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Employment,
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EESSI – CDM 4.4
S - Sickness

S_BUC_19 - v4.4.0
Actual Cost Claim - Benefits in kind

BUC Specifications

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Document history

Version	Date	Short Description of Changes
v0.1	10/01/2015	
v0.2	10/11/2015	Document has been updated based on information received during the Sickness AHG meeting on 4th November 2015. Chapter 3: • Description of actors has been updated • Claimant has been deleted Chapter 4: 4.1 RUP Table Representation • Claimant has been deleted • Add the repeatable property for "Information on payment of individual claim" and "Acknowledgment of the payment of single claim" • [Branch 1] – may be invoked once 4.2 RUP UC Diagram Representation Claimant is deleted
v0.3.0	11/12/2015 29/01/2016	The document has been updated: • In order to be in line with the content and layout for approval by AC • with feedback received from AHG Members Section 2.1 is renamed and reference to previously defined flow has been removed Section 2.2: • Reference to the version of SED has been removed • art 41 removed from legal base while specific for AWOD Section 4.1: RUP Table Description SR3 has been changed. Section 4.2: Request – Reply SEDs added and completed Section 4.3: Attachments Allowed Section 4.5: SED and Sub-process Versioning added Section 5.3: BPMN "Identify Participants" has been updated Section 5.4: removed Section 6.1: removed and replaced by section 4.5. The remaining section in this chapter focuses on the issues Section 6.1: issues has been completed with all comments / remarks and questions received from the Member States 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)
v0.3.x	14/03/2016	Document has been updated based on the feedback received during the reimbursement workshop 10.02.2016
		All the issues have been answered.
v0.4.0	12/05/2016	Update of the document based on the feedback received during the AHG meeting of 10/02/2016.
		Answers to the remaining issues (section 6.1) have been implemented in the document.
		Section 2.2 Legal base is updated
		• S086 is removed (see issue 2)
		• S080-CGC (see issue 19)
		Section 4.1 RUP Table description
		• Branch 2: "loop for Contestation of individual claim" has been added (see issue 5)
		• Branch 2: "loop for Reply to contestation of individual claim" has been added (see issue 20)
		• Branch 3: "At any step after [step 8]" has been replaced by "At any step after [step 4]" (see issue 6)
		• Branch 3: Steps 4 to 6 have been removed (see issue 2) (see issue 2)
		• Branch 3: Step 4 (previously step 7) has been updated based on feedback received from Poland (see issue 7)
		• Branch 4 is added for Contestation of Global Claim (see issue 19)
		• Special requirements: branch 4 is added in SR1
		• Special requirements: SR2 has been removed, (see issues 9); Previous SR3 has been renumbered in SR2
		• Special requirements: "If the S091 is sent and there is no reply…" has been removed (see issue 10)
		• Special requirements: "If the S089 is sent and there is no reply…" has been removed (see issue 10)
		• Special requirements: "If the S082 is sent and there is no reply…" has been removed (see issue 11)
		• Special requirements: "If the S087 is sent and there is no reply…" has been removed (see issue 12)
		Section 4.2 Request – Reply SEDs
		• S085 – S086 is removed (see issue 2)
		Section 4.3 Attachments Allowed
		• S086 is removed (see issue 2)
		• S080-CGC is added (see issue 19)

		Section 4.5 SED and Sub-process Versioning • S086 is removed (see issue 2) • S080-CGC is added (see issue 19) Section 5 Business Processes • Case Owner and Counterparty diagram has been replaced by the new version (see issue 6 and issue 19) • Identify Participants sub-process has been replaced by a new version (see issue 17) • Credit Note sub-process updated. (see issue 2) Contestation Individual claim sub-process updated. Several S084 can be sent (see issue 20)
v0.5.0	27/07/2016	Alignment to the standard description and layout of the BUC. Comments received from Poland have been implemented. Section 4.1 RUP Table Description Branch 3 step 1: details have been added regarding the possibility to send multiple Credit Notes and the fact that a Credit Note can reference one or multiple individual claims. Branch 4 is removed. Another solution related to the Contestation of the Global Claim is proposed in issue 19. References to S080-CGC have been removed from the document in sections 2.2, 4.3 and 4.5
v0.5.1	09/11/2016	Comments received from AC have been implemented.
v0.99.0	25/11/2016	Submitted for approval.
v1.0.0	15/12/2016	AC Approved Version.
v1.0.1	06/07/2017	-Included new version of BPMN diagram in section 5
v1.0.2	14/9/2017	Change section 4.3: SEDs S087 and S088 are attachment allowed – See JIRA ticket EESIDEV-10639 - removed Use Case diagram
v4.1.0	09/08/2018	- Section 4.4 merged 2 tables (for SED & for Subprocesses) into 1 BUC 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	- Implementation of Change Request EESSI-6438: update section 4.4 Special requirements: SR3 contestation loop - Implementation of Change Request EESSI-6381: update section 4.4 Special requirements: SR4: Rules for selecting individual claims - Version adaptations to release 4.3.0.
v4.4.0	06/12/2024	Version adaptations to release 4.4.0

Table of Contents

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 any 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, and business processes.

