

DAFTAR PUSTAKA

- Abbey, DC. (2009) *Health Care Payment System An Introduction*, New York : Taylor & Francis Group,LLC
- Abihiro,G.A & De Allegri, M. (2015). *Universal Health Coverage From Multiple Perspective : A Synthesis Of Conceptual Literature And Global Debates*. *BMC International Health And Human Rights*, 15(1),17
- Andreae,MC,Dunham,K & Freed,GL (2009). *Inadequate Training in Billing and Coding as Perceived by Recent Pediatric Graduates*. *Clinical Pediatrics* Vol 48 Nimber 9 November 2009 939-944.<http://clp.sagepub.com>.
- Beik, JL(2009), *Health Insurance Today : A Practical Approach* (Second Edition) USA : Saunders Elsevier
- BPJS Kesehatan. (2014). *Panduan Praktis Teknis Verifikasi Klaim*
- Clack.C.A. (2009) *Bridging The Koding Gap From Education to Experience*. MS 1489780 The College of St Scholastica
- Creswell, J.W. (1994). *Research Design : Qualitative and Quantitative Approach* London : Sage Publication
- Direktorat Pelayanan BPJS 2014,*PANDUAN PRAKTIS TEHNIS VERIFIKASI* Verifikasi Klaim berbasis INA-CBG's. Ruang Lingkup Verifikasi Klaim
- Eagly,A.H & Chaiken.S, 1993, *The psychology of Attitudes*, Fort Worth: Harcourt Brace Jovanovich College Publishers
- Edwards III,George.(1980) *Implementing Public Policy* .Washington Congressional ,Quartelyp Inc
- Ellis, RP, MCGuire, TG (1986), *Provider Behaviour Under Prospective Reimbursement, Cost Sharing and Supply*, *Journal of Health Economics* 5 (1986) . North Holland. Boston University, [http://doi.org.10.1016/0167-6296\(86\)90002-0](http://doi.org.10.1016/0167-6296(86)90002-0)
- Farhan J, Al-Jummaa S, Al-Rajhi A, Al-Rayes H, Al-Nasser A (2004). *Documentation and Coding of Medical Records in a Tertiary Care Center : a Pilot Study*, *Ann Saudi Med* 200 , https://www.researchgate.net/profile/Abdulrahman_Alrajhi/publication/7915274_Documentation_and_coding_of_medical_records_in_a_tertiary_care_center_a_pilot_study/links/54fd84940cf20700e5ebaf96.pdf

- Ferver.K, B.Bryan, Jesilow Paul (2009) The Use of Claims Data in Health Research. *The Open Public Health Journal 2*
- Fox & Young (2011). *Three Ways to Improve Your Denial Management Process*.
<http://www.healthcarefinancenews.com/3-ways-improve-your-denial-management-process>. Sitasi tanggal 31 Oktober 2017
- Green, MA& Rowell, JAC (2011), *Understanding Health Insurance, A Guide to Billing and Reimbursement*. Tenth Edition, USA : Delmar Cengage Learning .
- Gordon (1988) *Pembelajaran Kompetensi*. Jakarta; Rineka Cipta
- Idris Fachmi (2015), Verifikator BPJS Berperan Penting Cegah Sengketa Klaim, artikel on line, <http://www.hukumonline.com/berita>. Sitasi tanggal 29 September 2017.
- Joanne.M.Becker (2010) *A Guide to Coding Compliance*. Delmar Cengage Learning Australia, Canada, United Kingdom, United States
- Kemenkes RI (2014) *Pedoman Penyusunan Standar Pelayanan Kedokteran*. Jakarta :Kemenkes RI
- Kemenkes RI (2016). *Peraturan Menteri Kesehatan Nomor 76 tahun 2016 tentang Pedoman Ina-CBG's dalam Pelaksanaan Jaminan Kesehatan Nasional*. Jakarta: Kemenkes RI
- Kemenkes RI (2016) *Pedoman Penyelesaian Permasalahan Klaim Ina-CBG's Dalam Penyelenggaraan Jaminan Kesehatan Nasional*. Jakarta Kemenkes RI.
- Kusairi ,M (2013) *Faktor-Faktor Yang Mempengaruhi Kelengkapan Berkas Klaim Pasien Jamkesmas di RSUD Brigjen H.Hasan Basry Kandangan* ,Tesis,FK UGM ,Yogyakarta
- Kongstvedt, PR, (2012), *Essentials Managed Health Care , Sixth Edition*, Burlington : Jones & Bartlett Learning
- Mc.Graw Hill (2002) *Mc Graw Hill Concise Dictionary of Modern Medicine @ 2002 by The Mc Graw -Hill Companies Inc*
- Muchlas Makmuri (2008), *Perilaku Organisasi*. Yogyakarta :UGM Press
- Muninjaya, A.A.G (2010), *Manajemen Kesehatan Edisi 3*. Jakarta. Penerbit EGC

