

## ***ABSTRACT***

Description of the Causes of Returning BPJS Health Patient Claim Files in Outpatient Services at RSUD Dr. Wahidin Sudiro Husodo, Mojokerto City. Sarah Fauziah Sholikhah (2023). Descriptive Research Scientific Writing. Health Insurance D-III Study Program. Supervisor Rizki Fadila, SE., MSA., Ak. Examiner Pugh Priyo Widodo, Amd. RMIK., S.Si., SKM., MMRS

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BPJS Health Claims are submissions for the cost of treating BPJS participant patients by the hospital to BPJS Health which is carried out collectively and billed to BPJS Health every month. After that, BPJS Health will approve claims and make payments for appropriate files, but for files that are not eligible for claims or are pending, they must be returned to the hospital for re-examination. The incident of pending claims at Dr Wahidin Sudiro Husodo Hospital, Mojokerto City, was caused by several things including administrative factors, medical factors, and coding factors. Based on a preliminary study, it was found that pending claim files in January - September 2022 totaled 85,231 claim files. The method used is quantitative descriptive research. The research sample in this study used a total sampling of 98 pending claim files. Data collection is done by means of document review. It was found that the reason for returning the claim file was from administrative factors of 11 (11%) documents, medical factors by 22 (22%) documents, and there was no coding factor for 65 (66%). Based on administrative factors, the return of claim files is caused by incomplete supporting documents. Based on the medical factor, the return of the claim file was caused by a doctor who did not write the diagnosis correctly according to the history and other supporting evidence, complete with incompleteness in filling out the DPJP information. Based on the coding factor, the return of the claim file was caused by an error and inaccuracy in the medical diagnosis code and action code between BPJS Health & Hospital.