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 Actual Cost Claim – Benefits in Kind.

The different elements like use case description, business actors, and business process as well as supporting UML diagrams and BPMN models pertaining to the Actual Cost Claim – Benefits in Kind case.

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 the Actual Cost Claim – Benefits in Kind 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 Actual Cost Claim – Benefits in Kind process.

Chapter 4 describes in detail the Actual Cost Claim – Benefits in Kind business process based on the RUP use case template, as well as the relationship to other use cases.

Chapter 5 describes the Actual Cost Claim – Benefits in Kind business process using business process modelling notation (BPMN).

2. Description

2.1. Business Scenario

This BUC depicts the business transactions of a reimbursement based on actual costs.

2.2. Legal Base

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

- Basic Regulation (EC) No 883/2004 [R1];
- 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)			
	35	62	66	67	68
S080	✓	✓	✓	✓	✓
S081	✓	✓	✓	✓	✓
S082	✓	✓	✓	✓	✓
S083	✓	✓	✓	✓	✓
S084	✓	✓	✓	✓	✓
S085	✓	✓	✓	✓	✓
S087	✓	✓	✓	✓	✓
S088	✓	✓	✓	✓	✓
S089	✓	✓	✓		✓
S090	✓	✓	✓		✓
S091	✓	✓	✓	✓	✓
S092	✓	✓	✓	✓	✓

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 Creditor Institution's Liaison Body of the Member State of Residence or Stay that notifies the claim of a reimbursement payment on the basis of actual costs on behalf of a Creditor Institution.
Counterparty	In this BUC the Counterparty is the Debtor Institution's Liaison Body of the Competent Member State that replies for the claim of a reimbursement payment on the basis of actual cost on behalf of a Debtor Institution.

Table 2: Actors & Roles

4. Use Case

4.1. RUP Table Representation

Use Case ID:	**S_BUC_19**
Use Case Name:	Actual Cost Claim – Benefits in Kind
Created By:	EESSI BA Team **Last Updated By:** EESSI BA Team
Date Created:	01/03/2015 **Publication Date:** 06/12/2024
Actors:	Case Owner Counterparty
Description:	This case deals with the business transactions of a reimbursement based on actual costs whereby the Member State of Residence or Stay claims the reimbursement to the Competent Member State on behalf of a Creditor Institution. The Creditor Institution's Liaison Body (Case Owner) acting on behalf of a Creditor Institution (Claimant) or for itself sends a Reimbursement Claim for Benefits in Kind to the corresponding Debtor Institution's Liaison Body (Counterparty). The Debtor Institution's Liaison Body (Counterparty) accepts disputes or rejects the claim and notices it to the Creditor Institution's Liaison Body (Case Owner).
Trigger:	The claim of a national care provider (e.g. a doctor, chemist or dentist) is recorded within the accounts of the institution of the place of residence or stay for the first time. At this point the deadline for the submission of this claim to the liaison body of the debtor state, via the national liaison body, starts (see article 67 (1) of Regulation (EC) 987/2009 along with article 66 (2) of Regulation (EC) 987/2009).
Preconditions:	The insured person receives benefit in the Member State of Residence/Stay which is different to the Competent Member State.
Postconditions:	The liaison body of the creditor state confirms to the liaison body of the debtor state having received a payment for a claim regarding actual costs by sending the message type SED S092.
Main Scenario:	**Identify Participants (Liaison Body)** 1. The Case Owner (Creditor Institution's Liaison Body) identifies the Competent Member State where the person(s) who have received treatment is/was (are/were) insured; 2. The Case Owner then identifies the correct institution (Debtor Institution's Liaison Body) in the Competent Member State. There will be only one counterparty. The Case Owner and the Counterparty are herein collectively referred to as the Participants. **Send Reimbursement of Benefits in Kind - Claim** 3. The Case Owner creates the "Claim for reimbursement" (S080) by entering all required global and individual information claim on the basis of actual cost; 4. The Case Owner sends the S080 to the Counterparty. **Acknowledgement to the request** 5. The Counterparty receives the Claim for reimbursement (S080); 6. The Counterparty creates an "Acknowledgment of claim for reimbursement" (S081) confirming the receipt of the request; 7. The Counterparty sends the S081 to the Case Owner;

8. The Case Owner receives the "Acknowledgment of claim for reimbursement" (S081).

Loop for payment
Information on payment of individual claim
9. The Counterparty (Liaison Body of the debtor state) creates the "Information on payment of individual claim" (S091) whereby he announces the Case Owner about the schedule for payment. A specific payment announcement always refers to a specific SED 080.

Exceptionally, several payment notifications can be pooled into one single payment order.

The S091 only provides the information, which invoices will be paid;

10. The Counterparty sends the S091 to the Case Owner;

Acknowledgement of the payment of single claim
11. The Case Owner receives the "Information on payment of individual" claim (S091);

12. The Case Owner creates an "Acknowledgment of payment of single claim " (S092) confirming the receipt of the payment for a claim;

13. The Case Owner sends the S092 to the Counterparty;

14. The Counterparty receives the "Acknowledgment of payment of single claim".

Loop for Payment ends here.

