

APPROVED

International Process Guidelines

Sickness

S\_BUC\_17 – Long Term Care Cash Benefits – Information on Payment

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**Document history:**

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| **Revision** | **Date** | **Created by** | **Short Description of Changes** |
| V0.1 | 17/07/2017 | Secretariat | First draft of the document submitted for review to the Sickness Ad Hoc group |
| V0.2 | 31/08/2017 | Secretariat | Comments received from AHG integrated.  Version submitted for AC review. |
| V0.99 | 05/10/2017 | Secretariat | Implemented changes and updates following the AC comments.  Version submitted for AC approval. |
| V1.0 | 11/12/2017 | Secretariat | **AC approved version.** |
| V4.1.0 | 11/09/2018 | Secretariat | **Performed patch changes to reference the new CDM version 4.1.0** |

# S\_BUC\_17 – Long Term Care Cash Benefits – Information on Payment

**Description:** An insured person residing or staying in a Member State other than the competent Member State may be entitled to long-term care cash benefits provided by the competent institution in accordance with the legislation it applies.

If in the same time, the person concerned receives long-term care benefits in kind for the same purpose from the Member State of residence or stay, the general provision on prevention of overlapping of benefits shall be applicable.

This particular case implements the clause on the reduction of the amount of cash benefits by the amount of the benefits in kind provided by the institution of the State of residence or stay.

It is not applicable if the Member State of residence or stay did not declare any long-term care benefits in kind in the list referred in article 34(2) of the Basic Regulation.

It is irrelevant whether this benefit in kind would have led to a reduction of cash benefits according to the legislation of the state of residence or stay.

**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.

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| **SED** | **Basic Regulation (883/04)** | **Implementing Regulation (987/09)** | |
| **34** | **31 (2)** | **31 (3)** |
| S001 – Information of payment of cash benefits – long term care | **✓** | **✓** | **✓** |
| S003 – Entitlement to Benefits in Kind – Long term care | **✓** | **✓** | **✓** |

**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) |
| --- | --- |
| S001 – Information of payment of cash benefits – long term care | S003 - Entitlement to Benefits in Kind – Long term care |

**Glossary of relevant terms used in the BUC:**

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| **Term used** | **Description** |
| Case Owner | In this BUC, the Case Owner is the institution in the Competent Member State which provides the institution in the place of residence / stay with information regarding entitlement to long-term care benefits in cash for the concerned person. |
| Counterparty | In this BUC, the Counterparty is the institution in the Member State of Residence/Stay which receives the information on long-term care cash benefits from the Competent Member State. The Counterparty informs the competent Member State if it provides benefits in kind or not for the person concerned. |

# How to start this BUC?

In order to help you understand this BUC 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 are the institution in the Competent Member State which needs to provide the institution in the place of residence / stay with information regarding entitlement to long-term care benefits in cash for the concerned person, your role will be defined as the **Case Owner** in this BUC.  [I am the Case Owner.](#choose_CP)  (step CO.1) |
| If you are the institution in the Member State of Residence/Stay which receives the information on long-term care cash benefits from the Competent Member State, your role will be defined as the **Counterparty** in this BUC.  [I am the Counterparty.](#_CP.1_what_should)  (step CP.1) |

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| CO.1 **Who do I need to exchange information with?** |
| As the Case Owner, your first step in any new case 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 require. In this Business Use Case, the institution can be chosen only among the institutions responsible for health insurance. This activity will define the Counterparty you will be working with in the gathering of information. There can only be one Counterparty in this Business Use Case.  [I need to identify the Counterparty.](#_CO.2_How_do)  (step CO.2)  [I have identified the Counterparty I need to contact.](#_CO.3_How_do_1) (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 you can determine the relevant Institution in the country of residence you will need to check which institution confirmed registration of the insured person via SED S073, E 106, E 121, E109 or E 120.  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.](#_CO.3_How_do_1) (step CO.3) |

