

APPROVED

International Process Guidelines

Sickness

S\_BUC\_02 – Entitlement - Residence outside Competent Member State – with PD

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**Document history:**

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| **Revision** | **Date** | **Created by** | **Short Description of Changes** |
| V0.1 | 07/04/2017 | Secretariat | First draft of the document submitted for review to the Sickness Ad Hoc group |
| V0.2 | 09/05/2017 | Secretariat | Implement changes and updates following the AHG comments. Version submitted for AC review. |
| V0.99 | 15/06/2017 | Secretariat | Version submitted for AC approval. |
| V1.0 | 13/07/2017 | Secretariat | **AC approved version**  With minor formatting and clarification corrections |
| V4.1.0 | 11/09/2018 | Secretariat | **Performed patch changes to reference the new CDM version 4.1.0** |

# S\_BUC\_02 – Entitlement - Residence outside Competent Member State – with PD

**Description:** The insured person and/or members of his or her family shall be obliged to register with the institution of the place of residence. Their right to health benefits in kind in the Member State of residence shall be certified by a document issued by the Competent Institution upon request of the insured person or upon request of the institution of the place of residence.

The case described hereafter models the process that leads to registration of an entitlement to health benefits in kind of the insured person in the Member State of residence both when he or she owns the entitlement document PD S1.

**Legal Base:**

This Business Use Case document's legal base is described in the following Regulations

* Basic Regulation (EC) No 883/2004
* Implementing Regulation (EC) No 987/2009

The following matrix specifies the SEDs that are used in this Business Use Case and documents the articles that provide the legal basis for each SED.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Basic Regulation No 883/2004 | | | | | Implementing Regulation No 987/2009 |
| **SED** | **17** | **22** | **24** | **25** | **26** | **24** |
| S073 Information of Registration - Residence | **✓** | **✓** | **✓** | **✓** | **✓** | **✓** |
| S050 Dispute of Date | **✓** | **✓** | **✓** | **✓** | **✓** | **✓** |

**Request – Reply SEDs**

The following table specifies the SEDs that have a logical pairing to one another, usually this is known as a request-reply pair.

| **REQUEST SED** | **REPLY SED(s)** |
| --- | --- |
| S073Information of Registration - Residence | S050 Dispute of Date |

**Glossary of relevant terms used in S\_BUC\_02:**

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| **Term used** | **Description** |
| *Case Owner* | In this BUC the Case Owner is the institution of the place of residence of the insured person who claims the rights to health benefits in kind. |
| *Counterparty* | In this BUC the Counterparty is the Competent Institution of a Member State where the person is insured. |
| *Claimant* | In this BUC the claimant is the insured person resident outside the competent Member State who claims the health benefits in kind. |

# How to start this BUC?

In order to help you understand S\_BUC\_02 we have created a set of questions that will guide you through the main scenario of the process as well as possible sub-scenarios or options available at each step along the way. Ask yourself each question and click on one of the hyperlinks that will guide you to the answer. You will notice that in some of the steps, where it is allowed to use the additional horizontal and administrative sub-processes, they will be listed under the step description.

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| What is my role in the social security exchange of information I have to complete? |
| If you have received a portable document ‘Registering for health care cover’ S1 from a person(s) and if you are the Institution of a Member State where the person(s) in question currently reside(s) that notifies the Competent Institution in another Member State (Counterparty) where the person(s) has/have acquired the rights for the health benefits in kind, your role will be defined as the **Case Owner**.  [I am the Case Owner.](#_CO.1_Who_do) (step CO.1) |
| If you are the Competent Institution that receives an ‘Information of registration - Residence‘ SED S073 from an Institution of another Member State and you granted the rights for the health benefits in kind to the person(s) in question, your role will be defined as the **Counterparty**.  [I am the Counterparty.](#CP1) (step CP.1) |

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| CO.1 **Who do I need to transmit information to?** |
| As the Case Owner, your first step in any new exchange of information will be to identify the responsible Member State that you need to exchange information with. The second step is to identify the relevant institution in this Member State that is responsible for the information you need to exchange. This information is mentioned in the PD S1 you received. There can be only one Counterparty.  [I need to identify the Counterparty.](#_CO.2_How_do) (step CO.2)  [I have identified the Counterparty I need to contact.](#CO3)(step CO.3) |

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| CO.2 How do I identify the correct institution to exchange information with? |
| In order to determine the relevant Competent Institution from another Member State you will need to consult the Institution Repository (IR). The IR provides an electronic record of all current and previous Competent Institutions and Liaison Bodies that have been responsible for the cross border coordination of social security information for each of the relevant Member States.  Please note that in this BUC, the relevant Competent Institution is mentioned in section 5 ‘Institution completing the form’ on the PD S1.  Please note that the Liaison Body should be chosen only if it is impossible to identify the correct Competent Institution in the respective Member State or if the case is handled by the Liaison Body.  To access the IR please use the following link.  [I have now identified the Competent Institution from the Member State I need to contact.](#CO3) (step CO.3) |

