

ABSTRACT

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Title : *Factors Causing Late Submission of BPJS Health Claims Inpatient at UOBK RSUD Dr. Mohamad Probolinggo*

Health financing in hospitals is obtained from claim payments by BPJS Kesehatan. Claim files that are declared incomplete by BPJS Health cause pending claims which result in delays in claim payments. Preliminary study at UOBK RSUD Dr. Mohamad Probolinggo found that there were former claims that were submitted late. The purpose of this study was to find out the factors that caused delays in the process of submitting BPJS claims on inpatient files at UOBK RSUD Dr. Mohamad Probolinggo. This type of research is qualitative using observation data collection methods, interviews, and brainstorming. The population in this study amounted to 19 people, including 12 casemix officers, 6 finance people and 1 head of medical records. The sample in this study was 9 people, including 6 casemix officers, 2 financial officers and 1 head of medical records. Research results from fishbone (man, method, machine, money, material) which is the cause of delays in the process of submitting BPJS claims. Man factors include lack of knowledge and training of officers. The Method factor, namely there is no monitoring of the implementation of the Standard Operating Procedure (SOP) related to BPJS claims, the Machine Factor, namely the computer system which often experiences errors and trouble in the INA-CBGs application. The money factor does not have an incidental budget. Material factors incomplete inpatient claim files. So based on the conclusion that the causal factors are aspects of man, method, machine, money and material. The solution that can be done is by taking turns training every year, monitoring the application of procedures that have been made, carrying out periodic maintenance of the internet network, submitting budgets for overtime officers, the accuracy of officers in collecting files needs to be improved

Keywords: *BPJS, Claims, Hospitals, fishbone*