEDICINE	1224	94.08%
PD - GERIATRICIAN	7	0.54%
PD - PEDIATRICIAN	69	5.3%
PD - INTERNAL MEDICINE	1	0.08%

Contribution/Copayments Information	Total	Percentage %
PD - GENERAL MEDICINE	2	66.67%
PD - GERIATRICIAN	1	33.33%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Reimbursement Information	**Total**	**Percentage %**
PD - GENERAL MEDICINE	19	95%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	1	5%
PD - INTERNAL MEDICINE	0	0%
Portal/Website Information	**Total**	**Percentage %**
PD - GENERAL MEDICINE	72	86.75%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	11	13.25%
PD - INTERNAL MEDICINE	0	0%
Technical Support	**Total**	**Percentage %**
PD - GENERAL MEDICINE	3	75%
PD - GERIATRICIAN	1	25%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Other Information	**Total**	**Percentage %**
PD - GENERAL MEDICINE	94	94%
PD - GERIATRICIAN	2	2%
PD - PEDIATRICIAN	3	3%
PD - INTERNAL MEDICINE	1	1%
Complaints or appeals	**Total**	**Percentage %**
PD - GENERAL MEDICINE	13	81.25%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	2	12.5%
PD - INTERNAL MEDICINE	1	6.25%
Pre-approval support to Providers	**Total**	**Percentage %**
PD - GENERAL MEDICINE	0	0%

PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Beneficiary and Provider support on Beneficiary el	**Total**	**Percentage %**
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Claims	**Total**	**Percentage %**
PD - GENERAL MEDICINE	9	81.82%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	2	18.18%
PD - INTERNAL MEDICINE	0	0%
Service provision support to Providers	**Total**	**Percentage %**
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%

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

Beneficiary Enrolment Information	**Total**	**Percentage %**
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	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	1	33.33%
OS - OTORHINOLARYNGOLOGY	0	0%

OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	1	33.33%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	33.33%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Delayed reimbursement cases	**Total**	**Percentage %**

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

OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Provider & Healthcare Professionals Enrolment Inf	**Total**	**Percentage %**
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	1	3.13%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	2	6.25%
OS - VASCULAR SURGERY	2	6.25%
OS - NEUROLOGICAL SURGERY	1	3.13%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	1	3.13%
OS - OPHTHALMOLOGY	3	9.38%
OS - ORTHOPAEDICS	1	3.13%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	1	3.13%
OS - PAEDIATRICS	1	3.13%
OS - CARDIOLOGY	3	9.38%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	2	6.25%
OS - DIAGNOSTIC RADIOLOGY	1	3.13%

OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	3	9.38%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	3	9.38%
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	2	6.25%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	4	12.5%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	1	3.13%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Registration to Personal Doctor beneficiary list	**Total**	**Percentage %**
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%

OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	50%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	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	1	50%
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	0	0%
OS - OPHTHALMOLOGY	1	16.67%
OS - ORTHOPAEDICS	2	33.33%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	1	16.67%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	1	16.67%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%

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

OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Beneficiary Eligibility Information	**Total**	**Percentage %**
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	1	33.33%
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	33.33%
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	1	33.33%
Service Provision	**Total**	**Percentage %**
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	1	0.43%
OS - UROLOGY	9	3.85%
OS - RENAL DISEASES	1	0.43%
OS - NEUROLOGY	21	8.97%
OS - VASCULAR SURGERY	1	0.43%
OS - NEUROLOGICAL SURGERY	6	2.56%
OS - NUCLEAR MEDICINE	1	0.43%
OS - OBSTETRICS - GYNAECOLOGY	20	8.55%
OS - OPHTHALMOLOGY	13	5.56%
OS - ORTHOPAEDICS	38	16.24%
OS - OTORHINOLARYNGOLOGY	1	0.43%
OS - ALLERGOLOGY	2	0.85%
OS - ANESTHESIOLOGY	6	2.56%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	18	7.69%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	1	0.43%
OS - DERMATO-VENEREOLOGY	15	6.41%
OS - CHILD & ADOLESCENT PSYCHIATRY	2	0.85%
OS - DIAGNOSTIC RADIOLOGY	2	0.85%
OS - ACCIDENT & EMERGENCY MEDICINE	1	0.43%
OS - ENDOCRINOLOGY	8	3.42%
OS - PAEDIATRIC SURGERY	1	0.43%
OS - GASTROENTEROLOGY	7	2.99%
OS - GENERAL SURGERY	16	6.84%
OS - GERIATRICS	1	0.43%
OS - HAEMATOLOGY	1	0.43%
OS - PATHOLOGICAL ANATOMY	1	0.43%
OS - MEDICAL ONCOLOGY	1	0.43%

OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	1	0.43%
OS - RESPIRATORY MEDICINE	13	5.56%
OS - PSYCHIATRY	9	3.85%
OS - RADIOTHERAPY	1	0.43%
OS - RHEUMATOLOGY	11	4.7%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	1	0.43%
OS - THORACIC SURGERY / CARDIO SURGERY	3	1.28%
Contribution/Copayments Information	**Total**	**Percentage %**
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	1	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	33.33%
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	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%
Reimbursement Information	**Total**	**Percentage %**
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	2	7.69%
OS - VASCULAR SURGERY	1	3.85%
OS - NEUROLOGICAL SURGERY	1	3.85%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	5	19.23%

OS - OPHTHALMOLOGY	2	7.69%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	6	23.08%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	3.85%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	2	7.69%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	3.85%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	1	3.85%
OS - GENERAL SURGERY	2	7.69%
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	3.85%
OS - RHEUMATOLOGY	1	3.85%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%

OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Portal/Website Information	**Total**	**Percentage %**
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	1	3.33%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	3	10%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	2	6.67%
OS - ORTHOPAEDICS	3	10%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	1	3.33%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	5	16.67%
OS - MEDICAL GENETIC	1	3.33%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	3	10%
OS - CHILD & ADOLESCENT PSYCHIATRY	1	3.33%
OS - DIAGNOSTIC RADIOLOGY	2	6.67%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	3.33%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	1	3.33%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	1	3.33%

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	3	10%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	1	3.33%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	1	3.33%
Technical Support	**Total**	**Percentage %**
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%

OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	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%
Other Information	**Total**	**Percentage %**
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	1	14.29%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%

OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	1	14.29%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	14.29%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	14.29%
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	3	42.86%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%

OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Complaints or appeals	**Total**	**Percentage %**
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	1	16.67%
OS - VASCULAR SURGERY	1	16.67%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	1	16.67%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	1	16.67%
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	16.67%
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	16.67%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Pre-approval support to Providers	**Total**	**Percentage %**
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%

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

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

OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Claims	**Total**	**Percentage %**
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	1	10%
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	1	10%
OS - OBSTETRICS - GYNAECOLOGY	1	10%
OS - OPHTHALMOLOGY	1	10%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	2	20%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	2	20%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	1	10%
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	1	10%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Service provision support to Providers	**Total**	**Percentage %**
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%

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

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

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

IS - CODER	0	0%
IS - DOCTOR	0	0%
Provider & Healthcare Professionals Enrolment Inf	**Total**	**Percentage %**
IS - CODER	0	0%
IS - DOCTOR	5	100%
Registration to Personal Doctor beneficiary list	**Total**	**Percentage %**
IS - CODER	0	0%
IS - DOCTOR	0	0%
Provider Contracting	**Total**	**Percentage %**
IS - CODER	1	50%
IS - DOCTOR	1	50%
Benefits Package	**Total**	**Percentage %**
IS - CODER	0	0%
IS - DOCTOR	1	100%
Beneficiary Eligibility Information	**Total**	**Percentage %**
IS - CODER	0	0%
IS - DOCTOR	0	0%
Service Provision	**Total**	**Percentage %**
IS - CODER	2	2.5%
IS - DOCTOR	78	97.5%
Contribution/Copayments Information	**Total**	**Percentage %**
IS - CODER	0	0%
IS - DOCTOR	0	0%
Reimbursement Information	**Total**	**Percentage %**
IS - CODER	1	11.11%
IS - DOCTOR	8	88.89%
Portal/Website Information	**Total**	**Percentage %**
IS - CODER	1	33.33%
IS - DOCTOR	2	66.67%
Technical Support	**Total**	**Percentage %**
IS - CODER	0	0%
IS - DOCTOR	4	100%

