Table of Contents

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

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

17.1 Total Surveys 161

Report name:	Vocalcom application reporting.		
Report description:	Reporting for inbound contacts submitted to the Contact Centre Services by telephone calls and emails for a specific period with the use of Vocalcom application.		
Reporting software:	Vocalcom application.		
Customer:	Health Insurance organization	**Contact Person:**	Ifigeneia Kammitsi
Printing date:	31/10/2026 07:25:50		
Reporting period date:	01/10/2026 21:13:59 - 30/10/2026 19:42:24		

1. Number of handled queries.

1.1 Number of queries

Number of queries: 16949

1.2 Number of queries per channel of communication.

Channel of Communication	Total	Percentage %
Inbound	15192	89.63%
Voicemail	82	0.48%
Email	1675	9.88%

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

Channel of Communication	Total	Percentage %
Telephone calls	15274	90.12%

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	10217	60.28%

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

Contact Initiator	Total	Percentage %
General Public	1730	10.21%

2.1.3 Providers queries and % on total number of queries.

Contact Initiator	Total	Percentage %
Providers	5002	29.51%

2.2 Telephone calls

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

Contact Initiator	Total	Percentage %
Beneficiaries	10211	66.85%

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

Contact Initiator	Total	Percentage %
General Public	70	0.46%

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

Contact Initiator	Total	Percentage %
Providers	4993	32.69%

2.3 Emails

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

Contact Initiator	Total	Percentage %
Beneficiaries	6	0.36%

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

Contact Initiator	Total	Percentage %
General Public	1660	99.1%

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

Contact Initiator	Total	Percentage %
Providers	9	0.54%

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	4403	43.09%

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

Beneficiary Gender	Total	Percentage %
Beneficiary Female	5814	56.91%

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	4400	43.09%

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

Beneficiary Gender	Total	Percentage %
Beneficiary Female	5811	56.91%

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	2451	49%
OS	447	8.94%
LAB	45	0.9%
PH	458	9.16%
IS	132	2.64%
AE	0	0%
AH	1358	27.15%
NM	45	0.9%
DE	66	1.32%

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

PD Specialties	Total	Percentage %
PD - GENERAL MEDICINE	2276	92.86%
PD - GERIATRICIAN	17	0.69%
PD - PEDIATRICIAN	152	6.2%
PD - INTERNAL MEDICINE	6	0.24%

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

OS Specialties	Total	Percentage %
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	5	1.12%
OS - UROLOGY	13	2.91%
OS - RENAL DISEASES	1	0.22%
OS - NEUROLOGY	32	7.16%
OS - VASCULAR SURGERY	6	1.34%
OS - NEUROLOGICAL SURGERY	9	2.01%
OS - NUCLEAR MEDICINE	2	0.45%
OS - OBSTETRICS - GYNAECOLOGY	33	7.38%
OS - OPHTHALMOLOGY	26	5.82%
OS - ORTHOPAEDICS	55	12.3%
OS - OTORHINOLARYNGOLOGY	4	0.89%
OS - ALLERGOLOGY	5	1.12%

OS Specialties	Total	Percentage %
OS - ANESTHESIOLOGY	12	2.68%
OS - PAEDIATRICS	1	0.22%
OS - CARDIOLOGY	50	11.19%
OS - MEDICAL GENETIC	2	0.45%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	5	1.12%
OS - DERMATO-VENEREOLOGY	24	5.37%
OS - CHILD & ADOLESCENT PSYCHIATRY	5	1.12%
OS - DIAGNOSTIC RADIOLOGY	11	2.46%
OS - ACCIDENT & EMERGENCY MEDICINE	3	0.67%
OS - ENDOCRINOLOGY	16	3.58%
OS - PAEDIATRIC SURGERY	2	0.45%
OS - GASTROENTEROLOGY	11	2.46%
OS - GENERAL SURGERY	32	7.16%
OS - GERIATRICS	2	0.45%
OS - HAEMATOLOGY	2	0.45%
OS - PATHOLOGICAL ANATOMY	2	0.45%
OS - MEDICAL ONCOLOGY	1	0.22%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	4	0.89%
OS - RESPIRATORY MEDICINE	19	4.25%
OS - PSYCHIATRY	21	4.7%
OS - RADIOTHERAPY	7	1.57%
OS - RHEUMATOLOGY	17	3.8%
OS - SPECIALISED IN COMMUNICABLE DISEASES	1	0.22%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	1	0.22%
OS - THORACIC SURGERY / CARDIO SURGERY	5	1.12%

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

IS Specialties	Total	Percentage %

IS - CODER	7	5.3%
IS Specialties	**Total**	**Percentage %**
IS - DOCTOR	125	94.7%

4.2 Telephone calls

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

Providers Segment	Total	Percentage %
PD	2446	48.99%
OS	446	8.93%
LAB	45	0.9%
PH	458	9.17%
IS	130	2.6%
AE	0	0%
AH	1357	27.18%
NM	45	0.9%
DE	66	1.32%

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

PD Specialties	Total	Percentage %
PD - GENERAL MEDICINE	2271	92.85%
PD - GERIATRICIAN	17	0.7%
PD - PEDIATRICIAN	152	6.21%
PD - INTERNAL MEDICINE	6	0.25%

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	1.12%
OS - UROLOGY	13	2.91%
OS - RENAL DISEASES	1	0.22%
OS - NEUROLOGY	32	7.17%
OS - VASCULAR SURGERY	6	1.35%
OS - NEUROLOGICAL SURGERY	9	2.02%
OS - NUCLEAR MEDICINE	2	0.45%
OS - OBSTETRICS - GYNAECOLOGY	33	7.4%
OS - OPHTHALMOLOGY	25	5.61%
OS - ORTHOPAEDICS	55	12.33%
OS - OTORHINOLARYNGOLOGY	4	0.9%

OS Specialties	Total	Percentage %
OS - ALLERGOLOGY	3	1.12%
OS - ANESTHESIOLOGY	12	2.69%
OS - PAEDIATRICS	1	0.22%
OS - CARDIOLOGY	50	11.21%
OS - MEDICAL GENETIC	2	0.45%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	5	1.12%
OS - DERMATO-VENEREOLOGY	24	5.38%
OS - CHILD & ADOLESCENT PSYCHIATRY	5	1.12%
OS - DIAGNOSTIC RADIOLOGY	11	2.47%
OS - ACCIDENT & EMERGENCY MEDICINE	3	0.67%
OS - ENDOCRINOLOGY	16	3.59%
OS - PAEDIATRIC SURGERY	2	0.45%
OS - GASTROENTEROLOGY	11	2.47%
OS - GENERAL SURGERY	32	7.17%
OS - GERIATRICS	2	0.45%
OS - HAEMATOLOGY	2	0.45%
OS - PATHOLOGICAL ANATOMY	2	0.45%
OS - MEDICAL ONCOLOGY	1	0.22%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	4	0.9%
OS - RESPIRATORY MEDICINE	19	4.26%
OS - PSYCHIATRY	21	4.71%
OS - RADIOTHERAPY	7	1.57%
OS - RHEUMATOLOGY	17	3.81%
OS - SPECIALISED IN COMMUNICABLE DISEASES	1	0.22%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	1	0.22%
OS - THORACIC SURGERY / CARDIO SURGERY	5	1.12%

