



Health Compulsory Insurance Management Information System



PT (PERSERO) ASURANSI KESEHATAN INDONESIA
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Agenda

- **Business Strategy & Objectives**
- **Overview of PT.Askes's MIS**
- **Application System Portofolio**
- **Data Warehouse dan Data Mining**
- **ICT Infrastructure**

Business Objectives

- 1. Higher Premium Collection**
- 2. Generate Higher Investment Yield**
- 3. Managed Claim Cost**
- 4. Higher Customer Satisfaction**
- 5. Higher Internal Management Quality**

Business Strategy

1. To focus in Customer satisfaction orientation and sustainability of corporation
2. To increase Premium Growth
3. To increase the Investment Yield.
4. To improve the effectiveness of cost containment.
5. To maintain high standard of compliance.
6. Optimalization of premium utilization to increase the benefit for the customer.
7. To operate based on Good Corporate Governance Principal

Business Dimension

- Total of 3,000 employees
- Geographically distributed throughout the nation
- Over 400 remote offices Nation wide

PT.Askes

- Wide variation of customers segments
- Over 91 Million Customers
- Geographically scattered

Customer



Government

Provider

- Over 400 local government

- Over 3000 PHC
- Over 270 laboratories
- Over 787 Hospitals
- Over 106 Haemodialysis
- 905 pharmacies
- 693 Optical

Business Volume

Compulsory Program

- Membership : 15.051.951, 250.000 transaction per Month
- Health Services : over 48.000.000 transaction per year
- Finance : ± IDR 4 Trillion

National Health Care Program

- Membership : over 76.000.000
- Health services : over 183.360.000 transaction per year

Health Care Local Gov Program

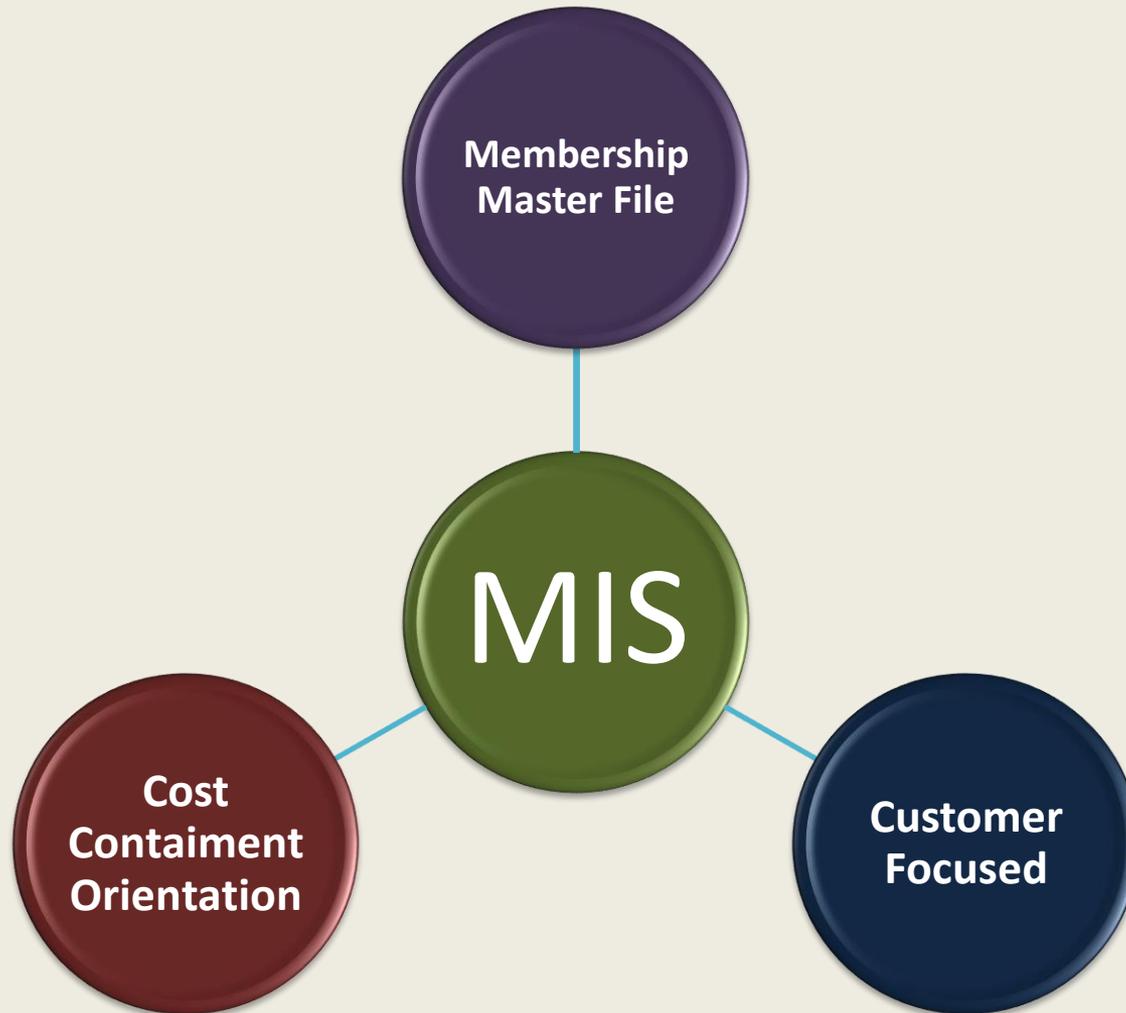
- Membership : 231.981
- Health services : 1.781.614 transaction per year

