ANALISIS FAKTOR PENYEBAB SELISIH KLAIM BPJS KESEHATAN PADA RAWAT INAP DI RUMAH SAKIT UMUM JA'FAR MEDIKA KARANGANYAR

Widya Sekar Pratiwi,Dewi Uswatun Khasanah

pratiwiw402@gmail.com

Study Program Of Hospital Adinistration,Faculty Off Health Sciences, 'Aisyiyah University Of Surakarta

SUMMARY

***Background**: The difference in BPJS Health claims is the discrepancy between the actual hospital service costs and the reimbursement based on INA-CBGs tariffs, which may affect a hospital's financial performance. This discrepancy is influenced by several factors, including human resources, work methods, information systems, document completeness, and financing. **Objective**: This study aimed to analyze the factors causing BPJS Health claim discrepancies in inpatient services at Ja'far Medika General Hospital, Karanganyar, using the 5M management approach (Man, Method, Machine, Material, and Money). **Methods**: This quantitative study employed a cross-sectional design. The sample consisted of 60 respondents, including attending physicians, nurses, medical record officers, and casemix officers, selected using purposive sampling. Data were collected through questionnaires and document checklists, then analyzed using univariate analysis and Kendall's Tau-b correlation test. **Results**: The findings showed that the Man (τ=0.810), Method (τ=0.776), Machine (τ=0.774), Material (τ=0.786), and Money (τ=0.714) factors had positive and statistically significant correlations with BPJS Health claim discrepancies (p=0.000). **Conclusion**: All 5M factors were significantly associated with BPJS Health claim discrepancies. Improving staff competence, adherence to standard operating procedures, optimization of hospital information systems, document completeness, and financial evaluation are essential to minimize claim discrepancies.*

***Keywords**: BPJS Health claim discrepancy, INA-CBGs, 5M management, inpatient services, hospital.*