

ABSTRACT

[An Overview of Causing Pending Outpatient Claims for JKN Patients at Regional General Hospital of Kanjuruhan Malang]. [Aurelia Rahmah (2025)], [Final Report], [Health Insurance Study Program], [Medical Record and Health Information Department], [Health Polytechnic Ministry of Health Malang], [Anggi Ardhiasti, SKM.,MPH], [Herlinda Dwi Ningrum,S.Kep, Ns, MPH]

Background: The central and regional governments are responsible for ensuring quality, safe, efficient, and affordable healthcare services, including hospitals that provide outpatient, inpatient, and emergency care services. Collaboration between hospitals and BPJS Kesehatan is essential to ensure access to medical services for JKN participants. However, claim delays often occur due to administrative constraints, a lack of personnel, and coding errors. These delays pose significant challenges for hospitals, especially those serving a majority of JKN participants, as they impact financial flow and operational efficiency.**Research Methods:** This study employs a descriptive method, conducted at RSUD Kanjuruhan Malang, analyzing pending outpatient claims from January to July 2024. A total of 367 claim files were selected using simple random sampling and analyzed based on administrative, coding, and medical aspects. **The findings indicate** that pending claims were primarily caused by administrative factors 138 files (38%), coding errors 81 files (22%), and medical issues 148 files (40%), with medical factors being the dominant cause. **The Conclusion** To address this issue, RSUD Kanjuruhan needs to develop more detailed SOPs for handling emergency patients, improve diagnostic accuracy, and optimize the initial screening process. Additionally, strengthening coordination with BPJS Kesehatan and conducting regular evaluations of pending claims are crucial to enhancing service efficiency and minimizing claim delays.

Keywords: *Pending Claim, Hospital, JKN*