

**APPROVED**

# International Process Guidelines

## Accidents at Work and Occupational Diseases

**AW\_BUC\_05**

**Claim for Reimbursement of Benefit in Kind**

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## AW\_BUC\_05 – Claim for Reimbursement of Benefit in Kind

**Description:** The Member State which provided benefits in kind related to accidents at work or occupational diseases is entitled to request for reimbursement from the competent Member States.

Reimbursement shall be determined and effected in accordance to the arrangements set out in the Implementing Regulation and shall be made on the basis of actual expenditure.

The reimbursement process between two Member States is conducted:

- by the Liaison Bodies (Creditor and Debtor Liaison Body);
- as promptly as possible respecting applicable deadlines.

Member States or their competent authorities may provide for other methods of reimbursement or waive all reimbursement between the institutions coming under their jurisdictions.

The process includes:

- **the main scenario** with ‘Claim for Reimbursement – Benefits in Kind (CLA)’ DA010 SED, ‘Acknowledgment of Claim for Reimbursement – Benefits in Kind (ACK\_CLA)’ DA011 SED, ‘Information on Payment of Single Claim – Benefits in Kind (PAY)’ DA018 SED and ‘Reply for payment’ DA019 SED;
- **the alternative scenarios** which allows to:
  - **withdraw or adjust the claim** – including: ‘Credit Note – Benefits in Kind (CRN) DA012 SED’, ‘Contestation of Credit Note (COC\_CRN)’ DA012C SED, ‘Reply to Contestation of Credit Note (RPY\_COC\_CRN)’ DA012R SED;
  - **contest the claims** – including: ‘Contestation of Individual Claim – Benefits in Kind (COC)’ DA016 SED, ‘Acknowledgment of Contestation of Individual Claim – Benefits in Kind (ACK\_COC) DA016A SED; ‘Reply to Contestation of Individual Claim – Benefits in Kind (RPY\_COC) DA017 SED;
  - **offer down payment** – including: ‘Information on Down Payments – Benefits in Kind (IDP) DA014 SED and Reply to Information on Down Payments – Benefits in Kind (RPY\_IDP) DA015 SED.

The reimbursement processes are created based on the bulk messages therefore one reimbursement claim can include a large number of individual claims.

Alternative scenarios for credit note and contestation can be used more than once during the reimbursement process and even after the process is finalized with ‘Reply for payment’ DA019 SED issued for all accepted claims with retrospective effect.

A dispute concerning a particular claim shall not hinder the reimbursement of another claim or other claims.

### The purpose of the references number in reimbursement SED:

- Global references placed on the **global part of SED**, i.e. Global CLA reference number, Global COC reference number, connects the SEDs on the global level, i.e. connects the DA016 (contestation) with the DA010 (claim);
- Individual references placed on the **individual part of SED**, i.e. Individual CLA number, Individual COC number, connects the SEDs on individual level, i.e. connects individual contestation on DA016 with individual claim on DA010;
- Global references placed on the **individual part of SED**, i.e. Global CLA reference number, Global COC reference number, connects the individual part with global part of SED, i.e. connects individual CLA on DA010 with global part of DA010 and connects the individual parts with global part of previous SEDs, i.e. connects individual COC (DA016) not only with global part of DA016 but also with the global part of the original claim (DA010).

**Legal base:** The legal basis of the AW\_BUC\_05 lies in Regulation No 883/2004 and in the Implementing Regulation No 987/2009. The following table specifies 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)			
	35	41	62	66(1)	67	68
DA010 Claim for Reimbursement – Benefits in Kind (CLA)	✓	✓	✓	✓	✓	
DA011 Acknowledgment of Claim for Reimbursement – Benefits in Kind (ACK_CLA)	✓	✓	✓	✓	✓	
DA012 Credit Note – Benefits in Kind (CRN)	✓	✓	✓	✓	✓	
DA012C Contestation of Credit Note (COC_CRN)	✓	✓	✓	✓	✓	
DA012R Reply to Contestation of Credit Note (RPY_COC_CRN)	✓	✓	✓	✓	✓	
DA014 Information on Down Payments – Benefits in Kind (IDP)	✓	✓	✓	✓		✓
DA015 Reply to Information on Down Payments – Benefits in Kind (RPY_IDP)	✓	✓	✓	✓		✓
DA016 Contestation of Individual Claim – Benefits in Kind (COC)	✓	✓	✓	✓	✓	
DA016A Acknowledgment of Contestation of Individual Claim – Benefits in Kind (ACK_COC)	✓	✓	✓	✓	✓	
DA017 Reply to Contestation of Individual Claim – Benefits in Kind (RPY_COC)	✓	✓	✓	✓	✓	
DA018 Information on Payment of Single Claim – Benefits in Kind (PAY)	✓	✓	✓	✓	✓	
DA019 Reply for a payment	✓	✓	✓	✓	✓	

