

## ABSTRACT

Analysis of The Factors Causing Social Security Institution (BPJS) Reverse Claims Of Surgical Case Patient Representative in RS Islam Aisyiyah Malang. Aida Ayuningtyas Aminiar Zahra (2023) Final Project Report Quantitative Descriptive Case Study, D-3 Health Insurance, Jurusan Kesehatan Terapan, Politeknik Kesehatan Kemenkes Malang, Advisor Dr. Moh. Wildan,A.Per.Pen.,MPd (Examiner Lecturer) Puguh Priyo Widodo, AMd, S.Si, MMRS

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**Background:** BPJS is a government legal entity to organize the national health insurance program. The method of billing for service fees is by using a claim system, based on the results of observations of problems, namely related to the return of claim files by the BPJS verifier. **Purpose:** To find out the factors that cause the return of the surgical case hospitalization claim file in RS Islam Aisyiyah Malang Malang. **Method:** Research methods used descriptive quantitative. The population of all BPJS claims files of durgical case patients from April to September 2022 returned by BPJS verifiers to the casemix section was 50 files. Data collection using observation sheets. **Result:** From the observations, it was found that the cause of the return of claim files was entirely the administrative factor of service support claims with the highest percentage, namely the absence of supporting examination results of 90% or 45 claim files and the absence of Operation Reports of 10% or 5 claim files. **Conclusion:** Aisyiyah Islamic Hospital Malang is advised to conduct regular monitoring of claims officer performance evaluations regarding the completeness of claim documents submitted to the BPJS Kesehatan verifier.