Other Information	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	7	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	5	100%
Beneficiary and Provider support on Beneficiary el	**Total**	**Percentage %**
IS - CODER	0	0%
IS - DOCTOR	0	0%
Claims	**Total**	**Percentage %**
IS - CODER	0	0%
IS - DOCTOR	1	100%
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	422	29.66%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	21	1.48%
Registration to Personal Doctor beneficiary list	28	1.97%
Provider Contracting	8	0.56%
Benefits Package	15	1.05%
Beneficiary Eligibility Information	105	7.38%
Service Provision	207	14.55%
Contribution/Copayments Information	32	2.25%
Reimbursement Information	13	0.91%
Portal/Website Information	337	23.68%

Contact Type Categories	Total	Percentage %
Technical Support	0	0%
Other Information	148	10.4%
Complaints or appeals	86	6.04%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	1	0.07%
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	4	66.67%
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	0	0%
Beneficiary Eligibility Information	0	0%
Service Provision	2	33.33%
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	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	418	29.62%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	21	1.49%

Registration to Personal Doctor beneficiary list	28	1.98%
General Public Contact Type Categories	**Total**	**Percentage %**
Provider Contracting	7	0.5%
Benefits Package	15	1.06%
Beneficiary Eligibility Information	104	7.37%
Service Provision	201	14.25%
Contribution/Copayments Information	32	2.27%
Reimbursement Information	13	0.92%
Portal/Website Information	337	23.88%
Technical Support	0	0%
Other Information	148	10.49%
Complaints or appeals	86	6.09%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	1	0.07%
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	0	0%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	0	0%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	1	16.67%
Benefits Package	0	0%
Beneficiary Eligibility Information	1	16.67%
Service Provision	4	66.67%
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	0	0%
Providers Contact Type Categories	**Total**	**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	2	50%
Beneficiary Female	2	50%
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	1	50%
Beneficiary Female	1	50%
Contribution/Copayments Information	**Total**	**Percentage %**
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Reimbursement Information	**Total**	**Percentage %**

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

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

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

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

DE	0	0%
Service Provision	**Total**	**Percentage %**
PD	3	75%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	1	25%
NM	0	0%
DE	0	0%
Contribution/Copayments Information	**Total**	**Percentage %**
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Reimbursement Information	**Total**	**Percentage %**
PD	0	0%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Portal/Website Information	**Total**	**Percentage %**

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

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

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

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

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

Registration to Personal Doctor beneficiary list	Total	Percentage %
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Provider Contracting	**Total**	**Percentage %**
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Benefits Package	**Total**	**Percentage %**
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Beneficiary Eligibility Information	**Total**	**Percentage %**
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Service Provision	**Total**	**Percentage %**
PD - GENERAL MEDICINE	3	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Contribution/Copayments Information	**Total**	**Percentage %**
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Reimbursement Information	**Total**	**Percentage %**
PD - GENERAL MEDICINE	0	0%

