

## ***Abstract***

*Health insurance in Indonesia is one of the rights that must be owned by every citizen. The Social Security Organizing Agency (BPJS) Health functions to organize a health insurance program. Participants must bring administrative requirements to obtain health services at health service facilities. Kebon Pala Village Health Center is one of the first level health facilities in collaboration with the Health BPJS. At present, there is a buildup of patients at registration because they do not carry administrative requirements which have an impact on the obstruction of the patient registration process. The purpose of this study was to determine the complete description of the administrative requirements of BPJS participant patients in the Kebon Pala Village Health Center. This type of research is descriptive research, the method used is the method of direct observation. The study population was BPJS patients seeking treatment. Based on the study, completeness of administrative requirements for BPJS patients in Kebon Pala village of a total of 63 patients seeking treatment in October 2019, all patients carried one of the BPJS administrative requirements, but of the 4 administrative requirements, the most KTP requirements complete 60 (95.2) patients and incomplete family card requirements, 52 (82.5). Factors that cause incomplete administrative requirements are age and gender. counseling or displaying public service announcements and information banners for the administrative requirements of BPJS participants must be met.*

*Keywords: Completeness, BPJS, Administration*