

ABSTRACT

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Program Study : Public Health
Title : Description of The Managemet Claim Outpatient For
National Health Insurance at RSUD Kabupaten Tangerang in
2017

Based on the data of outpatient visit in RSUD Kabupaten Tangerang it is known that outpatient visit of JKN patient is more than inpatient visit, so the claim management process should be able to going well so as not to disturb the hospital revenue.

The purpose of this research is to know the description of the managemet claim outpatient for national health insurance (JKN) at RSUD Kabupaten Tangerang in 2017. This research used descriptive method with qualitative approach and observational research design. This research uses some collection methods such as indepth interviews, observation and document study.

This result showed that there are still constraints against some of the variables that have been reserch there are human resources, policies, and file completeness that affect in process of collecting files and verification of claims files.

According into that researchers gives suggest to recalculation of worklad for human resources, give some training, make a particular team for claim manajement and make internal standar operational procedures to minimalize mistake on the process managemet claim outpatient for national health insurance at RSUD Kabupaten Tangerang.

Key words : Claim Management, Hospital, National Health Insurance (JKN)
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