15. The use case ends here.

Alternative Scenarios:	_**Branch 1: At any step between [step 7] and [step 9] the Counterparty may optionally choose to fill in and send an Information on down Payment (S089).**_ **The Down Payment can occur only once.** 1. The Counterparty creates "Information on down payment" (S089) to make a down payment on the claims submitted by S080. The exact amount of the down payment is determined by the details in the global note claim of S080; 2. The Counterparty sends the S089 to the Case Owner; 3. The Case Owner receives the "Information on down payment" SED (S089); 4. The Case Owner creates a "Reply to information on down payment" (S090) informing the Counterparty whether the offer is accepted or not. If the offer is accepted, the amount agreed upon should be processed for payment; 5. The Case Owner sends the S090 to the Counterparty; 6. The Counterparty receives the "Reply to information on down payment" (S090); 7. [This Branch] Ends.

Branch 2: *At any step after [step 8] the Counterparty may optionally choose to fill in and send a Contestation of individual claim (S082).*

A claim can be contested after being paid. The contestation can be accepted after the deadlines according the provisions.

Loop for Contestation of Individual claim

1. The Counterparty creates a "Contestation of individual claim" (S082) where the debtor state notifies the amount to be contested and the reason for refusal;

2. The Counterparty sends the S082 to the Case Owner;

3. The Case Owner receives the "Contestation of individual claim" SED (S082);

4. The Case Owner creates an "Acknowledgment of contestation of individual claim " (S083) confirming the receipt of the contestation of a claim;

5. The Case Owner sends the S083 to the Counterparty;

6. The Counterparty receives the "Acknowledgment of contestation of individual claim" SED (S083);

   Loop for Reply to contestation of individual claim

7. The Case Owner creates a "Reply to contestation of individual claim" (S084) confirming or arguing the contestation invalidity;

8. The Case Owner sends the S084 to the Counterparty;

9. The Counterparty receives the "Reply to contestation of individual claim" (S084).

   Loop for Reply to contestation of individual claim ends here.

Loop for Contestation of Individual Claim ends here.

10. [This Branch] Ends.

Branch 3: *At any step after [step 4] the Case Owner may optionally choose to fill in and send a Credit Note (S085).*

1. The Case Owner creates a "Credit Note" (S085) whereby he informs the debtor institution about correction of the amount of its initial claim (S080). Each credit note must necessarily refer to a specific invoice. It is not possible to inform an institution of a credit note regarding two separate invoices;

   Within one Credit Note, the Case Owner informs the Counterparty about Credit Note related to one of more individual claims;

   In the Global Part of the Credit Note, the Case Owner fills in the global information regarding the Credit Note;

   In the Individual Part of the Credit Note, the Case Owner has to fill

	in the required information related to the individual credit note;
	2. The Case Owner sends the S085 to the Counterparty;
	3. The Counterparty receives the "Credit Note" SED (S085);
	Loop for Contestation
	4. Optionally the Counterparty creates a "Contestation of credit note" (S087) where the debtor State gives information about the contestation of credit note;
	5. The Counterparty sends the S087 to the Case Owner;
	6. The Case Owner receives the "Contestation of credit note" SED (S087);
	7. The Case Owner creates a "Reply to contestation of credit note" (S088) and gives information about the contestations of credit notes;
	8. The Case Owner sends the S088 to the Counterparty;
	9. The Counterparty receives the "Reply to contestation of credit note".
	Loop for Contestation ends here.
	10. [This Branch] Ends.
	Branch 4: ***Is removed***
Exceptions:	None
Includes:	See diagram at part 4.4
Special Requirements:	**SR0**: General Rule
	SR1: Rules about the invoking of Branches:
	[Branch 1] - may be invoked once
	[Branch 2] - may be invoked more than once
	[Branch 3] – may be invoked more than once
	[Branch 4] – is removed
	SR2: Rules about the destination for each SED Type:
	• The Case Owner must send a S084 to reply to the Counterparty in order to have a final status of the contestation.
	SR3: Contestation of Individual Claim / Contestation of Credit Note
	- For both partial and full contestations, a new contestation for the same individual claim can be submitted only after having received an answer for the first one.;
	- after sending a contestation only one reply can be received for that contestation;
	- after a contestation was sent, no payment of the individual claim is allowed until the contestation has been settled by both parties.
	SR4: Rules for selecting individual claims
	For the following couple of SEDs, only the individual Claims that have been selected in the first SED can be selected in the second SEDs (e.g. only the Individual Claims that have been selected to create a 'S085 Credit Note' can be displayed and selected for the creation of a 'S087

