


The Effectiveness of the Role of BPJS Kesehatan in Supporting Access to Mental Health Services in Puskesmas as a Primary Service in Indonesia: A Literature Review

Mewani Sinaga¹, Mutiara Salsabila², Fitriani Gurning³

Program Studi Kesehatan Masyarakat, Universitas Islam Negeri Sumatera Utara, Jl. Lapangan Golf, Durian Jangak, Tuntungan, Medan, Indonesia

Article Info	ABSTRACT
<p>Keywords: Mental Health, BPJS Health Insurance, Health Center, Service Effectiveness, Service Accessibility</p>	<p>Mental health is an important part of public health that requires special attention, especially in the context of primary services such as health centers. This study aims to evaluate the effectiveness of the role of BPJS Kesehatan in improving access to mental health services in Indonesia through a systematic literature review of selected articles from electronic databases (Google Scholar, PubMed, SpringerLink). The results of the study show that BPJS plays an important role in expanding access and reducing treatment costs by up to 50%, as well as supporting the successful rehabilitation of patients with mental disorders by 60%. However, challenges still arise from the lack of professionals, the length of waiting time, to the limited understanding of participants regarding the scope of services. Therefore, improvements are needed in the aspects of cost management, capacity building of health workers, strengthening coordination between agencies, and socialization to the community. These findings provide important input for efforts to optimize the national health social security system in facing the challenges of mental health services.</p>
<p>This is an open access article under the CC BY-NC license</p> 	<p>Corresponding Author: Mewani Sinaga Universitas Islam Negeri Sumatera Utara Jl. Lapangan Golf, Durian Jangak, Tuntungan, Medan, Indonesia mewani.sinaga@gmail.com</p>

INTRODUCTION

Mental health is an important component of public health, as emphasized in the WHO definition of health, which includes optimal physical, mental, and social conditions (Azisi, 2020). Mental health is one of the public health issues that has received global attention, including in Indonesia (Yusrani et al., 2023). Based on the data, the prevalence of mental disorders such as depression and anxiety has increased significantly in the last decade, especially in developing countries (Prihatmono, 2025). In Indonesia, access to mental health services is still limited, especially in rural and remote areas (Juniar et al., 2024). Meanwhile, the need for mental health services is increasing, given the high prevalence of mental disorders, which has an impact on individuals' quality of life as well as economic productivity (Asmarany et al., 2025).

Health Center as primary health services have a central role in providing affordable, integrated, and sustainable mental health services (Munawarah, 2024). The existence of BPJS Health Insurance through the National Health Insurance (JKN) program is one of the main solutions to expand access to health services, including mental health services (Zdulharyani, 2025). Although there have been various efforts to improve accessibility, there are still many challenges that hinder the optimization of mental health services in health centers. Some of these challenges include a lack of mental health professionals, limited facilities, and low utilization of services by people in need (Juniar et al., 2024).

On the other hand, even though BPJS Health Insurance covers mental health services, there are still technical and administrative constraints, such as a lack of public understanding regarding the benefits of this guarantee, to restrictions on the coverage of services financed (Mentari, 2024). This raises questions about the extent of the effectiveness of the role of BPJS Health Insurance in supporting mental health services at the primary level. To answer this question, it is necessary to understand the concept of effectiveness as the basis for analysis.

In this study, effectiveness is understood as the level of achievement of goals that have been set, both in terms of how much input, process, output, and outcome are in accordance with the organization's or program's targets (Putri et al., 2024). According to (Baviga et al., 2023) Organizational effectiveness includes the ability to achieve goals productively, efficiently, and sustainably, taking into account external and internal environmental conditions. Mahmudi (2005) also stated that effectiveness can be measured through the success of the program, the accuracy of the targets, and the benefits felt by the recipients of the service (Adam et al., 2023). Therefore, this study aims to evaluate the extent to which BPJS Kesehatan plays an effective role in increasing access to mental health services in health centers as primary health services in Indonesia, using a literature review approach.

