



Health Compulsory Insurance Management Information System



PT (PERSERO) ASURANSI KESEHATAN INDONESIA
February 2009

Agenda

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

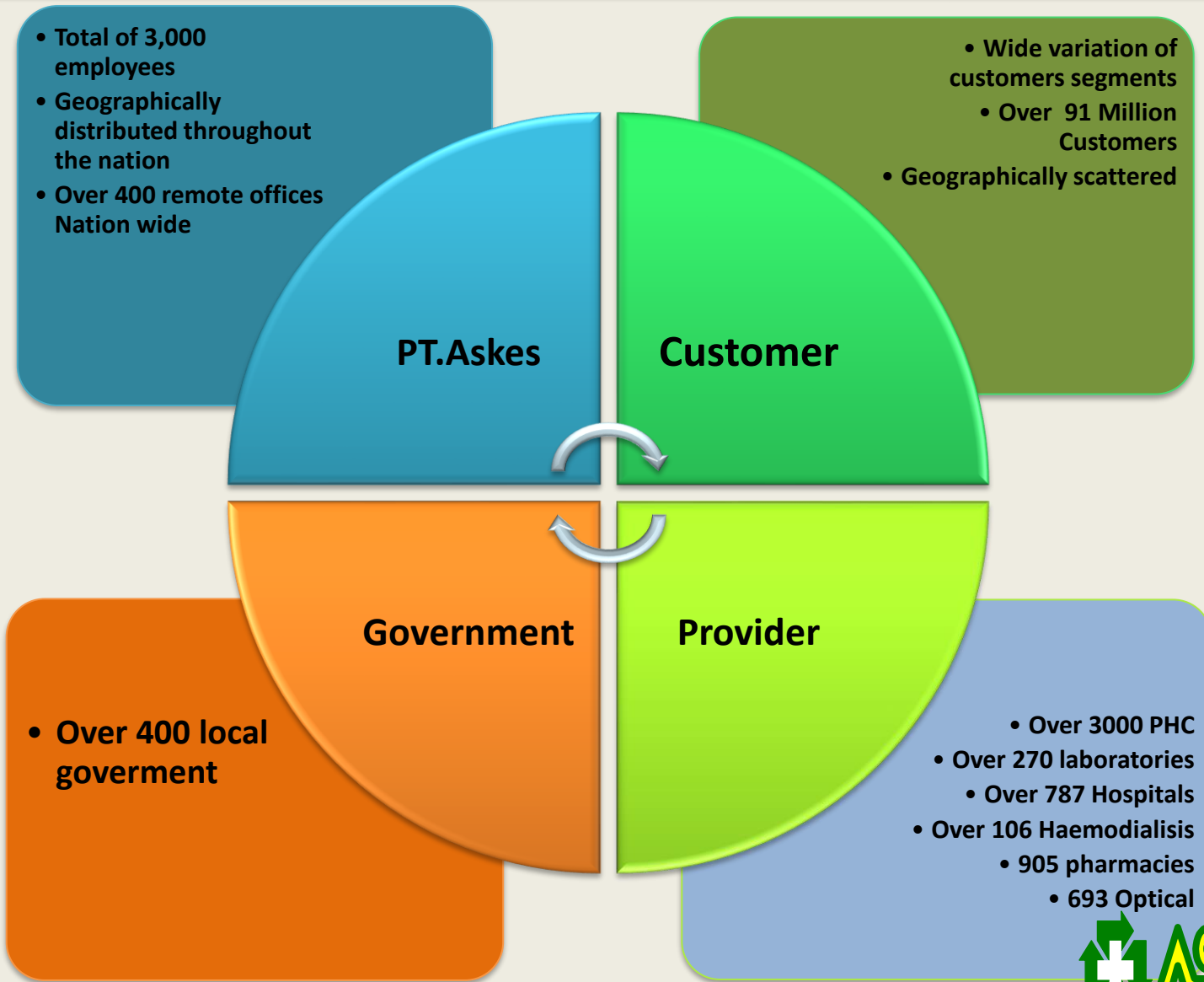
Business Objectives

