

ANALYSIS OF THE ACCURACY OF CODING OF INPATIENT JKN CLAIMS AT PKU MUHAMMADIYAH GAMPING SLEMAN HOSPITAL

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ABSTRACT

Background: A total of 96 pending JKN (National Health Insurance) claims were identified, which represents 3.8% of 2,524 claims submitted from October to December 2022. Of these, 36 claims were pending due to coding issues, accounting for 37.5% of the pending claims. Accurate coding by coders is crucial for data management, payment processing, and other related functions. Inaccurate coding can lead to pending JKN claims, which results in financial losses and a decline in the quality of hospital services.

Objective: To analyze the accuracy of inpatient JKN claim coding in accordance with ICD-10 at PKU Muhammadiyah Gamping Hospital, Sleman.

Method: This study employs a quantitative descriptive research approach. The population for this study consists of 12,210 JKN inpatient medical record claims from January to December 2023, with a sample size of 100 claims. Data collection methods include observation, interviews, and documentation review.

Results: There are three Standard Operating Procedures (SOPs) related to JKN claims: verification, submission, and revision of JKN claims. The accuracy of JKN inpatient claim coding was 84 claims (84%) correctly coded and 16 claims (16%) incorrectly coded. The factors contributing to coding inaccuracies include Man-related issues such as insufficient coding training, lack of thoroughness in code re-selection, the selection of the principal diagnosis with the greatest resource, and differences in understanding between the hospital and BPJS, as well as Material-related issues such as non-specific and incomplete diagnosis documentation.

Conclusion: The implementation of JKN claims is in accordance with SOPs. However, there are still pending JKN claims due to coding issues. The factors leading to inaccuracies in inpatient JKN claim coding are related to both Man and Material elements.

Keywords: Accuracy Coding, JKN Claims, Inpatient.

ANALISIS KETEPATAN KODING KLAIM JKN RAWAT INAP DI RUMAH SAKIT PKU MUHAMMADIYAH GAMPING SLEMAN

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ABSTRAK

Latar Belakang : Didapatkan 96 berkas *pending* klaim JKN dengan persentase 3,8% dari 2.524 berkas klaim yang diajukan pada bulan Oktober-Desember 2022. Berkas klaim yang mengalami *pending* karena koding sebanyak 36 berkas dengan persentase 37,5%. Ketepatan koding yang dilakukan oleh Koder sangat penting untuk manajemen data, pembayaran, dll. Jika terdapat ketidaktepatan koding akan terjadi *pending* klaim JKN yang mengakibatkan kerugian secara finansial dan menurunnya kualitas mutu rumah sakit.

Tujuan : Menganalisis ketepatan koding klaim JKN rawat inap yang sesuai dengan ICD-10 di Rumah Sakit PKU Muhammadiyah Gamping Sleman.

Metode : Jenis penelitian ini yaitu deskriptif kuantitatif. Populasi dalam penelitian ini sebanyak 12.210 berkas rekam medis klaim JKN rawat inap bulan Januari–Desember 2023 dengan sampel sebanyak 100 berkas. Pengambilan data menggunakan observasi, wawancara dan studi dokumentasi.

Hasil : Terdapat 3 SOP mengenai klaim JKN yaitu tentang verifikasi, pengajuan dan revisi klaim JKN. Jumlah ketepatan koding klaim JKN rawat inap sebanyak 84 berkas (84%), sedangkan jumlah ketidaktepatan koding klaim JKN rawat inap sebanyak 16 berkas (16%). Faktor ketidaktepatan disebabkan karena unsur *man* yaitu kurangnya pelatihan koding, kurang telitnya Koder dalam reseleksi kode dan pemilihan diagnosis utama dengan *resource* terbesar serta perbedaan pemahaman antara pihak RS dan BPJS dan unsur *material* yaitu penulisan diagnosis kurang spesifik dan lengkap.

Kesimpulan : Pelaksanaan klaim JKN sudah sesuai dengan SOP. Masih terdapat *pending* klaim JKN yang disebabkan karena koding. Faktor yang menyebabkan ketidaktepatan koding klaim JKN rawat inap yaitu karena unsur *Man* dan *Material*.

Kata Kunci : Ketepatan Koding, Klaim JKN, Rawat Inap.