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Registration to Personal Doctor beneficiary list	Total	Percentage %
IS - CODER	0	0%
IS - DOCTOR	0	0%
Provider Contracting	**Total**	**Percentage %**
IS - CODER	0	0%
IS - DOCTOR	1	100%
Benefits Package	**Total**	**Percentage %**
IS - CODER	0	0%
IS - DOCTOR	0	0%
Beneficiary Eligibility Information	**Total**	**Percentage %**
IS - CODER	0	0%
IS - DOCTOR	1	100%
Service Provision	**Total**	**Percentage %**
IS - CODER	0	0%
IS - DOCTOR	0	0%
Contribution/Copayments Information	**Total**	**Percentage %**
IS - CODER	0	0%
IS - DOCTOR	0	0%
Reimbursement Information	**Total**	**Percentage %**
IS - CODER	0	0%
IS - DOCTOR	0	0%
Portal/Website Information	**Total**	**Percentage %**
IS - CODER	0	0%
IS - DOCTOR	0	0%
Technical Support	**Total**	**Percentage %**
IS - CODER	0	0%
IS - DOCTOR	0	0%
Other Information	**Total**	**Percentage %**
IS - CODER	0	0%
IS - DOCTOR	0	0%
Complaints or appeals	**Total**	**Percentage %**
IS - CODER	0	0%

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

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

6.1 Telephone calls + Emails

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

Status	Total	Percentage %
First Contact Resolution	13978	95.38%
Escalated	431	2.94%
Follow up	246	1.68%

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

Beneficiaries Status	Total	Percentage %
First Contact Resolution	8816	99.07%
Escalated	83	0.93%
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	971	65.79%
Escalated	259	17.55%
Follow up	246	16.67%

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

Providers Status	Total	Percentage %
First Contact Resolution	4191	97.92%
Escalated	89	2.08%
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	3805	43.16%
Beneficiary Female	5011	56.84%
Escalated	**Total**	**Percentage %**
Beneficiary Male	38	45.78%
Beneficiary Female	45	54.22%
Follow up	**Total**	**Percentage %**
Beneficiary Male	0	0%
Beneficiary Female	0	0%

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

First Contact Resolution	Total	Percentage %
PD	2069	49.37%
OS	345	8.23%
LAB	42	1%
PH	372	8.88%
IS	116	2.77%
AE	0	0%
AH	1151	27.46%
NM	38	0.91%
DE	58	1.38%
Escalated	**Total**	**Percentage %**
PD	36	40.45%
OS	18	20.22%
LAB	0	0%
PH	14	15.73%
IS	3	3.37%
AE	0	0%
AH	12	13.48%
NM	3	3.37%
DE	3	3.37%
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	1924	92.99%
PD - GERIATRICIAN	15	0.72%
PD - PEDIATRICIAN	126	6.09%
PD - INTERNAL MEDICINE	4	0.19%
Escalated	**Total**	**Percentage %**
PD - GENERAL MEDICINE	33	91.67%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	3	8.33%
PD - INTERNAL MEDICINE	0	0%
Follow up	**Total**	**Percentage %**
PD - GENERAL MEDICINE	0	0%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%

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

First Contact Resolution	**Total**	**Percentage %**
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	5	1.45%
OS - UROLOGY	10	2.9%
OS - RENAL DISEASES	1	0.29%
OS - NEUROLOGY	29	8.41%
OS - VASCULAR SURGERY	4	1.16%
OS - NEUROLOGICAL SURGERY	7	2.03%
OS - NUCLEAR MEDICINE	2	0.58%
OS - OBSTETRICS - GYNAECOLOGY	27	7.83%
OS - OPHTHALMOLOGY	21	6.09%
OS - ORTHOPAEDICS	44	12.75%
OS - OTORHINOLARYNGOLOGY	3	0.87%
OS - ALLERGOLOGY	3	0.87%
OS - ANESTHESIOLOGY	9	2.61%
OS - PAEDIATRICS	1	0.29%
OS - CARDIOLOGY	35	10.14%
OS - MEDICAL GENETIC	2	0.58%

OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	1	0.29%
OS - DERMATO-VENEREOLOGY	19	5.51%
OS - CHILD & ADOLESCENT PSYCHIATRY	5	1.45%
OS - DIAGNOSTIC RADIOLOGY	9	2.61%
OS - ACCIDENT & EMERGENCY MEDICINE	1	0.29%
OS - ENDOCRINOLOGY	14	4.06%
OS - PAEDIATRIC SURGERY	1	0.29%
OS - GASTROENTEROLOGY	7	2.03%
OS - GENERAL SURGERY	24	6.96%
OS - GERIATRICS	2	0.58%
OS - HAEMATOLOGY	1	0.29%
OS - PATHOLOGICAL ANATOMY	2	0.58%
OS - MEDICAL ONCOLOGY	1	0.29%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	3	0.87%
OS - RESPIRATORY MEDICINE	12	3.48%
OS - PSYCHIATRY	16	4.64%
OS - RADIOTHERAPY	3	0.87%
OS - RHEUMATOLOGY	14	4.06%
OS - SPECIALISED IN COMMUNICABLE DISEASES	1	0.29%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	1	0.29%
OS - THORACIC SURGERY / CARDIO SURGERY	5	1.45%
Escalated	**Total**	**Percentage %**
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	1	5.56%
OS - VASCULAR SURGERY	1	5.56%

OS - NEUROLOGICAL SURGERY	1	5.56%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	1	5.56%
OS - OPHTHALMOLOGY	1	5.56%
OS - ORTHOPAEDICS	2	11.11%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	2	11.11%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	5.56%
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	2	11.11%
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	5.56%
OS - PSYCHIATRY	3	16.67%
OS - RADIOTHERAPY	1	5.56%
OS - RHEUMATOLOGY	1	5.56%

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

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

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

First Contact Resolution	**Total**	**Percentage %**
IS - CODER	5	4.31%
IS - DOCTOR	111	95.69%
Escalated	**Total**	**Percentage %**
IS - CODER	0	0%
IS - DOCTOR	3	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	3718	96.85%
Escalated	85	2.21%
Follow up	36	0.94%
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	340	94.71%
Escalated	17	4.74%
Follow up	2	0.56%
Registration to Personal Doctor beneficiary list	**Total**	**Percentage %**
First Contact Resolution	296	98.34%
Escalated	3	1%
Follow up	2	0.66%
Provider Contracting	**Total**	**Percentage %**
First Contact Resolution	29	80.56%
Escalated	7	19.44%
Follow up	0	0%
Benefits Package	**Total**	**Percentage %**
First Contact Resolution	119	95.97%
Escalated	4	3.23%
Follow up	1	0.81%
Beneficiary Eligibility Information	**Total**	**Percentage %**
First Contact Resolution	502	97.29%
Escalated	8	1.55%
Follow up	6	1.16%
Service Provision	**Total**	**Percentage %**
First Contact Resolution	5472	97.06%
Escalated	111	1.97%
Follow up	55	0.98%
Contribution/Copayments Information	**Total**	**Percentage %**
First Contact Resolution	142	90.45%
Escalated	9	5.73%
Follow up	6	3.82%
Reimbursement Information	**Total**	**Percentage %**

First Contact Resolution	156	95.71%
Escalated	6	3.68%
Follow up	1	0.61%
Portal/Website Information	**Total**	**Percentage %**
First Contact Resolution	1530	92.45%
Escalated	92	5.56%
Follow up	33	1.99%
Technical Support	**Total**	**Percentage %**
First Contact Resolution	48	100%
Escalated	0	0%
Follow up	0	0%
Other Information	**Total**	**Percentage %**
First Contact Resolution	1407	92.02%
Escalated	34	2.22%
Follow up	88	5.76%
Complaints or appeals	**Total**	**Percentage %**
First Contact Resolution	156	68.72%
Escalated	55	24.23%
Follow up	16	7.05%
Pre-approval support to Providers	**Total**	**Percentage %**
First Contact Resolution	13	100%
Escalated	0	0%
Follow up	0	0%
Beneficiary and Provider support on Beneficiary el	**Total**	**Percentage %**
First Contact Resolution	0	0%
Escalated	0	0%
Follow up	0	0%
Claims	**Total**	**Percentage %**
First Contact Resolution	49	100%
Escalated	0	0%
Follow up	0	0%
Service provision support to Providers	**Total**	**Percentage %**

