Table of Contents

Table of Contents 1
1. Handled contacts through Portals. 4
1.1. Number of Portal contacts 4
2. Number of contacts per Issue Category 4
2.1 Number of Queries and % on total number of Portal contacts. 4
2.2 Number of Complaints and % on total number of Portal contacts. 4
2.3 Number of Follow up and % on total number of Portal contacts. 4
3. Number of contacts per Originator Type 5
3.1 Number of contacts per Originator Type and % on total number of Portal contacts. 5
3.2 Number of contacts per Originator Type per Query and % on total number of Queries. 5
3.3 Number of contacts per Originator Type per Complaint and % on total number of Complaints. 5
3.4 Number of contacts per Originator Type per Follow up and % on total number of Follow up. 5
4. Number of Queries per Sub Category 6
4.1 Number of Queries per Sub Category and % on total number of Queries. 6
4.2 Number of Queries per Sub Category for Insured Member and % on total number of Queries for Insured members. 6
4.3 Number of Queries per Sub Category for Provider and % on total number of Queries for Providers. 7
4.4 Number of Queries per Sub Category for Other and % on total number of Queries for Others. 7
5. Number of Complaints per Sub Category 9
5.1 Number of Complaints per Sub Category and % on total number of Complaint. 9
5.2 Number of Complaints per Sub Category for Insured Member and % on total number of Complaints for Insured members. 9
5.3 Number of Complaints per Sub Category for Provider and % on total number of Complaints for Providers. 10
5.4 Number of Complaints per Sub Category for Other and % on total number of Complaints for Others. 11
6. Number of contacts per Sub Category 12
6.1 Number of contacts per Sub Category 12
7. Portals average assignment time 14
7.1 Portals average assignment time 14
8. Contact centre non-telephone priority assignment (SLA-10) 14
8.1 Portals assignment time 14
9. Portals average resolution time 15
9.1 Average resolution time for contacts resolve by the Contact Centre Services. 15
9.2 Average resolution time for contacts escalated from the Contact Centre Services. 15
9.3 Portals average resolution time. 15
10. Contact centre – Standard Contact resolution (SLA-12) 15
10.1 Resolution time for contacts resolve by the Contact Centre Services. 15
11. Contact centre quality (SLA-14) 15
11.1. Contacts wrongly transferred outside the Contact Centre for resolution 15
12. Escalated Portal Contacts 16
12.1. Number of escalated portal contacts and % on total number of portal contacts 16
13. Escalated Portal Contacts per Issue Category 17
13.1. Number of Escalated Portal Queries and % on total number of Escalated Portal contacts 17
13.2. Number of Escalated Portal Complaints and % on total number of Escalated Portal contacts 17
13.3. Number of Escalated Portal Follow ups and % on total number of Escalated Portal contacts 17
14. Escalated Portal Contacts per Originator Type 18
14.1. Number of Escalated Portal Contacts per Originator type and % on total number of Escalated Portal contacts 18
14.2. Number of Escalated Portal Contacts per Originator type per Query and % on total number of Escalated Portal Queries 18
14.3. Number of Escalated Portal per Originator type per Complaint and % on total number of Escalated Portal Complaints 18
14.4. Number of Escalated Portal per Originator type per Follow up and % on total number of Escalated Portal Follow ups
15. Escalated Queries per Sub Category 1918
15.1. Number of Escalated Queries per Sub Category and % on total number of Escalated Queries 19
15.2. Number of Escalated Queries per Sub Category for Insured Member and % on total number of Escalated Queries for Insured members 19

15.3. Number of Escalated Queries per Sub Category for Provider and % on total number of Escalated Queries for Providers 20
15.4. Number of Escalated Queries per Sub Category for Other and % on total number of Escalated Queries for Others 20
16. Escalated Complaints per Sub Category 22
16.1. Number of Escalated Complaints per Sub Category and % on total number of Escalated Complaints 22
16.2. Number of Escalated Complaints per Sub Category for Insured Member and % on total number of Escalated Complaints for Insured members 22
16.3. Number of Escalated Complaints per Sub Category for Provider and % on total number of Escalated Complaints for Providers 23
16.4. Number of Escalated Complaints per Sub Category for Other and % on total number of Escalated Complaints for Others 24
17. Escalated Portal Contacts per Sub Category 25
17.1. Number of Escalated Portal Contacts per Sub Category 25

Report name:	Portals reporting.		
Report description:	Reporting for inbound contacts submitted to the Contact Centre Services by Portals for a specific period with the use of MedNext+ application		
Reporting software:	MedNext+ application.		
Customer:	Health Insurance organization	**Contact Person:**	Ifigeneia Kammitsi
Printing date:	03/11/2026 11:20:57		
Reporting period date:	01/10/2026 08:02:24 - 31/10/2026 23:49:25		

