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Approved

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International Process Guidelines

Sickness

S\_BUC\_18a – Cancellation of entitlement document of a former frontier worker / family member of a former frontier worker

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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 / Business Analyst | Comments received from AHG integrated.  Version submitted for AC review. |
| V0.99 | 04/12/2017 | Secretariat | Implemented changes and updates following the AC review. Version submitted for AC approval. |
| V1.0 | 20/12/2017 | 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\_18a – Cancellation of entitlement document of a former frontier worker / family member of a former frontier worker

**Description**: As the regulation dictates (Art. 28 of 883/04 and Art. 29 of 987/09) a former frontier worker who has retired because of old-age or invalidity can under certain conditions be entitled to benefits in kind in the Member State in which she/he pursued such an activity as a frontier worker. This applies mutatis mutandis to his/her family members or his/her survivors.

This particular case allows the competent institution to inform the institution of the former Member State(s) of employment that the former frontier worker or his/her family members or his/her survivors are no longer entitled to receive benefits in kind in the former Member State(s) of employment of the frontier worker at the expense of the competent institution.

The institution of the former Member State(s) of employment confirms the cancellation of the entitlement document to the competent institution.

This particular case is not provided by the Regulations (EC) 883/2004 and 987/2009 but it can be very helpful for both the competent institution and the institution of the former Member State of employment in managing the entitlement to benefits in kind of a former frontier worker or his/her family members or his/her survivors.

**Legal Base:** The 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) |
| 28 | 29 |
| S077 Cancellation of Entitlement Document - Former Frontier Worker - Family Member of Former Frontier Worker | ✓ | ✓ |
| S131 Confirmation of cancellation of entitlement document - former frontier worker |  | ✓ |
| S050 Dispute of date | ✓ | ✓ |

**Glossary of relevant terms used in S\_BUC\_18a:**

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| **Term used** | **Description** |
| ***Case Owner*** | In this BUC the Case Owner is the Competent institution which informs all the former Member State(s) of employment that the former frontier worker or his/her family members or his/her survivors are no longer entitled to receive benefits in kind in the former Member State(s) of employment. |
| ***Counterparty*** | In this BUC the Counterparty is the Institution of the former Member State(s) of employment which is informed by the Competent institution that the former frontier worker or his/her family members or his/her survivors are no longer entitled to receive benefits in kind in that former Member State of employment. |

## How to start this BUC?

In order to help you understand S\_BUC\_18a 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 Competent Institution which informs all the former Member State(s) of employment which is informed by the Competent institution that the former frontier worker or his/her family members or his/her survivors are no longer entitled to receive benefits in kind in that former Member State of employment, 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 Institution of (a) former Member State(s) of employment which provides the competent institution with the information necessary to determine whether a retired former frontier worker and his/her family members or his/her survivors is/are entitled to continue to receive benefits in kind in the a/former Member State of employment, your role will be defined as the **Counterparty**.  [I am the Counterparty.](#_CO.4_How_do) (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 where the person is insured. The second step is to identify the relevant institution in this Member State that you need to exchange information with. This activity will define the Counterparty you will be working with. 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.](#_CO.3_How_do)  (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 of (a) former Member State(s) of employment, you will have to check which institution confirmed the entitlement of the person at stake via SED S007.  In order to update contact details, you may 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 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? |
| Fill out the ‘[Cancellation of Entitlement Document - Former Frontier Worker - Family Member of Former Frontier Worker’ SED S077](../../SEDs/S077.docx) by entering the original entitlement date, the date of cancellation and the reasons for non-entitlement. After filling it out, you can send it to the Counterparty.  The Counterparty shall subsequently fill out and send the [‘Confirmation of cancellation of entitlement document - former frontier worker’ SED S0131](../../SEDs/S131.docx) to inform you that the cancellation has been registered and that the cancellation as indicated is effective.  [I have received SED S131 from the Counterparty](#_CO.4_How_do_1).(Step CO.4) |
| Sub-process steps available to the Case Owner at this stage:  [I want to remind the Case Owner of a SED that it needs to send to me (AD\_BUC\_07).](../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx) |