#### Request/Reply SEDs:

REQUEST SED	REPLY SED(s)
DA010 – Claim for Reimbursement – Benefits in Kind (CLA)	DA011 – Acknowledgment of Claim for Reimbursement – Benefits in Kind (ACK_CLA)
DA016 – Contestation of Individual Claim – Benefits in Kind (COC)	DA016A – Acknowledgment of Contestation of Individual Claim – Benefits in Kind (ACK_COC) DA017 – Reply to Contestation of Individual Claim – Benefits in Kind (RPY_COC)
DA012C – Contestation of Credit Note (COC_CRN)	DA012R – Reply to Contestation of Credit Note (RPY_COC_CRN)
DA014 – Information on Down Payments – Benefits in Kind (IDP)	DA015 – Reply to Information on Down Payments – Benefits in Kind (RPY_IDP)
DA018 – Information on Payment of Single Claim – Benefits in Kind (PAY)	DA019 – Reply for a payment

#### Glossary of relevant terms used in AW\_BUC\_05:

Term used	Description
<b>Case Owner</b>	In this BUC the Case Owner is the Creditor Institution's Liaison Body that claims reimbursement of benefit in kind on behalf a Creditor Institution (or itself if it is the creditor institution) as described by the Regulations.
<b>Counterparty</b>	In this BUC the Counterparty is the Debtor Institution's Liaison Body that replies for the claim on behalf a Debtor Institution (or itself if it is the debtor institution) as described by the Regulations.

## How to start this BUC?

In order to help you understand the AW\_BUC\_05 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 Liaison Body in the Creditor Member State that claims reimbursement of benefit in kind on behalf a Creditor Institution (or itself if it is the creditor institution) as described by the Regulations your role will be defined as the **Case Owner**.

[I am the Case Owner](#).(step CO.1)

If you are the Liaison Body in the Debtor Member State that replies for to claim on behalf a Debtor Institution (or itself if it is the debtor institution) as described by the Regulations your role will be defined as the **Counterparty**.

[I am the Counterparty](#).(step CP.1)

### CO.1 Who do I need to notify?

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 to treat the information you sent. In this Business Use Case, the institution can be chosen only among the institutions responsible for AWOD. This activity will define the Counterparty you will be working with. There can only be one Counterparty in this Business Use Case.

[I need to identify the Counterparty or Counterparties](#). (step CO.2)

[I have identified the Counterparty or Counterparties I need to contact](#). (step CO.3)

### CO.2 How do I identify the correct institution(s) to exchange information with?

In order to determine the relevant Competent Institution(s) from other Member State(s) you will need to consult the Institution Repository (IR). The IR provides an electronic record of all current and previous Competent Institutions by their roles, including 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 case of the reimbursement process the only correct institution to be chosen is the Liaison Body (art. 66 par. 2 of IR).

To access the IR please use the following [link](#).

[I have now identified the Competent Institution\(s\) from the Member State\(s\) I need to contact](#). (step CO.3)

### CO.3 How do I proceed after having identified the Counterparty?

You fill out the '[Claim for Reimbursement - Benefits in Kind](#)' – SED DA010 by entering all required global and individual information claim.

The Global Part of the Claim includes a complete set of information, which allows to identify the claim in the next step of the exchange and which gives information about the summarized amount and number of individual claims, bank details necessary for the payment and date of submission. It includes also the CLA reference number which is used in the next SEDs and other processes, i.e. AW\_BUC\_15, AW\_BUC\_23.

The individual part of the claim is repeatable and includes information and amounts for the particular individual claims for which claim is introduced, with details about the person who received benefits in kind, references and details of the individual claim.

Claims based on actual expenditure shall be introduced on DA010 to the counterparty within 12 months of the end of the calendar half-year during which the claims were recorded in the accounts of the creditor institution.

Then you send [SED DA010](#) to the Counterparty.

The Counterparty receives 'Claim for Reimbursement - Benefits in Kind' - [SED DA010](#) and creates '[Acknowledgment of Claim for Reimbursement - Benefits in Kind' – SED DA011](#), confirming the receipt of the request, then sends it to you.

