

APPROVED

International Process Guidelines

Sickness

S\_BUC\_11 – Urgent vitally necessary treatment – Request for authorisation in Member State of residence

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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: * typo's and language checks
* section "Description" simplified

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\_11 – Urgent vitally necessary treatment – Request for authorisation in Member State of residence

**Description:** A person insured who does not reside in the competent Member State applies to an institution of the Member State of Residence for an authorisation (Portable Document S2) to receive an urgent vitally necessary treatment in the Member State of Stay. The institution in the Member State of Residence (the Case Owner) grants the authorisation (in the shape of a Portable Document S2) on the basis that the insured person was in need of an urgent vitally necessary treatment and uses this Business Use Case to inform the competent institution (the Counterparty) that it has granted the authorisation on behalf of the competent Member State

**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.

|  |  |  |
| --- | --- | --- |
| SED | Basic Regulation (883/04) | Implementing Regulation (987/09) |
| 20 | 27(3) | 26 (3)  | 26 (4) |
| S011 - Information on urgent vitally necessary treatment – outside Member State of Residence | ✓ | ✓ | ✓ | ✓ |
| S012 - Acknowledgement of receipt – Information on authorisation for urgent vitally necessary treatment | ✓ | ✓ | ✓ | ✓ |

**Request – Reply SEDs**

The following table specifies the SEDs that have a logical pairing to one another:

| **NOTIFICATION SED** | **ACKNOWLEDGEMENT SED** |
| --- | --- |
| S011 - Information on urgent vitally necessary treatment – outside Member State of Residence | S012 - Acknowledgement of receipt – Information on authorisation for urgent vitally necessary treatment |

**Glossary of relevant terms used in S\_BUC\_11:**

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| --- | --- |
| **Term used** | **Description** |
| *Case Owner* | In this BUC the Case Owner is the institution of the Member State of Residence which informs the Competent Member State that it has issued on its behalf an authorization for a treatment outside the Member State of Residence for an insured person who was in need of an urgent vitally necessary treatment. |
| *Counterp**arty* | In this BUC the Counterparty is the institution of the Competent Member State entitled to grant an authorisation to receive an appropriate treatment. |

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# How to start this BUC?

In order to help you understand S\_BUC\_11 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 represent the Institution of the Member State of Residence which informs the Competent Member State that it has issued on its behalf an authorisation for a treatment outside the Member State of Residence for an insured person who was in need of an urgent vitally necessary treatment, then your role will be defined as the **Case Owner**.[I am the Case Owner.](#choose_CP)  (step CO.1) |
| If you represent the Institution of the Competent Member State entitled to grant an authorisation to receive an appropriate treatment but in this case you only need to be notified that the institution of the Member State of Residence granted an authorisation for an urgent vitally necessary treatment in the Member State of Stay, then your role will be defined as the **Counterparty**. [I am the Counterparty.](#first_step_CP)  (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 request for extension of entitlement document – scheduled treatment 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 Case, this is the institution which issued the registration document for the insured person who received the treatment. This means that you will have to check into the registration document of the insured person who received the treatment (Ex.: PD S1, SED S072, E 106, E 121, E 109 or E 120). The institution that issued that document will be counterparty. 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. (step CO.2)](#identify_institution)[I have identified the Counterparty I need to contact. (step CO.3)](#CO3) |

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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. (step CO.3)](#CO3) |

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| CO.3 How do I proceed after having identified the Counterparty? |
| Notify the Counterparty of the authorisation of the urgent vitally necessary treatment by filling out and sending the ' Information on urgent vitally necessary treatment – outside Member State of Residence' SED [S011](../../SEDs/S011.docx) to the identified Counterparty. You need to enter the relevant information (e.g. the date on which the authorisation was granted and the [Portable Document S2](../../PDs/Word/S2/S2.docx) was issued, etc.) in order for the competent institution to have the complete picture of the case. Attach the medical documents (relevant to the treatment and the urgency, authorisation, etc.) to the SED.Please note that the SED S011 always concerns only a single person. If you need entitlement documents for several people, you will need to execute the Business Use Case several times.You expect that the Counterparty will acknowledge the reception of the authorisation information by replying to you with an 'Acknowledgement of receipt – Information on authorisation for urgent vitally necessary treatment ' SED [S012](../../SEDs/S012.docx).[I have received SED S012 from the Counterparty.](#_CO.4_How_do) (step CO.4) |
| Sub-process steps available to the Case Owner at this stage:[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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| CO.4 How do I proceed after having received the ‘Acknowledgement of receipt – Information on authorisation for urgent vitally necessary treatment' - (S012)? |
| You received the 'Acknowledgement of receipt – Information on authorisation for urgent vitally necessary treatment’ SED [S012](../../SEDs/S012.docx) as an acknowledgment from the Counterparty that they received the authorisation in the SED S011 you previously sent. You do not need to reply to SED S012. This business use case end here. |
| Sub-process steps available to the Case Owner at this stage:[I want to receive Ad hoc Exchange of Info by Competent Institution in my Member State (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 Information on urgent vitally necessary treatment' (S011)? |
| You need to acknowledge the reception of the authorisation in the SED [S011](../../SEDs/S011.docx) the Case Owner sent you by filling out and sending an ‘Acknowledgement of receipt – Information on authorisation for urgent vitally necessary treatment' - SED [S012](../../SEDs/S012.docx) to the Case Owner. You send only SED S012 itself, the SED does not allow attachments.The business use case ends here. |
| 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 Medical Information from the Case Owner (H\_BUC\_08).](../../../Horizontal_Sub-Processes/H_BUC_08_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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# BPMN diagram for S\_BUC\_11

Click [here](../../BPMN_Diagrams/S_BUC_11_Diagram.pdf) to open the BPMN diagram(s) for S\_BUC\_11.

# Structured Electronic Documents (SEDs) used in the process

The following SEDs are used in S\_BUC\_11:

* [SED S011 –Information on urgent vitally necessary treatment](SEDs/S011.docx)
* [SED S012 – Acknowledgement of receipt – Information on authorisation for urgent vitally necessary treatment](SEDs/S012.docx)

# Portable Documents

The following Portable Document (PD) is relevant for S\_BUC\_11:

* [PD S2 – Entitlement to scheduled treatment](PDs/S2.docx)

# Administrative sub-processes

The following administrative sub-processes are used in S\_BUC\_11:

* [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\_11:

* [H\_BUC\_01\_Subprocess – Ad-hoc Exchange of Information](../../../Horizontal_Sub-Processes/H_BUC_01_Subprocess.docx)
* [H\_BUC\_08\_Subprocess – Ad-hoc Medical Information](../../../Horizontal_Sub-Processes/H_BUC_08_Subprocess.docx)