

A wide-angle photograph of a tropical beach. The water is clear and turquoise, transitioning to a deeper blue further out. The beach is sandy and white, with gentle waves lapping at the shore. In the background, there are lush green hills and mountains under a bright blue sky with scattered white clouds.

Lombok Beach, Lombok Island

**Asia Pacific Smart Card Conference on Health
Scheme , Bangkok , April 8 – 10, 2009**

A photograph of the PT. Askes Head Office building in Jakarta. The building is a modern, multi-story structure with a white facade and horizontal teal-colored bands. A large Indonesian flag flies on a tall pole in front of the building. The sky is overcast. A red banner at the top right of the image contains the text "PT. Askes Head Office – Jakarta".

PT. Askes Head Office – Jakarta

Smart Card Technology – Its Strategic Role in Managing National Subsidized Health Care System

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Point Of Discussion

**Bratan Lake Temple,
Bedugul – Bali**



- **PT.Askes Profile**
- **The Business Model & Business Process Cycle.**
- **Smart Card Development in Indonesia**
- **The Benefits of Smart Card to support National Health Care System**
- **The Current Platform and The End State**
- **The Challenges & The Road Map**

Indonesia at a glance



Population of 230 Millions

25 millions bank cards (debit & credit)

Est 3 millions smart cards (predominantly bank cards)

40 millions mobile phone handsets

Inflation rate (consumer prices) 6.3% (2007 est)

Investment (gross fixed) 23.6% of GDP (2007 est)

Labor force 108 million (2007 est)

Total no of hospitals 1,300

Labor force – by occupation

- Agriculture 43,3%

- Industry 18%

- Services 38.7% (2004 est)

Budget

- Revenue \$88.21 billion

- Expenditures \$95.41 billion (2004 est)

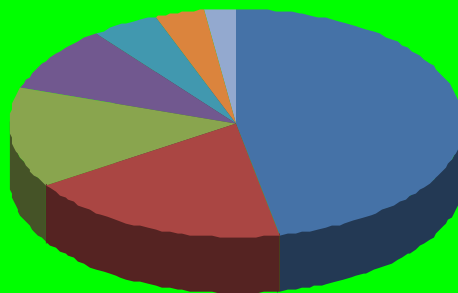
LIFE & HEALTH INSURANCE INDUSTRY IN INDONESIA (Commercial)

The Companies



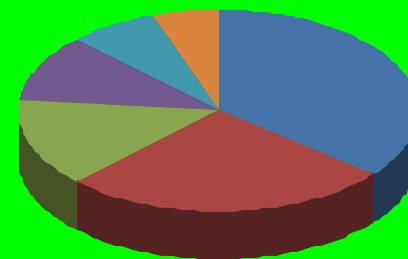
Total Annual Premiums of US\$ 4.5 Billion (2007)

Major Life Private Insurance Companies in Indonesia



- AIG Life Insurance
- Prudential Life Insurance
- AIA Indonesia

Major Non-Life Private Insurance Companies in Indonesia



- Sinar Mas Insurance
- Tugu Pratama Insurance
- Astra Buana



- State owned enterprise
- Managed care
- Main duty
to provide service for public benefit in maintenance and development of health
- Coverage :
 - a. Outpatient & hospitalization
 - b. One day care service package & second hospitalization
 - c. Service for childbirth
 - d. Blood & drugs service
 - e. Medical & health equipment service
- Member : 14. 576.900**
- Type of member : active civil servants, civil servants retirees, army/police retirees, veteran/independent pioneers, nonpermanent doctor/midwife

Health provider : 11.704

- District hospitals : 7.874
- Family doctors : 1.333
- State hospitals : 430-
- Private hospital : 186

- Specialist hospitals : 32

- Mental hospitals : 31

- Military /Police hospitals :129

- Drug store : 919

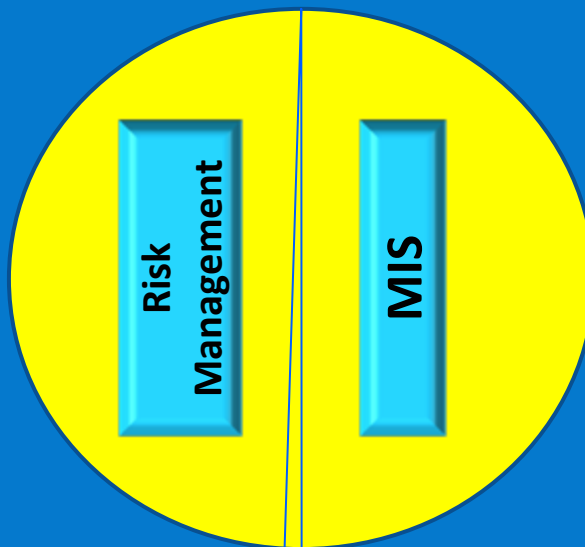
- Opticians : 186

- Coronaries : 15

- Hemodialysis : 96

The Business Process Cycle

Fraud Loss



DATABASE MANAGEMENT

Prambanan Temple – Central Java



Challenges

Most of the Social Security Institutions do not maintain a centralised data base system

