**

APPROVED

International Process Guidelines

Sickness

S\_BUC\_04 – Cancellation of registration

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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\_04 – Cancellation of registration

**Description:** As the regulation dictates (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 upon request of the insured person, upon request of the institution of the place of residence or upon initiative of the competent Member State.

The case described hereafter models the process that leads to cancellation of the registration to the health benefits in kind of the insured person and/or his/her family members in the Member State of residence.

**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** |
| S018 Cancellation of registration | **✓** | **✓** | **✓** | **✓** | **✓** | **✓** |
| S019 Reply to cancellation of registration | **✓** | **✓** | **✓** | **✓** | **✓** | **✓** |
| 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)** |
| --- | --- |
| S018 Cancellation of registration | S019 Reply to cancellation of registration |
| S050 Dispute of date | S019 Reply to cancellation of registration |

**Glossary of relevant terms used in S\_BUC\_04:**

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| **Term used** | **Description** |
| *Case Owner* | In this BUC the Case Owner is the Institution of the Member State of residence. This institution provides information about a cancellation of registration for the insured person (and/or his/her family). |
| *Counterparty* | In this BUC the Counterparty is the Competent Institution of the Member State where the person in question is insured, which is informed about the reasons for a previous registration cancellation. |

## How to start this BUC?

In order to help you understand S\_BUC\_04 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 cancel the registration of certification of health insurance entitlements of a person and/or its family members who currently reside(s) in your Member State or has/have resided in your Member State and if you are the institution that received an entitlement document to 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 has/have acquired the rights for the health benefits and if you are contacted by an institution from another Member State (Case Owner) where the person(s) in question currently reside(s) or has/have resided for a cancellation of the registration of entitlement document, 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 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.](#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 on the entitlement document registered (PD S1/S072) or on the related information of registration (S073) you sent before. If a registration of an old E form is to be cancelled, the institution which should be selected from the IR is the institution which has sent the E form E106, E109, E120 or E121.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 registration’ [SED S018](../../SEDs/S018.docx) by entering the original period of entitlement document, the date of cancellation and the reasons for cancelling the registration. If the cancellation concerns a family member, you have to fill in the data of a main insured person in section 4 of the S018. After filling it out, you can send it to the Counterparty.The Counterparty will then fill out the ‘Reply to cancellation registration document’ [SED S019](../../SEDs/S019.docx) to inform the Member State of residence that the cancellation of registration has been registered and that the cancellation as indicated is effective. [I have received SED S019 from the Counterparty.](#CO4)(step CO.4) |
| 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 have sent a SED S018 and want to remind the Counterparty of the reply that I expected, but did not yet receive (AD\_BUC\_07).](../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx) |

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| CO.4 How do I proceed after having received the ‘Reply to cancellation registration’ SED S019 from the Counterparty? |
| If you have received the [SED S019](../../SEDs/S019.docx), you can review it. 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 S019 after I have received the SED S019 from the Counterparty.](#_CO.5_How_do) (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)  |

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| CO.5 How do I express a dispute concerning the registration date indicated in ‘Reply to cancellation of registration’ SED S019 after I have received the SED S019 from the Counterparty? |
| In order to express a dispute concerning the date of cancellation of the registration indicated in the [SED 019](../../SEDs/S019.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 Counterparty replies with another SED S019 and enters there the new or the original data for the cancellation of the registration. You might need to repeat this step several times in case of ongoing disagreement. After you and the Counterparty have agreed on date for the cancellation of the registration, you may close the case.[I have received SED S019 from the Counterparty.](#CO4)(step CO.4) |
| 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) |

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| CP.1 What should I do if I have received the ‘Cancellation of registration’ SED S018? |
| If you have received a ‘Cancellation of registration’ [SED 018](../../SEDs/S018.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 ‘Reply to cancellation registration document’ [SED S019](../../SEDs/S019.docx) to inform the Member State of residence that the cancellation of registration has been registered and that the cancellation as indicated is effective. If you receive no further messages from the Case Owner after sending the SED S019, your Business Use Case ends here.However, it is possible that the Case Owner disputes your indicated registration date and sends you a ‘Dispute of date’ [SED 050](../../SEDs/S050.docx).[I have received a ‘Dispute of Date’ SED S050 from the Case Owner after I have sent a ‘Reply to cancellation registration document’ SED S019 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) |

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| CP.2 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 Case Owner expresses a dispute concerning the date of cancellation of the registration indicated in [SED 019](../../SEDs/S019.docx), you need to fill out a new SED S019 by entering the new or the original date for the cancellation of the registration 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 the date for the cancellation of the registration, the 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) |

# BPMN diagram for S\_BUC\_04

Click [here](../../BPMN_Diagrams/S_BUC_04_Diagram.pdf) to open the BPMN diagram(s) for S\_BUC\_04.

# Structured Electronic Documents (SEDs) used in the process

The following SEDs are used in S\_BUC\_04:

* [SED S018 – Cancellation of registration](../../SEDs/S018.docx)
* [SED S019 – Reply to cancellation of registration](../../SEDs/S019.docx)
* [SED S050 – Dispute of date](../../SEDs/S050.docx)

# Administrative sub-processes

The following administrative sub-processes are used in S\_BUC\_04:

* [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\_04:

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