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

IS Specialties	Total	Percentage %
IS - CODER	7	5.38%
IS - DOCTOR	123	94.62%

4.3 Emails

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

Providers Segment	Total	Percentage %
PD	5	55.56%
OS	1	11.11%
LAB	0	0%
PH	0	0%
IS	2	22.22%
AE	0	0%
AH	1	11.11%
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	5	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	1	100%

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	4417	26.06%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	411	2.42%
Registration to Personal Doctor beneficiary list	354	2.09%
Provider Contracting	41	0.24%
Benefits Package	136	0.8%
Beneficiary Eligibility Information	600	3.54%
Service Provision	6505	38.38%
Contribution/Copayments Information	173	1.02%
Reimbursement Information	181	1.07%
Portal/Website Information	1934	11.41%
Technical Support	49	0.29%
Other Information	1819	10.73%
Complaints or appeals	257	1.52%
Pre-approval support to Providers	13	0.08%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	57	0.34%
Service provision support to Providers	2	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	3451	33.78%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	115	1.13%
Registration to Personal Doctor beneficiary list	275	2.69%
Provider Contracting	0	0%
Benefits Package	90	0.88%
Beneficiary Eligibility Information	377	3.69%
Service Provision	2885	28.24%
Contribution/Copayments Information	122	1.19%

Beneficiaries Contact Type Categories	Total	Percentage %
Reimbursement Information	10	0.1%
Portal/Website Information	1317	12.89%
Technical Support	36	0.35%
Other Information	1402	13.72%
Complaints or appeals	131	1.28%
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	2	0.02%

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	492	28.44%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	24	1.39%
Registration to Personal Doctor beneficiary list	30	1.73%
Provider Contracting	10	0.58%
Benefits Package	18	1.04%
Beneficiary Eligibility Information	121	6.99%
Service Provision	267	15.43%
Contribution/Copayments Information	37	2.14%
Reimbursement Information	15	0.87%
Portal/Website Information	399	23.06%
Technical Support	1	0.06%
Other Information	216	12.49%
Complaints or appeals	98	5.66%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	2	0.12%
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	474	9.48%

Delayed reimbursement cases	0	0%
Providers Contact Type Categories	**Total**	**Percentage %**
Provider & Healthcare Professionals Enrolment Inf	272	5.44%
Registration to Personal Doctor beneficiary list	49	0.98%
Provider Contracting	31	0.62%
Benefits Package	28	0.56%
Beneficiary Eligibility Information	102	2.04%
Service Provision	3353	67.03%
Contribution/Copayments Information	14	0.28%
Reimbursement Information	156	3.12%
Portal/Website Information	218	4.36%
Technical Support	12	0.24%
Other Information	201	4.02%
Complaints or appeals	28	0.56%
Pre-approval support to Providers	11	0.22%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	53	1.06%
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	1927	55.84%
Beneficiary Female	1524	44.16%
Delayed reimbursement cases	**Total**	**Percentage %**
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Provider & Healthcare Professionals Enrolment Inf	**Total**	**Percentage %**
Beneficiary Male	50	43.48%
Beneficiary Female	65	56.52%
Registration to Personal Doctor beneficiary list	**Total**	**Percentage %**
Beneficiary Male	101	36.73%
Beneficiary Female	174	63.27%
Provider Contracting	**Total**	**Percentage %**
Beneficiary Male	0	0%

Beneficiary Female	0	0%
Benefits Package	**Total**	**Percentage %**
Beneficiary Male	26	28.89%
Beneficiary Female	64	71.11%
Beneficiary Eligibility Information	**Total**	**Percentage %**
Beneficiary Male	157	41.64%
Beneficiary Female	220	58.36%
Service Provision	**Total**	**Percentage %**
Beneficiary Male	1031	35.74%
Beneficiary Female	1854	64.26%
Contribution/Copayments Information	**Total**	**Percentage %**
Beneficiary Male	43	35.25%
Beneficiary Female	79	64.75%
Reimbursement Information	**Total**	**Percentage %**
Beneficiary Male	6	60%
Beneficiary Female	4	40%
Portal/Website Information	**Total**	**Percentage %**
Beneficiary Male	489	37.13%
Beneficiary Female	828	62.87%
Technical Support	**Total**	**Percentage %**
Beneficiary Male	13	36.11%
Beneficiary Female	23	63.89%
Other Information	**Total**	**Percentage %**
Beneficiary Male	514	36.66%
Beneficiary Female	888	63.34%
Complaints or appeals	**Total**	**Percentage %**
Beneficiary Male	43	32.82%
Beneficiary Female	88	67.18%
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	2	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	459	96.84%
OS	3	0.63%
LAB	0	0%
PH	2	0.42%
IS	0	0%
AE	0	0%
AH	5	1.05%
NM	2	0.42%
DE	3	0.63%
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	42	15.44%
OS	37	13.6%

LAB	9	3.31%
PH	29	10.66%
IS	5	1.84%
AE	0	0%
AH	121	44.49%
NM	12	4.41%
DE	17	6.25%
Registration to Personal Doctor beneficiary list	**Total**	**Percentage %**
PD	45	91.84%
OS	2	4.08%
LAB	1	2.04%
PH	0	0%
IS	0	0%
AE	0	0%
AH	1	2.04%
NM	0	0%
DE	0	0%
Provider Contracting	**Total**	**Percentage %**
PD	4	12.9%
OS	6	19.35%
LAB	1	3.23%
PH	1	3.23%
IS	3	9.68%
AE	0	0%
AH	12	38.71%
NM	1	3.23%
DE	3	9.68%
Benefits Package	**Total**	**Percentage %**
PD	23	82.14%
OS	0	0%
LAB	0	0%
PH	0	0%

IS	1	3.57%
AE	0	0%
AH	4	14.29%
NM	0	0%
DE	0	0%
Beneficiary Eligibility Information	**Total**	**Percentage %**
PD	97	95.1%
OS	3	2.94%
LAB	0	0%
PH	1	0.98%
IS	1	0.98%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Service Provision	**Total**	**Percentage %**
PD	1493	44.53%
OS	288	8.59%
LAB	19	0.57%
PH	386	11.51%
IS	92	2.74%
AE	0	0%
AH	1023	30.51%
NM	21	0.63%
DE	31	0.92%
Contribution/Copayments Information	**Total**	**Percentage %**
PD	4	28.57%
OS	3	21.43%
LAB	0	0%
PH	4	28.57%
IS	0	0%
AE	0	0%

