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Approved

**International Process Guidelines

Sickness

S\_BUC\_18 – Request for entitlement document for Former Frontier Workers

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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\_18 – Request for entitlement document for Former Frontier Workers

**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 – and his/her family members or his/her survivors – shall, under certain conditions, be entitled to benefits in kind in the Member State in which she/he pursued an activity as frontier worker.

This BUC allows the institution which has to bear the costs for the benefits in kind provided to the retired former frontier worker and his/her family members or to his/her survivors in their respective Member State(s) of residence to obtain the necessary information from the former Member State of employment in order to issue or not to issue an entitlement document to the person concerned.

The reply from the institution of the former Member State of employment provides the competent institution with the information necessary to determine whether the person concerned is entitled to continue to receive benefits in kind in the former Member State of employment.

The former frontier worker and – in countries which are not mentioned in Annex III of Regulation (EC) 883/04 – his/her family members can be entitled to the continuation of treatment in the Member State where he/she last worked preceding the effective date of old-age or invalidity pension if this treatment began in the later Member State.

Further, the former frontier worker and his/her members of family and his/her survivors can be entitled to all benefits in kind in the former Member State of employment if in the five years preceding the effective date of his/her old-age or invalidity pension, the former frontier worker had been working as a frontier worker for at least two years. This only applies in cases where both the competent Member State and the former State of employment are listed in Annex V of Regulation (EC) 883/04. These are currently: Belgium, Germany, Spain, France, Luxembourg, Austria and Portugal.

**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 |
| S006 Request for Status - Former Frontier Worker -Family Member of Former Frontier Worker | ✓ | ✓ |
| S007 Information of status - Former Frontier Worker - Family Member of Former Frontier Worker | ✓ | ✓ |
| S008 Entitlement document - Former Frontier Worker -Family Member of Former Frontier Worker | ✓ | ✓ |
| S130 Acknowledgement of receipt of entitlement document - former frontier worker |  | ✓ |

**Glossary of relevant terms used in S\_BUC\_18:**

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| **Term used** | **Description** |
| ***Case Owner*** | In this BUC the Case Owner is the Competent Institution which has to bear the costs for the benefits in kind provided to a retired former frontier worker and his/her family members or to his/her survivors in their respective Member States or residence and has to obtain the necessary information in order to issue or not portable document S3 or SED S008 for the person concerned. |
| ***Counterparty*** | In this BUC the Counterparty is 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. |
| ***Claimant*** | In this BUC the Claimant is the retired frontier worker and/or his family members or his/her survivors who requests a portable document S3. |

## How to start this BUC?

In order to help you understand S\_BUC\_18 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 has to bear the cost for the benefits in kind, provided to a retired former frontier worker and his/her family members or to his/her survivors in their respective Member States or residence and has to obtain the necessary information in order to issue or not portable document S3 or [SED S008](../../SEDs/S008.docx) for the person concerned, 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 former Member State of employment that can provide you with the necessary information. 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 the former State of employment, you can check into the past entitlement documents of the frontier worker (PD S1, SED S072, E 106, E 109, E 121, E 120) if he was registered at your institution at that time. Otherwise, it is advisable to ask the frontier worker the name of his health insurance institution in his former country of employment.  This particular way of determining the counterparty in this case is different compared to the standard way which is consulting the Institution Repository (IR). The Institution Repository (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.](#_CO.3_How_do)  (step CO.3) |