Alternatively, after sending DA010, if necessary you can create a 'Credit Note – Benefits in kind' - [SED DA012](#) .

Depending on the circumstances of the case, any of the following steps may occur / can be taken:

[I have received 'Acknowledgment of Claim for Reimbursement - Benefits in Kind'- SED DA011](#)(step CO.4)

[How do I create 'Credit Note – Benefits in kind - SED DA012'](#) (step CO.5)

#### CO.4 How do I proceed after receiving 'Acknowledgment of Claim for Reimbursement - Benefits in Kind' - SED DA011?

The Counterparty responds to the '[Claim for Reimbursement - Benefits in Kind' - SED DA010](#) received from you with '[Acknowledgment of Claim for Reimbursement - Benefits in Kind' - SED DA011](#). This is a confirmation that your claim has been received.

At this point, the Counterparty has to send to you '[Information on Payment of Single Claim – Benefits in Kind' - SED DA018](#) or optionally may start the alternative scenarios and inform you either about '[Contestation of Individual Claim' – SED DA016](#) or '[Information on Down Payment – Benefits in Kinds' - SED DA014](#).

If necessary you can create a 'Credit Note – Benefits in kind' [SED DA012](#).

Depending on the circumstances of the case, any of the following step may occur / can be taken:

[How do I create 'Credit Note – Benefits in kind - SED DA012'](#) (step CO.5)

[I have received 'Contestation of credit note – Benefits in Kind' - SED DA012C.](#) (step CO.6)

[I have received 'Information on Payment of Single Claim– Benefits in kind' - SED DA018.](#) (step CO.7)

[I have received 'Information on Down Payment – Benefits in kinds' - SED DA014.](#) (step CO.8)

[I have received 'Contestation of individual claim' - SED DA016.](#) (step CO.9)

Sub-process steps available to the Case Owner at this stage:

[I want to send a Reminder for the return of information I am expecting \(AD BUC 07\)](#)

#### CO.5 How do I send 'Credit Note – Benefits in Kind' - SED DA012?

Optionally, if you have identified claims which you want to withdraw or adjust in the claim sent on DA010, you may fill out '[Credit Note – Benefits in Kind' – SED DA012](#).

In the individual part, which is repeatable, you should mention only those individual claims which are to be withdrawn or adjusted in the claim SED DA010. You cannot include in the DA012 any new claims, if additional claims have to be introduced you have to start a new process and issue a new DA010. DA012 has to refer to a specific claim sent on DA010.

You do not issue DA012 if the claims are already contested by the Counterparty on '[Contestation to individual claim' - SED DA016](#). After the contestations are accepted the claims will be removed from the claim.

DA012 can be issued more than once; therefore you can issue several credit notes for the same global claim,

however each time for a new batch of individual claims.

You will send 'Credit Note – Benefits in Kind' - SED DA012 to the Counterparty, and the Counterparty receives SED DA012.

Optionally the Counterparty may send ['Contestation of credit note – Benefits in Kind' - SED DA012C](#).

[I have received 'Contestation of credit note – Benefits in Kind' - SED DA012C. \(step CO.6\)](#)

Sub-process steps available to the Case Owner at this stage:

[I want to send a Reminder for the return of information I am expecting \(AD BUC 07\)](#)

### CO.6 What should I do, if I receive 'Contestation of credit note – Benefits in Kind'- SED DA012C?

As a response to the optional ['Credit Note – Benefits in Kind' - SED DA012](#) from your side, the Counterparty may fill out ['Contestation of credit note – Benefits in Kind' – SED DA012C](#), where the Debtor Liaison Body gives information about the contestation of credit note. Then Counterparty sends SED DA012C to you.

You receive 'Contestation of credit note – Benefits in Kind' – SED DA012C, then you need to fill out ['Reply to Contestation of credit note – Benefits in Kind' – SED DA012R](#) and give information about your reply on the contested individual credit notes. The replies have to apply to the reasons of contestation chosen by the Counterparty in the DA012C. DA012R can be issued more than once.

You send SED DA012R to the Counterparty. The Counterparty receives 'Reply to Contestation of credit note – Benefits in Kind' - SED DA012R.

The credit note alternative scenario finishes here, except when the Counterparty makes again another credit note contestation. So in this case you will receive another SED DA012C (step CO.6). The main process continues.

Please note that in order to finalized the claim the Debtor Liaison Body must receive a reply for all of the contestation made for the issued Credit Note.