AH	3	21.43%
NM	0	0%
DE	0	0%
Reimbursement Information	**Total**	**Percentage %**
PD	23	14.74%
OS	30	19.23%
LAB	6	3.85%
PH	12	7.69%
IS	9	5.77%
AE	0	0%
AH	71	45.51%
NM	2	1.28%
DE	3	1.92%
Portal/Website Information	**Total**	**Percentage %**
PD	102	46.79%
OS	36	16.51%
LAB	6	2.75%
PH	9	4.13%
IS	4	1.83%
AE	0	0%
AH	53	24.31%
NM	2	0.92%
DE	6	2.75%
Technical Support	**Total**	**Percentage %**
PD	4	33.33%
OS	2	16.67%
LAB	0	0%
PH	1	8.33%
IS	4	33.33%
AE	0	0%
AH	1	8.33%
NM	0	0%

DE	0	0%
Other Information	**Total**	**Percentage %**
PD	125	62.19%
OS	18	8.96%
LAB	2	1%
PH	9	4.48%
IS	7	3.48%
AE	0	0%
AH	36	17.91%
NM	3	1.49%
DE	1	0.5%
Complaints or appeals	**Total**	**Percentage %**
PD	17	60.71%
OS	6	21.43%
LAB	1	3.57%
PH	2	7.14%
IS	0	0%
AE	0	0%
AH	1	3.57%
NM	1	3.57%
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	13	24.53%
OS	13	24.53%
LAB	0	0%
PH	2	3.77%
IS	1	1.89%
AE	0	0%
AH	21	39.62%
NM	1	1.89%
DE	2	3.77%
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	423	92.16%

PD - GERIATRICIAN	3	0.65%
PD - PEDIATRICIAN	32	6.97%
PD - INTERNAL MEDICINE	1	0.22%
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	41	97.62%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	1	2.38%
PD - INTERNAL MEDICINE	0	0%
Registration to Personal Doctor beneficiary list	**Total**	**Percentage %**
PD - GENERAL MEDICINE	41	91.11%
PD - GERIATRICIAN	1	2.22%
PD - PEDIATRICIAN	3	6.67%
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	17	73.91%
PD - GERIATRICIAN	1	4.35%
PD - PEDIATRICIAN	5	21.74%
PD - INTERNAL MEDICINE	0	0%
Beneficiary Eligibility Information	**Total**	**Percentage %**
PD - GENERAL MEDICINE	92	94.85%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	5	5.15%

PD - INTERNAL MEDICINE	0	0%
Service Provision	**Total**	**Percentage %**
PD - GENERAL MEDICINE	1404	94.04%
PD - GERIATRICIAN	8	0.54%
PD - PEDIATRICIAN	79	5.29%
PD - INTERNAL MEDICINE	2	0.13%
Contribution/Copayments Information	**Total**	**Percentage %**
PD - GENERAL MEDICINE	3	75%
PD - GERIATRICIAN	1	25%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Reimbursement Information	**Total**	**Percentage %**
PD - GENERAL MEDICINE	22	95.65%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	1	4.35%
PD - INTERNAL MEDICINE	0	0%
Portal/Website Information	**Total**	**Percentage %**
PD - GENERAL MEDICINE	89	87.25%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	13	12.75%
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	113	90.4%
PD - GERIATRICIAN	2	1.6%
PD - PEDIATRICIAN	8	6.4%
PD - INTERNAL MEDICINE	2	1.6%
Complaints or appeals	**Total**	**Percentage %**

PD - GENERAL MEDICINE	14	82.35%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	2	11.76%
PD - INTERNAL MEDICINE	1	5.88%
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	11	84.62%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	2	15.38%
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	2.7%
OS - UROLOGY	1	2.7%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	2	5.41%
OS - VASCULAR SURGERY	2	5.41%
OS - NEUROLOGICAL SURGERY	1	2.7%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	2	5.41%
OS - OPHTHALMOLOGY	3	8.11%
OS - ORTHOPAEDICS	1	2.7%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	1	2.7%
OS - PAEDIATRICS	1	2.7%
OS - CARDIOLOGY	4	10.81%
OS - MEDICAL GENETIC	0	0%

OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	2.7%
OS - CHILD & ADOLESCENT PSYCHIATRY	2	5.41%
OS - DIAGNOSTIC RADIOLOGY	1	2.7%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	3	8.11%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	1	2.7%
OS - GENERAL SURGERY	3	8.11%
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	5.41%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	4	10.81%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	1	2.7%
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	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	0.35%
OS - UROLOGY	11	3.82%
OS - RENAL DISEASES	1	0.35%
OS - NEUROLOGY	23	7.99%
OS - VASCULAR SURGERY	2	0.69%
OS - NEUROLOGICAL SURGERY	7	2.43%
OS - NUCLEAR MEDICINE	1	0.35%
OS - OBSTETRICS - GYNAECOLOGY	22	7.64%
OS - OPHTHALMOLOGY	16	5.56%
OS - ORTHOPAEDICS	46	15.97%
OS - OTORHINOLARYNGOLOGY	1	0.35%
OS - ALLERGOLOGY	2	0.69%
OS - ANESTHESIOLOGY	7	2.43%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	26	9.03%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	4	1.39%
OS - DERMATO-VENEREOLOGY	18	6.25%
OS - CHILD & ADOLESCENT PSYCHIATRY	2	0.69%
OS - DIAGNOSTIC RADIOLOGY	3	1.04%
OS - ACCIDENT & EMERGENCY MEDICINE	2	0.69%
OS - ENDOCRINOLOGY	9	3.13%
OS - PAEDIATRIC SURGERY	2	0.69%
OS - GASTROENTEROLOGY	8	2.78%

OS - GENERAL SURGERY	20	6.94%
OS - GERIATRICS	1	0.35%
OS - HAEMATOLOGY	2	0.69%
OS - PATHOLOGICAL ANATOMY	1	0.35%
OS - MEDICAL ONCOLOGY	1	0.35%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	2	0.69%
OS - RESPIRATORY MEDICINE	15	5.21%
OS - PSYCHIATRY	11	3.82%
OS - RADIOTHERAPY	4	1.39%
OS - RHEUMATOLOGY	13	4.51%
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	0.35%
OS - THORACIC SURGERY / CARDIO SURGERY	3	1.04%
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	6.67%
OS - VASCULAR SURGERY	1	3.33%
OS - NEUROLOGICAL SURGERY	1	3.33%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	6	20%
OS - OPHTHALMOLOGY	2	6.67%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	1	3.33%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	7	23.33%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	3.33%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	2	6.67%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	3.33%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	1	3.33%
OS - GENERAL SURGERY	3	10%
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	3.33%
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	0	0%
Portal/Website Information	**Total**	**Percentage %**
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	1	2.78%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	3	8.33%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	2	5.56%
OS - ORTHOPAEDICS	4	11.11%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	1	2.78%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	6	16.67%
OS - MEDICAL GENETIC	1	2.78%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	3	8.33%
OS - CHILD & ADOLESCENT PSYCHIATRY	1	2.78%
OS - DIAGNOSTIC RADIOLOGY	3	8.33%
OS - ACCIDENT & EMERGENCY MEDICINE	1	2.78%
OS - ENDOCRINOLOGY	1	2.78%
OS - PAEDIATRIC SURGERY	0	0%

OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	1	2.78%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	1	2.78%
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	2	5.56%
OS - PSYCHIATRY	3	8.33%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	1	2.78%
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	2.78%
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	50%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	1	50%
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	5.56%

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	5.56%
OS - OPHTHALMOLOGY	1	5.56%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	2	11.11%
OS - ANESTHESIOLOGY	1	5.56%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	2	11.11%
OS - MEDICAL GENETIC	1	5.56%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	1	5.56%
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	2	11.11%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	2	11.11%
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	16.67%
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	7.69%
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	7.69%
OS - OBSTETRICS - GYNAECOLOGY	1	7.69%
OS - OPHTHALMOLOGY	1	7.69%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	3	23.08%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	2	15.38%
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	7.69%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	1	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	1	7.69%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	1	7.69%
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	4	4.35%
IS - DOCTOR	88	95.65%
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	25%
IS - DOCTOR	3	75%
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	3927	25.71%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	390	2.55%
Registration to Personal Doctor beneficiary list	324	2.12%

Contact Type Categories	Total	Percentage %
Provider Contracting	30	0.2%
Benefits Package	120	0.79%
Beneficiary Eligibility Information	479	3.14%
Service Provision	6255	40.95%
Contribution/Copayments Information	136	0.89%
Reimbursement Information	166	1.09%
Portal/Website Information	1537	10.06%
Technical Support	49	0.32%
Other Information	1631	10.68%
Complaints or appeals	160	1.05%
Pre-approval support to Providers	13	0.09%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	55	0.36%
Service provision support to Providers	2	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	3447	33.76%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	115	1.13%
Registration to Personal Doctor beneficiary list	275	2.69%
Provider Contracting	0	0%
Benefits Package	90	0.88%
Beneficiary Eligibility Information	377	3.69%
Service Provision	2883	28.23%
Contribution/Copayments Information	122	1.19%
Reimbursement Information	10	0.1%
Portal/Website Information	1317	12.9%
Technical Support	36	0.35%
Other Information	1402	13.73%
Complaints or appeals	131	1.28%
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	2	0.02%

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	8.57%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	3	4.29%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	0	0%
Benefits Package	2	2.86%
Beneficiary Eligibility Information	1	1.43%
Service Provision	25	35.71%
Contribution/Copayments Information	0	0%
Reimbursement Information	0	0%
Portal/Website Information	2	2.86%
Technical Support	1	1.43%
Other Information	29	41.43%
Complaints or appeals	1	1.43%
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	474	9.49%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	272	5.45%
Registration to Personal Doctor beneficiary list	49	0.98%
Provider Contracting	30	0.6%
Benefits Package	28	0.56%
Beneficiary Eligibility Information	101	2.02%
Service Provision	3347	67.03%
Contribution/Copayments Information	14	0.28%

Providers Contact Type Categories	Total	Percentage %
Reimbursement Information	156	3.12%
Portal/Website Information	218	4.37%
Technical Support	12	0.24%
Other Information	200	4.01%
Complaints or appeals	28	0.56%
Pre-approval support to Providers	11	0.22%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	53	1.06%
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	1925	55.85%
Beneficiary Female	1522	44.15%
Delayed reimbursement cases	**Total**	**Percentage %**
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Provider & Healthcare Professionals Enrolment Inf	**Total**	**Percentage %**
Beneficiary Male	50	43.48%
Beneficiary Female	65	56.52%
Registration to Personal Doctor beneficiary list	**Total**	**Percentage %**
Beneficiary Male	101	36.73%
Beneficiary Female	174	63.27%
Provider Contracting	**Total**	**Percentage %**
Beneficiary Male	0	0%
Beneficiary Female	0	0%
Benefits Package	**Total**	**Percentage %**
Beneficiary Male	26	28.89%
Beneficiary Female	64	71.11%
Beneficiary Eligibility Information	**Total**	**Percentage %**
Beneficiary Male	157	41.64%
Beneficiary Female	220	58.36%

Service Provision	Total	Percentage %
Beneficiary Male	1030	35.73%
Beneficiary Female	1853	64.27%
Contribution/Copayments Information	**Total**	**Percentage %**
Beneficiary Male	43	35.25%
Beneficiary Female	79	64.75%
Reimbursement Information	**Total**	**Percentage %**
Beneficiary Male	6	60%
Beneficiary Female	4	40%
Portal/Website Information	**Total**	**Percentage %**
Beneficiary Male	489	37.13%
Beneficiary Female	828	62.87%
Technical Support	**Total**	**Percentage %**
Beneficiary Male	13	36.11%
Beneficiary Female	23	63.89%
Other Information	**Total**	**Percentage %**
Beneficiary Male	514	36.66%
Beneficiary Female	888	63.34%
Complaints or appeals	**Total**	**Percentage %**
Beneficiary Male	43	32.82%
Beneficiary Female	88	67.18%
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	2	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	459	96.84%
OS	3	0.63%
LAB	0	0%
PH	2	0.42%
IS	0	0%
AE	0	0%
AH	5	1.05%
NM	2	0.42%
DE	3	0.63%
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	42	15.44%
OS	37	13.6%
LAB	9	3.31%
PH	29	10.66%
IS	5	1.84%
AE	0	0%
AH	121	44.49%
NM	12	4.41%
DE	17	6.25%

Registration to Personal Doctor beneficiary list	Total	Percentage %
PD	45	91.84%
OS	2	4.08%
LAB	1	2.04%
PH	0	0%
IS	0	0%
AE	0	0%
AH	1	2.04%
NM	0	0%
DE	0	0%
Provider Contracting	**Total**	**Percentage %**
PD	4	13.33%
OS	6	20%
LAB	1	3.33%
PH	1	3.33%
IS	2	6.67%
AE	0	0%
AH	12	40%
NM	1	3.33%
DE	3	10%
Benefits Package	**Total**	**Percentage %**
PD	23	82.14%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	1	3.57%
AE	0	0%
AH	4	14.29%
NM	0	0%
DE	0	0%
Beneficiary Eligibility Information	**Total**	**Percentage %**
PD	97	96.04%

OS	3	2.97%
LAB	0	0%
PH	1	0.99%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
Service Provision	**Total**	**Percentage %**
PD	1489	44.49%
OS	287	8.57%
LAB	19	0.57%
PH	386	11.53%
IS	92	2.75%
AE	0	0%
AH	1022	30.53%
NM	21	0.63%
DE	31	0.93%
Contribution/Copayments Information	**Total**	**Percentage %**
PD	4	28.57%
OS	3	21.43%
LAB	0	0%
PH	4	28.57%
IS	0	0%
AE	0	0%
AH	3	21.43%
NM	0	0%
DE	0	0%
Reimbursement Information	**Total**	**Percentage %**
PD	23	14.74%
OS	30	19.23%
LAB	6	3.85%

