



# **EESSI – CDM 4.4**


## **S - Sickness**

### **S\_BUC\_04 - v4.4.0**

#### **Cancellation of registration**

#### ***BUC Specifications***

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<b>Authors</b>	European Commission, DG EMPL A4, EESSI BA
<b>Revised by</b>	European Commission, DG EMPL A4, EESSI BA
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## Document history

Version	Date	Short Description of Changes
v0.1	22/09/2015	First draft of the document
	06/11/2015	<p>As decided during the Sickness AHG Meeting on 4/11/2015</p> <ul style="list-style-type: none"> <li>Add call to sub-process <ul style="list-style-type: none"> <li>- Ad Hoc information (H_BUC_01)</li> </ul> </li> <li>Delete "Claimant" information</li> </ul> <p>6.1 Admin processes</p> <p>This point has been added with all admin processes available and suggestions to use the "Forward" and "Reject".</p>
v0.2	25/11/2015	<p>Update of the document based on remarks / comments and feedback received from AHG Members.</p> <ul style="list-style-type: none"> <li>- Grammatical changes</li> </ul> <p>Chapter 2</p> <p>Section 2.1: Reference to article 24 of Regulation 884/2004 is added</p> <p>Chapter 4:</p> <ul style="list-style-type: none"> <li>- Preconditions and Post conditions have been updated</li> <li>- Branch 2: "Between [step 5] and [step 6]" has been replaced by "At any step after [step 5]"</li> </ul>
	27/11/2015	<p>Update of the document to be in line with the content and layout for approval by AC.</p> <p>Section 2.1: Reference to the previously defined flow has been removed</p> <p>Section 2.2: Reference to the version of SED has been removed</p> <p>Section 4.2: Request – Reply SEDs added</p> <p>Section 4.3: Attachments Allowed added</p> <p>Section 4.5: SED and Sub-process Versioning added</p> <p>Section 5.4: removed</p> <p>Section 6.1: removed and replaced by section 4.5</p>
v0.3	08/12/2015	<p>Update of the document based on remarks / comments and feedback received from AHG Members during the Conf. Call 27/11/2015</p> <p>All received comments have been implemented.</p> <p>Section 4.1: RUP Table Representation</p> <p>Step 8 added: Case Owner receives the S019</p> <p>Branch 3 added: Case Owner may request AdHoc Information from Counterparty (H_BUC_01)</p> <p>Branch 4 added: Counterparty may forward the case to</p>

		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.
v0.3.14	16/12/2015 18/01/2016	Section 4.1 RUP Table Description A row with "Exceptions" has been added. Section 4.2: Request – Reply SED is updated Request-reply pair: S050 – S019 is 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	21/06/2016	Alignment to the standard description and layout of the BUC.
v0.6.0	17/08/2016	Comments received from AC review have been implemented.
v0.99.0	05/10/2016	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	09/08/2018	- 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 S018 and before receiving the S019, according to the EESSI-7337 CR.</p> <p>Update the RUP table (<i>update Post Conditions, Main Scenario step 6, branch 3, special requirements, add branch 7</i>) to accommodate the scenario in which S019 SED must reject S018 on the grounds that another cancellation case (S_BUC_03) 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 registration. 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 registration.

## 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)	<a href="#">Regulation EC No. 883/2004.pdf</a>
R2	Implementing Regulations EC (987/09)	<a href="#">Regulation EC No. 987/2009.pdf</a>

## 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 to the Cancellation of registration 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 registration business process.

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

Chapter 5 describes the Cancellation of registration 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/her family shall register with the institution of the place of residence. Their right to health 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 registration to the health benefits in kind of the insured person or/and his/her family members in the Member State of Residence.

### 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 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
S018	✓	✓	✓	✓	✓	✓
S019	✓	✓	✓	✓	✓	✓
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
<b>Case Owner</b>	In this BUC the Case Owner is the Institution of Member State of Residence. This Institution provides information about cancellation of registration for the insured person (and/or his/her family).
<b>Counterparty</b>	In this BUC the Counterparty is the Competent Institution of the insured person which is informed about the reasons for previous registration cancellation.

