

***Analysis Factors of Causing Pending Claim Incident for BPJS Kesehatan  
Inpatient in RSD Balung Jember***

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**ABSTRACT**

*RSD Balung Jember still found cases of pending inpatient claims in the last quarter of 2023 with 101 files out of 1897 files that caused delays in claim payments. The purpose of this study was to analyze the causing factors of BPJS Kesehatan pending claim incident at RSD Balung Jember using WHO behavioral theory. This type of research is qualitative with data collection techniques through in-depth interviews, observation, and documentation with 7 people being the subjects. The results on thought and feeling factor still found that the doctor in charge of the patient didn't know the deadline for fill up the medical resume 1x24 hours after the patient received service which become doctor's indiscipline in completing the filling out of the medical resume, and there were still officers who haven't received training. Resource factors still found supporting requirement sheets that have not been attached, incomplete filling of the medical resume, the absence of a backup system for scanned file data, the absence of a bridging system between INA-CBG and SIMRS, the INA-CBG system that often encounters obstacles, and the absence of a budget in IPKBPK. Culture factors, namely coders who have not cross-checked the suitability of the diagnosis code before sending it to e-claims. The causal factors obtained from the results of the study were then prioritized for MCUA problems and improvement efforts through discussion. The researcher's suggestion is to hold discussions, monitoring and evaluation related to the codification and completeness of claim requirement files and to communicate and socialize to DPJP.*

**Keywords:** *Claim pending, BPJS Kesehatan, Behaviour, Inpatient*