	Contestation of a Credit Note': - S082 – S084: only the Individual Claims that have been selected to create a 'S082 Contestation of Individual Claim (COC)' can be displayed and selected for the creation of a 'S084 Reply on Contestation of Individual Claim (RPY-COC)' - S085 – S087: only the Individual Claims that have been selected to create a 'S085 Credit Note (CRN)' can be displayed and selected for the creation of a 'S087 Contestation of a Credit Note (COC-CRN)' - S087 – S088: only the Individual Claims that have been selected to create a 'S087 Contestation of a Credit Note (COC-CRN) can be displayed and selected for the creation of a 'S088 Reply to Contestation of a Credit Note (RPY-COC-CRN) - S091 - S092: only the Individual Claims that have been selected to create a 'S091 Information on payment of individual claim (PAY)' can be displayed and selected for the creation of a 'S092 - Acknowledgement of payment of single claim (ACK_PAY)".
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)
S080	S081
S082	S083 S084
S087	S088
S089	S090
S091	S092

4.3. Attachments Allowed

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

SED	Attachments
S080	Not Allowed
S081	Not Allowed
S082	Allowed
S083	Not Allowed
S084	Allowed
S085	Not Allowed
S087	Allowed

S088	Allowed
S089	Not Allowed
S090	Not Allowed
S091	Not Allowed
S092	Not Allowed

4.4. Artefacts used

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

Artefact name	Artefact type
S080	SED
S081	SED
S082	SED
S083	SED
S084	SED
S085	SED
S087	SED
S088	SED
S089	SED
S090	SED
S091	SED
S092	SED
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 Actual Cost Claim – Benefits in Kind. using BPMN 2.0.
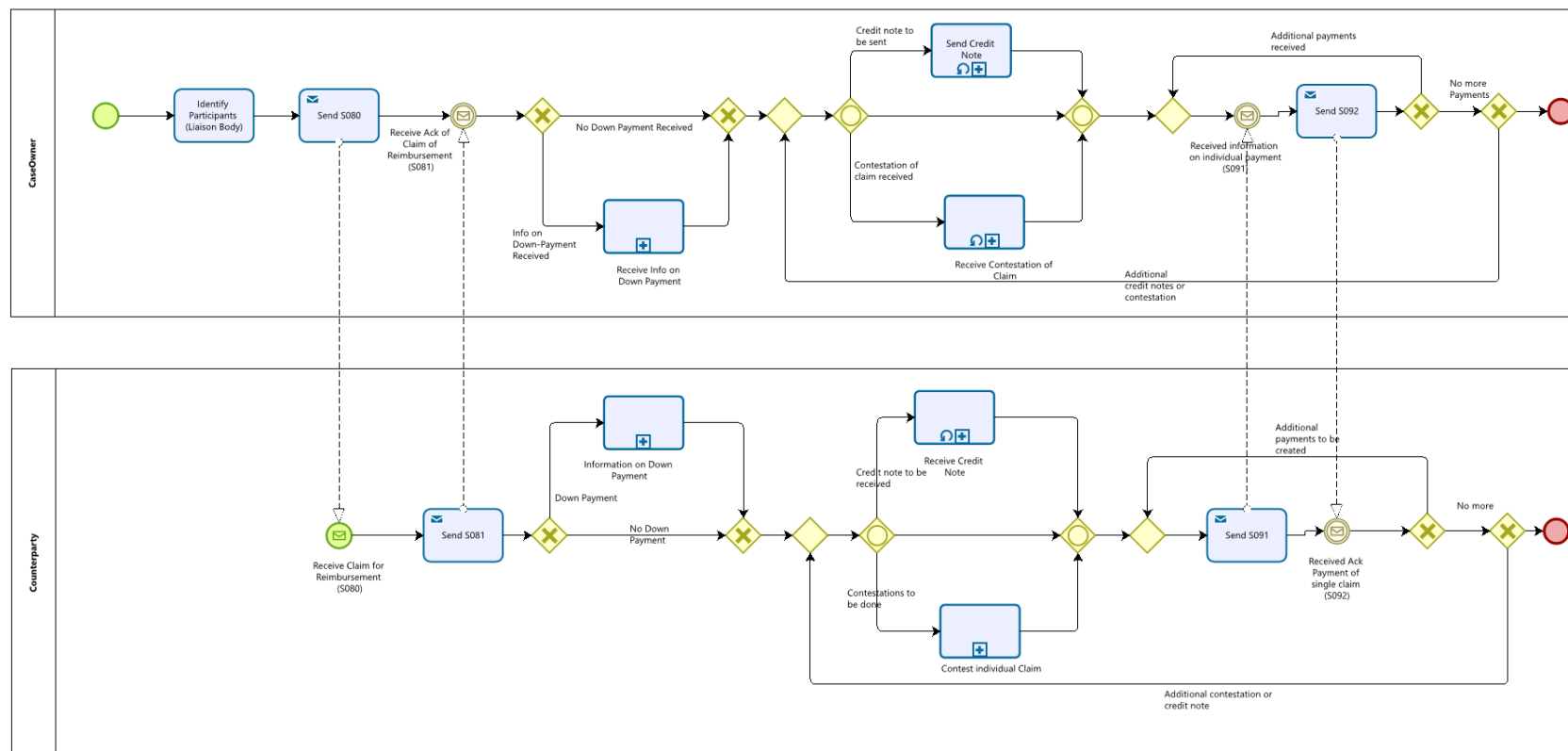
5.1. Case Owner and Counterparty

Figure 1: depicts the use case end-to-end of the Case Owner, from a high level, using the BPMN 2.0 collaboration diagram.