Overview of PT.Askes's MIS

IT Elements Within Enterprise

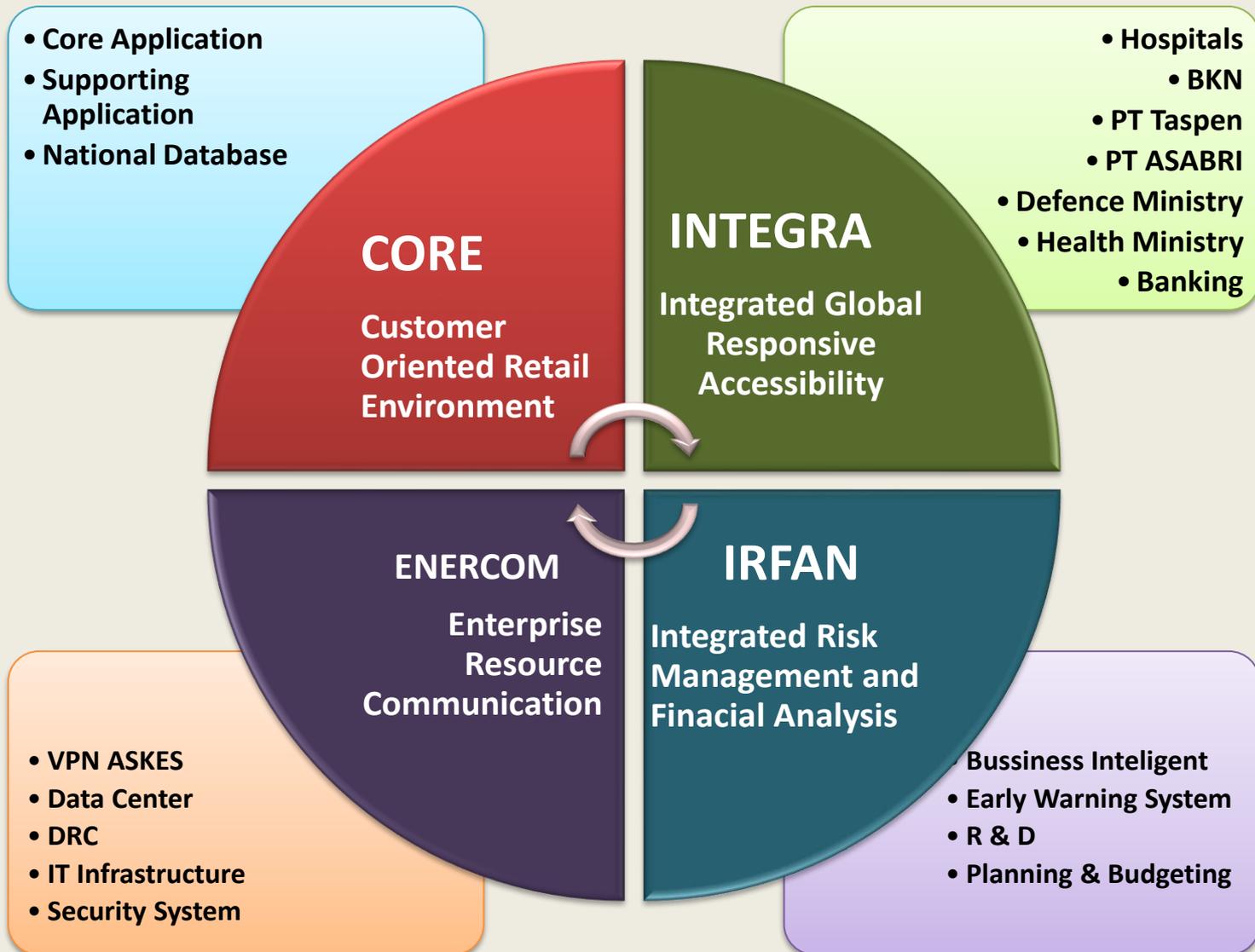


I.T. Strategy



