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Social security agency of health (BPJS health) implementation on dentures patient in USA community health center (Puskesmas USA) bone regency 2022



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Abstract Implementation of Social Security Agency of Health (SCAH) /BPJS for Dentures Patients at the Usa Community Health Center in Bone Regency 2022. Tooth loss is a problem that can interfere with dental and oral health. This study aims to explore the implementation of social security agency policies for dentures patients at the Usa Community Health Center in 2022. This type of research is a qualitative study using a *snowball sampling technique*. The results of this study found that the informants had understood the services for installing dental prostheses that were borne by BPJS Health. As for the information, they do not understand the tariffs for dental prostheses or dentures, which are included in the service being covered by BPJS Health. BPJS Health provides a number of medical services for the community, one of which is dental and oral care, in this case dental prostheses or dentures. From the input and process results it was found that for the implementation of BPJS Health for dental prostheses there are still indicators that are not fully achieved, such as the rates of prostheses or dentures which are still misinterpreted by some patients.

Keywords: community health center, social security agency, dentures patients

1. Introduction

Tooth loss is a problem that can interfere with dental and oral health. Tooth loss can be caused by several factors, such as periodontal disease, dental caries, trauma, impaction, orthodontics, hypoplasia, and severe attrition. Caries and periodontal disease are the most common factors causing tooth loss (Sari et al 2015).

Based on the National Health Research report, tooth loss at the age of 34-55 years is 0.4%, which increases at the age of 65 and over by 17.6%. The loss of one or more teeth can cause functional and aesthetic disorders that can affect the quality of life because, apart from affecting the physical condition, it can also affect mastication and speech functions. Tooth loss can also affect psychological conditions, causing a lack of self-confidence and limitations in social activities (Utama et al 2018). Losing teeth for a long time will cause pathological migration of the remaining teeth, decreased alveolar bone in *edentulous areas*, decreased masticatory function to speech disorders, and can affect the temporomandibular joint. An ideal occlusion should allow the mandible to straighten without occlusal obstacles when functional movements occur, especially in the posterior region, so that the load distribution be spread evenly (Ratnasari et al 2019).

Replacement of missing teeth can be done by making removable dentures or fixed dentures. Dentures are used to obtain good esthetics and functional conditions for the user. According to *the Glossary of Prosthodontic* removable dentures are divided into two, removable partial dentures and complete dentures (I and Herwanda, n.d.). Removable partial dentures are indicated to replace several teeth in edentulous areas and have good esthetics; while complete dentures are indicated for edentulous patients, the remaining teeth cannot be maintained and can no longer support the removable partial dentures. The components of a removable denture consist of tooth and base elements. The base is made of metal or acrylic (Sofya et al 2016).

BPJS Health makes it easier for the public to get dental health services, including dental examinations at first-level health facilities and at the hospitals that work with BPJS Health (Efendi et al 2022). Dental cares covered by BPJS Health include service administration, provision and delivery of referral letters, examinations, treatment, and medical consultations (Muchlis et al 2022). There are also additional services with limitations, such as dentures. Dentures are very important in maintaining the health of the periodontal tissues health the remaining teeth' stability. The need for dentures increases in the elderly due to physiological changes in their oral cavity, including tooth loss. The USA Community Health Center is a health center located in the Bone Regency area. The USA Community Health Center is one of the health service facilities with basic service standards



which is currently still in Middle status. The mission of Usa Community Health Center is to increase quality, professional, equitable and affordable health services to the community efficiently and effectively, to increase the optimal degree of public health, to increase the independence of the community to behave in a healthy life and to increase cross-program and cross-sector cooperation. The USA Community Health Center is remote, and road access to the health center is still badly damaged. Based on an initial survey conducted by researchers, the number of outpatient visits in 2020 was 5,643 patients, and in 2021 there were 5,622 patients (Public Health Center 2021).

Based on this background, researchers are interested in researching the Implementation of BPJS for Dental Prostheses Patients at the USA Health Center, Bone Regency, in 2022. This research is important to see the extent of the role of health insurance in patients, especially dental care, in patients who use BPJS; why BPJS? Because this health insurance is mostly for the general public.

2. Materials and Methods

This research used a quantitative study method and snowball sampling technique. According to Sugiono, qualitative research is data collection techniques are carried out by triangulation (combined), data analysis is inductive /qualitative, and the results of qualitative research emphasize the meaning of generalization (Sugiono 2017).