5.2. Sub Processes

To be added

6. Appendices

6.1. Issues

#	Issue date	Description	Replies/Decision	Action/Resolution	Close date
1	06/11/2015	Some issues have been discussed during the AHG meeting of 4th November	Claimant is not part of the process. Process only describes actions between institutions. Select Participants for reimbursement process means only "Select Liaison Body". The Contestations and credit notes sub-processes can occur at any time. S091 (Payment) can be created more than once. The Down Payment sub-process can occur only one time. All naming "Fill in and Send" have been replaced by "Create and Send".	All these remarks have been implemented in the new version of the document.	29/01/2016
2	13/01/2016	Recommendation 2 of Mapit: "it is recommended to skip ACK_CRN from Sickness" S086 should be removed	What is the final decision? If decided, the document will be updated according to this decision: - S086 will be removed from section 2.2 (Legal base) - branch 3 (sending a Credit note): steps 4, 5 and 6 will be removed - section 4.2 updated (request – reply: S085 – S086) will be	The document has been updated as follow: • Section 2.2: S086 is removed • Section 4.1: branch 3 steps 4 to 6 have been removed • Section 4.2: S085 –	12/05/2016

#	Issue date	Description	Replies/Decision	Action/Resolution	Close date
			removed

- section 4.3 and section 4.5 updated (S086 will be removed)

- BPMN "Send Credit Note" will be updated | S086 is removed

• Section 4.3 and 4.5: S086 is removed

• Section 5: Credit Note sub-process has been updated | |
| 3 | 11/12/2015 | **Section 4.1: RUP Table Representation**

"The Debtor Institution's Liaison Body accepts, disputes or rejects the claim and notices it to the Creditor Institution Liaison Body."

Question:

What about cases identified as AWOD, should they be handled by AWOD institutions or by sickness ones? | **Comment received from DE:**

This needs to be discussed with AWOD. From my point of view a case that started in the sickness sector should remain within this sector.

Any compensation between these sectors should be made between the institutions in the competent MS.

This approach should also be applied vice versa (a case started in the AWOD sector should remain there).

Comment received from FR:

"France isn't concerned because AWOD and sickness sectors are managed by the same institution"

Comment received from UK:

"From UK perspective AWOD cases should be handled in AWOD institutions due to the way AWOD and Sickness process are currently split between our Competent Institutions, Sickness handled by | During the alignment meeting, this topic has been discussed. The result is the following one:

"Claim which are submitted in the wrong sector (AWOD instead of Sickness and vice versa). It was agreed neither it nor the AHG are competent to resolve this issue, which may be resolved nationally, bi/multilaterally or globally. The issue should be considered by the Audit Board or the AC."

Comment received during AHG meeting

Currently there are 2 options which are used and should be kept.

Contest the individual claim and send it back to the | 10/02/2016 |

#	Issue date	Description	Replies/Decision	Action/Resolution	Close date
			OHT (DH) and AWOD (DWP)"	*creditor institution which opens a new case.* *Accept the payment and after that solve the problem on the national level.* No modification in the document while this particular situation is foreseen in the process. During the SED review process, AHG members removed AWOD option from the SED.	
4	07/01/2016	**Section 4.1: RUP Table Description step 3:** **"The Case Owner creates the S080 … by selection the appropriate box in the section 3.20 of the SED"**	**Comment received from PL:** **"**If the claim is linked to a treatment necessary due to an accident at work or an occupational disease, shouldn't we start reimbursement process as AWOD BUC 5? In field 3.20 there is no option to select anything that is related to accident at work. There are only: sickness, maternity/ paternity, accident non-Professional, long – term care" **Answer from EESSI Team.** The point 3.20 of the SED S080 has 5 choices: - Sickness - Maternity, Paternity	See answer "issue 3"	10/02/2016

#	Issue date	Description	Replies/Decision	Action/Resolution	Close date
			- Accident nonprofessional		
			- Long term care		
			- Accident at work – occupational disease		
			Question from EESSI Team		
			If "Accident at work – occupational disease" is selected in the field 3.20 what will then happen? Is the case rejected or not?		
			Will it be handled by Sickness?		
			May the Counterparty send a S082 with a refusal code "This document does not concern us"?		
			What is the solution?		
			If the Counterparty refuses the case while not for him, it means that the "Loop for payment" is not part of the main scenario but will be optional depending on the code introduced in the field 3.20		
5	11/12/2015	*Section 4.1: RUP Table Description Branch 2: "At any step after [step 7] the Counterparty may optionally choose to fill in and send a Contestation of individual claim (S082). A claim can be contested after being paid.* ___Comment received from DE:___ " This sub-process needs to be	This sub-process is a loop as described in the "Special Requirements" section SR1 SR1: Rules about the invoking of Branches [Branch 2] – May be invoked more than once	"Loop for Contestation of Individual Claim" has been added before step 1 of this branch. "Loop for Contestation of Individual Claim ends here" has been added after step 8 of this branch	12/05/2016