PH	12	7.69%
IS	9	5.77%
AE	0	0%
AH	71	45.51%
NM	2	1.28%
DE	3	1.92%
Portal/Website Information	**Total**	**Percentage %**
PD	102	46.79%
OS	36	16.51%
LAB	6	2.75%
PH	9	4.13%
IS	4	1.83%
AE	0	0%
AH	53	24.31%
NM	2	0.92%
DE	6	2.75%
Technical Support	**Total**	**Percentage %**
PD	4	33.33%
OS	2	16.67%
LAB	0	0%
PH	1	8.33%
IS	4	33.33%
AE	0	0%
AH	1	8.33%
NM	0	0%
DE	0	0%
Other Information	**Total**	**Percentage %**
PD	124	62%
OS	18	9%
LAB	2	1%
PH	9	4.5%
IS	7	3.5%

AE	0	0%
AH	36	18%
NM	3	1.5%
DE	1	0.5%
Complaints or appeals	**Total**	**Percentage %**
PD	17	60.71%
OS	6	21.43%
LAB	1	3.57%
PH	2	7.14%
IS	0	0%
AE	0	0%
AH	1	3.57%
NM	1	3.57%
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	13	24.53%
OS	13	24.53%
LAB	0	0%
PH	2	3.77%
IS	1	1.89%
AE	0	0%
AH	21	39.62%
NM	1	1.89%
DE	2	3.77%
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	423	92.16%
PD - GERIATRICIAN	3	0.65%
PD - PEDIATRICIAN	32	6.97%
PD - INTERNAL MEDICINE	1	0.22%
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	41	97.62%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	1	2.38%
PD - INTERNAL MEDICINE	0	0%
Registration to Personal Doctor beneficiary list	**Total**	**Percentage %**
PD - GENERAL MEDICINE	41	91.11%
PD - GERIATRICIAN	1	2.22%
PD - PEDIATRICIAN	3	6.67%
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	17	73.91%
PD - GERIATRICIAN	1	4.35%
PD - PEDIATRICIAN	5	21.74%
PD - INTERNAL MEDICINE	0	0%
Beneficiary Eligibility Information	**Total**	**Percentage %**
PD - GENERAL MEDICINE	92	94.85%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	5	5.15%
PD - INTERNAL MEDICINE	0	0%
Service Provision	**Total**	**Percentage %**
PD - GENERAL MEDICINE	1400	94.02%
PD - GERIATRICIAN	8	0.54%
PD - PEDIATRICIAN	79	5.31%
PD - INTERNAL MEDICINE	2	0.13%

Contribution/Copayments Information	Total	Percentage %
PD - GENERAL MEDICINE	3	75%
PD - GERIATRICIAN	1	25%
PD - PEDIATRICIAN	0	0%
PD - INTERNAL MEDICINE	0	0%
Reimbursement Information	**Total**	**Percentage %**
PD - GENERAL MEDICINE	22	95.65%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	1	4.35%
PD - INTERNAL MEDICINE	0	0%
Portal/Website Information	**Total**	**Percentage %**
PD - GENERAL MEDICINE	89	87.25%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	13	12.75%
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	112	90.32%
PD - GERIATRICIAN	2	1.61%
PD - PEDIATRICIAN	8	6.45%
PD - INTERNAL MEDICINE	2	1.61%
Complaints or appeals	**Total**	**Percentage %**
PD - GENERAL MEDICINE	14	82.35%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	2	11.76%
PD - INTERNAL MEDICINE	1	5.88%
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	11	84.62%
PD - GERIATRICIAN	0	0%
PD - PEDIATRICIAN	2	15.38%
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	2.7%
OS - UROLOGY	1	2.7%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	2	5.41%
OS - VASCULAR SURGERY	2	5.41%
OS - NEUROLOGICAL SURGERY	1	2.7%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	2	5.41%
OS - OPHTHALMOLOGY	3	8.11%
OS - ORTHOPAEDICS	1	2.7%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	1	2.7%
OS - PAEDIATRICS	1	2.7%
OS - CARDIOLOGY	4	10.81%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	2.7%
OS - CHILD & ADOLESCENT PSYCHIATRY	2	5.41%
OS - DIAGNOSTIC RADIOLOGY	1	2.7%

OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	3	8.11%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	1	2.7%
OS - GENERAL SURGERY	3	8.11%
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	5.41%
OS - RESPIRATORY MEDICINE	0	0%
OS - PSYCHIATRY	4	10.81%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	1	2.7%
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	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	0.35%
OS - UROLOGY	11	3.83%
OS - RENAL DISEASES	1	0.35%
OS - NEUROLOGY	23	8.01%
OS - VASCULAR SURGERY	2	0.7%
OS - NEUROLOGICAL SURGERY	7	2.44%
OS - NUCLEAR MEDICINE	1	0.35%
OS - OBSTETRICS - GYNAECOLOGY	22	7.67%
OS - OPHTHALMOLOGY	15	5.23%
OS - ORTHOPAEDICS	46	16.03%
OS - OTORHINOLARYNGOLOGY	1	0.35%
OS - ALLERGOLOGY	2	0.7%
OS - ANESTHESIOLOGY	7	2.44%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	26	9.06%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	4	1.39%
OS - DERMATO-VENEREOLOGY	18	6.27%
OS - CHILD & ADOLESCENT PSYCHIATRY	2	0.7%
OS - DIAGNOSTIC RADIOLOGY	3	1.05%
OS - ACCIDENT & EMERGENCY MEDICINE	2	0.7%
OS - ENDOCRINOLOGY	9	3.14%
OS - PAEDIATRIC SURGERY	2	0.7%
OS - GASTROENTEROLOGY	8	2.79%
OS - GENERAL SURGERY	20	6.97%
OS - GERIATRICS	1	0.35%
OS - HAEMATOLOGY	2	0.7%
OS - PATHOLOGICAL ANATOMY	1	0.35%
OS - MEDICAL ONCOLOGY	1	0.35%

OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	2	0.7%
OS - RESPIRATORY MEDICINE	15	5.23%
OS - PSYCHIATRY	11	3.83%
OS - RADIOTHERAPY	4	1.39%
OS - RHEUMATOLOGY	13	4.53%
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	0.35%
OS - THORACIC SURGERY / CARDIO SURGERY	3	1.05%
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	6.67%
OS - VASCULAR SURGERY	1	3.33%
OS - NEUROLOGICAL SURGERY	1	3.33%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	6	20%

OS - OPHTHALMOLOGY	2	6.67%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	1	3.33%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	7	23.33%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	3.33%
OS - CHILD & ADOLESCENT PSYCHIATRY	0	0%
OS - DIAGNOSTIC RADIOLOGY	2	6.67%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	1	3.33%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	1	3.33%
OS - GENERAL SURGERY	3	10%
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	3.33%
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	0	0%
Portal/Website Information	**Total**	**Percentage %**
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	1	2.78%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	3	8.33%
OS - VASCULAR SURGERY	0	0%
OS - NEUROLOGICAL SURGERY	0	0%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	0	0%
OS - OPHTHALMOLOGY	2	5.56%
OS - ORTHOPAEDICS	4	11.11%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	1	2.78%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	6	16.67%
OS - MEDICAL GENETIC	1	2.78%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	3	8.33%
OS - CHILD & ADOLESCENT PSYCHIATRY	1	2.78%
OS - DIAGNOSTIC RADIOLOGY	3	8.33%
OS - ACCIDENT & EMERGENCY MEDICINE	1	2.78%
OS - ENDOCRINOLOGY	1	2.78%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	1	2.78%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	1	2.78%

