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ABSTRACT

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ANALYSIS OF DETERMINANTS OF PENDING BPJS HEALTH CLAIMS FOR INPATIENT PATIENTS AT RSUD WALED, CIREBON REGENCY IN 2023

Pending claims occur when BPJS Health documents submitted are incomplete or incorrect. Documents deemed pending will be returned to the hospital for completion. Pending claims can result in financial losses for the hospital and delayed payments for medical services. The purpose of the study was analyze the determinants of pending claims for BPJS Health inpatient records at RSUD Waled, Cirebon Regency. The research method used was qualitative. The informants in this study include key informants, primary informants, and supporting informants. The seven informants involved are the head of the casemix installation, the casemix staff responsible for inpatient care, internal verifiers, and the treating physician (DPJP). The variables in the study are diagnosis and procedure coding, administrative documentation, and INA-CBG grouping. The results of the study indicate that, at the coding stage, pending claims may occur due to unclear or unreadable handwriting from doctors, causing difficulties in the coding process. At the documentation stage, pending claims can arise from incomplete documents submitted by the inpatient care unit. At the grouping stage, issues such as the application being down during data entry were identified. On the individual level, heavy workloads and the need to continuously learn BPJS and Ministry of Health regulations were noted. On the organizational level, it was found that leadership had not provided sufficient training to staff, and there was a shortage of internal verifiers. The conclusion of the study is that pending claims occur due to coding errors, incomplete documentation, and lack of staff training. Recommendations include that hospitals should facilitate staff training to improve performance. BPJS Health should establish clear and easily understandable regulations to prevent differences in interpretation.

Keywords: *Claims, Pending, BPJS Health, Hospital, Inpatient*