Depending on the circumstances of the case, any of the following step may occur / can be taken:

[How do I create 'Credit Note – Benefits in kind - SED DA012' \(step CO.5\)](#)

[I have received 'Information on Payment of Single Claim – Benefits in Kind' - SED DA018.](#) (step CO.7)

[I have received 'Information on Down Payment – Benefits in kinds' - SED DA014.](#) (step CO.8)

[I have received 'Contestation of individual claim' - SED DA016.](#) (step CO.9)

### CO.7 What should I do, if I receive 'Information on Payment of Single Claim – Benefits in Kind' - SED DA018?

The Counterparty fills out the ['Information on Payment of Single Claim – Benefits in Kind' - SED DA018](#), whereby he informs you about the claims which will be paid. A specific payment announcement always refers to a specific ['Claim for Reimbursement - Benefits in Kind' – SED DA010](#).

The SED DA018 only provides the information which individual claims will be paid. An actual transfer of the money is done outside the system.

The claims shall be paid to you within 18 months of the end of the month during which they were introduced to the Counterparty. This does not apply to the claims which are rejected for a relevant reason within that period.

After you have confirmed that payment has been received in your account you create ['Reply to payment' – SED DA019](#) and send SED DA019 to the Counterparty. The date of the payment is the value date of the transaction as introduced by the banking institution of your Liaison Body.

The Counterparty receives ['Reply to payment' – SED DA019](#). If is the last payment related to the case, the case ends, otherwise, another information on payments can be received (step CO.7) or alternative scenarios can



be executed to process the remaining individual claims.

If you have accepted a down payment or if the Counterparty didn't offer any down payment, and you received the payment late, you can charge interests on late payment and request them via AW\_BUC\_15 Claim for interest on late payment.

Depending on the circumstances of the case, any of the following step may occur / can be taken:

[I have received another 'Information on Payment of Single Claim – Benefits in kin' SED DA018 \(loop\) \(step CO.7\)](#)

[I have received 'Contestation of individual claim' - SED DA016.](#) (step CO.9)

[How do I create 'Credit Note – Benefits in kind - SED DA012'](#) (step CO.5)

[I have received 'Contestation of credit note – Benefits in Kind' - SED DA012C.](#) (step CO.6)

#### CO.8 What should I do, if I receive 'Information on Down Payment – Benefits in Kinds' - SED DA014?

The Counterparty fills out ['Information on Down Payment – Benefits in Kind' – SED DA014](#) to offer the down payment on the claims submitted by ['Claim for Reimbursement - Benefits in Kind' - SED DA010](#). The exact amount of the down payment is determined by the details in the global note claim of SED DA010.

The Counterparty sends the [SED DA014](#) to you. Down payment shall represent at least 90% of the total amount of the initial claim and should be made within 6 months of the end of the month during which the claim was introduced. You receive the 'Information on Down Payment – Benefits in Kind' - SED DA014. You aren't obliged to accept this down payment. However, if you decline such an offer, the creditor institution shall no longer be entitled to charge interest on late payments related to the claims other than those parts of the claim not covered by the down payment.

Then you fill out ['Reply to Information on Down Payment – Benefits in Kind' – SED DA015](#), informing the Counterparty whether the offer is accepted or not.

If your Member State has made a general statement that it accepts down payments such payments are automatically considered to be accepted. The list of Member States that have stated they accept down payment is drawn up by the Audit Board.

If your Member State has not stated that down payments are generally accepted the reply has to be sent within 6 months of the end of the month during which the claim is introduced. In the absence of a reply within the given time frame the down payment are considered as accepted and shall be executed.

In both situations (general statement/no general statement) DA015 may be issued.

If the offer is accepted, the amount agreed upon should be used for payment.

You send the [SED DA015](#) to the Counterparty.

The Counterparty receives the ['Reply to Information on Down Payment – Benefits in Kind' - SED DA015](#).

The Down Payment alternative scenario finishes here, it can occur only once. The main process continues.

Depending on the circumstances of the case, any of the following step may occur/can be taken:

[I have received 'Contestation of individual claim' - SED DA016.](#) (step CO.9)

[I want to create a 'Credit Note – Benefits in Kind' - SED DA012.](#) (step CO.5)

[I have received 'Contestation of credit note – Benefits in Kind' - SED DA012C.](#) (step CO.6)

[I have received 'Information on Payment of Single Claim – Benefits in Kind' - SED DA018.](#) (step CO.7)

#### CO.9 What should I do, if I receive 'Contestation of individual claim' - SED DA016?

The Counterparty may optionally fill out ['Contestation of individual claim' – SED DA016](#), where the debtor state notifies the amount to be contested and the reason for refusal. The Counterparty sends the SED DA016 to you.