A qualitative approach is an important approach to understanding a social phenomenon and the individual perspective studied. A qualitative approach is also one in which the research procedure produces descriptive data in the form of written or spoken words from the behavior of the people being observed (Wahyuni 2013).

The respondent characteristics are demonstrated in Table 1.

Table 1 Socio-Demographics Respondent.

No	Initial	Age	Sex	Jobs	Education
1	A	50 Years	Female	Head	Postgraduate
2	H	31 Years	Female	Dental Nurse	Bachelor
3	H	32 Years	Female	Dental Nurse	Bachelor
4	R	43 Years	Male	Patients	Senior high school
5	B	41 Years	Male	Patients	Senior high school
6	M	33 Years	Female	Patients	Junior high school
7	D	27 Years	Male	Patients	Senior high school
8	D	58 Years	Female	Patients	Bachelor

3. Results

This research was conducted at the USA Community Health Center from December 14 to December 31 2022. The type of research used in this study was qualitative research using a descriptive approach. Information was obtained through in-depth interviews. Data sources are people who are willing to provide the information called informants.

3.1 Characteristics of Informants

The informants involved in this study were the head of the community health center, dental nurses, and BPJS patients. Informants in this study as many as 8 people.

Annotation:

IK: Key informant

IP: Supporting Informants

IB: Ordinary Informant

3.2 Inputs

3.2.1 Dental prosthesis installation service

BPJS Health participants can be provided at health facilities (faskes), first-level, and advanced-level health facilities. Based on the results of interviews with ordinary informants regarding dental prosthesis installation services, the following answers were obtained:

"Yes, definitely, because as far as I know, health services are fully covered by BPJS".

(RH informant)

"For the installation of dentures, I can do it at the advanced level".

(Informant B)

"Yesterday, my upper dentures were installed, serviced and covered by BPJS".

(RH informant)

This is the same as the statement of the supporting informant, who said that dental prosthesis services could be provided by active BPJS Health participants. The following are the results of the interview:

"For the installation of dentures, you will be covered if your BPJS Health is active, if the first health facility cannot provide or requires further treatment, you can refer them to the advanced level of health facilities".

(Informant MK)

"For BPJS membership as long as it's active, it's the responsibility of BPJS health according to the first or advanced level of health facilities".

(KM informant)

The results of interviews with ordinary informants and supporting informants are the same as the statements of key informants, which state that:

"If you want to use BPJS Health for filling dentures, you can come directly to the First Level Health Facility according to the procedure and the rules".

(Informant MK)

3.2.2 Dental prostheses or dentures

Health BPJS participants with tooth loss according to medical indications and on the recommendation of a dentist. Based on the results of interviews with ordinary informants regarding dental prostheses or dentures, the following answers were obtained:

"Yeah, BPJS should cover it. Because it is in accordance with the instructions and directions of the dentist".

(RH informant)

"When I installed my dentures yesterday, there was an indication that dentures should be done by a dentist".

(DB informant)

This is the same as the statement of the supporting informant who said that tooth loss according to medical indications and on the recommendation of a dentist will be covered by BPJS. Following results of the interview:

"Not all dentures are covered by BPJS Health, there are indications".

(Informant MK)

The results of interviews with key informants and supporting informants are the same as the statements of ordinary informants, which state that:

"Yes, the installation of dentures / dental prostheses is an additional service according to medical indications and on the recommendation of a dentist. Usually this service is used for elderly people who have lost their teeth".

(Informant MK)

3.2.3 Replacement rates for dental prostheses or dentures

The maximum tariff for each jaw is IDR 500,000, Details per jaw for the installation of 1 to 8 teeth Rp.250,000, 9 to 16 teeth of IDR 500,000:

"My husband already uses BPJS, when he installs dentures he pays for each jaw".

(RH informant)

"The tariff for replacing dentures is according to BPJS".

(DT informant)

"I Replaced 2 dentures yesterday and was given a replacement tariff".

(MM informant)

This is the same as the statement of the supporting informant said that in the replacement rates of dental prostheses or dentures. Following results of the interview:

"The cost of installing dentures is covered by BPJS, but according to the limit which is determined. So it's all free, right?"

