

Analysis of Factors Causing Pending BPJS Inpatient Claims at RSPAL dr.

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ABSTRACT

Pending claims are claims files that have been returned to the hospital for revision so that they comply with the technical instructions for claim verification. RSPAL Dr. Ramelan Surabaya has problems managing BPJS claims, namely pending claims. Preliminary studies show that pending BPJS inpatient claims for the February–July period were 7.753%, or 902 files. This condition has an impact on delays in the disbursement of claim funds. This study aims to analyze the factors causing pending BPJS inpatient claims at RSPAL Dr. Ramelan Surabaya uses Lawrence Green behavioral theory. This type of research is qualitative. Data collection was done through in-depth interviews, observation, and documentation. Determining problem priorities using the USG method and continuing improvement efforts with brainstorming. The results of the research obtained by researchers were from predisposing factors, namely the education of claims officers not having a medical record background, knowledge that causes discrepancies in enforcing diagnosis codes, the officer's caring attitude is not optimal regarding data discrepancies, and enabling factors, namely SIMRS cannot be optimal because claims data cannot Overall, there is no training for claims entry officers; the reinforcing factors are the absence of coding SOP and the absence of punishment for officers who make mistakes. The solution to this problem is that training is needed, officers reconfirm with the DPJP, make entries according to applicable regulations, check the history of supporting examination results, enter claims with the largest coding resources, repair SIMRS through the IT team, create SOP for data withdrawal.

Keywords: *behavior, brainstorming, pending claim, USG*