

FACTORS RELATED TO THE INCOMPLETE OF CLAIM DOCUMENTS AT RSUD dr. RASIDIN PADANG

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ABSTRACT

Preliminary studies at RSUD Dr. Rasidin Padang found the problem of pending claims due to incomplete claim documents 30%. This study aims to determine the factors associated with incomplete claim documents. This research is a quantitative research type used is Analytical Observational with a cross sectional approach conducted at RSUD dr. Rasidin Padang in May 2024. The population in the study of all medical record unit officers amounted to 9 people. The sampling technique in this study was total sampling. Computerized data processing and univariate and bivariate data analysis using the chi-square test. The results of the study showed that 77.8% of officers did not attend JKN training, 55.6% of officers' attitudes were low, 36.9% of claim submissions were not in accordance with JKN claim SOPs, 28.5% of documents were pending. Statistical test results obtained, there is no relationship between officer knowledge and incomplete claim documents (p value = 0.505 ($p > 0.05$)). There is a relationship between officer attitudes and standard operating procedures with incomplete claim documents (P value = 0.000 ($p < 0.05$)). The conclusion of this study is that the incompleteness of claim documents is influenced by officer attitudes and compliance with existing standard operating procedures. We recommend that officers check the completeness of claim documents using a checklist so that there is no more pending due to incomplete claim documents and conduct monitoring and evaluation by the head of the unit on officer compliance with existing SOPs.

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1. INTRODUCTION

Claims are bills for health service costs for health insurance participants submitted either individually or collectively by the Commitment Making Officer (PPK). Claim files are files used by BPJS patients to complete health insurance requirements. The completeness of the JKN era claim file must be in accordance with the predetermined file standards.

The technical guidelines for claims administration and verification of the community JKN program state that the completeness of documents for submitting claims is a referral letter, examination, diagnostic support services and medical actions that have been authorized by the doctor in charge. Based on Permenkes RI

Number 903/Menkes/Per/2011 concerning Guidelines for Implementing the Community JKN Program, if one of the requirements is missing or the items are incomplete, it will result in the success of the claim process.

The results of the research made (2022) show that the results of the study obtained There are several factors that influence the incompleteness of medical records in hospitals seen from human / human factors, tools, methods, materials and finances. In terms of human resources / humans, namely the lack of officer knowledge, officer discipline, low motivation, high workload and poor communication. In terms of methods, such as the absence of guidelines, policies and SOPs in the medical records section, lack of socialization regarding medical record SOPs, absence of monitoring and evaluation in the medical records section.

Based on an initial survey at RSUD Dr. Rasidin Padang, researchers found problems in the BPJS administration section, related to the patient's BPJS insurance claim submission file still experiencing problems, so that the claim file was returned by the BPJS health verifier to the hospital. From the claim data from February to April, 94 pending claims were found and 30% of the pending claims were found because there were incomplete claim requirements or items that were not filled in completely. So that the BPJS verifier must first return the claim requirements file to the verifier officer who is at the hospital or the doctor who treats the patient to ask for the completion of filling in the incomplete requirements document. It is feared that this will affect insurance and financing service activities at RSUD Dr. Rasidin Padang.

Based on the background of the case above, the researcher conducted a study with the title "Factors associated with incomplete claim documents at RSUD dr. Rasidin Padang in 2024".

2. METHOD

This research is included in Quantitative research. The type of research used is analytic observational. This study used a survey research design with a cross sectional approach design. This type of research is used to find out the factors that influence the incompleteness of claim documents at Dr. Rasidin Padang Regional General Hospital.

3. RESULTS AND DISCUSSION

1. Univariate Test Results

a. Officer Training

Tabel. 1

Frequency distribution of JKN training attended by medical record unit officers at RSUD dr. Rasidin Padang in 2024			
No	Training	Frekuensi (f)	Persentase (%)
1.	No	7	77,8
2.	Yes	2	22,2
Total		9	100,0

Based on table 1 above, it shows that most of the respondents who did not attend JKN training were 7 (77.8%).

b. Attitude of the Officer

Tabel. 2

Frequency Distribution of Respondents' Attitudes at RSUD dr. Rasidin Padang in 2024			
No	Attitude	Frekuensi (f)	Persentase (%)
1.	Low	5	55,6
2.	Hight	4	44,4
Total		9	100,0

Based on table 2 above, it shows that more than half of the respondents have a low attitude value of 5 (55.6%).