METHODS

The research method in this systematic literature review covers important aspects to ensure the clarity and reliability of the results obtained. The research design used the SPIDER approach, which described the type of study analyzed, the population and sample consisting of patients using mental health services at the Puskesmas with the support of BPJS Health Insurance, as well as the criteria for selecting articles based on primary and secondary data. The data collection procedure is carried out through searching articles in electronic databases such as Google Scholar, PubMed, and SpringerLink with specific keywords and Boolean operators to obtain relevant and high-quality articles.

Data analysis included evaluating the effectiveness of access to services, limited facilities, and public perception, using the Critical Appraisal Skills Programme (CASP) quality assessment method to screen for eligible articles. The research also pays attention to existing limitations, ethical aspects, and transparency in the reporting of references and data sources. The presentation of results is supported by statistics, data visualizations, and tables that make it easier to understand. This comprehensive approach aims to provide a clear and reliable

picture of the role of BPJS Health Insurance in improving access to mental health services at Health Center.

RESULTS AND DISCUSSION

Result

After searching and selecting articles through electronic databases such as Google Scholar, PubMed, and SpringerLink, it was found that as many as 9 articles met the inclusion criteria and were relevant to the research topic. The main findings of these articles can be summarized as follows:

Table 1. Characteristics of Analyzed Articles

Author	Year	Research Objectives	Data Collection Method	Findings
Ramadhani et al.,	2024	To find that the BPJS health program is effective in optimizing the quality of health in Indonesia	The research method used in this writing is a literature review study	The most common obstacle experienced in hospitals and health centers is the inadequate number of human resources (HR).
Hidayat & Bachtiar	2024	The purpose of this study is to analyze the management of cost control of inpatient services for BPJS Health Insurance patients in hospitals.	This study uses qualitative research methods. The data collection technique in this study is a literature study.	The importance of this cost control management lies in its efforts to ensure that the BPJS Health Insurance financing system can operate effectively and efficiently, as well as provide guarantees for high quality health services
Sari et al.	2022	Analyzing the obstacles to the implementation of BPJS-based mental health services at Puskesmas	Qualitative, in-depth interviews; Phenomenological analysis	Main obstacle: lack of understanding of health workers about BPJS claim procedures
Handayani et al.	2023	Assessing patient satisfaction with mental health services through	Descriptive quantitative, survey; questionnaire to	85% of patients are satisfied, but there are complaints about waiting times

The Effectiveness of the Role of BPJS Kesehatan in Supporting Access to Mental Health Services in Puskesmas as a Primary Service in Indonesia: A Literature Review—

Mewani Sinaga et.al

		BPJS Health Insurance at the Health Center	measure satisfaction level	
Yusuf et al.	2023	Evaluating the implementation of BPJS policies in mental health services at health Center	Evaluative descriptive; Survey & Focus Group Discussion	BPJS policy helps improve services, but there are challenges in interagency coordination
Lestari et al.	2020	Reviewing the role of BPJS in ensuring the availability of mental health services in remote areas	Qualitative; In-depth patient & staff interviews	BPJS supports services, but lack of experts is the main obstacle
Pratama et al.	2021	Analyzing the influence of BPJS on the medical costs of patients with mental disorders	Cross-sectional; Quantitative analysis of medical records & questionnaires	BPJS reduced medical costs by up to 50%, but there were reimbursement constraints
Kurniawan et al.	2022	Evaluating the effectiveness of BPJS policies in the rehabilitation program for patients with mental disorders	Longitudinal; Observation and interviews; Descriptive statistical analysis	BPJS rehabilitation program increases patient recovery by 60%
Aulia et al.	2023	Identifying the main obstacles for BPJS participants in accessing mental health services	Descriptive; surveys with questionnaires; Descriptive statistical analysis	Main obstacle: lack of understanding of the scope of BPJS services

Based on the table 1, nine selected articles highlight various aspects of BPJS Health's role in mental health service delivery, particularly at the community health center level. The studies reveal recurring themes such as the effectiveness of BPJS in reducing medical costs and improving access, yet also underscore persistent challenges including limited human resources, lack of understanding among health workers about BPJS procedures, and weak interagency coordination. While several articles show high levels of patient satisfaction and increased recovery rates due to BPJS-supported programs, barriers like reimbursement issues

and insufficient mental health specialists—especially in remote areas—continue to hinder optimal service delivery.

