



EESSI – CDM 4.4

S - Sickness

S_BUC_03 - v4.4.0

Cancellation of entitlement document

BUC Specifications

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Document history

Version	Date	Short Description of Changes
v0.1	15/09/2015	First draft of the document
	06/11/2015	As decided during the Sickness AHG Meeting on 4/11/2015 <ul style="list-style-type: none"> Add call to sub-process <ul style="list-style-type: none"> AdHoc information (H_BUC_01) Delete "Claimant" information 6.1 Admin processes This point has been added with all admin processes available and suggestions to use the "Forward" and "Reject".
v0.2	25/11/2015 27/11/2015	Update of the document based on remarks / comments and feedback received from AHG Members. <ul style="list-style-type: none"> Grammatical changes Chapter 2 Section 2.1: <ul style="list-style-type: none"> Art. 24 is added for 883/2004 "health" has been removed from the sentences Chapter 4: <ul style="list-style-type: none"> Trigger, Preconditions and Postconditions sections have been updated Branch 2: "Between [step 5] and [step 6]" has been replaced by "At any step after [step 5]" Update of the document to be in line with the content and layout for approval by AC. <ul style="list-style-type: none"> Section 2.1: Reference to previously defined flow has been removed Section 2.2: Reference to the version of SED has been removed Section 4.2: Request – Reply SEDs added Section 4.3: Attachments Allowed Section 4.5: SED and Sub-process Versioning added Section 5.4: removed Section 6.1 removed and replaced by
v0.3	08/12/2015	section 4.5: Update of the document based on remarks / comments and feedback received from AHG Members during the Conf. Call 27/11/2015 All received comments have been implemented. <ul style="list-style-type: none"> Section 4.1: RUP Table Representation Step 8 added: Case Owner receives the S017

		Branch 3 added: Case Owner may request Ad Hoc Information from Counterparty (H_BUC_01) Branch 4 added: Counterparty may forward the case to another institution within the same MS only at the beginning of the process (AD_BUC_05) Section 4.4: RUP UC Diagram Representation updated Section 5.1: BPMN diagram for Case Owner updated Section 5.2: BPMN diagram for Counterparty updated Section 6.1 has been updated with the replies and actions.
v0.3.1	16/12/2015 18/01/2016	Section 4.1 RUP Table Description A row with "Exceptions" has been added. Section 4.2: Request – Reply SEDs updated Request –reply pair: S050 – S017 added Version number of the document has been changed to be in line with the convention M.m.p where: - M = Major version (e.g. Approved by AC) - m = Minor version (e.g. changes in the process) - p = Patch version (e.g. wording...any changes without any impact on the process itself)
v0.4.0	08/02/2016	Remarks received from Poland have been implemented. Section 2.1 is renamed
v0.5.0	20/06/2016	Alignment to the standard description and layout of the BUC.
v0.6.0	17/08/2016	Remarks received from AC review have been implemented.
v0.99.0	21/09/2016	Candidate for AC approval.
v0.99.1	23/11/2016	As agreed by AHG members "Reminder" has been added for Case Owner and Counterparty. Section 4.1 has been updated (Branch 5 and 6 added) Section 4.4 has been updated (Reminder is added) Section 4.5 SED and Sub-process Versioning (Reminder is added) Submitted for AC Approval
v1.0.0	15/12/2016	AC Approved Version
v1.0.1	29/06/2017	Included BPMN picture in section 5
v1.0.2	5/9/2017	Withdraw the explanations related to 'Change of entitlement' - Following the decision of the Ad Hoc group Sickness to withdraw the aspects related to change from SEDs S016 and S018 - See EESSIDEV-10756 - Adapt Title - Sections updated: 1.5, 2.1, 3, 4.1, 5