You receive the 'Contestation of individual claim' - SED DA016, optionally with relevant attachments. Then fill out ['Acknowledgment of contestation of individual claim' – SED DA016A](#), confirming the receipt of the contestation of a claim. You send the ['Acknowledgment of contestation of individual claim' – SED DA016A](#) to the Counterparty. The Counterparty receives SED DA16A.

After you acknowledged the receipt of the contestation you create a ['Reply to Contestation of individual claim – benefits in Kind' – SED DA017](#), specifying whether you accept or dispute the contestation. The Counterparty receives SED DA017.

The reply on DA017 must be provided within 12 months of the end of the month during which the contestation was received by the liaison body. If the deadline is not met the contestation are deemed to be accepted by you and the claim or its relevant part are definitely rejected.

When you accept the contestation the process continues with the information about the payments SED DA018, which have to be sent for all the remaining and neither contested nor withdrawn claims or the use case ends.

When you dispute the contestation the Counterparty may send another contestation for those claims with new attachments justifying the contestations.

If the contestation is issued for the claims which you have already withdrawn on 'Credit note – Benefits in kind' SED DA012 you have to refuse the individual contestations on DA017. Those claims will be withdrawn from the claim.

Any disputes concerning contested claim shall be settled, at the latest, within 36 months following the month in which the claim was introduced. The Audit Board shall facilitate the final closing of accounts in cases where a settlement cannot be reached within the 36 months and, upon a reasoned request by you or the Counterparty, shall give its opinion on a dispute within six months following the month in which the matter was referred to it.

Depending on the circumstances of the case, any of the following step may occur / can be taken:

[I have received 'Information on Down Payment – Benefits in Kind' - SED DA014.](#) (step CO.7)

[I have received another 'Contestation of individual claim' - SED DA06.](#) (step CO.9)

[I want to create a 'Credit Note – Benefits in Kind' - SED DA012.](#) (step CO.5)

[I have received 'Contestation of credit note – Benefits in Kind' - SED DA012C.](#) (step CO.6)

#### **CP.1 What should I do if I have received the 'Claim for Reimbursement - Benefits in Kind' - SED DA010?**

The Case Owner has created the ['Claim for Reimbursement - Benefits in Kind' – SED DA010](#) by entering all required global and individual information claim on the basis of actual cost and sends it to the Counterparty.

You receive the 'Claim for Reimbursement - Benefits in Kind' – SED DA010. First, you check if you are responsible for the business process in accordance with your national procedures.

[I am responsible for the business process.](#) (step CP.2)

[I am not responsible for the business process.](#) (step CP.3)

#### **CP.2 What should I do if I am responsible for the business process?**

The Case Owner has created the ['Claim for Reimbursement - Benefits in Kind' – SED DA010](#) by entering all required global and individual information for claim on the basis of actual cost and sends it to the you.

You receive the 'Claim for Reimbursement - Benefits in Kind' – SED DA010. Claims based on actual expenditure shall be introduced on DA010 to you within 12 months of the end of the calendar half-year during which the claims were recorded in the accounts of the creditor institution.

After revision of this document, you will create the ['Acknowledgment of Claim for Reimbursement - Benefits](#)

[in Kind' - SED DA011](#) to confirm the receipt of the request. Then send '[Acknowledgment of Claim for Reimbursement - Benefits in Kind' - SED DA011](#) to the Case Owner. The Case Owner receives SED DA011. The acknowledgement on DA011 has to be sent to the Case Owner within 2 months from the date on which the DA010 has been received.

After you have sent acknowledgement confirming that you have received the claim, you can either inform the Case Owner that you will pay for the claim by sending 'Information on Payment of single claim – benefits in kind' – [SED DA018](#) or you can contest individual claim by sending '[Contestation of individual claim' – SED DA016](#). Optionally you may also offer a down payment to the Case Owner on [DA014](#).

Optionally, the Case Owner may also choose to withdraw or adjust the claims from the DA010 by sending '[Credit note – Benefits in Kind' - SED DA012](#) .