- 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



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

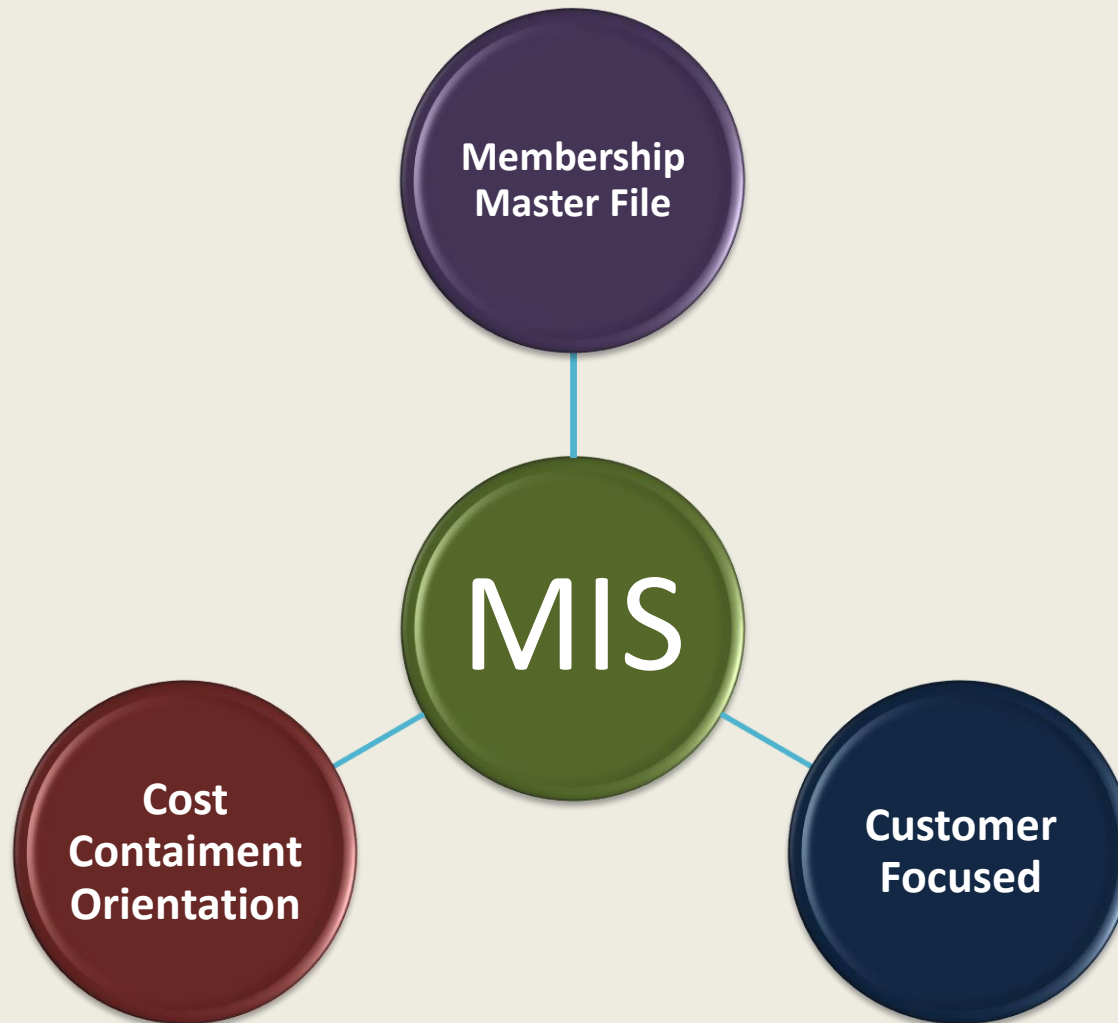
- Membership : 231.981
- Health services : 1.781.614 transaction per year