		- removed Use Case diagram
v4.1.0	08/08/2018	- Section 4.4: merged 2 tables (for SED & for Subprocesses) into 1 Artefact table. - Version adaptations to release 4.1.0.
v4.2.0	29/05/2019	Version adaptations to release 4.2.0.
v4.3.0	31/08/2021	Version adaptations to release 4.3.0.
v4.4.0	06/12/2024	<p>Update Branch 3 title to allow the CO to use the H_BUC_01 sub-process also after sending S016 and before receiving the S017, according to the EESSI-7337 CR.</p> <p>Update the RUP table (<i>update Post Conditions, Main Scenario steps 3 and 6, branch 3, special requirements, add branch 7</i>) to accommodate the scenario in which S017 SED must reject S016 on the grounds that another cancellation case (S_BUC_04) is in progress with an older start date, and the BPMN diagram to indicate that, for this scenario, no S050 can be sent, according to the EESSI-7702 CR.</p> <p>Update the RUP Table (<i>update Main Scenario Steps 3 and 6, Branch 1, Branch 3, Special Requirements and add Branch 8</i>) to accommodate the scenario in which the cancellation is in full according to the EESSI-11723 CR.</p>

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1. Introduction

1.1. Purpose

The purpose of this document is to construct an external view of the 'EESSI business system' as described in EC Regulations 883/2004 [R1] and 987/2009 [R2]. The 'EESSI Business System' describes the business and expected business processes without consideration as to which part(s) may be realised by an IT System (i.e. the proposed EESSI IT System).

The external view comprises of models and descriptions of business use cases, the services of a business system offered to business actors: customers, business partners, or other business systems.

A business use case is described from an actor's perspective; it describes the interaction between an actor and the business system, meaning it describes the behaviours of the business system that the actor utilises. The Business Use Case includes Use Case Diagrams and Business Process Models.

Use case diagrams show actors, business use cases, and their relationships. Use case diagrams do not describe procedures. Alternative scenarios also remain hidden. These diagrams give a good overview of the behaviours of the EESSI business system which will direct and govern part of the expected behaviours and functionality delivered by the EESSI IT System.

1.2. Scope

This document is limited to the external view of the Sickness sector process concerning Cancellation of entitlement document. The different elements like use case description, business actors, and business process as well as supporting UML diagrams and BPMN models pertaining to the Cancellation of entitlement document.

1.3. Definitions, Acronyms and Abbreviations

Please see the EESSI Project Glossary [here](#).

1.4. References

#	Document Type	Document Name
R1	Basic Regulations EC (883/04)	Regulation EC No. 883/2004.pdf
R2	Implementing Regulations EC (987/09)	Regulation EC No. 987/2009.pdf

1.5. Overview

Chapter 1 introduces the external view on the business system under review and lists the elements of this specification.

Chapter 2 introduces us to the Cancellation of entitlement document business process. This chapter gives a short and detailed description as well as a reference to the business process' legal base.

Chapter 3 lists the actors involved in the Cancellation of entitlement document business process.

Chapter 4 describes in detail the Cancellation of entitlement document business process based on the RUP use case template, as well as the relationship to other use cases.

Chapter 5 describes the Cancellation of entitlement document business process using business process modelling notation (BPMN).

2. Description

2.1. Business Scenario

As the regulation dictates (Art. 24 of 987/2009 [R2] and Art. 17, 22, 24, 25 and 26 of 883/2004 [R1]) the insured person and/or members of his family shall register with the institution of the place of residence. Their right to 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 entitlement to the benefits in kind of the insured person or/and his/her family members in the Member State of residence.

2.2. Legal Base

The Business Use Case document's legal base is described in the following Regulations

1. basic Regulation (EC) No 883/2004 [R1];
2. implementing Regulation (EC) No 987/2009 [R2]

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 Reg. (883/04)					Implementing Reg. (987/09)
	17	22	24	25	26	24
S016	✓	✓	✓	✓	✓	✓
S017	✓	✓	✓	✓	✓	✓
S050	✓	✓	✓	✓	✓	✓

Table 1: SED – Legal base relationship matrix

3. Actors & Roles

This chapter captures details of the actors which are important to understand the different types of system users. An actor is anyone or anything that exchanges data with the business system. An actor can be a user, external hardware or another system.