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| CO.3 How do I proceed after having identified the Counterparty? |
| There will be only one counterparty identified and 2 situations:  **Situation 1: You don’t need Information about the person's status as a former frontier worker or family member of a former frontier worker**  You have to fill out ['Entitlement document - Former Frontier Worker / Family Member of Former Frontier Worker'- SED S008](../../SEDs/S008.docx) by entering the requested information, optionally with relevant attachments. In ‘The person mentioned above is entitled to’ section you have to select the appropriate checkbox, this action is mandatory.  It is also mandatory to select what kind of treatment the person concerned is entitled to: "continuation of a treatment that began in the former Member State of work" or "benefits in kind in former Member State".  You should complete by filling in the nature of the treatment or the illness that the person concerned is allowed to continue in the former Member State of employment.  Then you have to send SED S008 to the Counterparty.  The Counterparty will receive and review SED S008 and fill out ['Acknowledgement of receipt of entitlement document - former frontier worker'' - SED S130](../../SEDs/S130.docx).  **Situation 2: You need Information about the person's status as a former frontier worker or family member of a former frontier worker**  You have to fill out [‘Request for Information of Status – Former Frontier Worker – Family Member of Former Frontier Worker ‘ -SED S006](../../SEDs/S006.docx) by entering requested information concerning the person's status as a former frontier worker or as a family member or as a survivor of the frontier worker  The Counterparty will receive and review SED S006 and fill out [‘Information of status – Former Frontier Worker – Family Member of Former Frontier Worker’ SED S007.](../../SEDs/S007.docx)  [I have received SED S007](#_CO.4_How_do_1) (step CO.5)  [I have received SED S130](#_CO.4_How_do_2) (step CO.4) |
| Sub-process steps available to the Case Owner at this stage:  [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.4 How do I proceed after I have received 'Acknowledgement of receipt of entitlement document - former frontier worker' - SED S130? |
| If you have received ['Acknowledgement of receipt of entitlement document - former frontier worker' - SED S130,](../../SEDs/S130.docx) you don’t need to send any further SED.  Unless you need additional information, this 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 remind the Case Owner of 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 proceed if I have received 'Information of status - Former Frontier Worker or Family Member of Former Frontier Worker' - SED S007? |
| If you have received (as a response to your SED S006) from Counterparty [SED S007 ' Information of status - Former Frontier Worker -Family Member of Former Frontier Worker'](../../SEDs/S007.docx), then you have to review it.  If the concerned person is not a Former frontier worker or family member of former worker, then you have to end the exchange with the counterparty and inform the claimant.  If the concerned person is a Frontier worker or a family member of a frontier worker, then you have to fill out ['Entitlement document - Former Frontier Worker - Family Member of Former Frontier Worker' - SED S008](../../SEDs/S008.docx) and send it to the Counterparty. The Counterparty, will receive SED S008 and [provide SED S130 as a response](#_CO.4_How_do_2) (Step CP.3)  In case you issue S008 for the counterparty, you should issue a portable document S3 to the claimant. |
| 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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| CP.1 What should I do if I receive a new case S\_BUC\_18? |
| If you receive:   * a **new** case S\_BUC\_18 starting by a ['Request for Information of Status - Former Frontier Worker - Family Member of Former Frontier Worker' - SED S006](../../SEDs/S006.docx) * OR an ['Entitlement document - Former Frontier Worker / Family Member of Former Frontier Worker' - SED S008,](../../SEDs/S008.docx)   first, you check if you are responsible for the business process in accordance with your national procedures.  [I receive SED S006 and I am responsible for the business process (step CP.2)](#_CP.2_What_should)  [I receive SED S008 and I am responsible for the business process (step CP.3)](#_CP.3_What_should)  [I receive SED S006/S008 and I am not responsible for the business process (step CP.4)](#_CP.4_What_should) |

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| CP.2 What should I do if I receive 'Request for Information of Status - Former Frontier Worker - Family Member of Former Frontier Worker' - SED S006 and I am responsible for the business process? |
| If you receive a **new** case S\_BUC\_18 starting by a ['Request for Information of Status - Former Frontier Worker - Family Member of Former Frontier Worker' - SED S006](../../SEDs/S006.docx)., fill out ['Information on Status – Former family worker or family member of former frontier worker - SED S007'](../../SEDs/S007.docx) with necessary information, on basis of the data provided by the Case Owner, and send it to the Case Owner.  The Case Owner receives SED S007 containing the information about the status of the former frontier worker or his/her family member.  If the status of former frontier worker/family member of former frontier worker is confirmed. The Case Owner may issue an ['Entitlement document - Former Frontier Worker / Family Member of Former Frontier Worker' - SED S008](../../SEDs/S008.docx) and send it to you.  [I receive SED S008 and I am responsible for the business process](#_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 'Entitlement document - Former Frontier Worker / Family Member of Former Frontier Worker' - SED S008 and I am responsible for the business process? |
| If you receive a new case S\_BUC\_18 starting by an ['Entitlement document - Former Frontier Worker / Family Member of Former Frontier Worker' - SED S008](../../SEDs/S008.docx), fill out ‘[Acknowledgement of receipt of entitlement document – former frontier worker - SED S130'](../../SEDs/S130.docx) to inform the Competent Member State about the receipt of the entitlement document. Is mandatory to complete ‘Acknowledgement of receipt’ section with SED S008 or the portable document S3 with the issued date.  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 because I am ~~not or~~ no longer competent to handle it (AD\_BUC\_05).](../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)  [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 S006/S008 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\_18

Click [here](../../BPMN_Diagrams/S_BUC_18_Diagram.pdf) to open the BPMN diagram(s) for S\_BUC\_18.

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# Portable Documents

The following Portable Document (PD) is relevant for S\_BUC\_18:

* [PD S3 – Medical treatment for former cross-border worker in former country of work](PDs/S3.docx)

# Structured Electronic Documents (SEDs) used in the process

The following SEDs are used in S\_BUC\_18:

* [SED S006 - Request for Status - Former Frontier Worker - Family Member of Former Frontier Worker](SEDs/S006.docx)
* [SED S007 - Information of status - Former Frontier Worker - Family Member of Former Frontier Worker](../../SEDs/S007.docx).
* [SED S008 - Entitlement document - Former Frontier Worker -Family Member of Former Frontier Worker](../../SEDs/S008.docx).
* [SED S130 - Acknowledgement of receipt of entitlement document - former frontier worker](../../SEDs/S130.docx).

# Administrative sub-processes

The following administrative sub-processes are used in S\_BUC\_18:

* [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\_18:

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