Each of the Institution keep their own data base, separate from other institutions although they are serving common customers (eligible population under the soc.sec scheme)

Currently, the Indonesian ID system is not yet centralised and no national database available, especially for those populations who are under/ or eligible for social security services (health, pensions, labor union)

Current Actions

- Each of the Institution is in the process of building up their own Centralised Data Base System**
- A series of data reconciliation among Institutions has been going on through the use of EDI (Electronic Data Interchange)**
- Institutions are building up capacities for telecommunication network (Broad Band, Private Network, Web based system etc)**

SMART CARD IN INDONESIA

Balinese Dancer



Smart Cards are only issued as credit cards, some with contactless. capability.
Banks are the most experienced institutions in Smart Cards operation due to the mandatory international standard of EMV (Europay Master Visa)
The use is only limited on financial transactions, not even the "bonus points"
Off line // On line capabilities with small data stored on the chips
No other institutions are embarking on Smart Card Technology since there is no mandatory requirements and the high investment costs.
However, the government is fully aware of the real benefits of using Smart Card Technology

SMART CARD – NATIONAL HEALTH CARE SYSTEM

Lion Dance – East Java



- Subsidy of Social Health Care System estimated to serve 120 millions population.(50% of the population)
- Total Annual Budget of US\$ 1 Billion
- Based on Manage Care Concept
- Referral System where Family Doctors are the first entry point – as well as “gatekeeper” in managing cost of services.
- The use of Standard Package Services and some combination of Fee for Services
- Wide variation of standard services as well as medical treatments