Table 2: Actors & Roles

## 4. Use Case

### 4.1. RUP Table Representation

<b>Use Case ID:</b>	<b>S_BUC_04</b>		
<b>Use Case Name:</b>	Cancellation of registration		
<b>Created By:</b>	EESSI BA Team	<b>Last Updated By:</b>	EESSI BA Team
<b>Date Created:</b>	22/09/2015	<b>Publication Date:</b>	06/12/2024
<b>Actors:</b>	Case Owner Counterparty		
<b>Description:</b>	<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 (previous) registration for an insured person (or his/her family) should be cancelled.</p>		
<b>Trigger:</b>	The institution in the Member State of Residence informs about reasons for previous registration cancellation.		
<b>Preconditions:</b>	<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>		
<b>Post conditions:</b>	Registration has been cancelled for all persons within one family or just for one or more family members or the Cancellation of Registration document (S018) has been rejected on the grounds that another cancellation case, S_BUC_03, is in progress with an older start date.		
<b>Main Scenario:</b>	<p><b>Identify Participants</b></p> <ol style="list-style-type: none"> <li>1. The Case Owner (Member State of Residence) identifies the competent Member State where the person is insured;</li> <li>2. The Case Owner then identifies the correct institution (institution in the Competent Member State) (Counterparty). There will be only one counterparty. The Case Owner and the Counterparty are herein collectively referred to as the Participants.</li> </ol> <p><b>Process to cancellation of the registration</b></p> <ol style="list-style-type: none"> <li>3. The Case Owner fills in the Cancellation of registration (S018) by entering the original entitlement date, the date for the change or the cancellation and the reasons for cancelling the registration; Section 'Cancellation' must be filled in by selecting the 'With End Date' option and filling in the End date of the registration and the reason of the cancellation. Date filled in is the ending date of the entitlement;</li> <li>4. The Case Owner sends the S018 to the Counterparty.</li> </ol> <p><b>Registration to cancellation of the registration</b></p> <ol style="list-style-type: none"> <li>5. The Counterparty will receive the S018;</li> <li>6. The Counterparty fills in the Reply to cancellation registration document (S019) to inform the Member State of Residence that the cancellation of registration has been registered and that the</li> </ol>		

	<p>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 Registration'.</p> <ol style="list-style-type: none"> <li>7. The Counterparty sends the S019 to the Case Owner;</li> <li>8. The Case Owner receives S019;</li> <li>9. This use case ends here.</li> </ol>
<b>Alternative Scenarios:</b>	<p><b><u>Branch 1: 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)</u></b></p> <ol style="list-style-type: none"> <li>1. The Case Owner fills in a Dispute registration Date (S050) where they express a dispute concerning either the registration date indicated in the S019 or the fact that the cancellation is in full;</li> <li>2. The Case Owner sends the S050 to the Counterparty;</li> <li>3. The Counterparty upon receiving the S050 SED fills in the S019 by entering either the new or the original date for the cancellation of the registration (for the 'With End Date' option) or the 'In Full' cancellation option;</li> <li>4. The Counterparty sends the S019 to the Case Owner;</li> <li>5. [This Branch] Ends.</li> </ol> <p><b><u>Branch 7: after [step 5] the Counterparty may choose to reject the Cancellation of Registration document (S018) on the grounds that another cancellation case, S_BUC_03, is in progress with an older start date</u></b></p> <ol style="list-style-type: none"> <li>1. The Counterparty fills in the <i>Reply to cancellation of Registration document</i> (S019) to inform the Member State of Residence that they reject the <i>Cancellation of Registration document</i> (S108) on the grounds that another cancellation case, S_BUC_03, is in progress with an older start date; The Counterparty should select the '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;</li> <li>2. The Counterparty sends the S019 to the Case Owner;</li> <li>3. The Case Owner receives the S019;</li> <li>4. This use case ends here.</li> </ol> <p><b><u>Branch 8: at [step 3] the Case Owner chooses to fill in and send the S018 mentioning that the cancellation of the registration is in full</u></b></p> <ol style="list-style-type: none"> <li>1. The Case Owner fills in the Cancellation of registration (S018) 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 registration of the entitlement is cancelled completely from the start date onwards;</li> <li>2. The Case Owner sends the S018 to the Counterparty;</li> <li>3. The Counterparty will receive the S018;</li> </ol>