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	13062	98.72%
Escalated	170	1.28%
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	8810	99.07%
Escalated	83	0.93%
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	64	98.46%
Escalated	1	1.54%
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	4188	97.99%
Escalated	86	2.01%
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	3802	43.16%
Beneficiary Female	5008	56.84%
Escalated	**Total**	**Percentage %**
Beneficiary Male	38	45.78%
Beneficiary Female	45	54.22%
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	2067	49.36%
OS	345	8.24%
LAB	42	1%
PH	372	8.88%
IS	115	2.75%
AE	0	0%
AH	1151	27.48%
NM	38	0.91%
DE	58	1.38%
Escalated	**Total**	**Percentage %**
PD	35	40.7%
OS	18	20.93%
LAB	0	0%
PH	14	16.28%
IS	2	2.33%
AE	0	0%
AH	11	12.79%
NM	3	3.49%
DE	3	3.49%
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	1922	92.99%
PD - GERIATRICIAN	15	0.73%
PD - PEDIATRICIAN	126	6.1%
PD - INTERNAL MEDICINE	4	0.19%
Escalated	**Total**	**Percentage %**
PD - GENERAL MEDICINE	32	91.43%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	3	8.57%
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	5	1.45%
OS - UROLOGY	10	2.9%
OS - RENAL DISEASES	1	0.29%
OS - NEUROLOGY	29	8.41%
OS - VASCULAR SURGERY	4	1.16%
OS - NEUROLOGICAL SURGERY	7	2.03%
OS - NUCLEAR MEDICINE	2	0.58%
OS - OBSTETRICS - GYNAECOLOGY	27	7.83%
OS - OPHTHALMOLOGY	21	6.09%
OS - ORTHOPAEDICS	44	12.75%
OS - OTORHINOLARYNGOLOGY	3	0.87%
OS - ALLERGOLOGY	3	0.87%
OS - ANESTHESIOLOGY	9	2.61%
OS - PAEDIATRICS	1	0.29%

OS - CARDIOLOGY	35	10.14%
OS - MEDICAL GENETIC	2	0.58%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	1	0.29%
OS - DERMATO-VENEREOLOGY	19	5.51%
OS - CHILD & ADOLESCENT PSYCHIATRY	5	1.45%
OS - DIAGNOSTIC RADIOLOGY	9	2.61%
OS - ACCIDENT & EMERGENCY MEDICINE	1	0.29%
OS - ENDOCRINOLOGY	14	4.06%
OS - PAEDIATRIC SURGERY	1	0.29%
OS - GASTROENTEROLOGY	7	2.03%
OS - GENERAL SURGERY	24	6.96%
OS - GERIATRICS	2	0.58%
OS - HAEMATOLOGY	1	0.29%
OS - PATHOLOGICAL ANATOMY	2	0.58%
OS - MEDICAL ONCOLOGY	1	0.29%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	3	0.87%
OS - RESPIRATORY MEDICINE	12	3.48%
OS - PSYCHIATRY	16	4.64%
OS - RADIOTHERAPY	3	0.87%
OS - RHEUMATOLOGY	14	4.06%
OS - SPECIALISED IN COMMUNICABLE DISEASES	1	0.29%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	1	0.29%
OS - THORACIC SURGERY / CARDIO SURGERY	5	1.45%
Escalated	**Total**	**Percentage %**
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%

OS - NEUROLOGY	1	5.56%
OS - VASCULAR SURGERY	1	5.56%
OS - NEUROLOGICAL SURGERY	1	5.56%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	1	5.56%
OS - OPHTHALMOLOGY	1	5.56%
OS - ORTHOPAEDICS	2	11.11%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	2	11.11%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	5.56%
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	2	11.11%
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	5.56%
OS - PSYCHIATRY	3	16.67%

OS - RADIOTHERAPY	1	5.56%
OS - RHEUMATOLOGY	1	5.56%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Follow up	**Total**	**Percentage %**
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	0	0%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	0	0%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	0	0%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	0	0%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	0	0%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%