#	Issue date	Description	Replies/Decision	Action/Resolution	Close date
		designed as loop (like sub-process credit note)"			
6	11/12/2015	*Section 4.1: RUP Table Description* *Branch 3: "At any step after [step 8] the Case Owner may optionally choose to fill in and send a Credit Note (S085)* **Question from EESSI Team** Could we change it by "At any step after [step 4]? Step 4 is when the Case Owner have sent the first SED or should we wait till the acknowledgment has been received (so after step 8)	Ok after step 4	Document has been updated as follow: Section 4.1 RUP Table Description Branch 3: "At any step after [step 8]" has been replaced by "At any step after [step 4]" Section 5: Diagram has been updated for Case Owner and Counterparty	13/05/2016
7	07/01/2016	*Section 4.1: RUP Table Description Branch 3 (loop for contestation)* *Step 7: Optionally the Counterparty creates a "Contestation of credit note") (S087) where the debtor State notifies the amount to be contested* *Step 10: The Case Owner creates a*	**Answer from EESSI Team.** Page 52 of Sickness Guidelines section 6.4.4.8 *"The debtor state notifies the amount to be contested, but not the claim's adjusted amount resulting from the contestation of credit notes."*	Additional comment has been received from Poland. Section 4.1 RUP Table description Branch 3 Step 4 (previously step 7) has been updated according to the feedback received	13/05/2016

#	Issue date	Description	Replies/Decision	Action/Resolution	Close date
		"Reply to contestation of credit note" (S088) and gives information about the contestations of credit note ***Comment received from PL*** " CP doesn't provide amount to be contested but provides information that „Credit note amount exceeds claim amount" or that corresponding claim is not available"	**Question from EESSI Team** What is the final wording for the sentence? If the wording should be changed, it means that the Guidelines should be updated according to the new wording. **Comment received from Poland** In SED S087 (Contestation of credit note) there is no field to provide information about to be contested. In point 3.5 "Refusal Code" there are only 2 options to choose, and CP doesn't have to provide any amount. Therefore, ***Step 7: Optionally the Counterparty creates a "Contestation of credit note" (S087) where the debtor State notifies the amount to be contested" shall be rewritten.*** ***Step 7: Optionally the Counterparty creates a "Contestation of credit note" (S087) where the debtor State gives information about the contestation of credit note.***		
8	11/12/2016	***Section 4.1: RUP Table Description*** ***Special Requirements***	***Comment received from CZ:*** "Special requirements should be rewritten"	This section has been rewritten. Especially SR3: a part of the	10/02/2016

#	Issue date	Description	Replies/Decision	Action/Resolution	Close date
				information contained in SR3 has been removed and replaced by Section 4.2 in order to have the link between "Reply – Request SEDs" and to be in line with the new content and layout of the documents.	
9	11/12/2016	**Section 4.1: RUP Table Description** **Special Requirements SR2** **Comment received from CZ:** "The main scenario and the most of branches can run simultaneously and are blending all together. The same concerns particular SEDs of particular branches. We do not understand precisely what is meant by "interrupting" branch? If it means, that during proceeding of this branch no other branch or main scenario can continue, than the only really "interrupting" could potentially be the branch 1 (but even here we can imagine for instance contesting particular parts of the claim during the discussion about acceptance or not acceptance of down payment).	**Answer from EESSI Team** "Interrupting" means by using this branch, the BUC will be ended". Branch 2 "Contestation" can be seen as an interrupting branch while: Page 51 of Sickness Guidelines section 6.4.4.5 it is mentioned that: "*A final clarification can possibly only be achieved after exchange of several S082 and S084*". It seems that to finalize the Contestation process a S084 should be sent as a reply to the S082. Branch 3 "Credit note and credit note contestation" could be seen as an interrupting branch if a contestation to the credit note is sent while Page 52 of Sickness Guidelines section 6.4.4.9 it is mentioned that: "*It may take several S087 and S088 documents to ultimately resolve a*	Document must be reviewed according to issues 10 and 11. The process cannot be interrupted. Document has been updated according to this remark. Previous SR2 has been removed SR3 has been renumbered in SR2	13/05/2016

#	Issue date	Description	Replies/Decision	Action/Resolution	Close date
			specific matter…. The result of this clarification is a clearly determined credit note amount."		
			Question from EESSI Team What is the final point of view? Only Branch 1 could be an interrupting one?		
10	11/12/2016	***Section 4.1: RUP Table Description*** ***Special Requirements (SR 3)*** ***Comment received from CZ:*** " The same idea concerns SR3: Not sending of particular SED in a sequence can interrupt just the elaboration of the part of the claim concerned. In other words, not sending of any SED can hardly interrupt proceeding of the BUC as such (elaboration of the other parts of the overall claim continues)." **Question from EESSI Team** What does it mean?		Document has been updated according to the feedback received while the process cannot be interrupted. The following rules have been removed from the Special Requirements section: *"If the S091 is sent and there is no reply it should not be possible to finish the process, therefore the process is interrupted".* *"If the S089 is sent and there is no reply it should not be possible to finish the process, therefore the process is interrupted."*	13/05/2016