1. Handled contacts through Portals.

1.1. Number of Portal contacts

Number of Portal contacts: 5374

2. Number of contacts per Issue Category

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

Issue Category	Total	Percentage %
Query	5213	97%

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

Issue Category	Total	Percentage %
Complaint	161	3%

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

Issue Category	Total	Percentage %
Follow Up	0	0%

3. Number of contacts per Originator Type

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

Issue Category	Total	Percentage %
Insured Member	187	3.48%
Provider	5187	96.52%
Other	0	0%

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

Issue Category	Total	Percentage %
Insured Member	158	3.03%
Provider	5055	96.97%
Other	0	0%

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

Issue Category	Total	Percentage %
Insured Member	29	18.01%
Provider	132	81.99%
Other	0	0%

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

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

4. Number of Queries per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	1055	20.24%
Provider & Healthcare Professionals Enrolment Info	111	2.13%
Registration to Personal Doctor beneficiary list	34	0.65%
Provider Contracting	63	1.21%
Benefits Package	957	18.36%
Beneficiary Eligibility Information	21	0.4%
Service Provision	1295	24.84%
Contribution/Copayments Information	14	0.27%
Reimbursement Information	89	1.71%
Portal/Website Information	21	0.4%
Technical Support	43	0.82%
Other Information	866	16.61%
Pre-approval support to Providers	351	6.73%
Beneficiary and Provider support on Beneficiary el	54	1.04%
Business Continuity Service	0	0%
Service provision support to Providers	126	2.42%
Delayed reimbursement cases	1	0.02%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	69	43.67%
Provider & Healthcare Professionals Enrolment Info	1	0.63%
Registration to Personal Doctor beneficiary list	4	2.53%
Provider Contracting	3	1.9%
Benefits Package	2	1.27%
Beneficiary Eligibility Information	8	5.06%
Service Provision	13	8.23%
Contribution/Copayments Information	6	3.8%
Reimbursement Information	2	1.27%
Portal/Website Information	11	6.96%

Sub Category	Total	Percentage %
Technical Support	8	5.06%
Other Information	26	16.46%
Pre-approval support to Providers	1	0.63%
Beneficiary and Provider support on Beneficiary el	2	1.27%
Business Continuity Service	0	0%
Service provision support to Providers	0	0%
Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	986	19.51%
Provider & Healthcare Professionals Enrolment Info	110	2.18%
Registration to Personal Doctor beneficiary list	30	0.59%
Provider Contracting	60	1.19%
Benefits Package	955	18.89%
Beneficiary Eligibility Information	13	0.26%
Service Provision	1282	25.36%
Contribution/Copayments Information	8	0.16%
Reimbursement Information	87	1.72%
Portal/Website Information	10	0.2%
Technical Support	35	0.69%
Other Information	840	16.62%
Pre-approval support to Providers	350	6.92%
Beneficiary and Provider support on Beneficiary el	52	1.03%
Business Continuity Service	0	0%
Service provision support to Providers	126	2.49%
Delayed reimbursement cases	1	0.02%

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

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

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

5. Number of Complaints per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	7	4.35%
Provider Enrolment Complaint	2	1.24%
Registration to Personal Doctor beneficiary list C	2	1.24%
Provider Contracting Complaint	6	3.73%
Benefits Package Complaint	10	6.21%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	19	11.8%
Contribution/Copayments Complaint	2	1.24%
Reimbursement Complaint	35	21.74%
Portal/Website Complaint	9	5.59%
Technical Issues Complaint	0	0%
Other Complaints	22	13.66%
Complaint for specific Provider	9	5.59%
Complaint for specific Beneficiary	12	7.45%
Contact Centre Services Complaint	1	0.62%
Complaint for Pre-approval support to Providers	2	1.24%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	1	0.62%
Complaint for Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	5	17.24%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	1	3.45%
Provider Contracting Complaint	0	0%
Benefits Package Complaint	1	3.45%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	6	20.69%

Sub Category	Total	Percentage %
Contribution/Copayments Complaint	1	3.45%
Reimbursement Complaint	0	0%
Portal/Website Complaint	5	17.24%
Technical Issues Complaint	0	0%
Other Complaints	4	13.79%
Complaint for specific Provider	2	6.9%
Complaint for specific Beneficiary	0	0%
Contact Centre Services Complaint	1	3.45%
Complaint for Pre-approval support to Providers	1	3.45%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	2	1.52%
Provider Enrolment Complaint	2	1.52%
Registration to Personal Doctor beneficiary list C	1	0.76%
Provider Contracting Complaint	6	4.55%
Benefits Package Complaint	9	6.82%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	13	9.85%
Contribution/Copayments Complaint	1	0.76%
Reimbursement Complaint	35	26.52%
Portal/Website Complaint	4	3.03%
Technical Issues Complaint	0	0%
Other Complaints	18	13.64%
Complaint for specific Provider	7	5.3%
Complaint for specific Beneficiary	12	9.09%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.76%
Complaint for Beneficiary and Provider support on	0	0%