(Informant MK)

The results of interviews with key informants and supporting informants are the same as the statements of ordinary informants, although there are slight differences from ordinary informants, who state that:

"For the installation of 1-8 dentures, BPJS Health provides a subsidy of IDR 250,000 per jaw. So for 1 jaw around 9-16 teeth, participants will receive a subsidy of IDR 500,000. Meanwhile, for installation of dentures for 2 jaws at once, a subsidy of IDR 1 million will be given".

(Informant MK)

3.3 Process

3.3.1 Denture fitting service

BPJS Health participants can be provided at health facilities (faskes), first level and advanced level health facilities. How does the health center create an open environment and no blame so it's safe to do reporting if an incident happened. Based on the results of interviews with informants regarding denture installation services, researchers obtained answer as follows:

"To get the benefit from dental care services from BPJS Health, if participants choose the Puskesmas as the first health facility, then participants will get dental treatment from dentists who are a network of the health center concerned. In the first health facility, participants must complete the administrative process by showing the active BPJS Health's card. Participants must bring a BPJS card as well as a referral letter from the first health facility".

(Informant MK)

This is the same as the statement of the supporting informant who said that in the service of installing dentures, BPJS health could be provided. The following are the results of the interview:

"Dental and oral health services can be enjoyed by BPJS Health participants with the applicable conditions".

(MB informant)

3.3.2 Dental prostheses or dentures

Dental prostheses or dentures are functional assistive devices that replace lost teeth as a result of extraction or trauma. The goal is to restore the function of teeth, esthetics and oral cavity and restore self-confidence. Based on the results of interviews with informants about dental prostheses or dentures get answers as follows:

"Many of my upper teeth are missing, so the doctor suggested installing dentures".

(Informant MK)

As for other statements from informants who said they did not really know regarding the indications for a dental prosthesis. The following are the results of the interview:

"To maintain our gums".

(LK informant)

3.3.3 Replacement rates for dental prostheses or dentures

Denture Prices vary, but there are several rates for replacing dentures if you use BPJS. This is because the nominal amount is determined by the type of dentures and the price. The Following answers were obtained based on the result of interviews with informants regarding dental prostheses or dentures:

"You can, it costs IDR 250,000 per jaw".

(MS informant)

"Replacement of 1 maxillary tooth and 1 mandibular tooth. The cost to replace it is Rp. 500,000. But if you lose only 2 maxillary teeth, you will replace Rp. 250,000".

(LS informant)

3.4 Outputs

From the results of the interviews that the researchers conducted, there were still a number of patients who did not understand the replacement rates for dental prostheses due to a lack of information and explanations from the puskesmas regarding the reimbursement of dental prostheses rates.

4. Discussion

4.1 Inputs

4.1.1 Dental prostheses installation service

The results of the research conducted by the researchers was found that the informants had understood the services for installing dental prostheses that were borne by BPJS Kesehatan. Dental care services, namely installing dentures with free BPJS, can be carried out for everyone registered as a BPJS Health participant according to applicable procedures and conditions. Please note that the manufacture of dentures or dental prostheses is not fully covered by BPJS Kesehatan. This dental prosthesis is an additional service provided by BPJS Health with limitations. Because the funds to be used are in the form of subsidies from BPJS Health. Services for installing dentures with BPJS Health can be carried out at first-level or advanced Health Facilities, depending on the availability of tools and dentists. Dentures or dental prostheses will be given according to tooth loss according to medical indications and on the recommendation of a dentist.

This research is not in line with the research conducted by Darmawan, which states that the visits of patients seeking treatment at dental services at the puskesmas are more patients who have not been registered as JKN participants and JKN participants registered at other facilities (Darmawan and Thabrany 2017).

This is in line with research conducted by Juatodomi, namely, the manufacture of dentures requires quite a large amount of money. This is because patients do not use BPJS, and the manufacture and maintenance of dentures are quite expensive (Juatodomi 2016).

Individuals who participate in BPJS Health will have many benefits in matters of health financing and can be used as an effort to take advantage of the dental and oral health services provided.

4.1.2 Dental prostheses or dentures

The results of the research conducted by the researchers was found that the informants had understood dental prostheses or dentures. As long as the participant follows the procedures and conditions that apply, and the act of installing the dentures is based on clear medical indications determined by the dentist as a form of handling the participant's condition (not at the request of the participant himself) Then the costs can be covered by BPJS Health. This is because there are restrictions on usage, bearing in mind the funds used are in the form of subsidies.