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

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

First Contact Resolution	**Total**	**Percentage %**
IS - CODER	5	4.35%
IS - DOCTOR	110	95.65%
Escalated	**Total**	**Percentage %**
IS - CODER	0	0%
IS - DOCTOR	2	100%
Follow up	**Total**	**Percentage %**
IS - CODER	0	0%
IS - DOCTOR	0	0%

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

Beneficiary Enrolment Information	**Total**	**Percentage %**
First Contact Resolution	3365	98.48%
Escalated	52	1.52%

Follow up	0	0%
Delayed reimbursement cases	**Total**	**Percentage %**
First Contact Resolution	0	0%
Escalated	0	0%
Follow up	0	0%
Provider & Healthcare Professionals Enrolment Inf	**Total**	**Percentage %**
First Contact Resolution	326	96.45%
Escalated	12	3.55%
Follow up	0	0%
Registration to Personal Doctor beneficiary list	**Total**	**Percentage %**
First Contact Resolution	270	98.9%
Escalated	3	1.1%
Follow up	0	0%
Provider Contracting	**Total**	**Percentage %**
First Contact Resolution	26	92.86%
Escalated	2	7.14%
Follow up	0	0%
Benefits Package	**Total**	**Percentage %**
First Contact Resolution	107	98.17%
Escalated	2	1.83%
Follow up	0	0%
Beneficiary Eligibility Information	**Total**	**Percentage %**
First Contact Resolution	409	99.51%
Escalated	2	0.49%
Follow up	0	0%
Service Provision	**Total**	**Percentage %**
First Contact Resolution	5363	98.75%
Escalated	68	1.25%
Follow up	0	0%
Contribution/Copayments Information	**Total**	**Percentage %**
First Contact Resolution	123	98.4%
Escalated	2	1.6%

Follow up	0	0%
Reimbursement Information	**Total**	**Percentage %**
First Contact Resolution	145	96.67%
Escalated	5	3.33%
Follow up	0	0%
Portal/Website Information	**Total**	**Percentage %**
First Contact Resolution	1312	99.54%
Escalated	6	0.46%
Follow up	0	0%
Technical Support	**Total**	**Percentage %**
First Contact Resolution	48	100%
Escalated	0	0%
Follow up	0	0%
Other Information	**Total**	**Percentage %**
First Contact Resolution	1375	99.57%
Escalated	6	0.43%
Follow up	0	0%
Complaints or appeals	**Total**	**Percentage %**
First Contact Resolution	131	92.91%
Escalated	10	7.09%
Follow up	0	0%
Pre-approval support to Providers	**Total**	**Percentage %**
First Contact Resolution	13	100%
Escalated	0	0%
Follow up	0	0%
Beneficiary and Provider support on Beneficiary el	**Total**	**Percentage %**
First Contact Resolution	0	0%
Escalated	0	0%
Follow up	0	0%
Claims	**Total**	**Percentage %**
First Contact Resolution	48	100%
Escalated	0	0%

Follow up	0	0%
Service provision support to Providers	**Total**	**Percentage %**
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.

Status	**Total**	**Percentage %**
First Contact Resolution	916	64.37%
Escalated	261	18.34%
Follow up	246	17.29%

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

Beneficiaries Status	**Total**	**Percentage %**
First Contact Resolution	6	100%
Escalated	0	0%
Follow up	0	0%

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

General Public Status	**Total**	**Percentage %**
First Contact Resolution	907	64.28%
Escalated	258	18.28%
Follow up	246	17.43%

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

Providers Status	**Total**	**Percentage %**
First Contact Resolution	3	50%
Escalated	3	50%
Follow up	0	0%

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

First Contact Resolution	**Total**	**Percentage %**
Beneficiary Male	3	50%
Beneficiary Female	3	50%
Escalated	**Total**	**Percentage %**
Beneficiary Male	0	0%

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

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

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

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

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

First Contact Resolution	Total	Percentage %
PD - GENERAL MEDICINE	2	100%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Escalated	**Total**	**Percentage %**
PD - GENERAL MEDICINE	1	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%

