

# HUBUNGAN DETERMINAN *SEVERITY LEVEL* DENGAN KEJADIAN PENDING KLAIM RAWAT INAP DI RS PKU MUHAMMADIYAH GAMPING

Retno Mahesti<sup>1</sup>, Kori Puspita Ningsih<sup>2</sup>, Sis Wuryanto<sup>3</sup>

## INTISARI

**Latar Belakang :** *Universal Health Coverage (UHC)* di Indonesia diterapkan melalui program Jaminan Kesehatan Nasional (JKN) yang dikelola BPJS Kesehatan dengan sistem pembayaran klaim menggunakan *INA-CBG*. Sistem ini mengelompokkan pasien berdasarkan diagnosis dan prosedur medis yang diberikan, dengan besaran tarif yang telah ditetapkan oleh pemerintah. Masih ditemukannya masalah pending klaim pada kasus klaim rawat inap. Di RS PKU Muhammadiyah Gamping, pada Januari–Desember 2024 terdapat 13.622 klaim rawat inap dengan 250 klaim tertunda.

**Tujuan Penelitian :** Mengetahui persentase determinan *severity level* dan pending klaim, serta mengetahui hubungan antara determinan *severity level* dengan kejadian pending klaim rawat inap di RS PKU Muhammadiyah Gamping.

**Metode Penelitian :** Penelitian ini merupakan penelitian analitik observasional dengan pendekatan *cross-sectional*. Metode pengumpulan data menggunakan studi dokumentasi. Sumber data yang digunakan yaitu data sekunder. Populasinya sejumlah 13.622 klaim dan sampel berjumlah 389. Teknik pengolahan data dengan pengumpulan data, *entry, procesing, cleaning*, dan analisa data.

**Hasil Penelitian :** Sebagian besar klaim di RS PKU Muhammadiyah Gamping berada pada *severity level* I (74%), diikuti *severity level* II (15%) dan *severity level* III (11%). Pending klaim sebesar 1,5 % terdistribusi pada *severity level* I sebanyak 0,7%, *severity level* II sebanyak 1,8%, dan *severity level* III sebanyak 6,8%. Hasil uji *Chi-Square* memperoleh nilai  $p = 0,009$  ( $p < 0,05$ ), sehingga terdapat hubungan signifikan antara *severity level* dengan kejadian pending klaim.

**Kesimpulan :** Terdapat hubungan signifikan antara *severity level* dengan kejadian pending klaim di RS PKU Muhammadiyah Gamping, di mana semakin tinggi *severity level*, semakin besar risiko terjadinya pending klaim.

Kata Kunci : Pending Klaim, *Severity Level*

---

<sup>1</sup> Mahasiswa Prodi Rekam Medis dan Informasi Kesehatan Fakultas Kesehatan Universitas Jenderal Achmad Yani Yogyakarta

<sup>2</sup> Dosen Prodi Rekam Medis dan Informasi Kesehatan Fakultas Kesehatan Universitas Jenderal Achmad Yani Yogyakarta

<sup>3</sup> Dosen Prodi Rekam Medis dan Informasi Kesehatan Fakultas Kesehatan Universitas Jenderal Achmad Yani Yogyakarta

# THE RELATIONSHIP BETWEEN SEVERITY LEVEL DETERMINANTS AND THE INCIDENCE OF PENDING INPATIENT CLAIMS AT RS PKU MUHAMMADIYAH GAMPING

Retno Mahesti<sup>1</sup>, Kori Puspita Ningsih<sup>2</sup>, Sis Wuryanto<sup>3</sup>

## ABSTRAK

**Background:** Universal Health Coverage (UHC) in Indonesia is implemented through the National Health Insurance program (JKN) managed by BPJS Kesehatan with a claim payment system using INA-CBG. This system categorizes patients based on diagnosis and medical procedures provided, with tariff amounts set by the government. The issue of pending claims in inpatient cases is still being encountered. At RS PKU Muhammadiyah Gamping, from January to December 2024, there were 13,622 inpatient claims with 250 pending claims.

**Research Objective:** To determine the percentage of severity level determinants and pending claims, as well as to understand the relationship between severity level determinants and the occurrence of pending inpatient claims at RS PKU Muhammadiyah Gamping.

**Research Method:** This study is an observational analytical research with a cross-sectional approach. The data collection method used is document study. The data source used is secondary data. The population consists of 13,622 claims and the sample consists of 389. Data processing techniques include data collection, entry, processing, cleaning, and data analysis.

**Research Results:** Most of the claims at RS PKU Muhammadiyah Gamping are at severity level I (74%), followed by severity level II (15%) and severity level III (11%). Pending claims amounting to 1.5% are distributed across severity level I at 0.7%, severity level II at 1.8%, and severity level III at 6.8%. The Chi-Square test results in a p-value of 0.009 ( $p < 0.05$ ), indicating a significant relationship between the severity level and the occurrence of pending claims.

**Conclusion:** There is a significant relationship between the severity level and the occurrence of pending claims at RS PKU Muhammadiyah Gamping, where the higher the severity level, the greater the risk of pending claims.

Keywords: Pending Claims, Severity Level

---

<sup>1</sup> Student of the Medical Records and Health Information Study Program, Faculty of Health, Jenderal Achmad Yani University, Yogyakarta

<sup>2</sup> Lecturers from the Medical Records and Health Information Study Program, Faculty of Health, Jenderal Achmad Yani University Yogyakarta

<sup>3</sup> Lecturers from the Medical Record and Health Information Study Program, Faculty of Health, Jenderal Achmad Yani University Yogyakarta