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	2	5.56%
OS - PSYCHIATRY	3	8.33%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	1	2.78%
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	2.78%
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	50%
OS - GENERAL SURGERY	0	0%
OS - GERIATRICS	0	0%
OS - HAEMATOLOGY	0	0%
OS - PATHOLOGICAL ANATOMY	0	0%
OS - MEDICAL ONCOLOGY	0	0%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	0	0%
OS - RESPIRATORY MEDICINE	1	50%
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	5.56%
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	5.56%
OS - OPHTHALMOLOGY	1	5.56%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	2	11.11%
OS - ANESTHESIOLOGY	1	5.56%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	2	11.11%
OS - MEDICAL GENETIC	1	5.56%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	1	5.56%
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	2	11.11%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	2	11.11%
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	16.67%
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	7.69%
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	7.69%
OS - OBSTETRICS - GYNAECOLOGY	1	7.69%
OS - OPHTHALMOLOGY	1	7.69%
OS - ORTHOPAEDICS	0	0%
OS - OTORHINOLARYNGOLOGY	3	23.08%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	2	15.38%
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	7.69%
OS - ACCIDENT & EMERGENCY MEDICINE	0	0%
OS - ENDOCRINOLOGY	0	0%
OS - PAEDIATRIC SURGERY	0	0%
OS - GASTROENTEROLOGY	0	0%
OS - GENERAL SURGERY	1	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	1	7.69%
OS - PSYCHIATRY	0	0%
OS - RADIOTHERAPY	0	0%
OS - RHEUMATOLOGY	1	7.69%
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	4	4.35%
IS - DOCTOR	88	95.65%
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	25%
IS - DOCTOR	3	75%
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	490	29.25%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	21	1.25%
Registration to Personal Doctor beneficiary list	30	1.79%
Provider Contracting	11	0.66%
Benefits Package	16	0.96%
Beneficiary Eligibility Information	121	7.22%
Service Provision	250	14.93%
Contribution/Copayments Information	37	2.21%
Reimbursement Information	15	0.9%
Portal/Website Information	397	23.7%

Contact Type Categories	Total	Percentage %
Technical Support	0	0%
Other Information	188	11.22%
Complaints or appeals	97	5.79%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	2	0.12%
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	486	29.28%
Delayed reimbursement cases	0	0%
Provider & Healthcare Professionals Enrolment Inf	21	1.27%

Registration to Personal Doctor beneficiary list	30	1.81%
General Public Contact Type Categories	**Total**	**Percentage %**
Provider Contracting	10	0.6%
Benefits Package	16	0.96%
Beneficiary Eligibility Information	120	7.23%
Service Provision	242	14.58%
Contribution/Copayments Information	37	2.23%
Reimbursement Information	15	0.9%
Portal/Website Information	397	23.92%
Technical Support	0	0%
Other Information	187	11.27%
Complaints or appeals	97	5.84%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Claims	2	0.12%
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	11.11%
Benefits Package	0	0%
Beneficiary Eligibility Information	1	11.11%
Service Provision	6	66.67%
Contribution/Copayments Information	0	0%
Reimbursement Information	0	0%
Portal/Website Information	0	0%
Technical Support	0	0%
Other Information	1	11.11%
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	4	66.67%
OS	1	16.67%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	1	16.67%
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	1	100%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%
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	4	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	1	100%
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	1	100%
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	16167	95.39%
Escalated	497	2.93%
Follow up	285	1.68%

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

Beneficiaries Status	Total	Percentage %
First Contact Resolution	10119	99.04%
Escalated	98	0.96%
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	1150	66.47%
Escalated	297	17.17%
Follow up	283	16.36%

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

Providers Status	Total	Percentage %
First Contact Resolution	4898	97.92%
Escalated	102	2.04%
Follow up	2	0.04%

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	4358	43.07%
Beneficiary Female	5761	56.93%
Escalated	**Total**	**Percentage %**
Beneficiary Male	45	45.92%
Beneficiary Female	53	54.08%
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	2406	49.12%
OS	426	8.7%
LAB	45	0.92%
PH	443	9.04%
IS	129	2.63%
AE	0	0%
AH	1344	27.44%
NM	42	0.86%
DE	63	1.29%
Escalated	**Total**	**Percentage %**
PD	43	42.16%
OS	21	20.59%
LAB	0	0%
PH	15	14.71%
IS	3	2.94%
AE	0	0%
AH	14	13.73%
NM	3	2.94%
DE	3	2.94%
Follow up	**Total**	**Percentage %**
PD	2	100%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%
AH	0	0%
NM	0	0%
DE	0	0%

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	2235	92.89%
PD - GERIATRICIAN	16	0.67%
PD - PEDIATRICIAN	149	6.19%
PD - INTERNAL MEDICINE	6	0.25%
Escalated	**Total**	**Percentage %**
PD - GENERAL MEDICINE	39	90.7%
PD - GERIATRICIAN	1	2.33%
PD - PEDIATRICIAN	3	6.98%
PD - INTERNAL MEDICINE	0	0%
Follow up	**Total**	**Percentage %**
PD - GENERAL MEDICINE	2	100%
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	1.17%
OS - UROLOGY	13	3.05%
OS - RENAL DISEASES	1	0.23%
OS - NEUROLOGY	31	7.28%
OS - VASCULAR SURGERY	5	1.17%
OS - NEUROLOGICAL SURGERY	8	1.88%
OS - NUCLEAR MEDICINE	2	0.47%
OS - OBSTETRICS - GYNAECOLOGY	31	7.28%
OS - OPHTHALMOLOGY	25	5.87%
OS - ORTHOPAEDICS	53	12.44%
OS - OTORHINOLARYNGOLOGY	4	0.94%
OS - ALLERGOLOGY	5	1.17%
OS - ANESTHESIOLOGY	12	2.82%
OS - PAEDIATRICS	1	0.23%
OS - CARDIOLOGY	47	11.03%
OS - MEDICAL GENETIC	2	0.47%

OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	5	1.17%
OS - DERMATO-VENEREOLOGY	23	5.4%
OS - CHILD & ADOLESCENT PSYCHIATRY	5	1.17%
OS - DIAGNOSTIC RADIOLOGY	11	2.58%
OS - ACCIDENT & EMERGENCY MEDICINE	3	0.7%
OS - ENDOCRINOLOGY	16	3.76%
OS - PAEDIATRIC SURGERY	2	0.47%
OS - GASTROENTEROLOGY	9	2.11%
OS - GENERAL SURGERY	32	7.51%
OS - GERIATRICS	2	0.47%
OS - HAEMATOLOGY	2	0.47%
OS - PATHOLOGICAL ANATOMY	2	0.47%
OS - MEDICAL ONCOLOGY	1	0.23%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	4	0.94%
OS - RESPIRATORY MEDICINE	17	3.99%
OS - PSYCHIATRY	18	4.23%
OS - RADIOTHERAPY	6	1.41%
OS - RHEUMATOLOGY	16	3.76%
OS - SPECIALISED IN COMMUNICABLE DISEASES	1	0.23%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	1	0.23%
OS - THORACIC SURGERY / CARDIO SURGERY	5	1.17%
Escalated	**Total**	**Percentage %**
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%
OS - NEUROLOGY	1	4.76%
OS - VASCULAR SURGERY	1	4.76%