c. SOP

Tabel. 3

Frequency Distribution of Implementation of JKN Claims Standard Operating Procedures at RSUD dr. Rasidin Padang Year 2024

No	SOP	Frekuensi (f)	Persentase (%)
1.	Tidak Sesuai	35	26,9
2.	Sesuai	95	73,1
Total		130	100,0

Based on table 3 above, it shows that less than half of the claim documents are not in accordance with the JKN claim SOP 35 (26.9%).

d. Incompleteness of Medical Record Documents

Tabel. 4

Frequency Distribution of Incompleteness of Claim Documents at RSUD dr. Rasidin Padang in 2024

No	Incomplete	Frekuensi (f)	Persentase (%)
1.	Not Complete	37	28,5
2.	Complete	93	71,5
Total		130	100,0

Based on table 4 above, it shows that less than half of the claim documents are pending due to incomplete claim documents as many as 37 (28.5%) documents.

2. Analisis Bivariat

a. The Relationship between the Training of Medical Record Unit Officers and the Incompleteness of Claim Documents

Table. 5

The Relationship between the Training of Medical Record Unit Officers and the Incompleteness of Claim Documents in RSUD dr. Rasidin Padang Tahun 2024

Pelatihan	Ketidaklengkapan Dokumen Klaim				Total		P value
	Tidak Lengkap		Lengkap		f	%	
	f	%	f	%			
Tidak	15	23,8	48	76,2	63	100,0	0,505
Ya	22	32,8	45	67,2	67	100,0	
Jumlah	37	28,5	93	71,5	130	100,0	

Based on table 5 above shows that incomplete claim documents in respondents who did not attend training were 15 (23.8%) documents, and complete claim documents in respondents who attended training were 22 (32.8%) documents. The results of statistical tests (chi-square) obtained a value of $P = 0.505$ ($p > 0.05$) means that there is no relationship between the training of medical record unit officers with incomplete claim documents at Dr. Rasidin Padang Hospital.

b. **The relationship between the attitude of medical record unit officers and the incompleteness of claim documents**

Tabel. 6

The relationship between the attitude of medical record unit officers and the incompleteness of claim documents in RSUD dr. Rasidin Padang Tahun 2024

Sikap	Ketidaklengkapan Dokumen Klaim				Total		<i>P value</i>
	Tidak Lengkap		Lengkap		f	%	
	f	%	f	%			
Rendah	28	62,2	17	37,8	45	100,0	0,000
Tinggi	9	10,6	76	89,4	85	100,0	
Jumlah	37	28,5	93	71,5	130	100,0	

Based on table 6 above, it shows that incomplete claim documents are more in respondents who have low attitude values as many as 28 (62.2%) documents, compared to respondents with high attitude values as many as 9 (10.6%) documents. The results of statistical tests (chi-square) obtained a value of $P = 0.000$ ($p < 0.05$) means that there is a relationship between the attitude of the medical record unit officer and the incompleteness of claim documents at RSUD dr. Rasidin Padang.

c. **Relationship between JKN Claims SOP and Incompleteness of Claim Documents**

Table. 7

Relationship between JKN Claims SOP and Incompleteness of Claim Documents in RSUD dr. Rasidin Padang Tahun 2024

SOP	Ketidaklengkapan Dokumen Klaim				Total		<i>P value</i>
	Tidak Lengkap		Lengkap		f	%	
	f	%	f	%			
Tidak Sesuai	35	100,0	0	0	35	100,0	0,000
Sesuai	2	2,1	93	97,9	95	100,0	
Jumlah	37	28,5	93	71,5	130	100,0	

Based on table 7 above shows that incomplete claim documents are more in respondents who are not in accordance with the SOP as many as 35 (35%) documents, compared to respondents who are in accordance with the SOP as many as 2 (2.1%) documents. The results of statistical tests (chi-square) obtained a value of $P = 0.000$ ($p < 0.05$) means thatBased on table 4.8 above shows that incomplete claim documents are more in respondents who are not in accordance with t there is a relationship between standard operating procedures with incomplete claim documents at RSUD dr. Rasidin Padang.

4. CONCLUSION

Based on this research, it can be concluded that the incompleteness of claim documents is influenced by the attitude of officers and compliance with existing standard operating procedures. We recommend that officers check the completeness of claim documents using a checklist so that there is no more pending due to incomplete claim documents and conduct monitoring and evaluation by the head of the unit on officer compliance with existing SOPs.

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