#	Issue date	Description	Replies/Decision	Action/Resolution	Close date
11	11/12/2015	**Section 4.1: RUP Table Description** **Special Requirements (SR 3)** **"If the S082 is sent and there is no reply it should not be possible to finish the process, therefore the process is interrupted"** **Comment received from DE:** *"AC Decision S9: if there is no reaction to a contestation within 12 months the contestation is considered accepted (even without S084)"* **Comment received from PL:** **"** According to the S9 Decision, art.12.2: „Where the liaison body of the creditor Member State has not replied and submitted the requested evidence within 12 months of the end of the month during which the contestation was received by the liaison body of the creditor Member State, the contestation shall be deemed to be accepted by the creditor Member State", Therefore, it should be possible for the CP to finish the contestation process on S082 without having S083 I am not sure if the same refers also to the contestation of CRN (S087 – S088)"	The process should continue and not be interrupted	Document has been updated according the remark. The following rule has been removed from the Special Requirements section: *"If the S082 is sent and there is no reply it should not be possible to finish the process, therefore the process is interrupted"*	13/05/2016

#	Issue date	Description	Replies/Decision	Action/Resolution	Close date
		Questions from EESSI Team What does it mean from the BUC point of view? Should S084 be linked to the S082 or not? Should the BUC be "closed" automatically after 12 months? What is the reference date which is the trigger for this automated "closing "? How will it be closed?			
12	11/12/2015	***Section 4.1: RUP Table Description*** ***Special Requirements (SR 3)*** ***"If the S087 is sent and there is no reply it should not be possible to finish the process, therefore the process is interrupted".*** **Comment received from DE:** *"As a rule, after 36 months there needs to be a decision"* **Questions from EESSI Team** What does it mean from the BUC point of view? Should S088 be linked to the S087 or not? Should the BUC be "closed" automatically after 36 months? What is the reference date which is the	No interruption	Document has been updated according the remark. The following rule has been removed from the Special Requirements section: *"If the S087 is sent and there is no reply it should not be possible to finish the process, therefore the process is interrupted"*	13/05/2016

#	Issue date	Description	Replies/Decision	Action/Resolution	Close date
		trigger for this automated "closing "? How will it be closed?			
13	01/02/2016	**Section 4.2: Request – Reply SEDs**	Reply SEDs are not mandatory The row with S085 should be deleted. **Additional information from EESSI Team:** The table is just to identify a logical link between the SEDs, between the SED with the request and the SED with the answer. It does not mean that the clerk should use it. When linking in a logical way both SEDs (request and answer), in the application, when the clerk receives the request, a link to the SED for the answer is displaying in the SED with the request. So, the clerk knows exactly which SED must be used to answer to the received request SED	Document has been updated, the row with S085 has been deleted (see also issue 2)	13/05/2016
14	01/02/2016	**Section 4.3 Attachments allowed**	OK	S086 has been removed according the to issue 2.	10/02/2016
15	01/02/2016	**Section 4.5: SED and Sub-process versioning**		No Horizontal or Admin processes will be used in the Reimbursement processes	10/02/2016

#	Issue date	Description	Replies/Decision	Action/Resolution	Close date
16	11/12/2015	**Section 5.3: Called Sub Processes** **"Identify Participants"** *Comment received from DE* *"*General remark: Question, if all institution codes need to be listed in MD is pending. "	Recommendation: Check before the S080 is established which is the correct institution otherwise the individual claim may be contested by the liaison body. Additional information about the identification of the right institution should be asked in order to avoid contestation.	During the alignment meeting, this topic has been discussed. The result is the following one: *"Identification of liaison body will be reduced to ID and all other information will be deleted. Identification of an institution just by the ID; but this requires adding all (old) institutions into the Master Directory. This also implies that the sender is obliged to lookup the ID in the Master Directory before sending the SED. If the sending institution does not find the entry in the Master Directory, than the SED will be directed to the debtor liaison body"*	10/02/2016
17	11/12/2016	**Section 5: Called Sub Processes** **"Identify Participants"** *Comment received from DE:* " liaison body" is contradictory to the second arrow going away from MD ("list of competent institutions")"	**Answer from EESSI Team** This BPMN diagram is common to all the BUCs. "List of Competent Institutions" should be seen as "List of all Institutions", competent ones and liaison bodies Nevertheless, in order to be more general, a description has been added to check in the "Competent Institutions" can be found in the MD.	The BPMN diagram for the "Identify Participants" sub-process has been updated	13/05/2016