	<ol style="list-style-type: none"> <li>The Counterparty fills in the Reply to cancellation of registration document (S019) to inform the Member State of Residence that the cancellation of registration has been registered and that the registration 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.</li> <li>The Counterparty sends the S019 to the Case Owner;</li> <li>The Case Owner receives the S019;</li> <li>The use case ends here.</li> </ol>
	<p><b><i>The Following Branches Determine the use of Horizontally Defined Sub Processes within this Business Process</i></b></p>
	<p><b><i>Branch 2: At any step after [step 5] the Counterparty may optionally choose to request AdHoc Information from Case Owner.</i></b></p> <ol style="list-style-type: none"> <li>The Counterparty executes business use case <b><i>H_BUC_01 – Adhoc Exchange of Info;</i></b></li> <li>[This Branch] Ends.</li> </ol>
	<p><b><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></b></p> <ol style="list-style-type: none"> <li>The Case Owner executes business use case <b><i>H_BUC_01 – Adhoc Exchange of Info;</i></b></li> <li>[This Branch] Ends.</li> </ol>
	<p><b><i>The Following Branches Determine the use of Administrative Defined Sub Processes within this Business Process</i></b></p>
	<p><b><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></b></p> <ol style="list-style-type: none"> <li>The Counterparty executes business use case <b><i>AD_BUC_05 – Forward Case;</i></b></li> <li>[This Branch] Ends.</li> </ol>
	<p><b><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></b></p> <ol style="list-style-type: none"> <li>The Counterparty executes business use case <b><i>AD_BUC_07_ – _Reminder;</i></b></li> <li>[This Branch] Ends</li> </ol>
	<p><b><i>Branch 6: At any step after [step 4] Case Owner may optionally choose to send a reminder in order to receive Information expected and not yet received.</i></b></p> <ol style="list-style-type: none"> <li>The Case Owner executes business use case <b><i>AD_BUC_07_ – _Reminder;</i></b></li> <li>[This Branch] Ends</li> </ol>
<b>Exceptions:</b>	None

<b>Includes:</b>	See diagram at part 4.4
<b>Special Requirements:</b>	<p><b>SR0:</b> General Rule As the registration is individualised the case can concern only one person.</p> <p><b>SR1:</b> Rules about the invoking of Branches:</p> <p>[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>
<b>Assumptions:</b>	N/A
<b>Notes and Issues:</b>	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)
S018	S019
S050	S019

## 4.3. Attachments Allowed

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

SED	Attachments
<b>S018</b>	Allowed
<b>S019</b>	Allowed
<b>S050</b>	Allowed

## 4.4. Artefacts used

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

Artefact name	Artefact type
<b>S018</b>	SED
<b>S019</b>	SED
<b>S050</b>	SED
<b>H_BUC_01_Subprocess</b>	BUC
<b>AD_BUC_05_Subprocess – Forward Case</b>	BUC
<b>AD_BUC_07_Subprocess – Reminder</b>	BUC
<b>AD_BUC_11_Subprocess – Business Exception</b>	BUC
<b>AD_BUC_12_Subprocess – Change of Participant</b>	BUC