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| CO.3 How do I proceed after having identified the Counterparty? |
| You need to fill in the ‘Information of payment of cash benefits – long term care’ [SED S001](../../SEDs/S001.docx) by entering the requested information and send it to the Counterparty.  You Then you need to process the corresponding reply coming from the Counterparty in the ‘Entitlement to Benefits in Kind – Long term care' [S003 SED](../../SEDs/S003.docx) (containing the information on the entitlement or the reason for non-entitlement).  [How do I proceed after I have received the ‘Entitlement to Benefits in Kind – Long term care](#_CO.4_How_do)' [S003 SED](../../SEDs/S003.docx)? (Step CO.4) |

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| CO.4 How do I proceed after I have received the ‘Entitlement to Benefits in Kind – Long term care' S003 SED? |
| After you have received [SED S003](../../SEDs/S057.docx) from the Counterparty, you are informed on the entitlement or the reason for non-entitlement to benefit in kinds.  This information may impact the amount of the long-term care cash benefits provided to the insured person.  Unless you need additional information, the business use case ends here. |
| Sub-process steps available to the Case Owner at this stage:  [I want to request ad-hoc information from the Counterparty (H\_BUC\_01).](../../../Horizontal_Sub-Processes/H_BUC_01_Subprocess.docx)  [I want to send reminder in order to receive Information expected and not yet received (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 payment of cash benefits – long term care’ SED S001? |
| You receive and process the information of payment of cash benefits from the ‘Information of payment of cash benefits – long term care’ [SED S001](../../SEDs/S001.docx) from the Case Owner.  First check if if you are responsible to process the received request.  [I am responsible for the business process (CP.2)](#_CP.2_What_should)  [I am not responsible for the business process (CP.3)](#_CP.3_What_should) |

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| CP.2 What should I do if I am responsible for the business process? |
| If you have confirmed that you are responsible for handling this case you need to review the information and provide a reply with the entitlement to Benefits in Kind – Long term care, by filling in the ‘Entitlement to Benefits in Kind – Long term care' [S003 SED](../../SEDs/S003.docx) and then send it back to the Case Owner.  Before you send a reply on S003 you can ask for any additional information which are necessary for you to provide a reply.  Unless you want to request for additional information, this business use case ends here. |
| 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 previously requested ad-hoc information that I expected, but did not yet receive (AD\_BUC\_07).](../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx) |

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| CP.3 What should I do if I am not responsible for the business process? |
| You have two options:   * If you are not responsible to handle the received SED but another institution in your country is, you forward the case to the competent Institution in your Member State using the 'Forward Case' sub-process AD\_BUC\_05. This can be used only once and it interrupts the main process. * If your Member State was chosen incorrectly as a recipient of S001 or the forward is not possible, you can inform the Case Owner using ad-hoc information (H\_BUC\_01)   Before you forward the case you can ask for any additional information which is required to provide a reply. |
| Sub-process steps available to the Counterparty at this stage:  [I want to forward the case to another Competent Institution in my Member State because I am not or no longer competent to treat it (AD\_BUC\_05).](../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)  [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 previously requested ad-hoc information that I expected, but did not yet receive (AD\_BUC\_07).](../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)  You can Forward the Case only once, the rest you can perform multiple times. |

# BPMN diagram for S\_BUC\_17

Click [here](../../BPMN_Diagrams/S_BUC_17_Diagram.pdf) to open the BPMN diagram(s) for S\_BUC\_17.

# Structured Electronic Documents (SEDs) used in the process

The following SEDs are used in this BUC:

* [S001 – Information of payment of cash benefits – long term care](SEDs/S001.docx)
* [S003 – Entitlement to Benefits in Kind – Long term care](../../SEDs/S003.docx)

# Administrative sub-processes

The following administrative sub-processes are used in S\_BUC\_17:

* [AD\_BUC\_05\_Subprocess – Forward Case](../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)
* [AD\_BUC\_07\_Subprocess – Send 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\_Sub-process – Business Exception](../../../Administrative_Sub-Processes/AD_BUC_11_Subprocess.docx)
* [AD\_BUC\_12\_Sub-process – Change Participant](../../../Administrative_Sub-Processes/AD_BUC_12_Subprocess.docx)

# Horizontal sub-processes

The following horizontal sub-process is used in S\_BUC\_17:

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