Sub Category	Total	Percentage %
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	1	0.76%
Complaint for Delayed reimbursement cases	0	0%

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

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

6. Number of contacts per Sub Category

6.1 Number of contacts per Sub Category

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	1055	19.63%
Provider & Healthcare Professionals Enrolment Info	111	2.07%
Registration to Personal Doctor beneficiary list	34	0.63%
Provider Contracting	63	1.17%
Benefits Package	957	17.81%
Beneficiary Eligibility Information	21	0.39%
Service Provision	1295	24.1%
Contribution/Copayments Information	14	0.26%
Reimbursement Information	89	1.66%
Portal/Website Information	21	0.39%
Technical Support	43	0.8%
Other Information	866	16.11%
Pre-approval support to Providers	351	6.53%
Beneficiary and Provider support on Beneficiary el	54	1%
Business Continuity Service	0	0%
Service provision support to Providers	126	2.34%
Delayed reimbursement cases	1	0.02%
Beneficiary Enrolment Complaint	7	0.13%
Provider Enrolment Complaint	2	0.04%
Registration to Personal Doctor beneficiary list C	2	0.04%
Provider Contracting Complaint	6	0.11%
Benefits Package Complaint	10	0.19%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	19	0.35%
Contribution/Copayments Complaint	2	0.04%
Reimbursement Complaint	35	0.65%
Portal/Website Complaint	9	0.17%
Technical Issues Complaint	0	0%
Other Complaints	22	0.41%

Sub Category	Total	Percentage %
Complaint for specific Provider	9	0.17%
Complaint for specific Beneficiary	12	0.22%
Contact Centre Services Complaint	1	0.02%
Complaint for Pre-approval support to Providers	2	0.04%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	1	0.02%
Complaint for Delayed reimbursement cases	0	0%

7. Portals average assignment time

7.1 Portals average assignment time

Portals average assignment time (seconds):21774

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

8.1 Portals assignment time

Portal contacts acquired in 1 business day.	Total	Percentage %
SLA is 95% of portals.	5369/5374	99.91%

9. Portals average resolution time

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

Average resolution time for contacts resolve by the Contact Centre Services (seconds): 29609

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

Average resolution time for contacts escalated from the Contact Centre Services (seconds): 82421

9.3 Portals average resolution time.

Portals average resolution time (seconds): 56015

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

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

Portals resolved in 3 business days.	Total	Percentage %
SLA is 98% of portals.	5009/5016	99.86%

11. Contact centre quality (SLA-14)

11.1. Contacts wrongly transferred outside the Contact Centre for resolution

Wrongly escalated contacts	Total	Percentage %
SLA is 2% of escalated contacts.	0/879	0%

12. Escalated Portal Contacts

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

Portal contacts	Total	Percentage %
Escalated portal contacts	358	6.66%

13. Escalated Portal Contacts per Issue Category

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

Issue Category	Total	Percentage %
Query	265	74.02%

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

Issue Category	Total	Percentage %
Complaint	93	25.98%

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

Issue Category	Total	Percentage %
Follow Up	0	0%

14. Escalated Portal Contacts per Originator Type

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

Issue Category	Total	Percentage %
Insured Member	28	7.82%
Provider	330	92.18%
Other	0	0%

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

Issue Category	Total	Percentage %
Insured Member	12	4.53%
Provider	253	95.47%
Other	0	0%

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

Issue Category	Total	Percentage %
Insured Member	16	17.2%
Provider	77	82.8%
Other	0	0%

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

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

15. Escalated Queries per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	18	6.79%
Provider & Healthcare Professionals Enrolment Info	3	1.13%
Registration to Personal Doctor beneficiary list	4	1.51%
Provider Contracting	8	3.02%
Benefits Package	8	3.02%
Beneficiary Eligibility Information	2	0.75%
Service Provision	99	37.36%
Contribution/Copayments Information	1	0.38%
Reimbursement Information	32	12.08%
Portal/Website Information	12	4.53%
Technical Support	2	0.75%
Other Information	9	3.4%
Pre-approval support to Providers	21	7.92%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	2	0.75%
Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	7	58.33%
Provider & Healthcare Professionals Enrolment Info	0	0%
Registration to Personal Doctor beneficiary list	0	0%
Provider Contracting	0	0%
Benefits Package	0	0%
Beneficiary Eligibility Information	0	0%
Service Provision	1	8.33%
Contribution/Copayments Information	0	0%
Reimbursement Information	0	0%
Portal/Website Information	2	16.67%