Overview of PT.Askes's MIS

IT Elements Within Enterprise

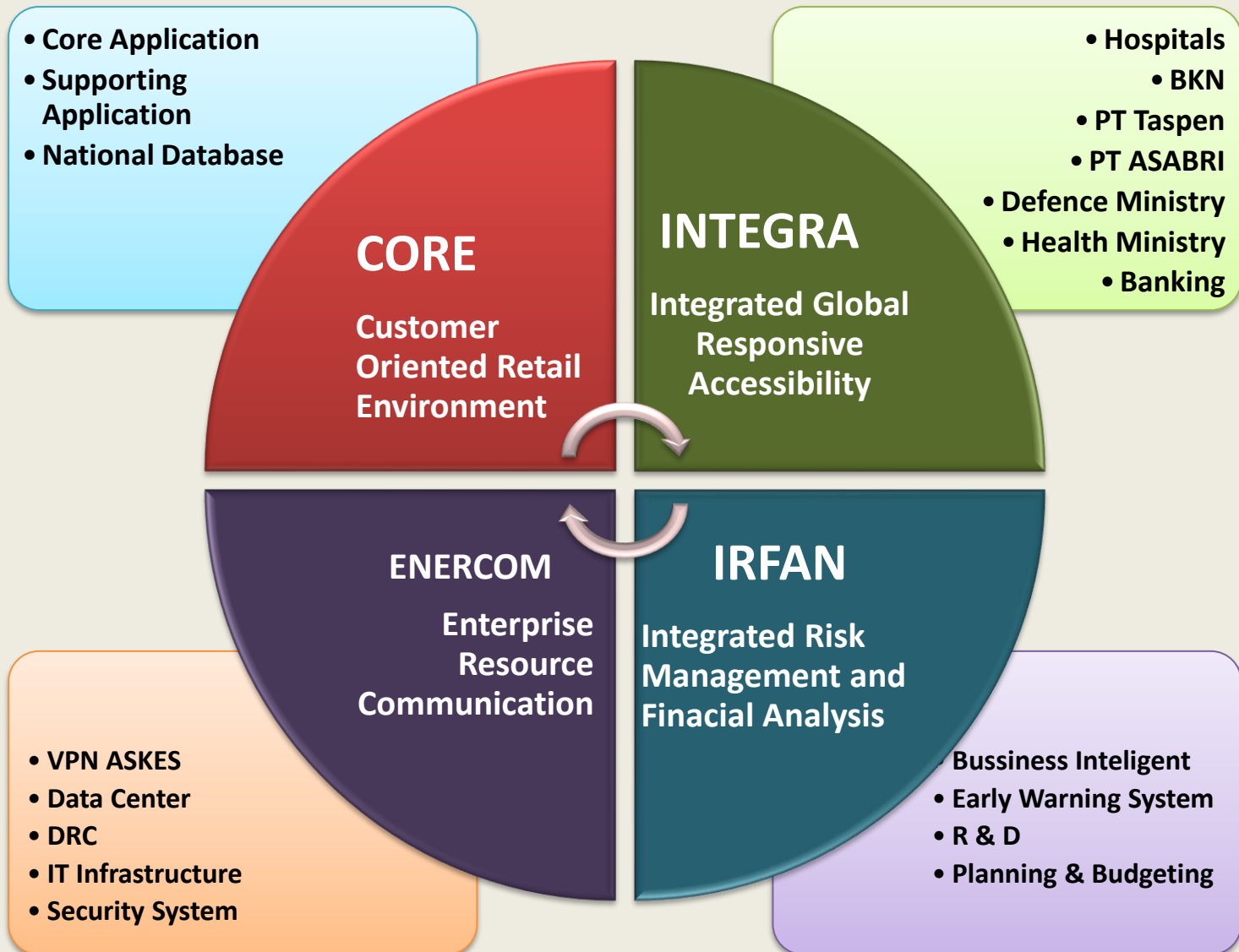


I.T. Strategy