The overarching description of each actor described in this Business Use Case can be found in the Glossary. Below you will find a short description which provides further clarity of this actor within the context of this Business Use Case.

Actor name	Description
Case Owner	In this BUC the Case Owner is the Competent Institution of the Member State where the person is insured. This Competent Institution informs the institution of the place of residence about any change regarding the insured person (and/or his/her family).
Counterparty	In this BUC the Counterparty is the Institution of the place of residence of where the insured person is registered.

Table 2: Actors & Roles

4. Use Case

4.1. RUP Table Representation

Use Case ID:	S_BUC_03		
Use Case Name:	Cancellation of entitlement document		
Created By:	EESSI BA Team	Last Updated By:	EESSI BA Team
Date Created:	15/09/2015	Publication Date:	06/12/2024
Actors:	Case Owner Counterparty		
Description:	<p>For an insured person resident outside the competent Member State the health benefits in kind in the Member State of Residence pass through a registration process whereby the Competent Member State's Institution certifies the person's entitlement.</p> <p>The registration in the Member State of Residence is communicated to and possibly discussed with the Competent Member State's Institution upon having received the entitlement document.</p> <p>This particular case deals with situation when the entitlement document for an insured person (or his/her family) should be cancelled.</p>		
Trigger:	The Competent institution informs the institution of place of residence about the cancellation of the entitlement document.		
Preconditions:	<p>The insured person (and/or his/her family members) resides outside the Competent Member State.</p> <p>An entitlement document has been previously sent by the Competent Member State and registered by the Member State of Residence.</p>		
Post conditions:	Entitlement has been cancelled for one entitled person who is either the insured person or a family member, or the Cancellation of entitlement document (S016) has been rejected on the grounds that another cancellation case, S_BUC_04, is in progress with an older start date.		
Main Scenario:	<p>Identify Participants</p> <ol style="list-style-type: none"> 1. The Case Owner (Competent Member State's Institution) identifies the Residence Member State where the person has acquired the rights for the benefits in kind; 2. The Case Owner then identifies the correct institution (Residence Member State's Institution) (Counterparty). There will be only one counterparty. The Case Owner and the Counterparty are herein collectively referred to as the Participants. <p>Process the Cancellation entitlement document</p> <ol style="list-style-type: none"> 3. The Case Owner fills in the Cancellation of entitlement document (S016) by entering the original entitlement date, the date for the cancellation and the reasons of no-entitlement; <p>Section 'Cancellation' must be filled in by selecting the 'With End Date' option and filling in the End date of the entitlement and the reason of the cancellation. Date filled in is the ending date of the entitlement;</p> <ol style="list-style-type: none"> 4. The Case Owner sends the S016 to the Counterparty. <p>Registration for cancellation for the entitlement document</p> <ol style="list-style-type: none"> 5. The Counterparty will receive the S016; 6. The Counterparty fills in the Reply to cancellation of entitlement document (S017) to inform the Competent institution that the 		