OS - NEUROLOGICAL SURGERY	1	4.76%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	2	9.52%
OS - OPHTHALMOLOGY	1	4.76%
OS - ORTHOPAEDICS	2	9.52%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	3	14.29%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	4.76%
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	9.52%
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	2	9.52%
OS - PSYCHIATRY	3	14.29%
OS - RADIOTHERAPY	1	4.76%
OS - RHEUMATOLOGY	1	4.76%

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	7	5.43%
IS - DOCTOR	122	94.57%
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	4279	96.88%
Escalated	99	2.24%
Follow up	39	0.88%
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	390	94.89%
Escalated	19	4.62%
Follow up	2	0.49%
Registration to Personal Doctor beneficiary list	**Total**	**Percentage %**
First Contact Resolution	348	98.31%
Escalated	4	1.13%
Follow up	2	0.56%
Provider Contracting	**Total**	**Percentage %**
First Contact Resolution	31	75.61%
Escalated	10	24.39%
Follow up	0	0%
Benefits Package	**Total**	**Percentage %**
First Contact Resolution	131	96.32%
Escalated	4	2.94%
Follow up	1	0.74%
Beneficiary Eligibility Information	**Total**	**Percentage %**
First Contact Resolution	586	97.67%
Escalated	8	1.33%
Follow up	6	1%
Service Provision	**Total**	**Percentage %**
First Contact Resolution	6325	97.23%
Escalated	121	1.86%
Follow up	59	0.91%
Contribution/Copayments Information	**Total**	**Percentage %**
First Contact Resolution	157	90.75%
Escalated	10	5.78%
Follow up	6	3.47%
Reimbursement Information	**Total**	**Percentage %**

First Contact Resolution	171	94.48%
Escalated	9	4.97%
Follow up	1	0.55%
Portal/Website Information	**Total**	**Percentage %**
First Contact Resolution	1787	92.4%
Escalated	112	5.79%
Follow up	35	1.81%
Technical Support	**Total**	**Percentage %**
First Contact Resolution	49	100%
Escalated	0	0%
Follow up	0	0%
Other Information	**Total**	**Percentage %**
First Contact Resolution	1664	91.48%
Escalated	39	2.14%
Follow up	116	6.38%
Complaints or appeals	**Total**	**Percentage %**
First Contact Resolution	177	68.87%
Escalated	62	24.12%
Follow up	18	7%
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	57	100%
Escalated	0	0%
Follow up	0	0%
Service provision support to Providers	**Total**	**Percentage %**

First Contact Resolution	2	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	15076	98.7%
Escalated	198	1.3%
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	10113	99.04%
Escalated	98	0.96%
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	69	98.57%
Escalated	1	1.43%
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	4894	98.02%
Escalated	99	1.98%
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	4355	43.06%
Beneficiary Female	5758	56.94%
Escalated	**Total**	**Percentage %**
Beneficiary Male	45	45.92%
Beneficiary Female	53	54.08%
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	2404	49.12%
OS	425	8.68%
LAB	45	0.92%
PH	443	9.05%
IS	128	2.62%
AE	0	0%
AH	1344	27.46%
NM	42	0.86%
DE	63	1.29%
Escalated	**Total**	**Percentage %**
PD	42	42.42%
OS	21	21.21%
LAB	0	0%
PH	15	15.15%
IS	2	2.02%
AE	0	0%
AH	13	13.13%
NM	3	3.03%
DE	3	3.03%
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	2233	92.89%
PD - GERIATRICIAN	16	0.67%
PD - PEDIATRICIAN	149	6.2%
PD - INTERNAL MEDICINE	6	0.25%
Escalated	**Total**	**Percentage %**
PD - GENERAL MEDICINE	38	90.48%
PD - GERIATRICIAN	1	2.38%
PD - PEDIATRICIAN	3	7.14%
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	1.18%
OS - UROLOGY	13	3.06%
OS - RENAL DISEASES	1	0.24%
OS - NEUROLOGY	31	7.29%
OS - VASCULAR SURGERY	5	1.18%
OS - NEUROLOGICAL SURGERY	8	1.88%
OS - NUCLEAR MEDICINE	2	0.47%
OS - OBSTETRICS - GYNAECOLOGY	31	7.29%
OS - OPHTHALMOLOGY	24	5.65%
OS - ORTHOPAEDICS	53	12.47%
OS - OTORHINOLARYNGOLOGY	4	0.94%
OS - ALLERGOLOGY	5	1.18%
OS - ANESTHESIOLOGY	12	2.82%
OS - PAEDIATRICS	1	0.24%

OS - CARDIOLOGY	47	11.06%
OS - MEDICAL GENETIC	2	0.47%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	5	1.18%
OS - DERMATO-VENEREOLOGY	23	5.41%
OS - CHILD & ADOLESCENT PSYCHIATRY	5	1.18%
OS - DIAGNOSTIC RADIOLOGY	11	2.59%
OS - ACCIDENT & EMERGENCY MEDICINE	3	0.71%
OS - ENDOCRINOLOGY	16	3.76%
OS - PAEDIATRIC SURGERY	2	0.47%
OS - GASTROENTEROLOGY	9	2.12%
OS - GENERAL SURGERY	32	7.53%
OS - GERIATRICS	2	0.47%
OS - HAEMATOLOGY	2	0.47%
OS - PATHOLOGICAL ANATOMY	2	0.47%
OS - MEDICAL ONCOLOGY	1	0.24%
OS - INTERNAL MEDICINE	0	0%
OS - PHYSICAL MEDICINE AND REHABILITATION	0	0%
OS - PLASTIC SURGERY	4	0.94%
OS - RESPIRATORY MEDICINE	17	4%
OS - PSYCHIATRY	18	4.24%
OS - RADIOTHERAPY	6	1.41%
OS - RHEUMATOLOGY	16	3.76%
OS - SPECIALISED IN COMMUNICABLE DISEASES	1	0.24%
OS - SPECIALISED IN INTENSIVE CARE	0	0%
OS - SPECIALISED IN NEONATOLOGY	0	0%
OS - SPECIALISED IN PAEDIATRIC NEUROLOGY	1	0.24%
OS - THORACIC SURGERY / CARDIO SURGERY	5	1.18%
Escalated	**Total**	**Percentage %**
OS - DENTAL-ORAL-MAXILLA-FACIAL SURGERY	0	0%
OS - UROLOGY	0	0%
OS - RENAL DISEASES	0	0%

