TINJAUAN PROSEDUR PENGELOLAAN *INVOICE* ASURANSI PADA BAGIAN KEUANGAN RUMAH SAKIT PERMATA DALIMA SERPONG

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ABSTRAK

Laporan tugas akhir ini membahas prosedur pengelolaan *invoice* asuransi yang diterapkan pada Bagian Keuangan Rumah Sakit Permata Dalima Serpong, rumah sakit swasta tipe C di Serpong, Tangerang Selatan. Kajian ini bertujuan untuk mendeskripsikan prosedur pengelolaan *invoice* asuransi mulai dari pengumpulan dokumen pendukung, verifikasi kelengkapan dokumen, pembuatan *invoice*, pengajuan kepada perusahaan asuransi, monitoring status klaim, penerimaan pembayaran, hingga pencatatan pelunasan piutang. Penulis menggunakan metode kualitatif dengan pendekatan studi kasus, mengumpulkan data melalui wawancara, observasi, dan dokumentasi selama periode magang. Berdasarkan hasil kajian, prosedur pengelolaan *invoice* asuransi di rumah sakit ini telah dilaksanakan secara sistematis dan sesuai dengan delapan tahapan yang berlaku. Namun, dalam pelaksanaannya masih ditemukan sejumlah kendala, seperti ketidaklengkapan dokumen, ketidaksesuaian data pasien dengan data asuransi, gangguan sistem Plexus, serta keterlambatan pembayaran dari pihak asuransi.

Kata Kunci: *Invoice* Asuransi, Pengelolaan *Invoice*, Piutang Asuransi, Prosedur Klaim, Rumah Sakit

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ABSTRACK

This final project report discusses the insurance invoice management procedures implemented in the Finance Department of Permata Dalima Serpong Hospital, a type C private hospital in Serpong, South Tangerang. This study aims to describe the insurance invoice management procedures starting from collecting supporting documents, verifying document completeness, creating invoices, submitting them to the insurance company, monitoring claim status, receiving payments, and recording receivable settlements. The author uses a qualitative method with a case study approach, collecting data through interviews, observations, and documentation during the internship period. Based on the results of the study, the insurance invoice management procedures at this hospital have been implemented systematically and in accordance with the eight applicable stages. However, in its implementation, several obstacles were still encountered, such as incomplete documents, inconsistencies between patient data and insurance data, disruptions to the Plexus system, and delays in payments from the insurance company.

Keywords: *Insurance Invoice, Invoice Management, Insurance Receivables, Claim Procedures, Hospital*