

ABSTRACT

Overview of the Causes of Pending Claims for BPJS Health Hospitalization at the Wonolangan General Hospital, Probolinggo. Mayzha Triana Fulandari (2023) Descriptive Quantitative Research Final Project. D3 Health Insurance Study Program, Department of Applied Health, Health Polytechnic Ministry of Health Malang. Supervisor Rizky Fadilla, SE., MSA.AK. Examiner Puguh Priyo W, Amd. RMIK., S.Si., SKM., MMRS

Keywords: BPJS, Verification, Pending Claims

In implementing the use of BPJS Kesehatan, claims will be made after the patient has finished treatment, in the process of submitting claims submitted from the Hospital to BPJS Kesehatan with several stages of verifying the completeness of the file. When claim verification is carried out, inaccurate claims will be returned to the hospital and can result in pending claims. The purpose of this study is to find out the causes of pending claims at Wonolangan Hospital, Probolinggo. This research method was carried out using a quantitative descriptive method with data collection techniques using observation and checklist sheets. The results of this study show that there are pending claims in February - November 2022 as many as 73 claim files. Pending claims were found based on coding aspects as many as 40 claim files, based on medical aspects as many as 26 claim files, and based on administrative aspects as many as 7 claim files. The conclusion is that the causes of the most pending claims in February - November 2022 are in the coding aspect caused by inaccuracies in the coding of diagnoses and procedures according to ICD 10 and ICD 9 CM rules.