Smart Card Technology enable National Subsidy Health Care System to

Membership
Authentication
&Verification

Location &
Type of
Medical
Services

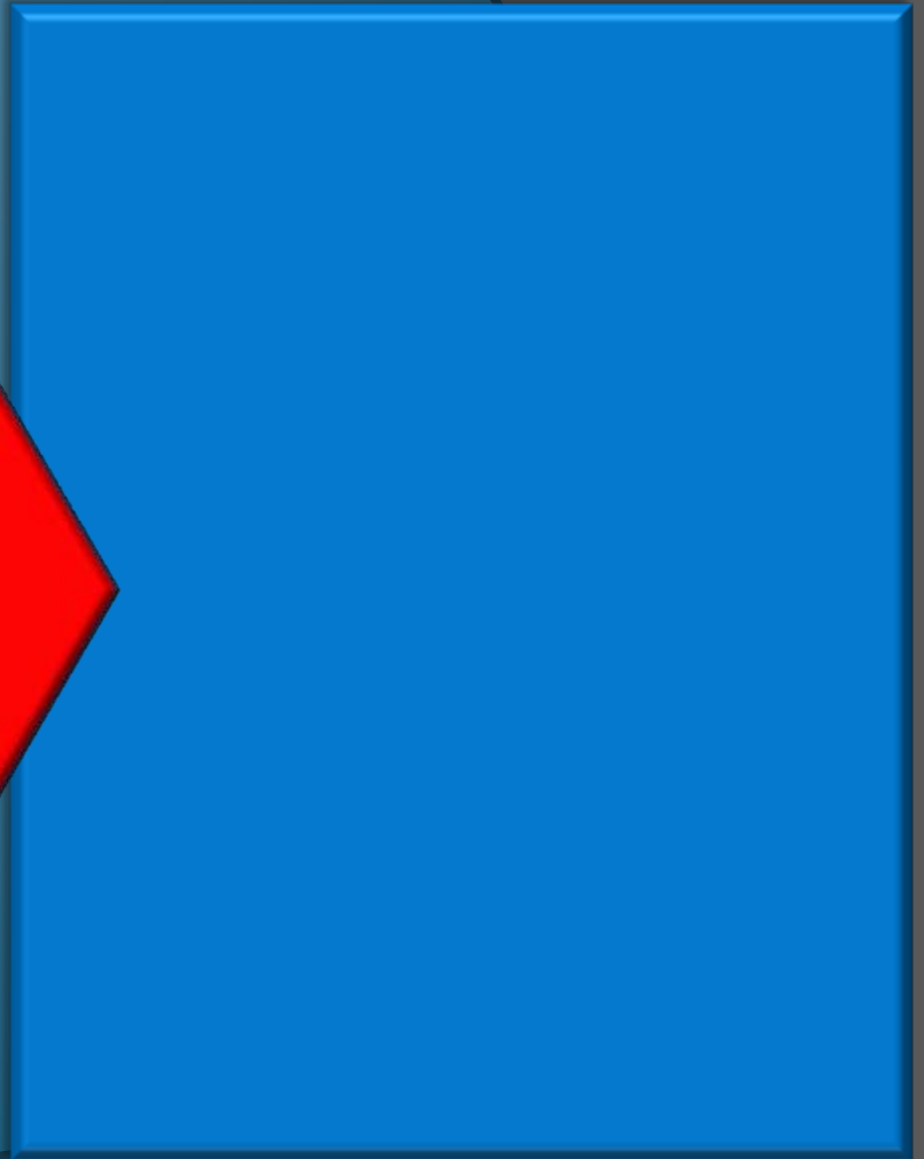
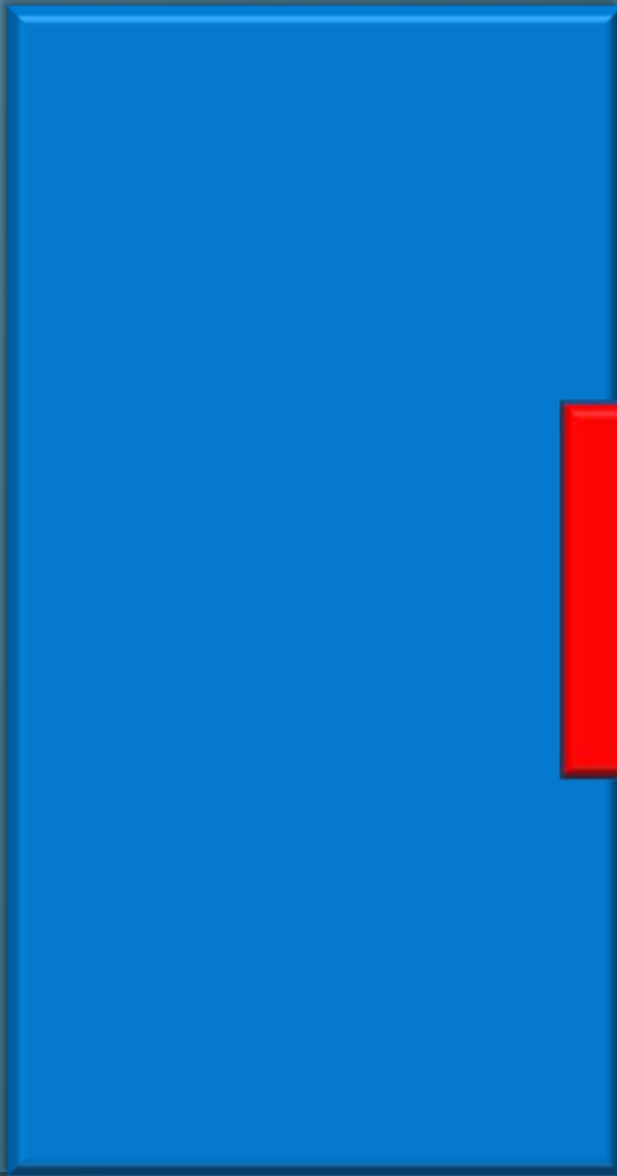
Identification
of Doctors