6.3.8 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	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	0	0%
OS - SPECIALISED IN COMMUNICABLE DISEASES	0	0%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	0	0%
OS - THORACIC SURGERY / CARDIO SURGERY	0	0%
Escalated	**Total**	**Percentage %**

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

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

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

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

First Contact Resolution	**Total**	**Percentage %**
IS - CODER	0	0%
IS - DOCTOR	1	100%
Escalated	**Total**	**Percentage %**
IS - CODER	0	0%
IS - DOCTOR	1	100%
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	353	83.65%
Escalated	33	7.82%
Follow up	36	8.53%
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	14	66.67%
Escalated	5	23.81%
Follow up	2	9.52%
Registration to Personal Doctor beneficiary list	**Total**	**Percentage %**
First Contact Resolution	26	92.86%
Escalated	0	0%
Follow up	2	7.14%
Provider Contracting	**Total**	**Percentage %**
First Contact Resolution	3	37.5%
Escalated	5	62.5%
Follow up	0	0%
Benefits Package	**Total**	**Percentage %**
First Contact Resolution	12	80%
Escalated	2	13.33%
Follow up	1	6.67%
Beneficiary Eligibility Information	**Total**	**Percentage %**
First Contact Resolution	93	88.57%
Escalated	6	5.71%
Follow up	6	5.71%
Service Provision	**Total**	**Percentage %**
First Contact Resolution	109	52.66%
Escalated	43	20.77%
Follow up	55	26.57%

Contribution/Copayments Information	Total	Percentage %
First Contact Resolution	19	59.38%
Escalated	7	21.88%
Follow up	6	18.75%
Reimbursement Information	**Total**	**Percentage %**
First Contact Resolution	11	84.62%
Escalated	1	7.69%
Follow up	1	7.69%
Portal/Website Information	**Total**	**Percentage %**
First Contact Resolution	218	64.69%
Escalated	86	25.52%
Follow up	33	9.79%
Technical Support	**Total**	**Percentage %**
First Contact Resolution	0	0%
Escalated	0	0%
Follow up	0	0%
Other Information	**Total**	**Percentage %**
First Contact Resolution	32	21.62%
Escalated	28	18.92%
Follow up	88	59.46%
Complaints or appeals	**Total**	**Percentage %**
First Contact Resolution	25	29.07%
Escalated	45	52.33%
Follow up	16	18.6%
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	1	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): 76
7.2 Beneficiaries Average length time (seconds): 71
7.3 Providers Average length time (seconds): 85

8. Telephone calls average wrap up time.

8.1 Average wrap up time (seconds): 12
8.2 Beneficiaries Average wrap up time (seconds): 11
8.3 Providers Average wrap up time (seconds): 14

9. Telephone calls average waiting time.

9.1 Average waiting time (seconds): 27
9.2 Beneficiaries Average waiting time (seconds): 34
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.	7206/8882	81.13%

Calls answered in 120 seconds.	Total	Percentage %
SLA is 90% for inbound calls.	8288/8882	93.31%

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.	3705/4268	86.81%

Calls answered in 60 seconds.	Total	Percentage %
SLA is 95% for inbound calls.	4070/4268	95.36%

12. First Contact Resolution (SLA-11).

Calls marked as first contact resolution.	Total	Percentage %
SLA is 95% of calls.	13062/13232	98.72%

13. Emails average assignment time.

Emails average assignment time (seconds): 28068

14. Emails average resolution time.

Emails average resolution time (seconds). 31508

15. Email priority assignment (SLA-10).

Email acquired in 1 business day.	Total	Percentage %
SLA is 95% of emails.	1408/1423	98.95%

16. Email resolution (SLA-12).

Emails resolved within 3 business days.	Total	Percentage %
SLA is 98% of emails.	1161/1162	99.91%

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

17.1 Total Surveys

Total Surveys: 541

Rating in scale of 4	Average
SLA is > 3	2.87

End of Report