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| CO.3 How do I proceed after having identified the Counterparty? |
| Upon receiving the ‘Registering for health care cover’ [PD S1](../../PDs/Word/S1/S1.docx) from the person(s) in question, fill in the ‘Information of registration - Residence’ [SED S073](../../SEDs/S073.docx) by entering the agreed period of the registration or reason for refusal. After filling it in, you may send it to the Counterparty.  If you do not receive a reply from the Counterparty, the Business Use Case ends here. You may need to inform the claimant according to your national procedures.  [I have received a ‘Dispute of date’ SED S050 from the Counterparty after having sent the SED S073.](#_CO.4_How_do_1)(step CO.4) |

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| CO.4 How do I proceed if I have received a ‘Dispute of date’ SED S050? |
| After you have received [SED S050](../../SEDs/S050.docx), in which the Counterparty expresses a dispute concerning the registration date indicated in [SED S073](../../SEDs/S073.docx), you need to fill out the SED S073 entering the new data of the registration or the original data and send it to the Counterparty.  The Counterparty can reply with another SED S050, so you may need to repeat this process several times in case of ongoing disagreement. After you and the Counterparty have agreed on a period of registration, you may close the case. |
| Sub-process steps available to the Case Owner at this stage:  [I want to request ad-hoc information from the Case Owner (H\_BUC\_01).](../../../Horizontal_Sub-Processes/H_BUC_01_Subprocess.docx)  [I want to remind a Counterparty of a SED or information that it needs to send to me (AD\_BUC\_07).](../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx) |

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| CP.1 What should I do if I have received the ‘Information of registration - Residence’ SED S073? |
| If you have received the [SED S073](../../SEDs/S073.docx) and if your institution is competent to treat this case please check whether you agree with the registration date indicated in it. If this is the case, your Business Use Case ends here. Otherwise, you can choose to express a dispute concerning this registration date.  [I want to express a dispute concerning the registration date indicated in the SED S073 after I have received the SED S073 from the Case Owner.](#_CP.2_How_do) (step CP.2) |
| Sub-process steps available to the Counterparty at this stage:  [I want to request ad-hoc information from the Case Owner (H\_BUC\_01).](../../../Horizontal_Sub-Processes/H_BUC_01_Subprocess.docx)  [I want to forward the case to another Competent Institution in my Member State (AD\_BUC\_05).](../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)  [I want to remind the Case Owner of a SED or information it needs to send me (AD\_BUC\_07).](../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx) |

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| CP.2 How do I express a dispute concerning the registration date indicated in ‘Information of registration - Residence’ SED S073? |
| In order to express a dispute concerning the registration date indicated in the [SED S073](../../SEDs/S073.docx) after having received it from the Case Owner, you need to fill out a ‘Dispute of Date’ [SED S050](../../SEDs/S050.docx) and send it to the Case Owner.  The Case Owner may reply with another SED S073, therefore you might need to repeat this step several times in case of an ongoing disagreement. The BUC ends when you agree with the received S073.  [The Case Owner replies with another SED S073.](#CP1) |
| Sub-process steps available to the Counterparty at this stage:  [I want to request ad-hoc information from the Case Owner (H\_BUC\_01).](../../../Horizontal_Sub-Processes/H_BUC_01_Subprocess.docx)  [I want to remind the Case Owner of a SED or information it needs to send me (AD\_BUC\_07).](../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx) |

# BPMN diagram for S\_BUC\_02

Click [here](../../BPMN_Diagrams/S_BUC_02_Diagram.pdf) to open the BPMN diagram(s) for S\_BUC\_02.

# Structured Electronic Documents (SEDs) used in the process

The following SEDs are used in S\_BUC\_02:

* [SED S073 – Information of registration](../../SEDs/S073.docx) - Residence
* [SED S050 – Dispute of date](../../SEDs/S050.docx)

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# Portable Documents

The following portable document is used in S\_BUC\_02:

* [S1 – Registering for health care cover](../../PDs/Word/S1/S1.docx)

# Administrative sub-processes

The following administrative sub-processes are used in S\_BUC\_02:

* [AD\_BUC\_05\_Subprocess – Forward Case](file:///C:/Users/Rwelsch/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)
* [AD\_BUC\_07\_Subprocess - Reminder](../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)

The following sub-processes are used for the handling of exceptional business scenarios that arise due to the exchange of social security information in an electronic environment and can be used at any point in the process:

* [AD\_BUC\_11\_Subprocess – Business Exception](../../../Administrative_Sub-Processes/AD_BUC_11_Subprocess.docx)
* [AD\_BUC\_12\_Subprocess – Change of Participant](../../../Administrative_Sub-Processes/AD_BUC_12_Subprocess.docx)

# Horizontal sub-processes

The following horizontal sub-process is used in S\_BUC\_02:

* [H\_BUC\_01\_Subprocess – Ad hoc Exchange of Information](../Horizontal_Sub-Processes/H_BUC_01_Subprocess.docx)