

***Analysis of Factors Causing Pending BPJS Inpatient Claims at Bhayangkara Bondowoso Hospital, dr. Novita Nuraini, M.A.R.S (Supervisor I)***

**Ervin Fitrianti Nurlaily**  
*Health Information Management Study Program*  
*Department of Health*

***ABSTRACT***

*Pending claims occurred due to delays in payments by Social Health Insurance Administration Body. In Bhayangkara Bondowoso Hospital, it was found that 6.30% of inpatient claim files were pending the last quarter of 2022 or 157 were returned from total of 2489 files. The impact is disbursement of claim funds not being timely, which affected the hospital's cash flow. The aim of this research is analyze the factors causing pending BPJS inpatient claims using Lawrence Green's behavioral theory. Type of qualitative research involves collecting data from interviews, observation, documentation, CARL, brainstorming with 11 research subjects. The results of the research on the latest education of inpatient BPJS patient registration officers not the education of health workers, lack of knowledge of inpatient BPJS patient registration officers regarding regulations regarding inpatient infant patient class rates, lack of thoroughness of officers involved in completing the requirements for inpatient claim files, SIMRS not bridging with INA-CBGs and there is no inpatient claim file checklist available, most TPRS officers have never attended training, there is no written punishment, there is no SOP for registering inpatient BPJS patients and the implementation of the SOP for sending claim files has not been implemented optimally. Efforts to improve the TPRS head distributes tasks to officers involved in inputted claims data to INA-CBGs, it will be mandatory to use inpatient claims file checklist again, there will be special claims coding training and administration of claims submission, monitoring twice a week and monthly evaluation will be carried out.*

***Keywords : Behavior, Inpatient, Pending Claims, Social Health Insurance Administration Body***