European Commission

APPROVED

International Process Guidelines

Accidents at Work and Occupational Diseases

AW_BUC_03 - Establishing

the reimbursement rates

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Employment,
Social Affairs
and Inclusion

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Document history:

Revision	Date	Created by	Short Description of Changes
v0.1	28/04/2017	Secretariat	First draft of the document submitted for review to the AWOD Ad Hoc group
v0.2	02/08/2017	Secretariat	Implement changes and updates following the AHG comments. Version submitted for AC review.
v0.99	09/10/2017	Secretariat	Implemented changes and updates following the AC comments. Version submitted for AC approval.
v1.0	27/10/2017	Secretariat	**AC approved version.**
v4.1.0	12/09/2018	Secretariat	**Performed patch changes to reference the new CDM version 4.1.0**

AW_BUC_03 - Establishing the reimbursement rates

Description:

An institution of the Competent Member State (where the person is insured) uses this BUC to request reimbursement information (rates and reimbursable amounts to the insured person) from an institution in the Member State of Stay (where the benefits were provided).

As a general rule an insured person who sustained an accident at work or has contracted an occupational disease and who stays in a Member State other than the Competent Member State is entitled to benefits-in-kind provided by an institution of the place of stay on behalf of the competent institution (in the Competent Member State).

In some cases, the insured person has to pay for received treatment in the Member State of Stay (for reasons such as not having an entitlement document or if the document was not accepted).

If the reimbursement of costs of (all or part of) the benefits in kind borne by the insured person have not been requested directly from the institution of the place of stay, then the competent institution will reimburse the costs incurred to the person concerned, in accordance with the reimbursement rates administrated by the institution of the place of stay. Before such reimbursement, the competent institution thus needs to request from the institution of the place of stay the necessary information on the rates and amounts, detailed for each payment receipt. The institution of the place of stay replies with detailed information (for each payment receipt) on the following:

The amounts to be refunded to the person concerned according to the rates administered by the institution of stay;

The amount which (according to the legislation administered by the institution of stay) is not subject to reimbursement under any circumstance and has to be borne by the person in full;

The actual costs incurred by the institution of stay (which would have been subject to reimbursement by the competent institution) if the person has not paid for the benefits that she/he required herself/himself.

Glossary of relevant terms used in the BUC:

Term used	Description
Case Owner	In this BUC the Case Owner is the Competent Institution where the person is insured and that requests information about the reimbursement rates actually borne by the insured person;
Counterparty	In this BUC the Counterparty is the institution of Member State of Stay where the insured person has borne the costs of all or part of the benefit in kind him/herself.

Legal base: The legal basis of this BUC lies in basic Regulation (EC) No 883/2004 and implementing Regulation (EC) No 987/2009. The following table specifies the SEDs used in this BUC and documents the articles that provide the legal basis for each SED:

SED	Basic Regulation (883/04)	Implementing Regulation (987/09)			
	36	25(5)	26(6)	33(1)	33(2)
DA004 Request for Reimbursement Rates	✓	✓	✓	✓	✓
DA005 Reply to Request for Reimbursement Rates	✓	✓	✓	✓	✓

How to start this BUC?

In order to help you understand this BUC 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.

What is my role in the social security exchange of information I have to complete?

If you are the Competent Institution where the person is insured and that requests information about the reimbursement rates actually borne by the insured person, then your role will be defined as the **Case Owner** in this BUC.

I am the Case Owner. (step CO.1)

If you are the institution of Member State of Stay where the insured person has borne the costs of all or part of the benefit in kind him/herself, then your role is **Counterparty** in this BUC.

I am the Counterparty. (step CP.1)

CO.1 Who do I need to exchange information with?

As the Case Owner, your first step will be to identify the Counterparty by identifying the responsible Member State of stay. Then you have to identify the relevant Institution in the Member State that is responsible for the information you wish to exchange. The institution can be chosen only among the institutions responsible for the accident at work and occupational disease sector. It is not possible to choose more than one institution. This activity will define the Counterparty you will be working with in the exchange of information.

I need to identify the Counterparty. (step CO.2)

I have identified the Counterparty I need to contact. (step CO.3)

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)

CO.3 How do I send a 'Request for reimbursement rates' SED DA004?

You will request reimbursement information from the Counterparty by entering all the required data and sending them DA004 – Request for Reimbursement Rates SED.
It is mandatory to indicate whether the case corresponds should contain all the information linked to an accident at work or to an occupational disease and enter a description of the request;

- A copy of every receipt subject to reimbursement should be provided as an attachment.