Sub Category	Total	Percentage %
Technical Support	0	0%
Other Information	1	8.33%
Pre-approval support to Providers	0	0%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	0	0%
Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	11	4.35%
Provider & Healthcare Professionals Enrolment Info	3	1.19%
Registration to Personal Doctor beneficiary list	4	1.58%
Provider Contracting	8	3.16%
Benefits Package	8	3.16%
Beneficiary Eligibility Information	2	0.79%
Service Provision	98	38.74%
Contribution/Copayments Information	1	0.4%
Reimbursement Information	32	12.65%
Portal/Website Information	10	3.95%
Technical Support	2	0.79%
Other Information	8	3.16%
Pre-approval support to Providers	21	8.3%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	2	0.79%
Delayed reimbursement cases	0	0%

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

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

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

16. Escalated Complaints per Sub Category

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	2	0.75%
Provider Enrolment Complaint	2	0.75%
Registration to Personal Doctor beneficiary list C	2	0.75%
Provider Contracting Complaint	2	0.75%
Benefits Package Complaint	1	0.38%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	14	5.28%
Contribution/Copayments Complaint	1	0.38%
Reimbursement Complaint	19	7.17%
Portal/Website Complaint	8	3.02%
Technical Issues Complaint	0	0%
Other Complaints	7	2.64%
Complaint for specific Provider	7	2.64%
Complaint for specific Beneficiary	11	4.15%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.38%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	2	16.67%
Provider Enrolment Complaint	0	0%
Registration to Personal Doctor beneficiary list C	1	8.33%
Provider Contracting Complaint	0	0%
Benefits Package Complaint	1	8.33%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	3	25%

Sub Category	Total	Percentage %
Contribution/Copayments Complaint	0	0%
Reimbursement Complaint	0	0%
Portal/Website Complaint	5	41.67%
Technical Issues Complaint	0	0%
Other Complaints	1	8.33%
Complaint for specific Provider	2	16.67%
Complaint for specific Beneficiary	0	0%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	0	0%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

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

Sub Category	Total	Percentage %
Beneficiary Enrolment Complaint	0	0%
Provider Enrolment Complaint	2	0.79%
Registration to Personal Doctor beneficiary list C	1	0.4%
Provider Contracting Complaint	2	0.79%
Benefits Package Complaint	0	0%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	11	4.35%
Contribution/Copayments Complaint	1	0.4%
Reimbursement Complaint	19	7.51%
Portal/Website Complaint	3	1.19%
Technical Issues Complaint	0	0%
Other Complaints	6	2.37%
Complaint for specific Provider	5	1.98%
Complaint for specific Beneficiary	11	4.35%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.4%
Complaint for Beneficiary and Provider support on	0	0%

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

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

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

17. Escalated Portal Contacts per Sub Category

17.1. Number of Escalated Portal Contacts per Sub Category

Sub Category	Total	Percentage %
Beneficiary Enrolment Information	18	5.03%
Provider & Healthcare Professionals Enrolment Info	3	0.84%
Registration to Personal Doctor beneficiary list	4	1.12%
Provider Contracting	8	2.23%
Benefits Package	8	2.23%
Beneficiary Eligibility Information	2	0.56%
Service Provision	99	27.65%
Contribution/Copayments Information	1	0.28%
Reimbursement Information	32	8.94%
Portal/Website Information	12	3.35%
Technical Support	2	0.56%
Other Information	9	2.51%
Pre-approval support to Providers	21	5.87%
Beneficiary and Provider support on Beneficiary el	0	0%
Business Continuity Service	0	0%
Service provision support to Providers	2	0.56%
Delayed reimbursement cases	0	0%
Beneficiary Enrolment Complaint	2	0.56%
Provider Enrolment Complaint	2	0.56%
Registration to Personal Doctor beneficiary list C	2	0.56%
Provider Contracting Complaint	2	0.56%
Benefits Package Complaint	1	0.28%
Beneficiary Eligibility Complaint	0	0%
Service Provision Complaint	14	3.91%
Contribution/Copayments Complaint	1	0.28%
Reimbursement Complaint	19	5.31%
Portal/Website Complaint	8	2.23%
Technical Issues Complaint	0	0%
Other Complaints	7	1.96%

Complaint for specific Provider **Sub Category**	7 **Total**	1.96% **Percentage %**
Complaint for specific Beneficiary	11	3.07%
Contact Centre Services Complaint	0	0%
Complaint for Pre-approval support to Providers	1	0.28%
Complaint for Beneficiary and Provider support on	0	0%
Complaint for Business Continuity Service	0	0%
Complaint for Service provision support to Provide	0	0%
Complaint for Delayed reimbursement cases	0	0%

End of Report