

INTISARI

Perkembangan teknologi di bidang kesehatan mendorong transformasi pelayanan medis melalui telemedisin, yang memungkinkan pelayanan jarak jauh tanpa pertemuan langsung antara pasien dan tenaga medis. Di Indonesia, adopsi telemedisin meningkat signifikan, terutama sejak pandemi COVID-19, namun integrasi pembiayaan layanan ini dalam skema BPJS Kesehatan masih menghadapi berbagai tantangan. Penelitian ini bertujuan untuk Mengetahui rencana implementasi kebijakan pembiayaan telemedisin oleh BPJS Kesehatan di Fasilitas Kesehatan Tingkat Pertama (FKTP) terutama di Daerah Istimewa Yogyakarta (DIY) serta menggali peluang dan tantangan dalam penerapannya berdasarkan persepsi dari berbagai pihak yang terlibat.

Metode penelitian menggunakan pendekatan kualitatif dengan desain studi eksploratif deskriptif. Data dikumpulkan melalui wawancara mendalam dengan total 28 informan, yaitu perwakilan BPJS Kesehatan, staf administrasi FKTP, serta dokter dan apoteker yang terlibat dalam layanan telemedisin di berbagai wilayah DIY.

Hasil didapatkan bahwa Implementasi layanan telemedisin di FKTP yang bekerja sama dengan BPJS Kesehatan di Daerah Istimewa Yogyakarta sudah berjalan namun belum terintegrasi secara optimal dalam skema JKN. Pemanfaatan telemedisin masih terbatas pada layanan administratif dan telekonsultasi sederhana, dengan tingkat kesiapan yang bervariasi antar-FKTP. Dari sisi pembiayaan, belum adanya mekanisme yang jelas di luar skema kapitasi menimbulkan kekhawatiran terhadap keberlanjutan layanan serta berpotensi menambah beban kerja tenaga kesehatan tanpa insentif yang memadai. Kebijakan pembiayaan perlu diperkuat melalui standarisasi mekanisme operasional yang aplikatif, integrasi sistem informasi yang menyatu dengan proses klaim dan pencatatan layanan, serta sinkronisasi pembiayaan dengan ruang lingkup klinis yang aman.

Telemedisin di FKTP mitra BPJS Kesehatan yang sudah berjalan, belum terimplementasi secara optimal dan masih menghadapi hambatan diantaranya belum terintegrasi dalam alur pelayanan rutin serta belum didukung kebijakan pembiayaan dan regulasi yang memadai.

Kata Kunci: Telemedisin, BPJS Kesehatan, Pembiayaan, Fasilitas Kesehatan Tingkat Pertama.

ABSTRACT

Technological advancements in the healthcare sector are driving the transformation of medical services through telemedicine, enabling remote care without direct meetings between patients and healthcare providers. In Indonesia, the adoption of telemedicine has increased significantly, especially since the COVID-19 pandemic, but integrating financing for these services into the BPJS Health scheme remains challenging. Objective of this study To understand the implementation plan of telemedicine financing policies by BPJS Kesehatan in Primary Health Care Facilities (FKTP), especially in the Special Region of Yogyakarta (DIY), and to explore the opportunities and challenges in its implementation based on the perceptions of various stakeholders involved.

Research Method is A qualitative approach with an exploratory descriptive study design. Data were collected through in-depth interviews with 28 informants, including representatives of BPJS Kesehatan, administrative staff at primary health care facilities, and doctors and pharmacists involved in telemedicine services across various regions of DIY.

The implementation of telemedicine services in FKTPs collaborating with BPJS Kesehatan in Daerah Istimewa Yogyakarta is already underway but has not been optimally integrated into the JKN scheme. The use of telemedicine is still limited to administrative services and simple teleconsultations, with varying levels of readiness among FKTPs. From a financing perspective, the absence of a clear mechanism outside the capitation scheme raises concerns about the sustainability of services and could increase the workload of health workers without adequate incentives. Financing policies need to be strengthened by standardizing applicable operational mechanisms, integrating information systems with claims and service recording processes, and aligning financing with a safe clinical scope.

Telemedicine at BPJS Kesehatan, in partnership with FKTPs already in operation, has not been optimally implemented and still faces obstacles, including a lack of integration into routine service flows and inadequate financing policies and regulations.

Keywords: Telemedicine, BPJS Kesehatan, Financing, Primary Health Care Facilities.