	<p>cancellation has been registered and that the cancellation as indicated is effective; The Counterparty should select the 'Accept the cancellation' option from the 'Cancellation' section, then the 'With End Date' option and fill in the 'End date of entitlement'.</p> <ol style="list-style-type: none"> 7. The Counterparty sends the S017 to the Case Owner; 8. The Case Owner receives the S017; 9. This use case ends here.
Alternative Scenarios:	<p><u>Branch 1:</u> after [step 8] or after Branch 8 [step 6] the Case Owner may optionally choose to fill in and send a Dispute registration Date (S050)</p> <ol style="list-style-type: none"> 1. The Case Owner fills in a Dispute registration Date (S050) where they express a dispute concerning either the registration date indicated in the S017 or the fact that the cancellation is in full; 2. The Case Owner sends the S050 to the Counterparty; 3. The Counterparty upon receiving the S050 SED fills in the S017 by entering either the new or the original date for the cancellation of the entitlement document (for the With End Date option) or the In Full cancellation option; 4. The Counterparty sends the S017 to the Case Owner; 5. [This Branch] Ends.
	<p><u>Branch 7:</u> after [step 5] the Counterparty may choose to reject the Cancellation of Entitlement document (S016) on the grounds that another cancellation case, S_BUC_04, is in progress with an older start date</p> <ol style="list-style-type: none"> 1. The Counterparty fills in the <i>Reply to cancellation of entitlement document</i> (S017) to inform the Competent Institution that they reject the <i>Cancellation of entitlement document</i> (S016) on the grounds that another cancellation case, S_BUC_04, is in progress with an older start date. The Counterparty should select 'Reject the cancellation' option from the 'Cancellation' section and fill in the Start Date of the case that remains active. This start date should be previous or equal to the date filled in the 'Issued on' field; 2. The Counterparty sends the S017 to the Case Owner; 3. The Case Owner receives the S017; 4. This use case ends here.
	<p><u>Branch 8:</u> at [step 3] the Case Owner chooses to fill in and send the S016 mentioning that the entitlement is cancelled in full</p> <ol style="list-style-type: none"> 1. The Case Owner fills in the Cancellation of entitlement document (S016) by entering the original entitlement date and selecting in the 'Cancellation' section the "In Full" option and the reason of the in-full cancellation. It means that the entitlement is cancelled completely from the start date onwards; 2. The Case Owner sends the S016 to the Counterparty; 3. The Counterparty will receive the S016;

	<ol style="list-style-type: none"> 4. The Counterparty fills in the Reply to cancellation of entitlement document (S017) to inform the Competent institution that the cancellation has been registered and that the entitlement is cancelled completely from the start date onwards; The Counterparty should select the "Accept the cancellation" option from the 'Cancellation' section and then select the "In Full" option. 5. The Counterparty sends the S017 to the Case Owner; 6. The Case Owner receives the S017; 7. The use case ends here. <p><i>The Following Branches Determine the use of Horizontally Defined Sub Processes within this Business Process</i></p> <p><i>Branch 2: At any step after [step 5] the Counterparty may optionally choose to request AdHoc Information from Case Owner.</i></p> <ol style="list-style-type: none"> 1. The Counterparty executes business use case <i>H_BUC_01 – Adhoc Exchange of Info;</i> 2. [This Branch] Ends. <p><i>Branch 3: At any step after [step 4] or Branch 7 [step 3] or Branch 8 [step 6] the Case Owner may optionally choose to request AdHoc Information from Counterparty.</i></p> <ol style="list-style-type: none"> 1. The Case Owner executes business use case <i>H_BUC_01 – Adhoc Exchange of Info;</i> 2. [This Branch] Ends. <p><i>The Following Branches Determine the use of Administrative Defined Sub Processes within this Business Process</i></p> <p><i>Branch 4: At [step 5] the Counterparty may optionally choose to Forward this Business Process to another Competent Institution within its MS who assumes responsibility for handling it.</i></p> <ol style="list-style-type: none"> 1. The Counterparty executes business use case <i>AC_BUC_05 – Forward Case;</i> 2. [This Branch] Ends. <p><i>Branch 5: After Branch 2 [step 1] Counterparty may optionally choose to send a reminder in order to receive the answer to Ad Hoc Information expected and not yet received.</i></p> <ol style="list-style-type: none"> 1. The Counterparty executes business use case <i>AD_BUC_07 – _Reminder;</i> 2. [This Branch] Ends <p><i>Branch 6: At any step after [step 4] Case Owner may optionally choose to send a reminder in order to receive the Information expected and not yet received.</i></p> <ol style="list-style-type: none"> 1. The Case Owner executes business use case <i>AD_BUC_07 – _Reminder;</i> 2. [This Branch] Ends
Exceptions:	None
Includes:	See diagram at part 4.4

Special Requirements:	<p>SR0: General Rule As the registration is individualised the case can concern only one person.</p> <p>SR1: Rules about the invoking of Branches: [Branch 1] – May be invoked more than once [Branch 7] – May be invoked only once [Branch 8] – May be invoked only once</p> <p><u>Horizontals</u> [Branch 2] – May be invoked more than once [Branch 3] – May be invoked more than once</p> <p><u>Administrative</u> [Branch 4] – May be invoked once when the first SED is received by the Counterparty and before sending the answer. [Branch 5] – May be invoked more than once. [Branch 6] – May be invoked more than once.</p>
Assumptions:	N/A
Notes and Issues:	N/A

4.2. 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)
S016	S017
S050	S017

4.3. Attachments Allowed

The following table specifies whether attachments are permitted to be included when sending a SED type.