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| CO.4 How do I proceed after I have received 'Confirmation of cancellation of entitlement document - former frontier worker' - SED S131? |
| If you have received the ['Confirmation of cancellation of entitlement document - former frontier worker' - SED S131](../../SEDs/S131.docx), you can review it. The Business Use Case ends here, unless you want to express a dispute concerning this cancellation date.  [I want to express a dispute concerning the cancellation date indicated in the SED S131 I have received from the Counterparty.](#_CO.5_How_do_2) (Step CO.5) |
| 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 remind the Case Owner 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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| CO.5 How do I express a dispute concerning the cancellation date indicated in SED S131 from the Counterparty? |
| In order to express a dispute concerning the date of cancellation of the entitlement indicated in the [SED](../../SEDs/S017.docx) S131 after having received it from the Counterparty, you need to fill out a [‘Dispute of Date’ SED S050](../../SEDs/S050.docx) and send it to the Counterparty.  The Counterparty may reply with another [SED S131](../../SEDs/S131.docx), therefore you might need to repeat this step several times in case of ongoing disagreement. After you and the Counterparty have agreed on S131, the case ends here. |
| Sub-process steps available to the Case Owner at this stage:  [I want to request additional information not foreseen in the case-specific SED (H\_BUC\_01).](../../../Horizontal_Sub-Processes/H_BUC_01_Subprocess.docx)  [I want to remind the Counterparty of 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 receive 'Cancellation of Entitlement Document – Former Frontier Worker or Family Member of Former Frontier Worker' - SED S077? |
| If you receive ['Cancellation of Entitlement Document – Former Frontier Worker or Family Member of Former Frontier Worker' SED S077](../../SEDs/S077.docx) from the case owner,  first, you check if you are responsible for the business process in accordance with your national procedures.  [I am responsible for the business process.](#_CP.2_What_should_1) (step CP.2)  [I am not responsible for the business process.](#_CP.4_What_should)(step CP.4) |

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| CP.2 What should I do if I am responsible for the business process? |
| If you receive ['Cancellation of Entitlement Document – Former Frontier Worker or Family Member of Former Frontier Worker' SED S077](../../SEDs/S077.docx) from the Case Owner and you are responsible for the business process.  then you have to fill out the ["Confirmation of Cancellation of Entitlement Document – Former Frontier Worker – Family Member of Former Frontier Worker" SED S131](../../SEDs/S131.docx) by entering the requested information.  After filling out the [SED S131](../../SEDs/S131.docx) you have to send it to the Case owner. If the Case Owner does not dispute your indicated period of cancellation, your Business Use Case ends here.  [I have received Dispute of Date SED S050](#_CP.3_What_should) (step CP.3) |
| Sub-process steps available to the Counterparty at this stage:  [I want to exchange additional information not foreseen in the case-specific SED (H\_BUC\_01).](../../../Horizontal_Sub-Processes/H_BUC_01_Subprocess.docx)  [I want to remind the Case Owner 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.3 What should I do if I receive 'Dispute of Date' SED S050? |
| After you have received [SED S050](../../SEDs/S050.docx), in which the Case Owner expresses a dispute concerning the date of cancellation of the entitlement indicated in SED S131, you need to fill out another the SED S131 entering the new data of cancellation of the entitlement or the original data of cancellation of the entitlement and send it to the Case Owner.  The Case Owner 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 Case Owner have agreed on S131, the business case ends here. |
| Sub-process steps available to the Counterparty at this stage:  [I want to exchange additional information not foreseen in the case-specific SED (H\_BUC\_01).](../../../Horizontal_Sub-Processes/H_BUC_01_Subprocess.docx)  [I want to remind the Case Owner 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.4 What should I do if I am not responsible for the business process? |
| You have two options:   * If you are not responsible for the reply but another institution in your country is, you can forward the case to the competent Institution in your Member State using the forward the case to the competent Institution in your Member State using the ['Forward Case' sub-process AD\_BUC\_05](../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx). This sub-process can be used only once * If your Member State was chosen incorrectly as a recipient of S077 or the forward is not possible, you can inform the Case Owner using ad-hoc information (H\_BUC\_01)   The business use case ends here. |

# BPMN diagram for S\_BUC\_18a

Click [here](../../BPMN_Diagrams/S_BUC_18a_Diagram.pdf) to open the BPMN diagram(s) for S\_BUC\_18a.

# Structured Electronic Documents (SEDs) used in the process

The following SEDs are used in S\_BUC\_18a:

* [SED S077 – Cancellation of Entitlement Document – Former Frontier Worker or Family Member of Former Frontier Worker](../../SEDs/S077.docx).
* [SED S131 - Confirmation of cancellation of entitlement document - former frontier worker.](SEDs/S131.docx)
* [SED S050 – Dispute of Date.](SEDs/S050.docx)

# Administrative sub-processes

The following administrative sub-processes are used in S\_BUC\_18a:

* [AD\_BUC\_05\_Subprocess – Forward Case](../../../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\_18a:

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