

## DAFTAR ISI

<b><u>GAMBARAN PROSEDUR KLAIM BPJS KESEHATAN DI PERSADA HOSPITAL MALANG</u></b> .....	<b>Error! Bookmark not defined.</b>
<b><u>GAMBARAN PROSEDUR KLAIM BPJS KESEHATAN DI PERSADA HOSPITAL</u></b> .....	<b>Error! Bookmark not defined.</b>
<b><u>PERNYATAAN KEASLIAN TULISAN</u></b> ...	<b>Error! Bookmark not defined.</b>
<b><u>LEMBAR PERSETUJUAN</u></b> .....	<b>Error! Bookmark not defined.</b>
<b><u>LEMBAR PENGESAHAN</u></b> .....	<b>Error! Bookmark not defined.</b>
<b><u>ABSTRAK</u></b> .....	<b>Error! Bookmark not defined.</b>
<b><u>ABSTRACT</u></b> .....	<b>Error! Bookmark not defined.</b>
<b><u>KATA PENGANTAR</u></b> .....	<b>Error! Bookmark not defined.</b>
<b><u>DAFTAR ISI</u></b> .....	<b>1</b>
<b><u>DAFTAR TABEL</u></b> .....	<b>3</b>
<b><u>DAFTAR GAMBAR</u></b> .....	<b>4</b>
<b><u>DAFTAR SINGKATAN</u></b> .....	<b>Error! Bookmark not defined.</b>
<b><u>BAB 1</u></b> .....	<b>Error! Bookmark not defined.</b>
<b><u>PENDAHULUAN</u></b> .....	<b>Error! Bookmark not defined.</b>
<b><u>1.1 Latar Belakang</u></b> .....	<b>Error! Bookmark not defined.</b>
<b><u>1.2 Rumusan Masalah</u></b> .....	<b>Error! Bookmark not defined.</b>
<b><u>1.3 Tujuan Penelitian</u></b> .....	<b>Error! Bookmark not defined.</b>
<b><u>1.3.1 Tujuan Umum</u></b> .....	<b>Error! Bookmark not defined.</b>
<b><u>1.3.2 Tujuan Khusus</u></b> .....	<b>Error! Bookmark not defined.</b>
<b><u>1.4 Manfaat Penelitian</u></b> .....	<b>Error! Bookmark not defined.</b>
<b><u>1.4.1 Manfaat Secara Teoritis</u></b> .....	<b>Error! Bookmark not defined.</b>
<b><u>1.4.2 Manfaat Secara Praktis</u></b> .....	<b>Error! Bookmark not defined.</b>
<b><u>BAB II</u></b> .....	<b>Error! Bookmark not defined.</b>
<b><u>TINJAUAN PUSTAKA</u></b> .....	<b>Error! Bookmark not defined.</b>
<b><u>2.1 Landasan Teori</u></b> .....	<b>Error! Bookmark not defined.</b>
<b><u>2.1.1 Badan Penyelenggara Jaminan Sosial Kesehatan (BPJS Kesehatan)</u></b> .....	<b>Error! Bookmark not defined.</b>
<b><u>2.1.2</u></b> .....	<b><u>Rumah Sakit</u>      <b>Error!</b></b>
	<b>Bookmark not defined.</b>

2.1.3 .....	<u>Klaim</u>	<b>Error!</b>
<b>Bookmark not defined.</b>		
2.1.4	<u>Definisi SOP</u> .....	<b>Error! Bookmark not defined.</b>
2.1.5	<u>Aplikasi Teknologi Klaim</u> .....	<b>Error! Bookmark not defined.</b>
<b>BAB III</b> .....		<b>Error! Bookmark not defined.</b>
<b><u>METODOLOGI PENELITIAN</u></b> ..... <b>Error! Bookmark not defined.</b>		
3.1	<u>Rancangan Penelitian</u> .....	<b>Error! Bookmark not defined.</b>
3.2	<u>Informan Penelitian</u> .....	<b>Error! Bookmark not defined.</b>
3.3	<u>Metode Pengumpulan Data</u> .....	<b>Error! Bookmark not defined.</b>
3.4	<u>Lokasi dan Waktu Penelitian</u> .....	<b>Error! Bookmark not defined.</b>
3.5	<u>Teknik Analisis</u> .....	<b>Error! Bookmark not defined.</b>
3.6	<u>Penyajian Data</u> .....	<b>Error! Bookmark not defined.</b>
3.7	<u>Etika Penelitian</u> .....	<b>Error! Bookmark not defined.</b>
<b>BAB IV</b> .....		<b>Error! Bookmark not defined.</b>
<b><u>HASIL PENELITIAN DAN PEMBAHASAN</u></b> <b>Error! Bookmark not defined.</b>		
4.1	<u>Gambaran Umum Rumah Sakit</u> ....	<b>Error! Bookmark not defined.</b>
4.2	<u>Hasil</u> .....	<b>Error! Bookmark not defined.</b>
4.2.1	<u>Standart Prosedur Operasional (SPO) Pengajuan Klaim BPJS Kesehatan di Persada Hospital Malang..</u>	<b>Error! Bookmark not defined.</b>
4.2.2	<u>Persyaratan Pengajuan Klaim BPJS Kesehatan di Persada Hospital Malang</u> .....	<b>Error! Bookmark not defined.</b>
4.2.3	..... <u>Tata Cara pengajuan Klaim BPJS Kesehatan</u>	<b>Error!</b>
<b>Bookmark not defined.</b>		
4.2.4	..... <u>Proses Pengkodean dan Entry data di INA CBGs</u>	<b>Error!</b>
<b>Bookmark not defined.</b>		
4.3	<u>Pembahasan</u> .....	<b>Error! Bookmark not defined.</b>
4.3.1	<u>Standart Operasional Prosedur di unit pembiayaan kesehatan Persada Hospital</u> .....	<b>Error! Bookmark not defined.</b>
4.3.2	<u>Persyaratan klaim BPJS Kesehatan di Persada Hospital</u>	<b>Error!</b>
<b>Bookmark not defined.</b>		
4.3.3	<u>Tata cara pengajuan klaim BPJS Kesehatan di Persada Hospital</u> .....	<b>Error! Bookmark not defined.</b>
4.3.4	<u>Pengkodean dan Entry data di INA CBGs klaim BPJS Kesehatan di Persada Hospital</u> .....	<b>Error! Bookmark not defined.</b>
4.4	<u>Keterbatasan Penelitian</u> .....	<b>Error! Bookmark not defined.</b>
<b>BAB V</b> .....		<b>Error! Bookmark not defined.</b>
<b><u>PENUTUP</u></b> .....		<b>Error! Bookmark not defined.</b>

5.1	<u>Kesimpulan</u> .....	<b>Error! Bookmark not defined.</b>
5.2	<u>Saran</u> .....	<b>Error! Bookmark not defined.</b>
	<u>DAFTAR PUSTAKA</u> .....	<b>Error! Bookmark not defined.</b>
	<u>Lampiran</u> .....	<b>Error! Bookmark not defined.</b>

**DAFTAR TABEL**

Tabel 4. 1 Kelengkapan Berkas Klaim ..... 18

## DAFTAR GAMBAR

- Gambar 2. 1 Tarif INA-CBG ..... **Error! Bookmark not defined.**  
Gambar 2. 2 Tampilan Aplikasi V-Klaim.... **Error! Bookmark not defined.**  
Gambar 2. 3 Tampilan Aplikasi INA-CBG . **Error! Bookmark not defined.**

