ABSTRAK

Kelengkapan berkas pendukung pasien COVID-19 sangat penting bagi rumah sakit, digunakan untuk pengklaiman atau penggantian biaya pelayanan kesehatan. Tujuan penelitian yaitu mengetahui Hubungan kelengkapan berkas pendukung Pasien Rawat Inap COVID-19 dengan Kelancaran Klaim di Rumah Sakit X Tangerang. Jenis penelitian ini adalah kuantitatif dengan rancangan *cross sectional*. Teknik pengambilan sampel secara *random sampling*, dengan jumlah sampel penelitian 60 rekam medis kasus COVID-19 pasien rawat inap bulan Mei-Oktober 2020. Pengumpulan data penelitian yaitu observasi dengan bantuan daftar *checklist*. Dari hasil penelitian 60 rekam medis diketahui kelengkapan berkas pendukung pasien rawat inap COVID-19 dan kelancaran klaim masing-masing sebesar 36 rekam medis (60%). Pembayaran klaim ada yang belum dibayar karena berkas klaim belum lolos verifikasi sebesar 21 rekam medis (35%). Berdasarkan uji *Fisher Exact* diperoleh nilai p-valuenya yaitu 0,000<0,05. Kesimpulannya terdapat Hubungan antara Kelengkapan Berkas Pendukung Pasien Rawat Inap COVID-19 dengan Kelancaran Klaim di Rumah Sakit X Tangerang. Upaya peningkatan prosentase kelengkapan berkas pendukung sangat penting yaitu resume medis, ruang rawat, kartu identitas, dan hasil penunjang medis demi kelancaran klaim 100% lolos verifikasi. Meningkatkan kedisiplinan, ketelitian, dan pemahaman regulasi tim verifikator internal. Evaluasi setiap bulan terkait pengklaiman jaminan COVID-19 yang telah diajukan.

Kata kunci : Kelengkapan Berkas Pendukung; Pasien Rawat Inap; COVID-19; Klaim

ABSTRACT

Complete supporting files for COVID-19 patients are very important for hospitals, used for claims or reimbursement of health care costs. The aim of the study was to find out the relationship between the completeness of the supporting files for COVID-19 Inpatient Patients with the Smoothness of Claims at Hospital X Tangerang. This type of research is quantitative with a cross sectional design. The sampling technique was random sampling, with a total sample of 60 medical records of COVID-19 cases of hospitalized patients in May-October 2020. The collection of research data was observation with the help of a checklist. From the results of a study of 60 medical records, it was found that the completeness of supporting files for inpatients with COVID-19 and the smoothness of claims were 36 medical records (60%) respectively. Claim payments have not been paid because claim files have not passed verification of 21 medical records (35%). Based on the Fisher Exact test, the p-value is 0.000 <0.05. In conclusion, there is a relationship between the completeness of supporting files for inpatients with COVID-19 and the flow of claims at Hospital X Tangerang. Efforts to increase the percentage of completeness of supporting files are very important, namely medical resumes, inpatient rooms, identity cards, and medical support results for the smooth running of claims of 100% passing verification. Improve discipline, accuracy, and understanding of internal verifier team regulations. Evaluation every month regarding the submitted COVID-19 warranty claims

Keywords : Completeness of Supporting Files;Inpatients;COVID-19;Claim