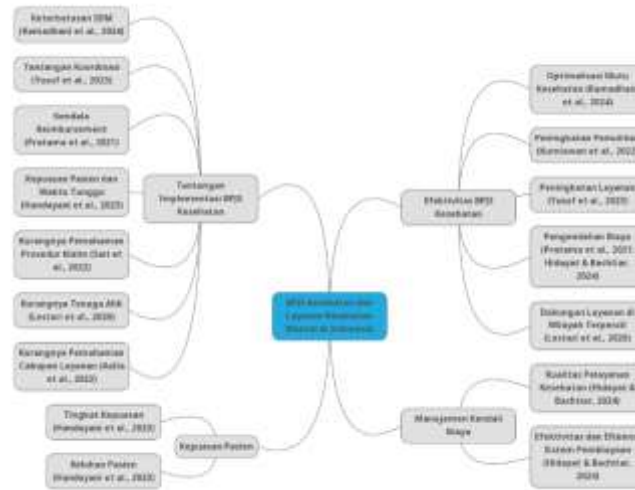


Figure 1. Mind Map Matrix

Discussion

A literature review on the effectiveness of BPJS Health Insurance in supporting access to mental health services in Indonesia reveals a complex picture. On the one hand, BPJS shows significant potential in improving the quality of health in general, controlling treatment costs, and improving the recovery of patients with mental disorders. BPJS-supported rehabilitation programs, for example, have been proven to increase patient recovery by up to 60%. In addition, BPJS also plays a role in supporting the availability of services in remote areas and helping to improve overall mental health services. This shows that BPJS has the capacity to have a substantial positive impact on the mental health of the Indonesian people.

However, on the other hand, the implementation of BPJS in the context of mental health also faces various challenges that need to be overcome. Limited human resources (HR) in hospitals and health centers are the main obstacles, hindering the ability of health facilities to provide adequate services. The lack of understanding of health workers regarding the BPJS claim procedure is also a problem, complicating the administrative process and potentially hindering the provision of services. In addition, the challenges of coordination between agencies, the lack of experts in remote areas, and obstacles in the reimbursement process also contribute to the effectiveness of BPJS which is not optimal.

Furthermore, the lack of public understanding of the scope of BPJS services is a significant obstacle for participants in accessing mental health services. Although most patients are satisfied with the services provided, complaints related to waiting times also need to be considered. This shows that although BPJS has made a positive contribution, there is still room for improvement in terms of efficiency and quality of service.

Overall, this literature review underlines that BPJS Health Insurance has great potential to improve access and quality of mental health services in Indonesia. However, to realize this

potential optimally, comprehensive efforts are needed to overcome various existing challenges. These efforts include improving human resources, simplifying claim procedures, improving coordination between agencies, adding experts, improving the reimbursement system, increasing public understanding of service coverage, and reducing waiting times. By overcoming these challenges, BPJS Health Insurance can provide maximum benefits for the mental health of the Indonesian people and contribute to improving the overall quality of life.

CONCLUSION

In conclusion, a literature review shows that BPJS Kesehatan has an important role and great potential in improving access and quality of mental health services in Indonesia. However, its effectiveness is still hampered by various challenges, including limited human resources, lack of understanding of claims procedures, coordination problems, lack of experts, reimbursement constraints, lack of public understanding of service coverage, and long waiting times. To maximize the benefits of BPJS in mental health, comprehensive efforts are needed to overcome these challenges through improving human resources, simplifying procedures, improving coordination, adding experts, improving the reimbursement system, increasing public awareness, and improving service efficiency. Thus, BPJS Kesehatan can contribute significantly to improving the mental health and welfare of the Indonesian people.