SED	Attachments
S016	Allowed
S017	Allowed
S050	Allowed

4.4. Artefacts used

The following table specifies the artefacts that are used in this Business Use Case.

Artefact name	Artefact Type
S016	SED
S017	SED
S050	SED
H_BUC_01_Subprocess	BUC
AD_BUC_05_Subprocess – Forward Case	BUC
AD_BUC_07_Subprocess – Reminder	BUC
AD_BUC_11_Subprocess – Business Exception	BUC
AD_BUC_12_Subprocess – Change of Participant	BUC

5. Business Processes

This chapter describes the Business Use Case Cancellation of entitlement document using BPMN 2.0.

5.1. Case Owner and Counterparty

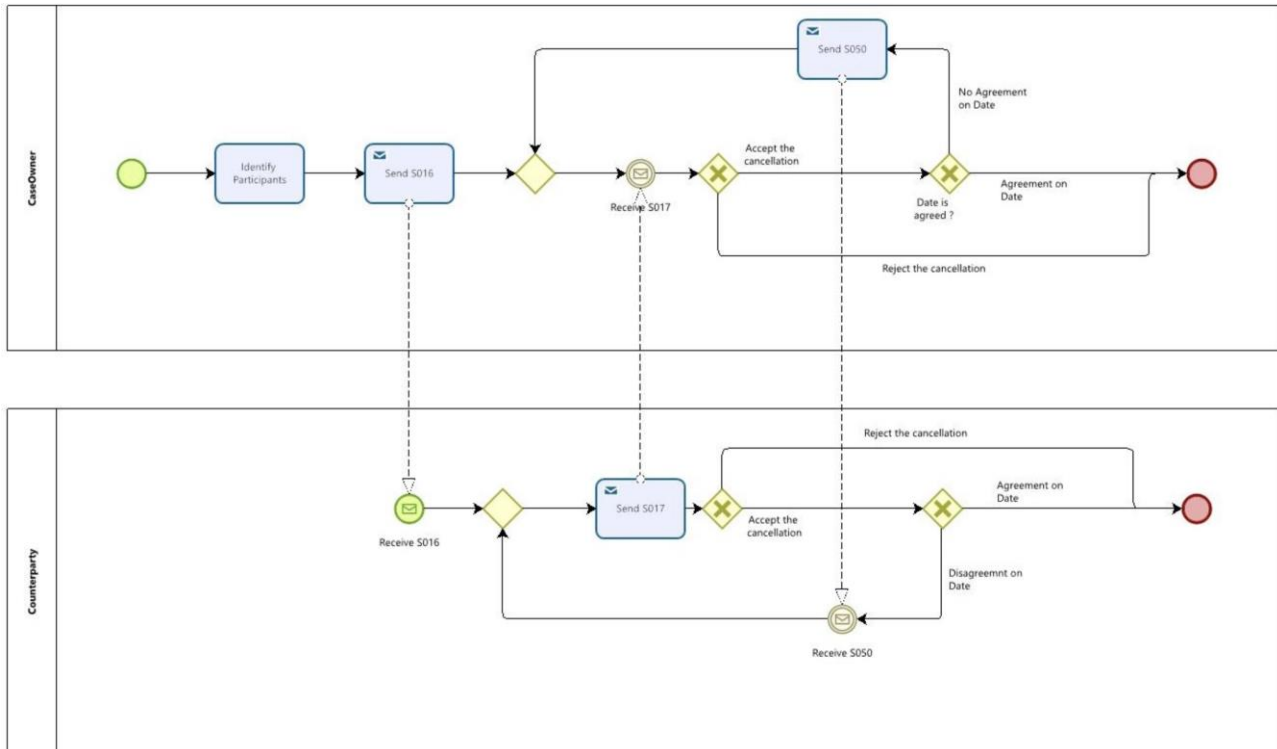


Figure 1: depicts the use case end-to-end for the Case Owner and Counterparty, from a high level.