ASTERIX

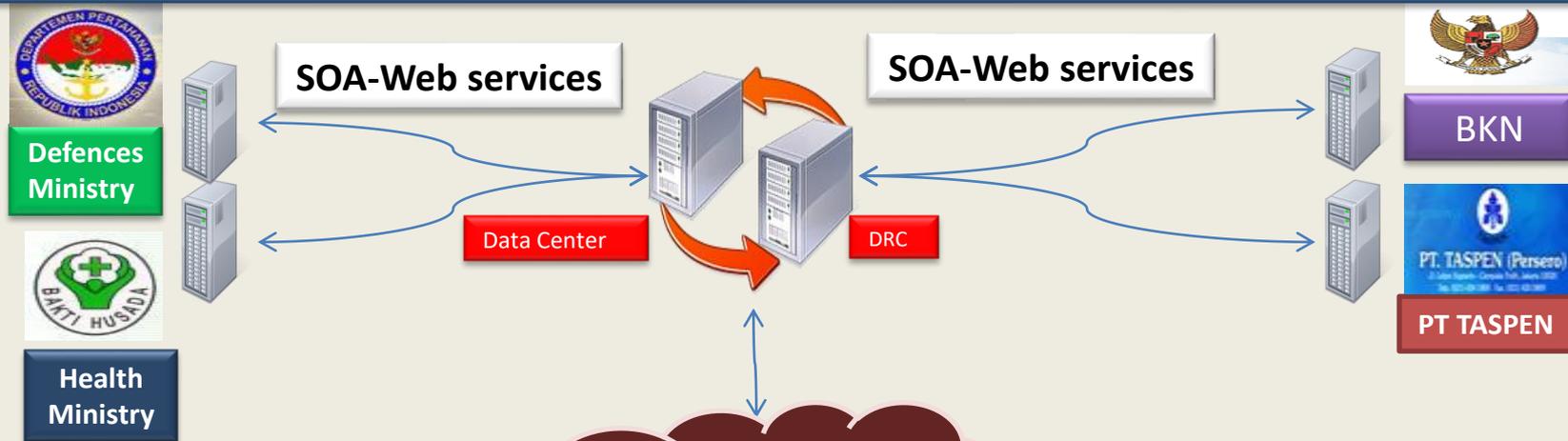
(ASKES INTEGRATED AND RESPONSIVE INFORMATION EXCHANGE)