This is not in line with research conducted by Jatuadomi, which described that all patients care and have the same goal to improve their appearance. Someone who has lost a tooth can also cause emotional disturbances such as feeling sad, and loss of self-confidence because it affects the appearance and causes difficulties in the pronunciation process if the tooth loss is in the front (anterior), causing speech disorders. Desire is influenced by the ability to need to use dentures to replace missing teeth so that tooth loss disorders can be overcome (Juatodomi 2016).

This research is in line with research conducted by Mangundap G, which states that the use of dentures according to indications is effective for masticatory function in the people of Pinasungkulan Village, Modinding District (Mangundap et al 2019).

4.1.3 Replacement rates for dental prostheses or dentures

The results of the research conducted by the researchers found that there were still informants who did not understand the tariffs for replacing dental prostheses or dentures, including dental and oral care, which is included in the medical services covered by BPJS Health. Even so, before visiting a health facility, it is necessary to know what services the BPJS can cover. This is because not all dental procedures are covered by the government through the National Health Insurance (JKN) program. So that sometimes patients complain about the terms of claiming rates for replacement dental prostheses or dentures.

This is in line with research conducted by Jatuadomi, which states that patients use BPJS, which reduces the cost of manufacturing and care. If the patient does not use BPJS, then the manufacture of dentures will have an effect and be heavy on income (Juatodomi 2016).

This research is not in line with the research conducted by Fathul Rahman. The results of the questionnaire obtained the reasons for the research subjects not having denture treatment, among others because of, the expensive manufacture of dentures, fear of going to the dentist, anxiety about using dentures due to the experience of friends who swallowed dentures, and incomplete equipment and lack of dentist skills in making dentures (Fathul et al 2016).

Another study conducted by Mokodompit R from the results of his research found that dentures made by dentists are more expensive than dental artisans (Mokodompit 2015).

4.2 Process

BPJS Health provides a number of medical services for the community. One of them is dental and oral care, in this case, dental prostheses or dentures. This means that the price of dentures at the puskesmas is Rp. 0, or free if you use BPJS Health. Although the mention is only a snippet. Although maybe you will get a difference in price at each health center in each area.

4.3 Outputs

The input and process results found that for the implementation of BPJS for dental prostheses, there are still indicators that have not reached 100%, such as the replacement rates for dental prostheses or dentures, which are still misinterpreted by some patients who claim that the full cost of dental prostheses is paid for by BPJS.

This research is in line with research conducted by Suprianto A, which states that the outcome of the National Health Insurance (JKN) success rate is quite good. The percentage of health covered by BPJS Health in Bantul Regency reaches 73% of the population (Suprianto and Mutiarin 2017).

BPJS implementation standards for dental prostheses at the Puskesmas USA, it has been going very well, according to BPJS Health Rules.

5. Conclusions and suggestions

The implementation of BPJS No 1 of 2014 Article 52 Paragraph 1 is that dental and oral care that is covered has not been fully achieved properly due to several inhibiting factors in its implementation, such as human resources who do not understand the process of claiming dental prostheses rates. Policy standards have been carried out in accordance with BPJS Policy No. 1 of 2014 Article 52 Paragraph 1. The process of implementing BPJS No 1 of 2014 Article 52 Paragraph 1 is to help and relieve the community in terms of health financing. With the existence of the BPJS government program, in terms of community financing, it has been helped by this financing. The Usa Community Health Center (Puskesmas USA) at Bone Regency has implemented BPJS No. 1 of 2014 Article 52 Paragraph 1 even though there are indicators that have not been achieved. For this reason, it is necessary to carry out a re-evaluation of what needs to be corrected or rearranged, and socialization regarding the replacement rates for the patient itself must be carried out. It is hoped that the head of the puskesmas will carry out activities that will later be socialized to patients regarding dental and oral care that is covered by BPJS. It is better to make a guide that contains the flow of dental and oral services and effective ways of communicating with patients and families so that patients and their families get complete information.

Ethical considerations

This research has received ethical approval from the Universitas Muslim Indonesia Indonesian Number:10/2022. All participants signed the informed consent before the interview. Respondents who were not willing were excluded and considered as inclusion criteria.

Conflict of Interest

The authors declare that they have no conflict of interest.

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