

Analysis of Factors Causing Inaccuracy of Diagnosis Codes in BPJS Claims for Inpatients at Blambangan Banyuwangi Hospital in 2023

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ABSTRACT

Diagnostic code inaccuracies in the National Health Insurance claims of hospitalized patients at Blambangan Banyuwangi Regional Hospital were a problem in the submission of the National Health Insurance claims. The study aimed to analyze the cause of diagnostic code inaccuracy in the Social Security Agency on Health claims of hospital patients at Blambangan Banyuwangi Regional Hospital based on the theory of behavior "ABC" (Antecedent-Behavior-Consequences), which will then determine the priority cause of problems with the Reinke method and give recommendations for problem correction using the brainstorming method. This type of research was qualitative, with methods of data collection through interviews with 4 respondents, observations, and documentation. The results of the research obtained by the researchers concerning the diagnostic code inaccuracies on the National Health Insurance claims, the priority cause of problems using the Reinke method, obtaining the 3 top problems sequence with the highest total score of 29, meaning no codification-related training has been held, the second order obtained with a total of scores of 21, meaning there have been no coding SOP related coding procedures, and the third sequence obtained with an overall score of 18, meaning no routine meetings of the hospital and National Health Insurance related code differences have been conducted. Taking into account these factors, it is recommended to conduct internal and external training on codification, propose a draft coding SOP related to the coding procedures that have been created, and the need for regular meetings between claims officers and National Health Insurance verifiers.

Keywords : *Claim File, Code Inaccuracy, Hospitalization, Reinke Method*