

ABSTRACT

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THE ANALYSIS OF THE ACCIDENT OF PENDING CLAIM INPATIENT BPJS HEALTH AT RSUD DR. H. MOH. ANWAR SUMENEP REGENCY USING SWOT METHOD

ABSTRACT

The percentage of pending BPJS claims at Dr. H. Moh. Anwar Hospital in the last three months was 5%, with a claim target of 100% and no SOP. The main causes of pending claims are medical, coding and administrative problems. The impact is that the disbursement of BPJS funds is delayed, disrupting hospital operations and payment of medical personnel services. This study aims to determine the incidence of pending claim inpatient BPJS at Dr. H. Moh. Anwar Hospital, Sumenep Regency.

The type of research used in this research was qualitative research with data collection of interview and observation guidelines, while the object of this research was the implementation of inpatient BPJS claims at Dr. H. Moh. Anwar Hospital. The method of data collection was by observation and interview.

The results obtained were strengths such as the readiness and adequacy of officers in the claims process, the formation of the casemix team, and good coordination between officers. However, there were still weaknesses in the form of internet access that is not smooth, the absence of SOP claims, differences in diagnosis and action coding with BPJS. Opportunities include BPJS policy through the DIVA application and internal training from the hospital, although BPJS had not provided training. Threats faced include BPJS system disruptions and delays in fund disbursements that disrupt cash flow. The results of the SWOT analysis showed that the position of the RSUD is in quadrant I (aggressive), so that it was utilized strengths and opportunities to develop potential and overcome existing weaknesses and threats.

Adequate staffing and good communication and coordination are essential to streamline the claims process and minimize errors, supported by SOPs that are the basis for improving efficiency and accuracy, especially in determining diagnosis and action codes according to BPJS rules. It is also important for BPJS and related parties to maintain a smooth system so as not to hamper the disbursement of funds that can affect hospital cash flow and payments to staff. In this situation, hospitals need to optimize internal resources to take advantage of existing opportunities, while reducing weaknesses and threats, to encourage sustainable program development.

Keywords : Hospital, Pending Claim, BPJS Health, SWOT