OS - NEUROLOGY	1	4.76%
OS - VASCULAR SURGERY	1	4.76%
OS - NEUROLOGICAL SURGERY	1	4.76%
OS - NUCLEAR MEDICINE	0	0%
OS - OBSTETRICS - GYNAECOLOGY	2	9.52%
OS - OPHTHALMOLOGY	1	4.76%
OS - ORTHOPAEDICS	2	9.52%
OS - OTORHINOLARYNGOLOGY	0	0%
OS - ALLERGOLOGY	0	0%
OS - ANESTHESIOLOGY	0	0%
OS - PAEDIATRICS	0	0%
OS - CARDIOLOGY	3	14.29%
OS - MEDICAL GENETIC	0	0%
OS - PAEDIATRIC CARDIOLOGY	0	0%
OS - CYTOLOGY	0	0%
OS - DERMATO-VENEREOLOGY	1	4.76%
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	9.52%
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	2	9.52%
OS - PSYCHIATRY	3	14.29%

OS - RADIOTHERAPY	1	4.76%
OS - RHEUMATOLOGY	1	4.76%
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	7	5.47%
IS - DOCTOR	121	94.53%
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	3863	98.37%
Escalated	64	1.63%

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	376	96.41%
Escalated	14	3.59%
Follow up	0	0%
Registration to Personal Doctor beneficiary list	**Total**	**Percentage %**
First Contact Resolution	321	99.07%
Escalated	3	0.93%
Follow up	0	0%
Provider Contracting	**Total**	**Percentage %**
First Contact Resolution	28	93.33%
Escalated	2	6.67%
Follow up	0	0%
Benefits Package	**Total**	**Percentage %**
First Contact Resolution	118	98.33%
Escalated	2	1.67%
Follow up	0	0%
Beneficiary Eligibility Information	**Total**	**Percentage %**
First Contact Resolution	476	99.37%
Escalated	3	0.63%
Follow up	0	0%
Service Provision	**Total**	**Percentage %**
First Contact Resolution	6180	98.8%
Escalated	75	1.2%
Follow up	0	0%
Contribution/Copayments Information	**Total**	**Percentage %**
First Contact Resolution	134	98.53%
Escalated	2	1.47%

Follow up	0	0%
Reimbursement Information	**Total**	**Percentage %**
First Contact Resolution	159	95.78%
Escalated	7	4.22%
Follow up	0	0%
Portal/Website Information	**Total**	**Percentage %**
First Contact Resolution	1530	99.54%
Escalated	7	0.46%
Follow up	0	0%
Technical Support	**Total**	**Percentage %**
First Contact Resolution	49	100%
Escalated	0	0%
Follow up	0	0%
Other Information	**Total**	**Percentage %**
First Contact Resolution	1623	99.51%
Escalated	8	0.49%
Follow up	0	0%
Complaints or appeals	**Total**	**Percentage %**
First Contact Resolution	149	93.13%
Escalated	11	6.88%
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	55	100%
Escalated	0	0%

Follow up	0	0%
Service provision support to Providers	**Total**	**Percentage %**
First Contact Resolution	2	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	1091	65.13%
Escalated	299	17.85%
Follow up	285	17.01%

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	1081	65.12%
Escalated	296	17.83%
Follow up	283	17.05%

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

Providers Status	**Total**	**Percentage %**
First Contact Resolution	4	44.44%
Escalated	3	33.33%
Follow up	2	22.22%

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	50%
OS	1	25%
LAB	0	0%
PH	0	0%
IS	1	25%
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	2	100%
OS	0	0%
LAB	0	0%
PH	0	0%
IS	0	0%
AE	0	0%

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

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	2	100%
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	1	100%
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	416	84.9%
Escalated	35	7.14%
Follow up	39	7.96%
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	27	90%
Escalated	1	3.33%
Follow up	2	6.67%
Provider Contracting	**Total**	**Percentage %**
First Contact Resolution	3	27.27%
Escalated	8	72.73%
Follow up	0	0%
Benefits Package	**Total**	**Percentage %**
First Contact Resolution	13	81.25%
Escalated	2	12.5%
Follow up	1	6.25%
Beneficiary Eligibility Information	**Total**	**Percentage %**
First Contact Resolution	110	90.91%
Escalated	5	4.13%
Follow up	6	4.96%
Service Provision	**Total**	**Percentage %**
First Contact Resolution	145	58%
Escalated	46	18.4%
Follow up	59	23.6%

Contribution/Copayments Information	Total	Percentage %
First Contact Resolution	23	62.16%
Escalated	8	21.62%
Follow up	6	16.22%
Reimbursement Information	**Total**	**Percentage %**
First Contact Resolution	12	80%
Escalated	2	13.33%
Follow up	1	6.67%
Portal/Website Information	**Total**	**Percentage %**
First Contact Resolution	257	64.74%
Escalated	105	26.45%
Follow up	35	8.82%
Technical Support	**Total**	**Percentage %**
First Contact Resolution	0	0%
Escalated	0	0%
Follow up	0	0%
Other Information	**Total**	**Percentage %**
First Contact Resolution	41	21.81%
Escalated	31	16.49%
Follow up	116	61.7%
Complaints or appeals	**Total**	**Percentage %**
First Contact Resolution	28	28.87%
Escalated	51	52.58%
Follow up	18	18.56%
Pre-approval support to Providers	**Total**	**Percentage %**
First Contact Resolution	0	0%
Escalated	0	0%
Follow up	0	0%
Beneficiary and Provider support on Beneficiary el	**Total**	**Percentage %**
First Contact Resolution	0	0%
Escalated	0	0%
Follow up	0	0%

Claims	Total	Percentage %
First Contact Resolution	2	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): 75
7.2 Beneficiaries Average length time (seconds): 70
7.3 Providers Average length time (seconds): 87

8. Telephone calls average wrap up time.

8.1 Average wrap up time (seconds): 13
8.2 Beneficiaries Average wrap up time (seconds): 12
8.3 Providers Average wrap up time (seconds): 14

9. Telephone calls average waiting time.

9.1 Average waiting time (seconds): 26
9.2 Beneficiaries Average waiting time (seconds): 33
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.	8373/10205	82.05%

Calls answered in 120 seconds.	Total	Percentage %
SLA is 90% for inbound calls.	9564/10205	93.72%

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.	4349/4987	87.21%

Calls answered in 60 seconds.	Total	Percentage %
SLA is 95% for inbound calls.	4773/4987	95.71%

12. First Contact Resolution (SLA-11).

Calls marked as first contact resolution.	Total	Percentage %
SLA is 95% of calls.	15076/15274	98.7%

13. Emails average assignment time.

Emails average assignment time (seconds): 26619

14. Emails average resolution time.

Emails average resolution time (seconds). 29581

15. Email priority assignment (SLA-10).

Email acquired in 1 business day.	Total	Percentage %
SLA is 95% of emails.	1660/1675	99.1%

16. Email resolution (SLA-12).

Emails resolved within 3 business days.	Total	Percentage %
SLA is 98% of emails.	1375/1376	99.93%

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

17.1 Total Surveys

Total Surveys: 719

Rating in scale of 4	Average
SLA is > 3	3.04

End of Report