ASTERIX

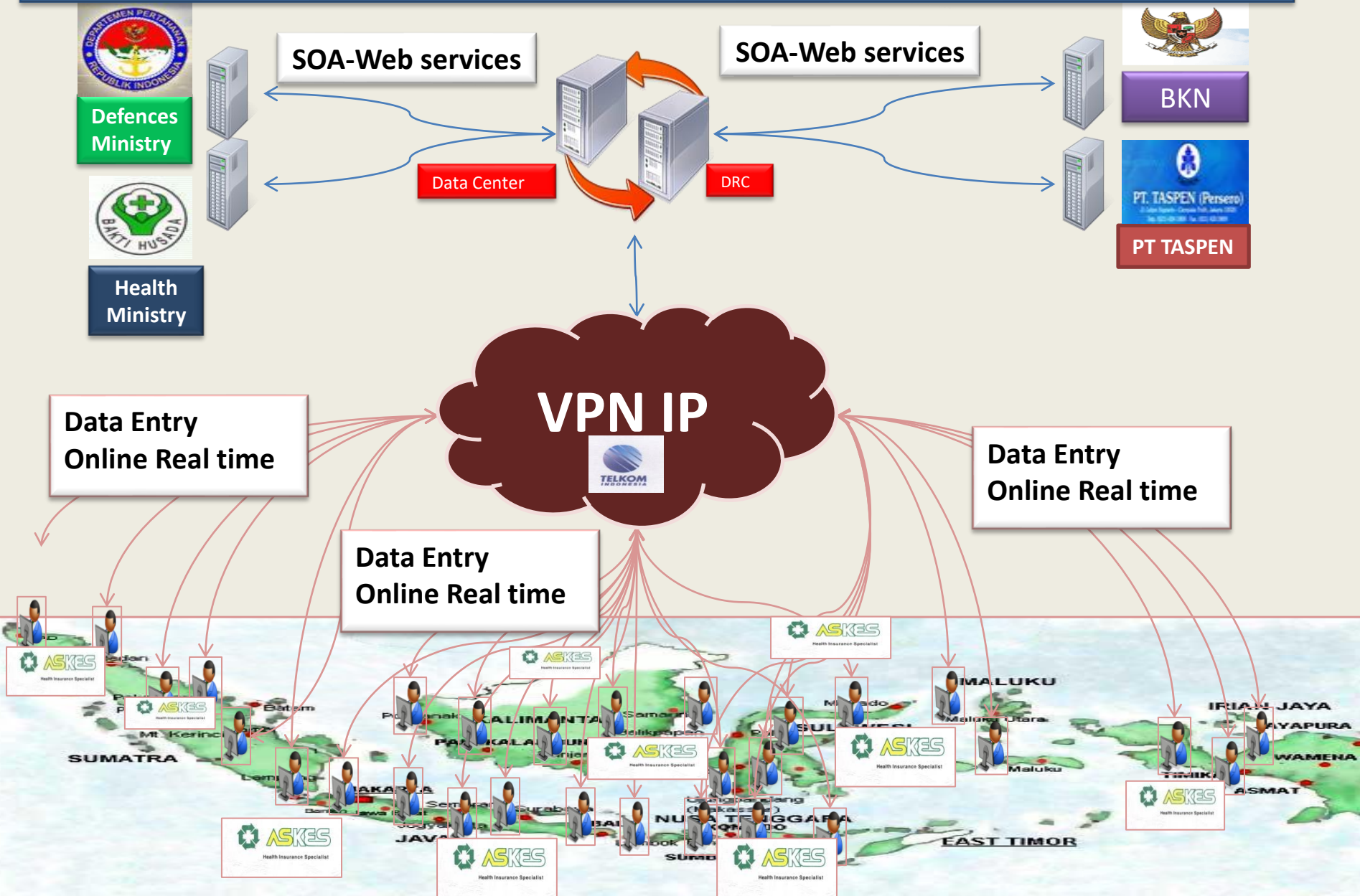
(ASKES INTEGRATED AND RESPONSIVE INFORMATION EXCHANGE)