REFERENCE

- Adam, S. L., Kojo, C., & Saerang, R. T. (2023). THE INFLUENCE OF PARTICIPATORY LEADERSHIP STYLE, AFFECTIVE COMMITMENT AND ORGANIZATIONAL CULTURE ON THE WORK EFFECTIVENESS OF EMPLOYEES AT THE SAMSAT BOLAANG MONGONDOW (BOLMONG) OFFICE. *EMBA Journal: Journal of Economics, Management, Business and Accounting Research*, 11(3), 1012–1023.
- Asmarany, A. I., Marissa, A., Wisnubroto, A. P., Dewi, N. N. A. I., Iswahyudi, M. S., Putri, N. Y., Puspitafuri, C., Pasaribu, W., Si, M., & PS, C. (2025). *Psychology and Mental Health*. Independent Noble Scholar.
- Aziz, A. M. (2020). The role of religion in maintaining mental health and as a social control of society. *Al-Qalb: Journal of Islamic Psychology*, 11(2), 55–75.
- Baviga, R., Irvianti, L. S. D., Napisah, S., Adhikara, C. T., & Boari, Y. (2023). *MSME MANAGEMENT: Managing human resources to increase the productivity of MSMEs in Indonesia*. PT. Sonpedia Publishing Indonesia.
- Hidayat, D., & Bachtiar, A. (2024). Analysis of Management of Cost Control of Hospitalization Services for BPJS Kesehatan Patients. *Syntax Idea*, 6(4), 1973–1982.
- Juniar, E. N., Latifah, A. M., Silla, J. P., & Ngongo, C. G. (2024). Adolescent Health Services in Remote Areas: A Holistic Strategy to Improve Mental Health and Sexuality Education. *Bengawan Nursing Journal*, 2(1), 7–13.
- Mentari, W. D. (2024). *A Study of the Health Insurance System Based on Ability and Willingness to Pay*. NEM Publishers.
- Munawarah, Z. (2024). Maintaining a Healthy Family: Community Midwifery Care as a

- Foundation for Welfare. *Publisher PT Kodoğu Trainer Indonesia*, 1–87.
- Prihatmono, I. G. (2025). Factors Influencing the Incidence of Depression in Adolescents in Indonesia with an Environmental Theory Approach. *Journal of Scientific of Mandalika (JSM) e-ISSN 2745-5955/ p-ISSN 2809-0543*, 6(3), 608–616.
- Putri, M. A. F., Wijaya, K. A. S., & Supriyanti, N. W. (2024). The Effectiveness of the National Health Insurance (JKN) Mobile Application in Improving Service Quality (Case Study of the Office of the Social Security Administration Agency Denpasar Branch). *Socio-Political Communication and Policy Review*, 1(2), 42–54.
- Ramadhani, R. A., Sintia, D., Sihombing, S. K., & Gurning, F. P. (2024). ANALYSIS OF THE EFFECTIVENESS OF BPJS PROGRAM HEALTH SERVICES IN IMPROVING PUBLIC HEALTH. *Journal of Adaptive Health Innovation*, 6(6).
- Yusrani, K. G., Aini, N., Maghfiroh, S. A., & Istanti, N. D. (2023). Review of Mental Health Policy in Indonesia: Towards the Achievement of the Sustainable Development Goals and Universal Health Coverage. *Nusantara Medical Journal*, 1(2), 89–107.
- Zdulharyani, N. (2025). *ANALYSIS OF INTERDEPARTMENTAL COORDINATION IN THE IMPLEMENTATION OF THE JAMBI FITNESS PROGRAM IN JAMBI CITY* Government Science.