Depending on the circumstances of the case, any of the following step may occur / can be taken:

[I want to send 'Information on Payment of Single Claim – Benefits in Kind' – SED DA018](#). (step CP.4)

[I want to send 'Information on Down Payment – Benefits in kind – SED DA014](#) (step CP.5)

[I want to send 'Contestation of individual claim' SED DA016](#) (step CP.6)

[I have received 'Credit note – Benefits in Kind' SED DA012](#) (step CP.8)

### CP.3 What should I do if I am not responsible for the business process?

If your institution was chosen incorrectly as a recipient of SED DA010, you have to reject the SED with following steps:

First you need to create the '[Acknowledgment of Claim for Reimbursement - Benefits in Kind' - SED DA011](#) to confirm the receipt of the request and send it to the Case Owner.

Then you need to send contestation for all of the individual claim on '[Contestation of individual claim' - SED DA016](#) choosing as a reason option “99-Other” with additional explanation in section “Other” stating that the chosen institution is not correct to handle the case.

[I want to send 'Contestation of individual claim' SED DA016](#) (step CP.6)

### CP.4 How do I send 'Information on Payment of Single Claim - Benefits in Kind' – SED DA018?

After you have reviewed the claim and you accept it you have to send 'Information on payment of Single Claim – Benefits in kind' - [SED DA018](#) by entering all the required information in the global and individual part. DA018 can be sent more than once.

DA018 is just information that payment will be done. An actual transfer of the money is done outside the system. The claims shall be paid to the Case Owner within 18 months of the end of the month during which they were introduced to you. This does not apply to the claims which are rejected for a relevant reason within that period or if down payment was made.

Information about payment on DA018 should be sent for all individual claims from DA010 which were not withdrawn by the Case owner on DA012 (credit note) or contested by you on DA016 (contestation). You may send DA018 several times, each time for a new batch of the individual claims which are to be paid, The case owner receives DA018.

After the Case owner receives the information about payment and the money transfer is completed, the case owner sends '[Reply to payment' - SED DA019](#). This is a confirmation that the payment has been received and on what date.

Optionally, you may send new '[Information on Payment of Single Claim - Benefits in Kind' - SED DA018](#) (loop) (step CP.4).

Unless you want to send another information on payment or there are still other claims which are to be

processed, the business use case ends here.

If the case owner accepted a down payment or if you didn't propose any down payment, and you sent the payment late, the Case Owner can charge interests on late payment and request them via AW\_BUC\_15 Claim for interest on late payment.

Depending on the circumstances of the case, any of the following step may occur / can be taken:

[I want to send another 'Information on Payment of Single Claim – Benefits in Kind' – SED DA018](#). (step CP.4)

[I want to send 'Contestation of individual claim' SED DA016](#) (step CP.6)

[I have received 'Credit note – Benefits in Kind' SED DA012](#) (step CP.8)

[I want to send 'Contestation credit note – Benefits in Kind' - SED DA012C](#) (step CP.9)

#### CP.5 How do I send 'Information on Down Payment – Benefits in kind – SED DA014'?

Within six months of the end of the month during which the claim was introduced, you can make a down payment of at least 90 % of the total claim by entering all the required information in the "[Information on Down Payment – Benefits in Kind' – SED DA014](#)". The Case Owner aren't obliged to accept this down payment. However, if he declines such an offer, the creditor institution shall no longer be entitled to charge interest on late payments related to the claims other than those parts of the claim not covered by the down payment.

If the creditor Member State has made a general statement that it accepts down payments such payments are automatically considered to be accepted. The Audit Board draws up a list of Member States that have stated they accept down payment.

If the creditor Member State has not stated that down payments are generally accepted the Case Owner has to reply to the DA014 within 6 months of the end of the month during which the claim is introduced. In the absence of a reply within the given time frame the down payment are considered as accepted and shall be executed.

In both situation (general statement or no general statement) the Case Owner may fill out and sends '[Reply to Information on Down Payment – Benefits in Kind' – SED DA015](#)', informing you whether the offer is accepted or not. If the offer is accepted, the amount agreed upon should be used for payment.

You receive '[Reply to Information on Down Payment – Benefits in Kind' – SED DA015](#)'.

The alternative scenario for Down Payment finishes here, it can occur only once. The main process continues.

Depending on the circumstances of the case, any of the following step may occur / can be taken:

[I want to send another 'Information on Payment of Single Claim – Benefits in Kind' – SED DA018](#) (step CP.4)

[I want to send 'Contestation of individual claim' SED DA016](#) (step CP.6)

[I have received 'Credit note – Benefits in Kind' SED DA012](#) (step CP.8)

[I want to send 'Contestation credit note – Benefits in Kind' - SED DA012C](#) (step CP.9)

[I have received 'Reply to Contestation of credit note – Benefits in Kind' SED DA012R](#). (step CP.10)

#### CP.6 How do I send 'Contestation of individual claim – benefits in kind' SED DA016?

After you have reviewed the claim and you do not agree with some of the individual claims which were included in DA010 you can contest it by sending 'Contestation of individual claim – Benefits in kind' - [SED DA016](#) with all the required information entered in the global and individual part.