#	Issue date	Description	Replies/Decision	Action/Resolution	Close date
18	11/12/20165	**Section 5.3 Called sub-processes** **"Contestation Claim sub-process"** **_Comment received from DE:_** **"** This sub-process needs to be designed as loop (like sub-process "credit note" after receipt of S084)"	The loop is well foreseen in the BPMN diagram for the Counterparty	No action required	01/02/2016
19	10/11/2015	Could the claim be rejected by the Liaison Body? If yes, could the "Reject" option be used in the BUC?	**_Comment received from FI:_** "We were wondering the same thing if it is possible to reject the claim"? Additional information received from Finland There are rules about contestation process in the regulation and in AC decisions. Should they apply here as well? If so, the branch can't end here, and the process should include Acknowledgment of the Contestation of the Global Claim and Reply on the Contestation of the Global Claim (same as in Loop for Contestation)? **_Comment received from FR:_** "For the second question, during my workshop in Paris, we thought about the situation when we would like to reject the whole S080 (in case of delay for example), and currently it's not possible to do it. We can only use S082 but in this case we	During the harmonization meeting between Sickness and AWOD, it has been decided not using Admin SEDs. The document has been updated according to the decision of the AHG members. During the last AHG meeting in November 2016, it has been decided to use SED S082 for a contestation for all Individual Claims with the same reason.	13/05/2016

#	Issue date	Description	Replies/Decision	Action/Resolution	Close date
			have to contest each individual claim separately even if the rejection reason is the same."		
			Comment received from UK:		
			"Would like more discussion around this topic, what does 'reject' actually mean in this scenario? What is it we are actually rejecting?"		
			Comment received from CZ		
			We do not support this. The reject means only a notification which practically equals to H SED.		
			Additional information received from CZ		
			According to this logic there should be similar contestation SEDs for S082, S084 etc. Therefore, we do not support existence of the S080 CGC. To follow the effectiveness of the process we suggest using a common horizontal flow to contest the whole claim.		
			Comment received from DE		
			From my point of view, we agreed that none of the Ad_BUCs can be used. However, there does not seem to be an equivalent to S112 (contestation of a global claim) for real costs. This kind of SED probably needs to be added.		

#	Issue date	Description	Replies/Decision	Action/Resolution	Close date
			Additional information from EESSI Team:		
			When analysis this request for a Global Contestation, we can propose the following way of working.		
			When a clerk wants to contest the Global Claim, it means that all the claims contained in the Claim should be contested.		
			If this rule is right, it means that the SEDs and steps used for the Contestation of Individual Claims could be used when the clerk wants to do a Contestation of the Global Claim.		
			We can propose to add in the S082 in the Global Part of the SED a field in order to choose in the contestations should be done for the Global Claim or Individual Claims.		
			If the clerk selects: "Contest all the claims", the S082 which will be sent to the Case Owner contains only the Global part of the Claim and no Individual Claims.		
			We should just add a field in the Global part of the document (see proposed SED in appendix)		

#	Issue date	Description	Replies/Decision	Action/Resolution	Close date
			Additional information from EESSI Team Furthermore, it can be possible to select some refusal codes in the S082. So "reject" option is not interesting in this kind of BUC. On individual level, the contestation is used. On global level, a contestation should be added. Refusal codes should be added on the Global level.		
20	11/12/2015	**Section 4.1: RUP Table Description (Branch 2 – step 7)** ***The Case Owner creates a "Reply to contestation of individual claim" (S084) confirming or arguing the contestation invalidity.*** **<u>Comment received from FR:</u>** "Would it be possible in the future to send many S084 in reply to 1 S082? In fact, currently when our Liaison Body receives S082, he forwards it to many local institutions and he would like, in the future, to reply many times using S083 upon receiving the answers from the local institutions (to avoid waiting for all local institutions answers)"	Need to send S084 many times when they are received.	Document has been updated according to the decision. Section 4.1 RUP Table Description Branch 2: a loop has been added for the Reply to Contestation of Individual Claim (S084) Section 5.1: Contestation Claim sub-process has been updated	13/05/2016

#	Issue date	Description	Replies/Decision	Action/Resolution	Close date
21	11/12/2015	**Section 4.1: RUP Table Description (Branch 3 – Step 9)** **The Case Owner receives the "Contestation of credit note" SED (S087)** ***Comment received from FR:*** What if we would like to contest the whole S087 Contestation of credit note (reject S087 without using admin SED)"? "We can contest but, in this case, we should have the possibility to contest the whole claim of reimbursement without contesting each individual claim separately."	Same answer above	See issue 19	13/05/2016
22	02/02/2016	**Section 4.1: RUP Table Description** **Loop for Payment** ***Question from EESSI Team:*** If the Counterparty can refuse the case by introducing a refusal code in the field 3.20 of the S082, it means that this part of the flow is optional and should be seen as an alternative scenario (a separate branch)	What is the final decision?	Loop for the payment. No alternative scenario has been created. The Loop for Payment has been kept in the main scenario has previously due to the fact that this part is a mandatory step at the end of the process.	13/05/2016
23	09/11/2016	Remove "Contestation of Global Claim" from BPMN diagrams for Case Owner and Counterparty		Scheduled for update.	