

ABSTRACT

Factors Affecting Late Submission of BPJS Health Claims at DKT Madiun Hospital. Shofia Awalul Mar'ah Salstabila (2023) scientific writing descriptive qualitative research. D3 Health Insurance Study Program Departement of Applied Health, Health Polytechnic Ministry of Health Malang. Advisor Dr.Moh.Wildan, A.Per, Pen,M.Pd. Examiner Ngesti W. Utami, S.Kep, M.Pd

One of the problems with hospitals in implementing the National Health Insurance (JKN) program is delays in submitting claims. This occurs when a claim submitted experiences an error in loading. Delays in filing claims can affect operational activities. In addition, with delays in submitting claims, payments made by BPJS Health will be hampered. As a result, the hospital experienced problems related to flow reporting and affected operational activities in the hospital. Purpose: This study aims to determine the factors that influence delays in submitting BPJS Health claims at the DKT Tk.IV Hospital in Madiun City. Methods: This research is qualitative in nature with a descriptive method and data collection was carried out by direct interviews with officers who handle the claim process at the hospital. Results: For the period January - December 2022 there were 115 claim files at DKT Madiun Hospital which were submitted late to BPJS Kesehatan. During the interview, the informant said that the claim administration factor which was the problem with the lateness of the file was due to a lack of supporting examination evidence, not including a doctor's resume, and an inaccurate diagnosis. Then the patient registration procedure factors that affect delays include the issuance of multiple SEPs and no referral letters. Human Resources is also one of the factors causing delays in claims because the number of claim officers is only 2 (two) people. But HR is not the main problem that is a factor causing delays in filing claims at the DKT Madiun Hospital. Conclusion: It can be seen that the highest factor causing delays in claims at DKT Tk.IV Madiun Hospital is the incomplete claims file. Then other factors are the influence of Human Resources (HR) claim officers and factors of patient registration procedures.

Keywords: *Delay, claim files*