

APPROVED

International Process Guidelines

Sickness

S\_BUC\_01a – Entitlement - Residence outside Competent Member State without PD – Entitlement document issued by Competent State

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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\_01a – Residence outside Competent Member State without PD – Entitlement document issued by Competent State

**Description:** As the legislation requires (Art. 24 of Regulation 987/2009 and Art. 17, 22, 24, 25 and 26 of Regulation 883/2004) the insured person and/or members of his/her family shall 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 in the competent Member State 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 the health benefits in kind of the insured person in the Member State of Residence in case of a person without entitlement document. In this case, the Competent Institution of the competent Member State takes the initiative and sends to the respective institution in the Member State of residence the entitlement document for the person concerned.

**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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| --- | --- | --- |
|  | Basic Regulation No 883/2004 | Implementing Regulation No 987/2009 |
| **SED** | **17** | **22** | **24** | **25** | **26** | **24** |
| S072 Entitlement Document - Residence | **✓** | **✓** | **✓** | **✓** | **✓** | **✓** |
| 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)** |
| --- | --- |
| S072Entitlement Document - Residence | S073 Information of Registration – Residence |
| S050 Dispute of Date | S073 Information of Registration - Residence |

**Glossary of relevant terms used in S\_BUC\_01a:**

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| **Term used** | **Description** |
| *Case Owner* | In this BUC the Case Owner is the Institution of a Member State where the person is insured. |
| *Counterparty* | In this BUC the Counterparty is the Competent Institution of the place of residence of the insured person. |

# How to start this BUC?

In order to help you understand S\_BUC\_01a 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 want to certify the health insurance entitlement of a person and/or its family members who currently reside in another Member State and if you are the institution that granted the rights for health benefits to the person(s) in question, 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 of a Member State where the person(s) in question currently reside(s) and if you are contacted by an institution from another Member State (Case Owner) where the person(s) in question has/have acquired the rights for the health benefits in order to certify their entitlement, your role will be defined as the **Counterparty**. [I am the Counterparty.](#CP1) (step CPO.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. 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. There can be only one Counterparty.[I need to identify the Counterparty.](#identify_institution)(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 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 ‘Entitlement document - Residence’ [SED S072](../../SEDs/S072.docx) by entering the required information about the person and the validity period for their entitlement. After filling it out, you can send it to the Counterparty.Please note that the SED S072 always concerns only a single person. If you need to issue entitlement documents for several people, you will need to execute the Business Use Case several times. If you are issuing the entitlement document for a family member, please indicate the data of a main insured in section 4 of the S072. Please remember to indicate the address of residence of a person for whom you are issuing the S072.The Counterparty will then fill out the ‘Information of registration - Residence’ [SED S073](../../SEDs/S073.docx) by entering the agreed period of registration or the reason for refusal and send it back to you. [I have received SED S073 from the Counterparty.](#_C0.4_How_do)(step CO.4) |

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| CO.4 How do I proceed after having received the ‘Information of registration - Residence’ SED S073 from the Counterparty? |
| If you have received the [SED S073](../../SEDs/S073.docx), 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 Counterparty.](#CO5) (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 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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| CO.5 How do I express a dispute concerning the registration date indicated in ‘Information of registration - Residence’ SED S073 after I have received the SED S073 from the Counterparty? |
| In order to express a dispute concerning the registration date indicated in the [SED S073](../../SEDs/S073.docx) 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 Case Owner may reply with another SED S073, therefore you might need to repeat this step 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 Counterparty (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 ‘Entitlement Document - Residence’ SED S072? |
| If you have received a [SED S072](../../SEDs/S072.docx) from the Case Owner, please verify according to your national procedures that you are competent to treat this particular case.If you are competent to treat the case, you need to fill out a [SED S073](../../SEDs/S073.docx) by entering the agreed period of registration or the reason for refusal and subsequently send the SED S073 to the Case Owner. If the registration concerns a family member, you have to fill in the data of a main insured person in section 4 of the S073. If the Case Owner does not dispute your indicated period of registration, your Business Use Case ends here.If you are not the competent institution for this cases you may forward S072 to another competent institution in your Member State by using [AD\_BUC\_05](../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx) or reply on S073 with information registration is denied because of the lack of competence[I have received a ‘Dispute of Date’ SED S050 from the Case Owner after I have sent a ‘period of registration’ SED S073 to the Case Owner.](#_CP.5_How_do)(step CP.2) |
| Sub-process steps available to the Counterparty at this stage:[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 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.2 How do I proceed if I have received a ‘Dispute registration date’ SED S050? |
| After you have received [SED S050](../../SEDs/S050.docx), in which the Case Owner 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 Case Owner.The Case Owner can reply with another SED 050, so you may need to repeat this process several times in case of ongoing disagreement. After you and the Case Owner have agreed on a period of registration, you may close the case. The BUC ends when the Case Owner agrees with the S073 you have sent. |
| 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\_01a

Click [here](../../BPMN_Diagrams/S_BUC_01a_Diagram.pdf) to open the BPMN diagram(s) for S\_BUC\_01a.

# Structured Electronic Documents (SEDs) used in the process

The following SEDs are used in S\_BUC\_01a:

* [SED S072 – Entitlement document](../../SEDs/S073.docx) - Residence
* [SED S073 – Information of registration](../../SEDs/S073.docx) - Residence
* [SED S050 – Dispute of date](../../SEDs/S050.docx)

# Administrative sub-processes

The following administrative sub-processes are used in S\_BUC\_01a:

* [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\_01a:

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