

1. ASSA Recognition Award

- 1.1 The ASSA Recognition was first introduced by the Employees Provident Fund (EPF) of Malaysia in 2015. The purpose of the Award is to recognise ASSA member organisations' achievements.
- 1.2 The criteria and categories for the ASSA Recognition Award are as follows.

No.	Categories of Recognition	Description of the Categories
1.	Innovation Recognition Award	Creation of an innovative technology, product or service which has led to improvements in services or products.
2.	Transformation Recognition Award	A practice that has resulted in improvement in the overall effectiveness, efficiency, and success of the organisation.
3.	Customer Service Recognition Award	Organisations that have implemented successful customer service strategies which are able to meet customers' expectations in terms of delivery and quality of service.
4.	Continuous Improvement Recognition Award	Organisations that are in a never-ending effort to expose and eliminate root causes of problems. It usually involves many incremental steps towards improvements rather than one overwhelming innovation.
5.	Strategic Communication Recognition Award	Organisations that have pushed the boundaries when it comes to their communications strategy in order to ensure they truly engage with their members using various communication channels.
6.	Information Technology Recognition Award	Organisations that run their business using effective and reliable technologies that are essential to drive efficiency and productivity, and improve organisational outcomes and performance.
7.	Insurance Coverage Recognition Award	Insurance and social security schemes that have developed their proposition with a clear focus on retirement, health and meeting members' needs.
8.	Financial Literacy Recognition Award	Organisations that have introduced and provide advisory services on financial literacy and retirement planning to address issues on adequacy of members' savings for retirement.
9.	Investment Governance Recognition Award	Organisations that have reflected specific issues relating to the management of funds of social security institutions' objectives, ranging from the investment of benefits provided and also addressing issues on the adequacy of the fund.

1.3 The write-up should include the following:

WRITE UP TEMPLATE

CATEGORY	:	<i>Continuous Improvement Recognition Award</i>
ORGANISATION	:	BPJS Kesehatan
CONTACT PERSON	:	1. Christine Julyana 2. Irene Putri 3. Rahma Anindita
NAME OF PROJECT	:	Online Health Consultation and Administrative Service
OBJECTIVE AND NATURE OF PROJECT	:	For easy access to health care and administrative services during the pandemic through the online service
WHY IT SHOULD BE RECOGNISED	:	At the beginning of 2020 or starting precisely in March 2020, the Indonesian government announced the state of Covid-19 pandemic which was also experienced world-wide. The on-going pandemic requires public to exercise physical distancing and strict health protocols to minimize the transmission of Covid-19. This condition further decreased the number of visits to primary health care (PHC) providers, which then compromised their performance in attending the health needs of the members. One of the segments impacted were chronic patients who usually access health services on regular basis. Unattended needs may worsen the health status of the patients and increase the treatment cost in the future. Prior to the pandemic, the average number of visits to the PHC providers was 1,035,808 per day. During the pandemic, the number was decreased 46.83 per cent at only 556,505 per day. On the other hand, the members of Indonesia's National Health Insurance (JKN) program also need access to administrative services. Prior to pandemic, the average number of visits to branch offices for administrative purposes around 738,333 per month. This traffic could impose high risk Covid-19 transmission should face-to-face services were to be insisted. Those challenges of the pandemic encouraged BPJS for Health to take drastic measure to ensure the members' well-being and satisfactions. In August 2020, BPJS launched an initiative PANDAWA (Administrative Services via WhatsApp) to ensure that members could access fast and reliable administrative services without having to visit the office. In March the same year, a teleconsultation service at PHC providers were formally introduced to public to improve access of timely needs health care amid the pandemic. Since its debut, PANDAWA had cater the needs of the members as many as 2,296,782. The program also successfully decreased the number of visits 69.35 per cent compared to before the innovation. Nowadays, the average service visits are minimized to 226,300 per month. The success of PANDAWA were contributed by its simplified process and the use of a universally known app, the Whatsapp. Members could interact with BPJS for Health officers, send the required files, fill in the administrative forms, and give feedback at the end of the service. Their

		feedbacks are then used for service improvement. BPJS for Health uses both autoresponders to standardize PANDAWA services and human response from frontline officers to improve customer experience. Both frontline officers and the members are required to respond to chat within 30 minutes time frame. The uses of both technologies and human touches gives PANDAWA competitive advantages compared to other chatbots. Teleconsultation had also shown promising effects in increasing the number of contact rate between the patients and their primary care doctors. The number had been consistently improved as much as 34.35 per cent increase compared to before the implementation. The number of visits currently hit 747,668 visits per day. Teleconsultation allows the members to contact their PHC providers for medical consultations as well as monitoring their treatment and health status. The teleconsultations are accessed through their personal online media or by using Mobile JKN, another of BPJS for Health's innovation. The method is considered low cost compared to visits or phone calls. Both of innovations had given positive impacts to improving access and customer experiences amid the pandemic. In conclusion, below are some benefits of these innovations: 1. Providing easy, fast, and reliable access to services for members. 2. Minimizing the transmission of Covid-19 by limiting/reducing physical contacts. 3. Ensuring access to the needs of services, especially for those with chronic disease conditions with Covid-19 comorbid.
SUMMARY OF THE PROJECT	:	The Covid-19 pandemic has motivated BPJS Kesehatan to implement non-face-to-face services by prioritizing easy, fast and reliable value proposition through PANDAWA for administrative services via WhatsApp and Teleconsulting for online doctor consultation services. Through this non-face-to-face services, members are encouraged to change their habits from face-to-face services to be willing to try non-face-to-face services that also provides the same quality of services. This has some impacts on decreasing the number of visits at both Branch Offices and primary care providers so as to minimize the transmission of Covid-19, make it easier for members to access administrative and health services anywhere, and is expected to increase member satisfaction index with BPJS Kesehatan services.