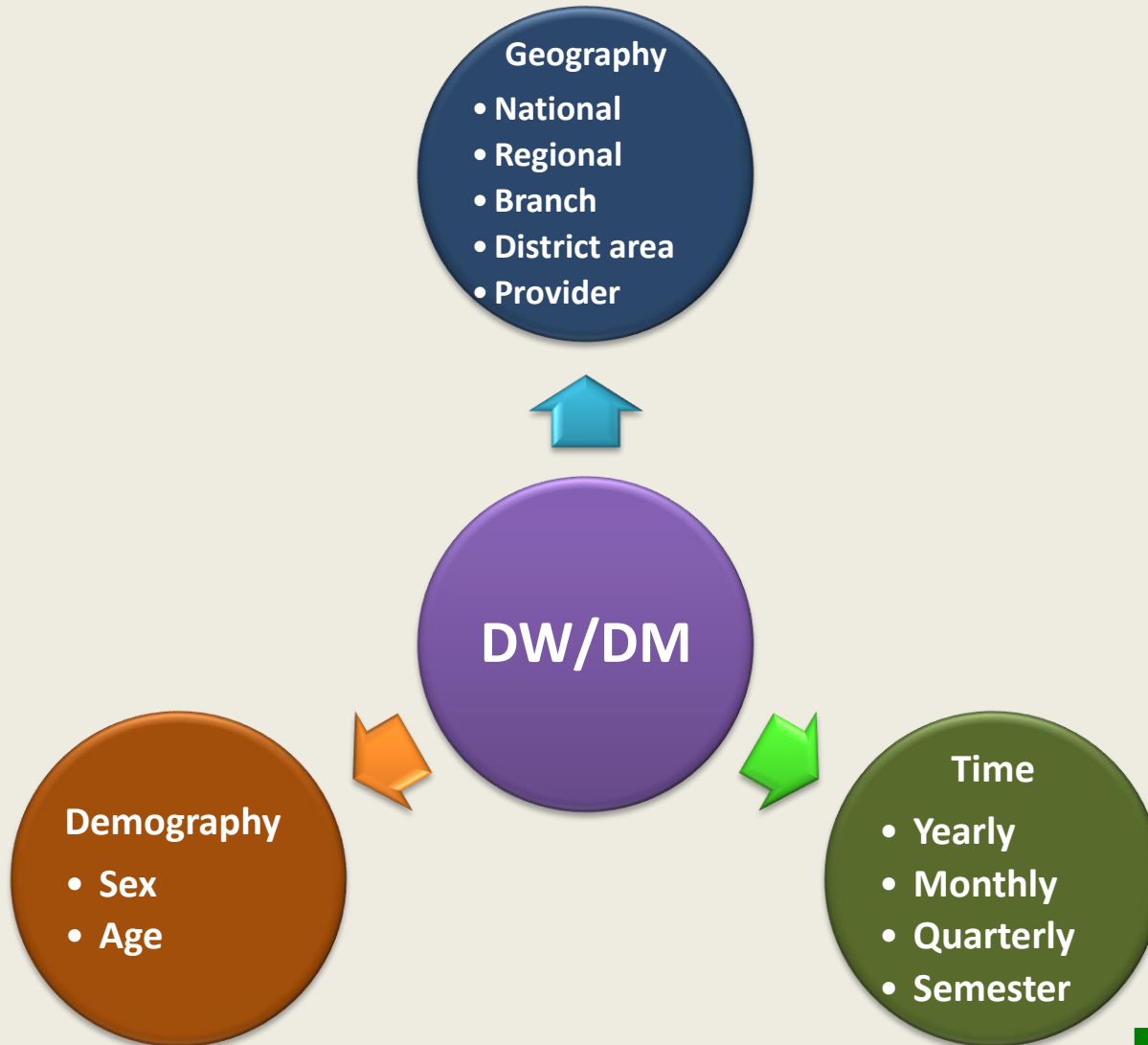
ASTERIX Platform

- **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)**