As an answer you should receive the 'Reply to Request for Reimbursement Rates' SED DA005 from the Counterparty.

I have received SED DA005 from the Counterparty.(step CO.4)

Sub-processes available at this step:
I want to send a Reminder for the return of information I am expecting (AD_BUC_07);
I want to invalidate SED DA004 (AD_BUC_06); this can be done before the reply on DA005 is received.
I want to Update information contained in SED DA004 (AD_BUC_10); this can be done before the reply on DA005 is received.
These sub-processes can be invoked multiple times with the exception of AD_BUC_06 – Invalidate SED.

CO.4 What should I do if I have received the ' Reply to Request for Reimbursement Rates' SED DA005?

You have received the 'Reply to Request for Reimbursement Rates' SED DA005, which is issued by the Institution of the Member State of Stay with the required information about the reimbursement rates. Information about the reimbursement is included in the attached files.

You should check if all requested information is provided and is clear and if so you can inform the claimant according to your national procedures about the reimbursement rates.

If not all information is provided or is not clear you can use additional sub-process H_BUC_01 available for the Case owner to ask for additional/missing information or to clarify the information provided in DA005.

A new DA005 with corrected information can be received after your request.

Sub-process steps available to the Case Owner at this stage:
I want to exchange Ad Hoc Information not covered by the main process (H_BUC_01);
I want to Clarify the Content of a received SED (AD_BUC_08).

CP.1 What should I do if I have received the 'Request for reimbursement rates' SED DA004?

The process is initiated by receiving the 'Request for reimbursement rates' DA004 SED.

DA004 includes attachments which can be either the invoices for which reimbursement rates are requested or any other supporting documents or documents issued by the healthcare providers.

First, you check if you are responsible for the business process in accordance with your national procedures.

I am not responsible for the business process. (step CP.2)
I am responsible for the business process. (step CP.3)

CP.2 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 have to forward the case to the competent Institution in your Member State using the 'Forward Case' sub-process AD_BUC_05. This can be used only once and it interrupts the main process.
- If your Member State was chosen incorrectly as a recipient of SED DA004, i.e. benefits were not provided on the territory of your country, you have to use the 'Reject SED' sub-process AD_BUC_09. This sub-process can be used only once.

CP.3 What should I do if I am responsible for the business process?

I received the 'Request for reimbursement rates' SED DA004 from the Case Owner and I am responsible for the business process.

You have to check if based on the request on DA004 and attached documents you can provide reply about the reimbursement rates.

If you can provide the requested reimbursement rates, you have to fill out the 'Reply to Request for Reimbursement Rates" SED DA005, by entering the total amounts to be reimbursed amount for which no reimbursements are foreseen and must be paid by the insured person and indicates the amounts for each invoice separately and attached to the DA005 SED. If no reimbursement is granted you should put "0" on the invoice.

If you need additional information or clarification of the request on DA004, before you can reply on DA005, you should use additional sub-process H_BUC_01 available at this step.

After you have sent a reply on DA005 and you want to provide additional information for one of the invoices you can send a new DA005. A new DA005 can be sent also after the Case owner requested additional information or clarification for your reply.

 Business Use Case ends here

Sub-processes available at this step:
I want to exchange Ad Hoc Information not covered by the main process (H_BUC_01) - This can be used multiple times;
I want to send a Reminder for the return of information I am expecting (AD_BUC_07) - This can be used multiple times;
I want to Clarify the Content of a received SED (AD_BUC_08). This can be used multiple times.

BPMN diagram for the BUC

Click here to open the BPMN diagram(s) for this BUC.

Structured Electronic Documents (SEDs) used in the process

The following SEDs are used in this BUC:

- DA004 – Request for Reimbursement Rates
- DA005 - Reply to Request for Reimbursement Rates

Horizontal sub-processes

The following horizontal sub-processes are used in AW_BUC_03:

- H_BUC_01-Sub Ad hoc exchange of information

Administrative sub-processes

The following administrative sub-processes are used in AW_BUC_03:

- AD_BUC_05_Subprocess – Forward Case
- AD_BUC_06_Subprocess – Invalidate SED
- AD_BUC_07_Subprocess – Reminder
- AD_BUC_08_Subprocess – Clarify Content
- AD_BUC_09_Subprocess – Reject SED
- AD_BUC_10_Subprocess – Update SED

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
- AD_BUC_12_Subprocess – Change of Participant