- Nurdiah, Iman (2016) *Analisis Penyebab Unclaimed Berkas BPJS Rawat Inap Di RSUD DR.SOEKARDJO Tasikmalaya*. Prodi Perkam dan Informasi Kesehatan Poltekkes Kemenkes Tasikmalaya.
- Octaria H (2016). *Hubungan Beban Kerja Koder dengan Keakuratan Diagnosa Pasien Rawat Inap di RS Syafira Pekanbaru*. Jurnal Manajemen Informasi Kesehatan.<http://jmiki.apfirmik.or.id/index.php/jmiki/article/view/157/116>
- Ortega et al (2005). *A Medical Claim Fraud/Abuse Detection System Based on Data Mining A Case Study in Chile*.
<http://citeseerx.ist.psu.edu/viewdoc/download/doi:10.1.1.176>
- Otifa,V (2016), *Klaim Tidak Layak Bayar Peserta Jaminan Kesehatan Nasional di Layanan Rawat Jalan Rumah Sakit Jiwa Prof dr Soerojo Magelang*, Tesis FK Universitas Gadjah Mada, Yogyakarta
- Persatuan Ahli Jaminan Kesehatan Indonesia (2014 a), *Managed Care Bagian A, Jakarta*, Pamjaki, Jakarta.
- Persatuan Ahli Jaminan Kesehatan Indonesia (2014 b), *Dasar –dasar Asuransi Kesehatan*, Pamjaki, Jakarta.
- Persatuan Ahli Jaminan Kesehatan Indonesia (2014 c), *Managed Care Bagian B Jakarta*, Pamjaki Jakarta.
- Putra, Kusumo (2016) *Model Verifikasi Klaim BPJS Pasien Rawat Inap di RS PKU Muhammadiyah Gamping*, MMRS Program Pascasarjana Universitas Muhammadiyah Yogyakarta.
- Peraturan Presiden Republik Indonesia No 74 tahun 2014 tentang “*Pedoman Penyusunan Peta Jalan Penyelenggaraan Jaminan Sosial Bidang Kesehatan dan Bidang Ketenaga Kerjaan*”
- Peraturan Menteri Kesehatan Republik Indonesia Nomor 76 Tahun 2016 Tentang *Pedoman Indonesia Case Base Groups (INA-CBG) Dalam Pelaksanaan Jaminan Kesehatan Nasional*
- Peraturan Menteri Kesehatan Republik Indonesia Nomor 28 Tahun 2014 Tentang *Pedoman Pelaksanaan Program Jaminan Kesehatan Nasional*
- Pongpirul et al (2011) *DRG Coding Practice: a Nationwide Hospital Survey in Thailand*. BMC Health Services Research 2011, 11:290.
<http://www.biomedcentral.com/14726963/11/290>.www.ncbi.nlm.nih.gov

- Reeves & Lewin (2004), *Interprofessional Collaboration in The Hospital : Strategiies and Meanings*
- Robbins, Stephen.P. & Coutler Mary, 2004. *Manajemen*. Jakarta.PT. Indeks
- Sarwono, SW (2005), *Psikologi Sosial*, Jakarta: Balai Pustaka
- Sastroasmoro (2014), *Dasar-dasar Metodologi Penelitian Klinis*, Sagung Seto
- Souza et al (2016), *MappingTheHospital Billing Process: The Case of The a Federal Hospital in Rio de Janeiro*.
<http://doi.org/www.sciencedirect.com>
- Prof. Dr. Sugiyono (2016), *Metode Penelitian Manajemen*, Bandung: Alfabeta
- Tyree,P.T,Lind,B.K,Latfferty,W.E.(2006) *Challengesof Using Medical InsuranceClaim data for Utilization Analysis*, American Journal of Medical Quality.
- Tunggal,SH (2016) *Kumpulan Peraturan Sistem Jaminan Sosial Nasional(SJSN) Dan Badan Penyelenggara Jaminan Sosial(BPJS)*,Harvarindo 2016.
- Taliana D Malonda ,A.J.M.Ratu, T.Soleman (2015) *Analisis Pengajuan Klaim Badan Penyelenggara Jaminan Sosial(BPJS) Kesehatan RSUD Dr.Sam Ratulangi Tondano* ,Program Pascasarjana Universitas Sam Ratulangi Manado ,Fakultas Kesehatan Masyarakat Universitas Sam Ratulangi Manado ,Artikel penelitian
- Thabrany,H.(2014) *Jaminan Kesehatan Nasional*. Jakarta;Rajawali Pers.
- Tienken,S.(2010).*Best Practices In Denial Management*
- Wahyuningsih dkk (2008) *Strategi Pengembangan JaminanPemeliharaan Kesehatan Mandiri Kabupaten Hulu Sungai Selatan Propinsi Kalimantan Selatan*.JournalManajemen Pelayanan Kesehatan, 11(03):September
- Prof.Wiku Adisasmito,PhD (2014) *Sistem Kesehatan* edisi Kedua Divisi Buku Perguruan Tinggi PT Raja Grafindo Persada Jak