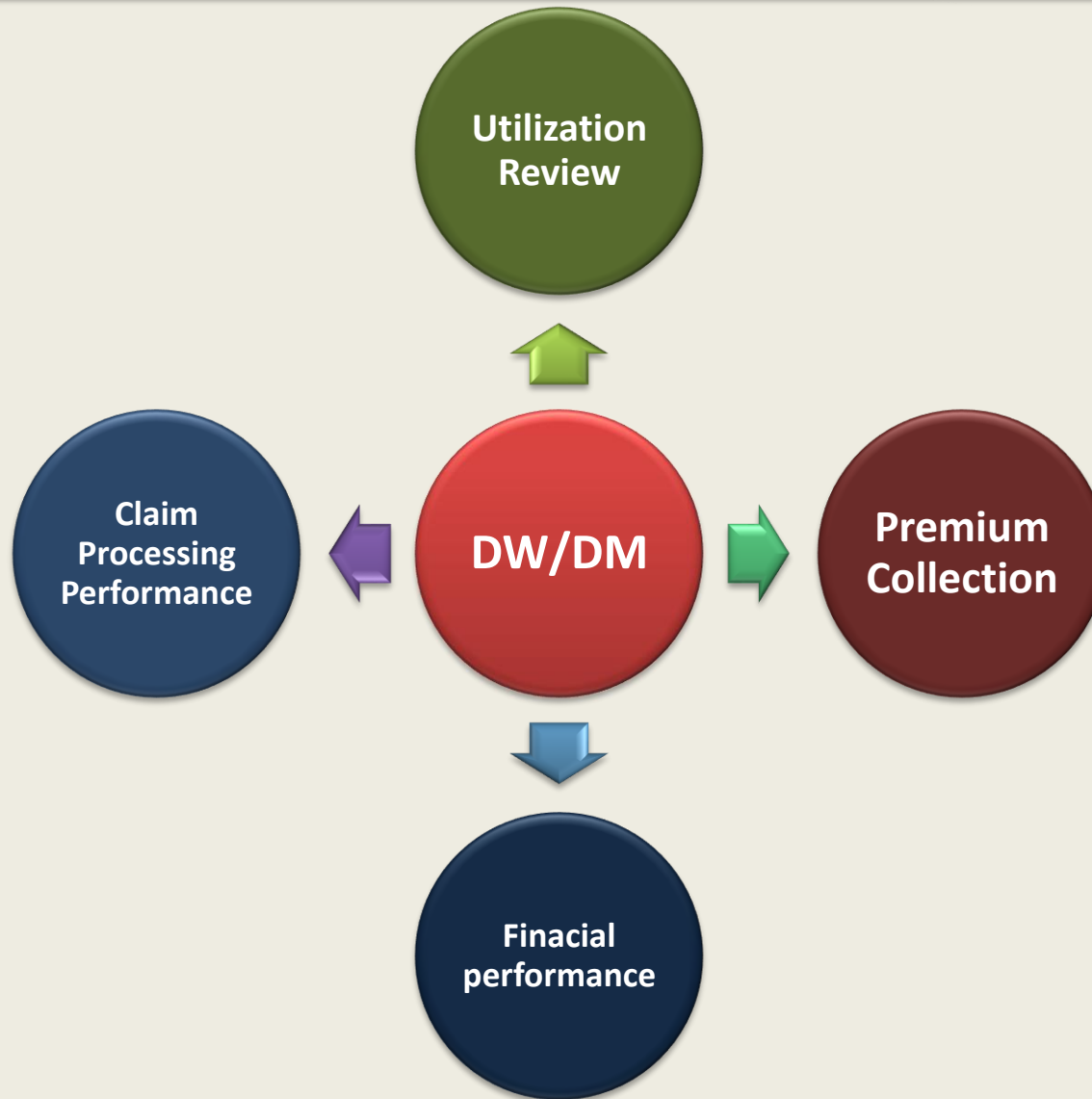
Real Time On Line Transaction Process



Data Warehouse Dimension