5.2. Sub Processes

Not applicable.

6. Appendices

6.1. Issues

#	Issue date	Description	Replies	Action/Re solution	Close date
1	15/09/2015	<p>Page 16 of the Guidelines document – section 2.4.4.2 (S017). "In case of contestation, the reason should be indicated"</p> <p>In the s017, there is no field foreseen to put the reason of the change or cancellation while in the guidelines it is well described. How to put the reason in the SED?</p>	<p>We propose to skip the sentence from the Guidelines and leave the SED without field for reason of contestation. No need to repeat the reason put already on S016.</p> <p>If information is required, it will always be possible to send a H001.</p> <p>Added comment received from Germany: "We suggest solving this problem in the way described for S_BUC_01 under point 4 of the minutes of our last meeting (4.11.2015). CP should send a H_BUC_01 in order to discuss/ question the information contained in SED S016. The case owner may then issue a new SED S016, taking into account the information contained in H_BUC_01."</p>	<p>The Guidelines document must be updated by skipping referred sentence.</p> <p>Currently, it is not possible to send a new S016.</p>	
3	06/11/2015	<p>Could the "Forward" option be used in this BUC after the counterparty has received the S016 in order to Forward the case to the right institution in his Member State</p>	<p>Yes. Forward can be used by the Counterparty when he received the first SED in the flow.</p> <p>This option is only available at the beginning of the process before the Counterparty replies</p>	<p>Implemented in the document as decided by the Group</p>	08/12/2015
4	06/11/2015	<p>Could the "Reject" option be used in this BUC after the Counterparty has received the S016 in order to Reject the case if the counterparty does not the competent institution which should handle the case?</p>	<p>Comment received from France:</p> <p>"Yes, it happens in France that before sending S017 we check in the system if the person got any treatment after the date of change or cancellation of the entitlement. If yes, we reject S017 and in such cases we receive from the counterparty an extension of entitlement covering the period of treatment in France."</p>	<p>Currently not implemented</p>	

5	08/12/2015	<p>In SED S016 sections 6.1.1 and 6.1.2 the dates are interpretative. It is not possible to know is CO's meaning to</p> <p>a) to change the original entitlement to starting and ending according to dates in S016</p> <p>b) to cancel only for the time period stated in S016.</p> <p>Especially if CO is informing in section 7. Why there is no-entitlement.</p> <p>For example:</p> <p>Entitlement has been granted and registered 1.1.2014 -.</p> <p>In S016 CO informs change: 1.2.2014 - 31.12.2014. This can mean that the new time period for entitlement is</p> <p>a) 2.2014 - 31.12.2014 or</p> <p>b) 1.1.2014 - 31.1.2014 and 1.1.2015.</p>	<p>It would be easy to clarify this by revising this section in S016 a bit. This is our suggestion for it. (The same problem is with S018, and we suggest similar change to it).</p> <p>6. Change or cancellation*</p> <p>6.1 Change</p> <p>6.1.1 Revised start date [DD/MM/YYYY] ... of entitlement</p> <p>6.1.2 Revised end date [DD/MM/YYYY] ... of entitlement</p> <p>6.2 Cancellation</p> <p>6.2.1 Start date of [DD/MM/YYYY] ... cancellation</p> <p>6.2.2 End date of [DD/MM/YYYY] ... cancellation</p>	S016 and S017 should be revised	
6	23/11/2016	<p>BPMN diagram will be updated.</p> <p>"Reminder" will be added for Case Owner and Counterparty</p>		Scheduled for update.	