Claim may be rejected and returned to the creditor if for example:

- is incomplete and/or incorrectly filled out;
- concerns benefits which have not been given within the validity period of the entitlement documents used by the recipient of the benefits;
- there are reasonable grounds to suspect abuse.

Claim may not be rejected on the grounds that the person has ceased to be insured with the institution which

has issued the entitlement document, provided that the benefits were given within the validity period of the documents used.

In the [DA016](#) you have to indicate which individual claims (amongst the ones in SED DA010) are not accepted and for each individual claim the reason for the contestation must be provided.

DA016 can be sent more than once, each time for a new batch of the individual claims which are contested. You may attach additional documents to the DA016 in order to justify your contestation.

- You cannot send [DA016](#) for claims which were already withdrawn by the Case Owner on DA012 (Credit note);
- You cannot send a new contestation for the individual claim already contested before you have received a reply, unless it was contested partially.

DA016 can be issued even after the process has been finalized and information on payment has been sent.

If DA016 is issued because your institution is not competent to handle it you need to contest all of the individual claims on '[Contestation of individual claim' - SED DA016](#) and choose as a reason option "99-Other" with additional explanation in section "Other" stating that the chosen institution is not correct to handle the case.

The Case Owner receives from you, '[Contestation of individual claim' – SED DA016](#), optionally with relevant attachments. The Case Owner will send to you '[Acknowledgment of contestation of individual claim' - SED DA016A](#), where the Case Owner confirms the receipt of the contestation of a claim.

You receive from the Case Owner '[Reply to contestation of individual claim – benefits in Kind' - SED DA017](#).

If you didn't receive DA017 within 12 months, the contestation is considered accepted.

Any disputes concerning contested claim shall be settled, at the latest, within 36 months following the month in which the claim was introduced. The Audit Board shall facilitate the final closing of accounts in cases where a settlement cannot be reached within the 36 months and, upon a reasoned request by you or the Case Owner, shall give its opinion on a dispute within six months following the month in which the matter was referred to it.

Depending on the circumstances of the case, any of the following step may occur / can be taken:

[I want to send 'Information on Payment of Single Claim – Benefits in Kind' – SED DA018](#) (step CP.4)

[I want to send another 'Contestation of individual claim' – SED DA016' SED DA016 \(loop\)](#) (step CP.6)

[I have received 'Reply to contestation of individual claim' - SED DA017](#). (step CP.7)

[I have received 'Credit Note – Benefits in Kind' - SED DA012](#) (step CP.8)

[I want to send 'Contestation credit note – Benefits in Kind' - SED DA012C](#) (step CP.9)

[I have received 'Reply to Contestation of credit note – Benefits in Kind' SED DA012R](#). (step CP.10)

#### **CP.7 What should I do if I have received the 'Reply to contestation of individual claim' - SED DA017?**

You have received '[Reply to contestation of individual claim – Benefits in Kind' – SED DA017](#), in which the Case owner either accepts or disputes your contestation. You may receive more than one DA017, optionally with attachments.

If the Case owner rejects or disputes the contestation you may send a new contestation for this individual claim with new supporting evidence attached to the DA016.

The Case Owner must provide the reply on DA017 within 12 months of the end of the month during which the contestation was received by the liaison body. If the deadline is not met the contestation are deemed to be accepted and the claim or its relevant part are definitely rejected.

Unless you receive another 'Reply to contestation of individual claim' the loop for the contestation finishes here and the main process continues.

Depending on the circumstances of the case, any of the following step may occur / can be taken:

- [I want to send another 'Contestation of individual claim' – SED DA016' SED DA016 \(loop\)](#) (step CP.6)
- [I want to send 'Information on Payment of Single Claim – Benefits in Kind' – SED DA018](#) (step CP.4)
- [I have received 'Credit Note – Benefits in Kind' - SED DA012](#) (step CP.8)
- [I want to send 'Contestation credit note – Benefits in Kind' - SED DA012C](#) (step CP.9)
- [I have received 'Reply to Contestation of credit note – Benefits in Kind' SED DA012R.](#) (step CP.10)

#### CP.8 What should I do if I have received the 'Credit Note – Benefits in Kind' - SED DA012?

The Case Owner issues 'Credit note – benefits in kind' - [SED DA012](#) with information about correction of the its initial '[Claim for Reimbursement - Benefits in Kind' - SED DA010](#).