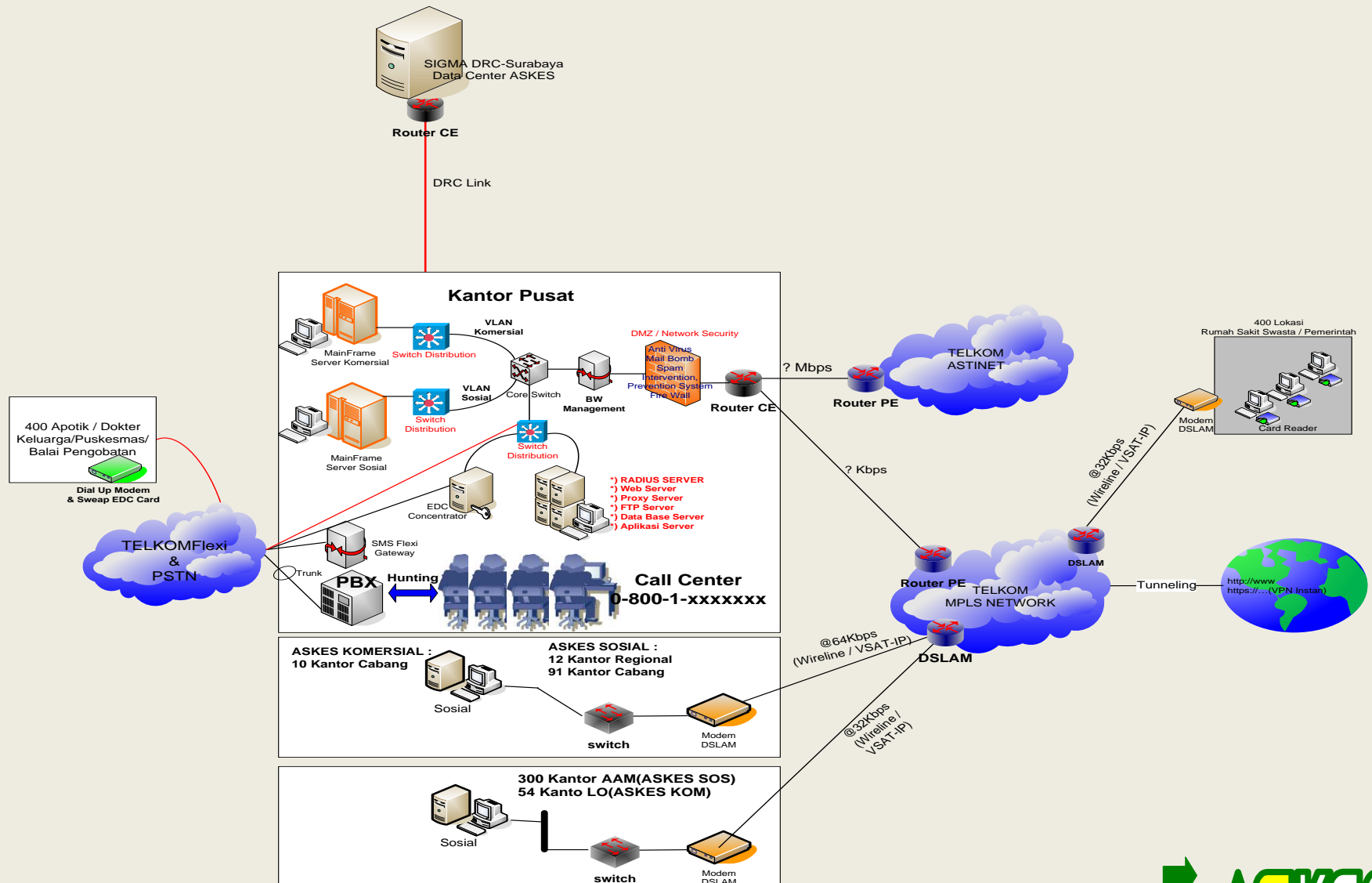


Strategic Information



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