ASTERIX Platform

- **Centralized :**
 - **Online Real time Application System**
 - **Software Oriented Architecture (SOA) – Web Service to support Electronic Data Interchange**
 - **Single Membership Master File**
 - **Powerful Information, Communication and Technology**
- **User friendly**
- **Single Health Insurance Information Gateway across the nation**
- **To support Askes to be National Operation of Social Security (BPJS)**

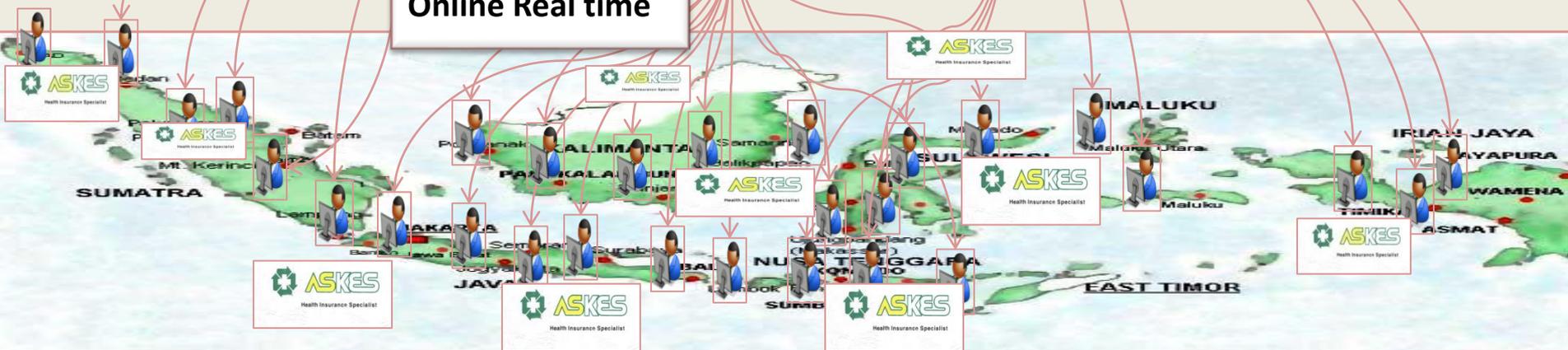
Real Time On Line Transaction Process



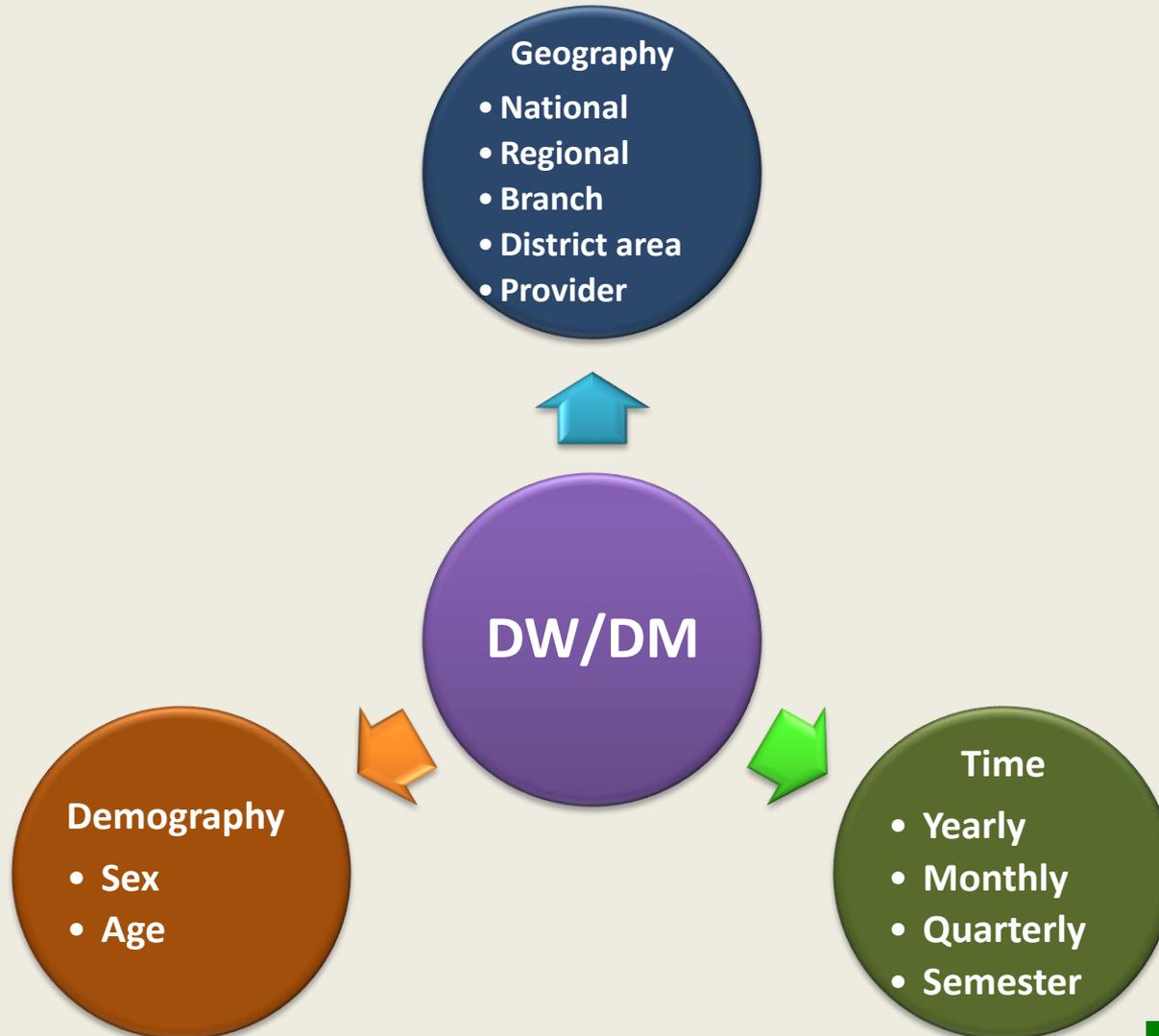
Data Entry
Online Real time

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Online Real time

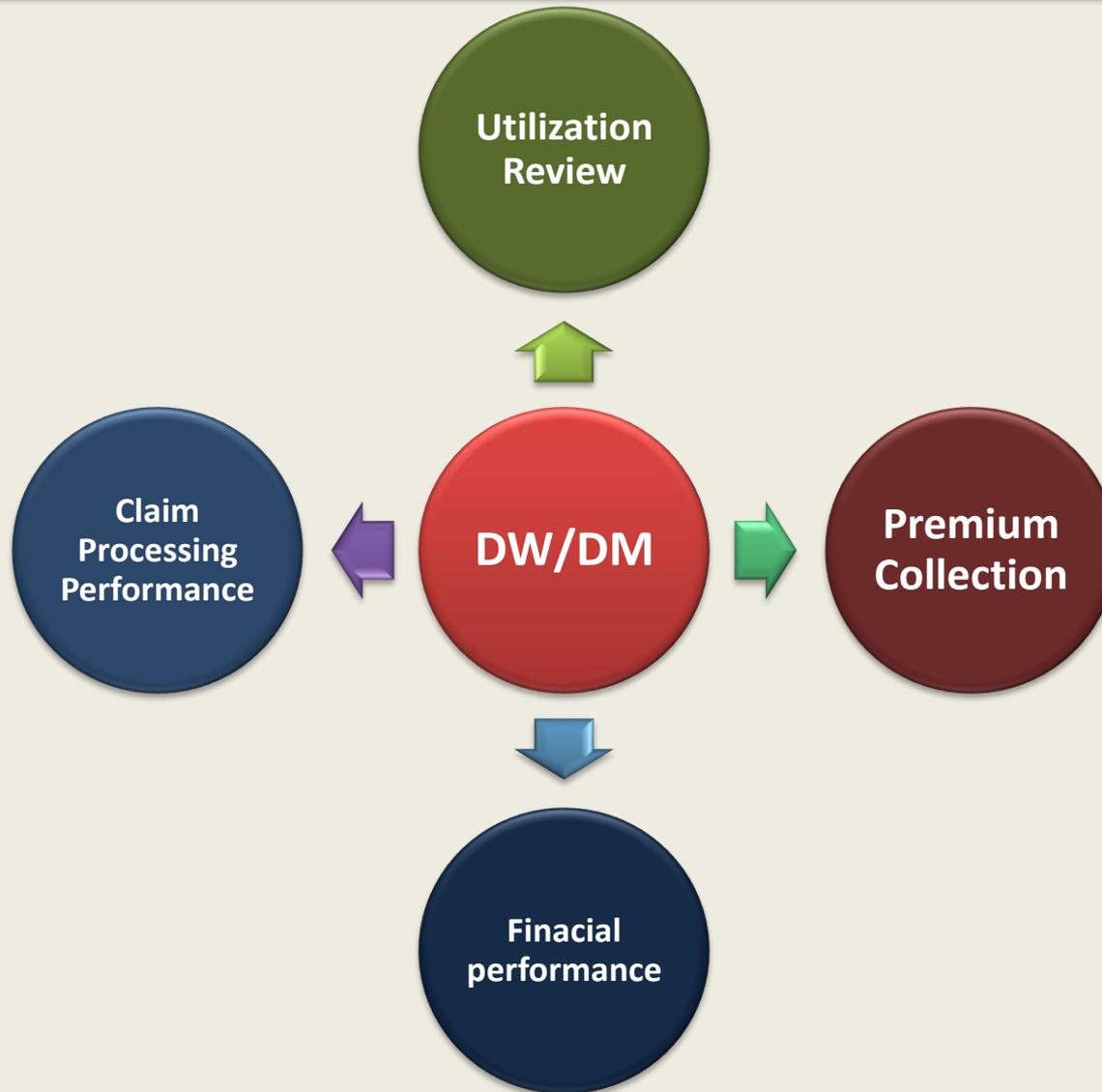
Data Entry
Online Real time



Data Warehouse Dimension

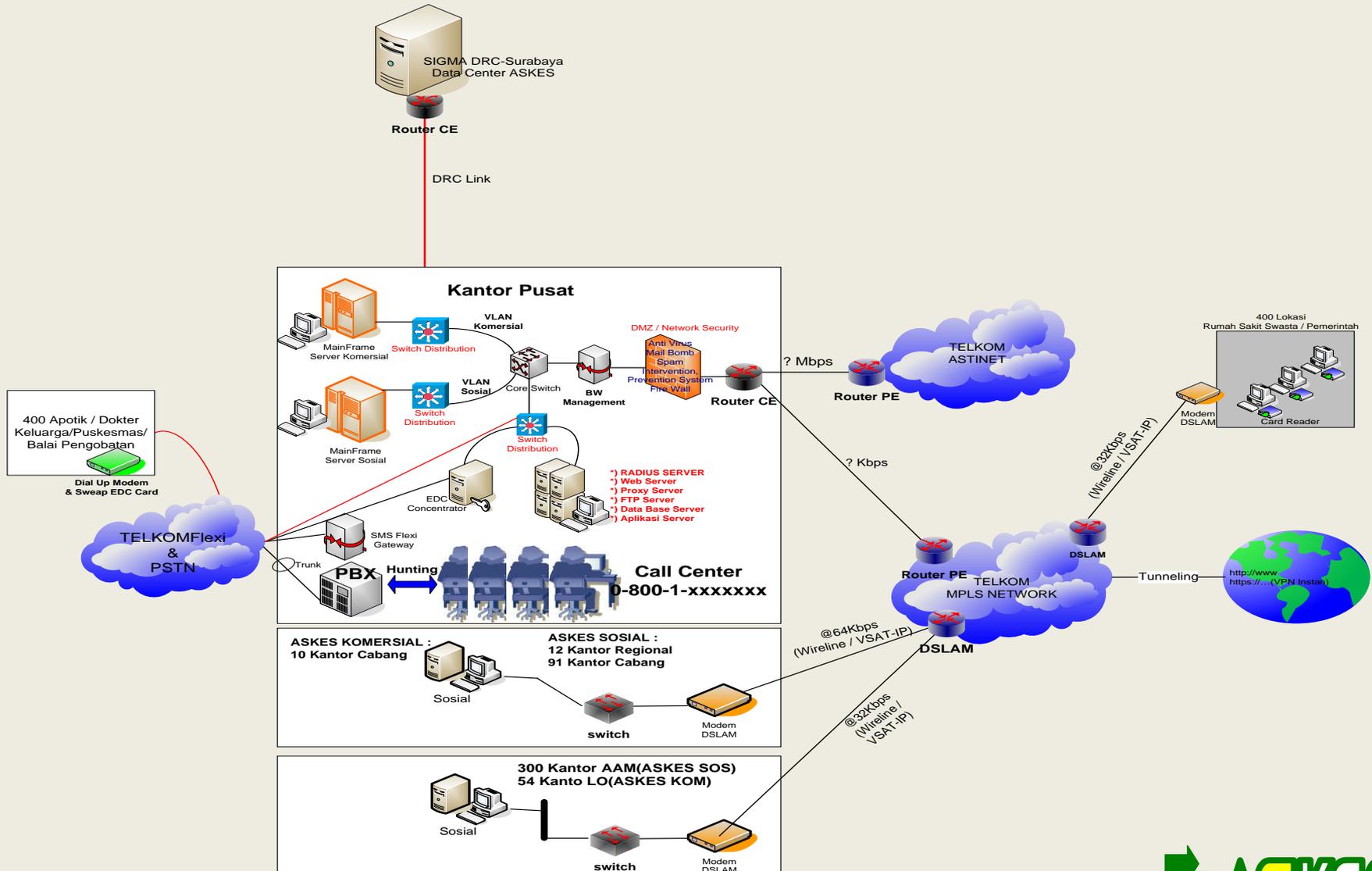


Strategic Information



I C T Infrastructure

Global Design of ICT's PT Askes



ICT

- **Virtual Private Network Internet Protocol :**
 - **Branch offices (91)**
 - **Regional Offices (12)**
 - **Hospital (32)**
- **Powerful Data Center to support individual transactional nation wide.**
- **Powerful Disaster Recovery Center**
- **Outsourcing network maintenance**
- **IT Risk Management**

Benefits of IT Initiatives

- **Better Premium Collection**
- **Better Customer Authentication in Hospitals and Pharmacies**
- **Fast and accurate Claim Processing**
- **Increase Data Integrity**
- **Fast and accurate Reporting System**
- **Better Monitoring and Evaluation**
- **Better Health Care Utilization Review**

Next Steps

- **Extensify VPN IP network to all district manager to achieve data integrity and realtime authentication member identity.**
- **Provide National Health Care Information gateway.**
- **Electronic Data Interchange with provider and employer.**
- **CRM and Population Management**



THANK YOU