The individual part of DA012 should include only those individual claims which were mentioned in DA010 and which were not already contested by you on DA016.

If you agree with DA012 then all mentioned individual claims are withdrawn or adjusted in the claim sent on DA010 and no reply is required.

Optionally, if you do not agree with the credit note you can contest it by sending '[Contestation of credit note – benefits in kind' - SED DA012C](#).

[I want to send 'Contestation credit note – Benefits in Kind' - SED DA012C](#) (step CP.9)

#### CP.9 How do I sent 'Contestation of credit note – Benefits in Kind' – SED DA12C?

If you do not agree with the proposition to withdraw or adjust the claims sent by the Case owner on 'Credit note – benefits in kind' SED DA012 you can contest it.

You have to enter all required information in the '[Contestation of credit note – Benefits in Kind' – SED DA012C](#) and send it to the Case Owner. DA012C has to be issued if any new claims were added by the Case Owner on DA012 or claims already contested by you were included in DA012. You may attach additional documents to the DA012C in order to justify your contestation.

Then you send SED DA012C to the Case Owner which receives it. The Case Owner sends '[Reply on contestation of Credit note' - SED DA012R](#) to you.

[I have received 'Reply to Contestation of credit note – Benefits in Kind' SED DA012R.](#) (step CP.10)

#### CP.10 What should I do if I have received the 'Reply to Contestation of credit note – Benefits in Kind' - SED DA012R?

The Case Owner issues '[Reply to Contestation of credit note – Benefits in Kind' – SED DA012R](#) with information about the reply for the contestations of credit notes.

If you decide that you do not agree with the reply provided by the Case owner you may send again 'Contestation credit note – Benefits in kind' – SED DA012C. If you agree with the explanations provided by the Case Owner then all mentioned individual claims are withdrawn or adjusted in the claim send on DA010 and no reply is required.

Unless you want to send another Contestation of the credit note the alternative scenario for the credit note ends here and the main process continues.

[I want to send another 'Contestation credit note – Benefits in Kind' - SED DA012C](#) (step CP.9)

[I want to send 'Information on Payment of Single Claim – Benefits in Kind' – SED DA018.](#) (step CP.4)

[I want to send 'Information on Down Payment – Benefits in kind – SED DA014](#) (step CP.5)

[I want to send 'Contestation of individual claim' SED DA016](#) (step CP.6)

[I have received another 'Credit note – Benefits in Kind' SED DA012](#) (step CP.8)

[I have received 'Reply to Contestation of credit note – Benefits in Kind' SED DA012R.](#) (step CP.10)

### BPMN diagram for AW\_BUC\_05

Click [here](#) to open the BPMN diagram for AW\_BUC\_05 main process.

- Click [here](#) to open the BPMN diagram Receive Contestation Claim
- Click [here](#) to open the BPMN diagram Receive Credit Note
- Click [here](#) to open the BPMN diagram Receive Down Payment
- Click [here](#) to open the BPMN diagram Request Contestation Claim
- Click [here](#) to open the BPMN diagram Request Credit Note
- Click [here](#) to open the BPMN diagram Request Down Payment

### Structured Electronic Documents (SEDs) used in the process

The following SEDs are used in AW\_BUC\_05:

- [SED DA010 - Claim for Reimbursement - Benefits in Kind](#)
- [SED DA011 - Acknowledgment of Claim for Reimbursement - Benefits in Kind](#)
- [SED DA012 - Credit Note – Benefits in Kind'](#)
- [SED DA012C - Contestation of credit note – Benefits in Kind'](#)
- [SED DA012R - Reply to Contestation of credit note – Benefits in Kind'](#)
- [SED DA014 - 'Information on Down Payment – Benefits in Kind'](#)
- [SED DA015 - 'Reply to Information on Down Payment – Benefits in Kind'](#)
- [SED DA016A - 'Acknowledgement of contestation of individual'](#)
- [SED DA017 – 'Reply to contestation of individual claim – Benefits in Kind'](#)
- [SED DA018 - 'Information on Payment of Single Claim – Benefits in Kind'](#)
- [SED DA019 - 'Acknowledgment of payment of single claim'](#)

### Administrative sub-processes

The following administrative sub-processes are used in AW\_BUC\_05:

- [AD BUC 07 Subprocess - Reminder](#)

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](#)