## 5. Business Processes

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

### 5.1. Main Process

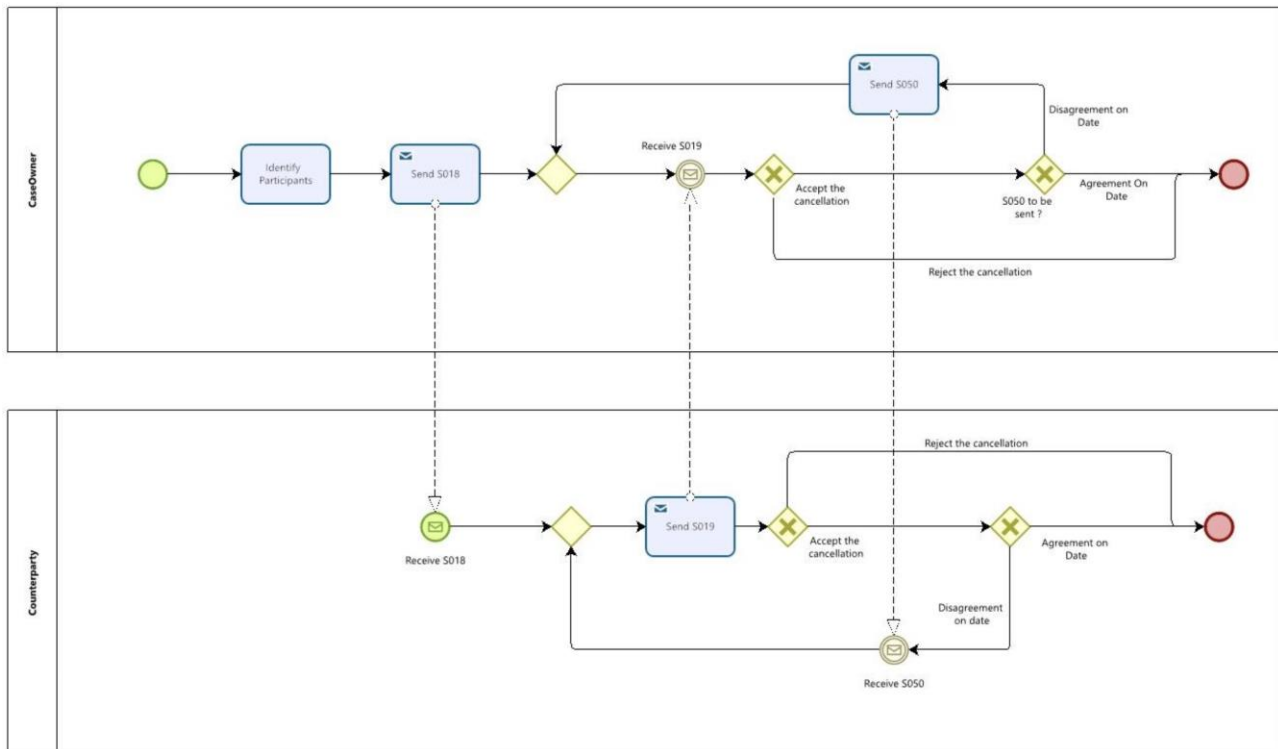


Figure 1: depicts the use case end-to-end for the Case Owner and Counterparty, from a high level.

### 5.2. Sub Processes

Not applicable.



## 6. Appendices

### 6.1. Issues

#	Issue date	Description	Replies	Action/Resolution	Close date
1	22/09/2015	<p>Page 17 of the Guidelines document – section 2.5.4.2 (S019). "In case of contestation, the reason should be indicated"</p> <p>In the s019, there is no field foreseen to put the reason of the &amp; while in the guidelines it is well described. How to put the reason in the SED?</p>	<p>We propose to skip this sentence from the Guidelines and leave the SED without field for reason of contestation. No need to repeat the reason put on S018</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 S019. The case owner may then issue a new SED S019, 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 S019.</p>	
2	06/11/2015	<p>Could the "Forward" option be used in this BUC after the counterparty has received the S018 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

#	Issue date	Description	Replies	Action/Resolution	Close date
3	06/11/2015	Could the "Reject" option be used in this BUC after the counterparty has received the S018 in order to Reject the case if the counterparty does not the competent institution which should handle the case?	Comment received from France:  "This admin processes could be used in this BUC after step 5 of Main Scenario when Counterparty receives a S018 which cannot be handled by him, but he does not know the Institution in the Member State that can handle the case."	AHG members decided to add a negative answer in the answer SED. In this way, there is no need to use the "Reject" admin sub-process, the Case Owner is informed in the right way.	23/11/2016
4	27/11/2015	Could we use the "Invalidate" option?	Comment received from France:  " From our point of view, it should be used by the process owner if he sends the document to an incorrect institution"	AHG members decided to add a negative answer in the answer SED. In this way, there is no need to use the "Reject" admin sub-process, the Case Owner is informed in the right way.	23/11/2016
5	23/11/2016	BPMN diagram will be updated.  "Reminder" will be added for Case Owner and Counterparty		Scheduled for update.	