Medicines

Claim Mgt
& Financial
Control

Utilization
&Policy
Review

CURRENT PLATFORM & THE END STATE



THE END STATE - MULTI INSTITUTIONS INTEGRATED PLATFORM SERVE COMMON CUSTOMERS

SERVICE CONTACT POINTS

Members of
Social Security
System



**CALL
CENTER**

24 X 7

**SINGLE
ACCESS
NUMBER**

**CELLULAR
DEVICES**

**PUSH &
PULL
MESSAGES**

**SINGLE
ACCESS
NUMBER**

**HOSPITALS,
PHARMACIES,**

**FAMILY
DOCTORS**

CLINICS

**ASKES
BRANCHES**

**PENSION FUNDS
BRANCHES**

Soc Sec Offices

Health
Services

Pension Funds

Labor Union
Pension Funds

Inquiries/
Claims

Marketing Info

**Integrated
Platform**

**CENTRALISED/ DISTRIBUTED
MASTERFILE**

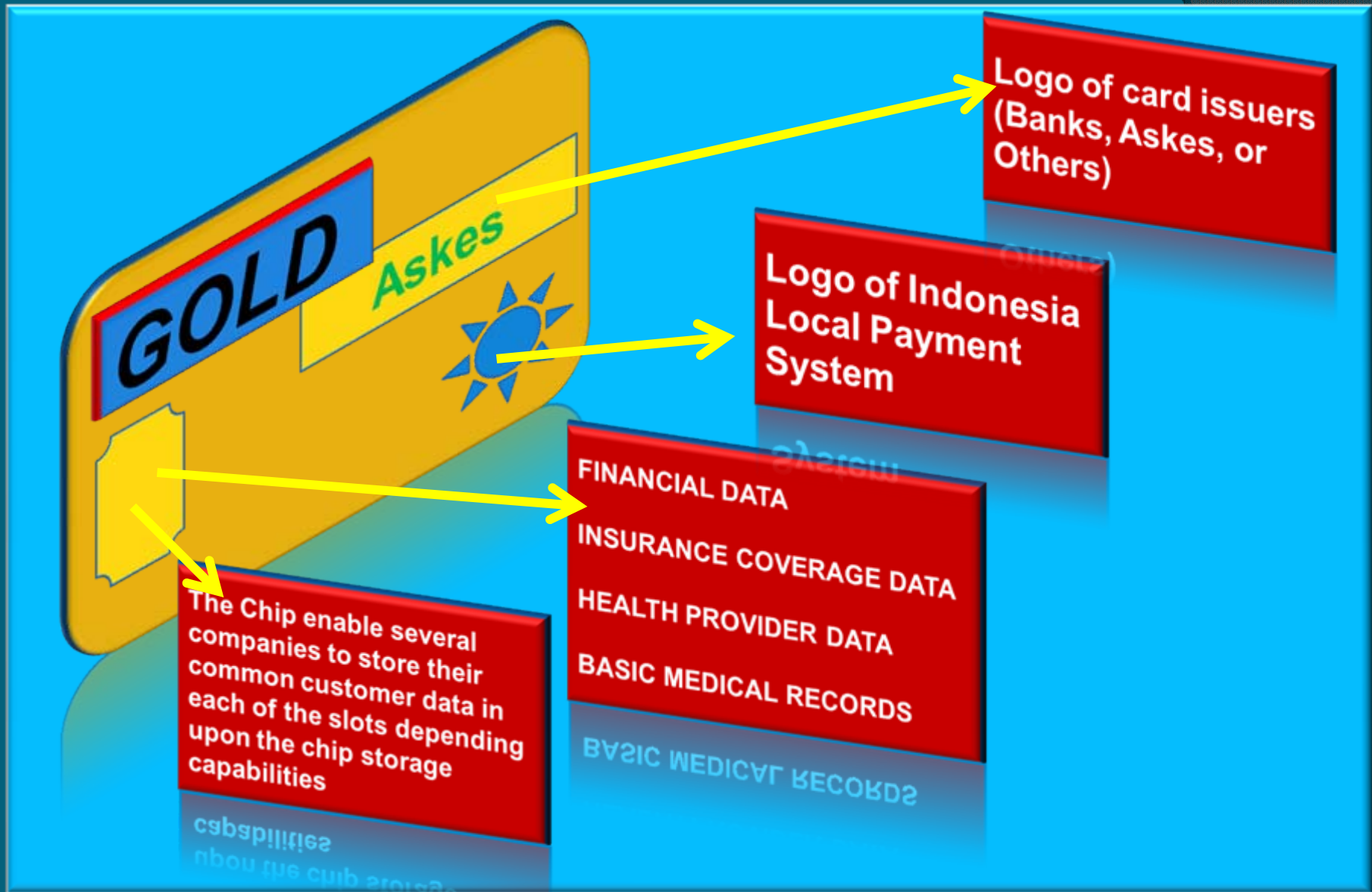
**SINGLE ACCESS MEMBER ID
NUMBER – SMART
CARD DEVICE**

**ELECTRONIC DATA
INTERCHANGE**

**SINGLE SCREEN
INFORMATION SYSTEM**

**CENTRALISED OR SHARING
CARD ISSUANCE SYSTEM**

End State of Total Cust. Satisfaction Insurance & Payment Cards.



Wrap Up

Wood Puppet West Java



Leather Puppet Cenral Java



Besakih Mother Temple – Karangasem, Bali

