



**MyCareNet Insurability - Pharmacists  
Cookbook  
Version 1.3**

This document is provided to you, free of charge, by the

**eHealth platform**

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All are free to circulate this document with reference to the URL source.

# Table of contents

- Table of contents ..... 2**
- 1. Document management..... 4**
  - 1.1 Document history..... 4
- 2. Introduction ..... 5**
  - 2.1 Goal of the service ..... 5
  - 2.2 Goal of the document ..... 5
  - 2.3 eHealth document references ..... 5
  - 2.4 External document references..... 6
- 3. Support ..... 7**
  - 3.1 Helpdesk eHealth platform ..... 7
    - 3.1.1 Certificates..... 7
    - 3.1.2 For issues in production ..... 7
    - 3.1.3 For issues in acceptance..... 7
    - 3.1.4 For business issues ..... 7
  - 3.2 Status ..... 7
  - 3.3 Support desk – contact points CIN/NIC..... 7
    - 3.3.1 Business support..... 7
    - 3.3.2 MyCareNet Helpdesk:..... 7
    - 3.3.3 Technical contact centre MyCareNet: ..... 8
- 4. Global overview ..... 9**
- 5. Step-by-step ..... 10**
  - 5.1 Technical requirements..... 10
    - 5.1.1 Use of the eHealth SSO solution..... 10
    - 5.1.2 Encryption..... 10
    - 5.1.3 Security policies to apply ..... 10
    - 5.1.4 WS-I Basic Profile 1.1 ..... 11
    - 5.1.5 Tracing ..... 11
  - 5.2 Web service..... 11
    - 5.2.1 Method GetInsurabilityForPharmacist ..... 12
    - 5.2.2 Used Types..... 16
- 6. Security ..... 18**
  - 6.1 Security ..... 18
    - 6.1.1 Business security ..... 18
    - 6.1.2 Web service ..... 18
    - 6.1.3 The use of username, password and token..... 18
- 7. Test and release procedure ..... 19**
  - 7.1 Procedure..... 19
    - 7.1.1 Initiation ..... 19
    - 7.1.2 Development and test procedure ..... 19



7.1.3	Release procedure .....	19
7.1.4	Operational follow-up .....	19
7.2	Test cases .....	19
<b>8.</b>	<b>Error and failure messages .....</b>	<b>20</b>

To the attention of the "IT expert" willing to integrate this web service.



# 1. Document management

## 1.1 Document history

Version	Date	Author	Description of changes / remarks
1	09/09/2015	eHealth platform	First version
1.1	21/10/2019	eHealth platform	Updated template + anonymization personal data
1.2	15/04/2022	eHealth platform	§3.2 Support MyCareNet
1.3	04/08/2022	eHealth platform	§ 2.3 eHealth document references (updated) § 3 Support (updated) § 5.1.4 WS-I Basic Profile (added) § 5.1.5 Tracing (added)

## 2. Introduction

### 2.1 Goal of the service

Insurability service allows consulting the insurability status of a patient by the pharmacist/pharmacy (or their mandate holders). The care provider needs to request a SAML token from the eHealth STS, prior to calling the insurability services.

### 2.2 Goal of the document

This document is neither a development nor a programming guide for internal applications. Instead it provides functional and technical information and allows an organization to integrate and use the eHealth service.

However, in order to interact in a smooth, homogeneous and risk controlled way with a maximum of partners, eHealth partners must commit to comply with the requirements of specifications, data format and release processes described in this document.

Technical and business requirements must be met in order to allow the integration and validation of the eHealth service in the client application.

Detailed description of the functionality of the services, the semantics of the particular elements and other general information about the services is out of the scope of this document. This kind of information can be found in the documentation provided by MyCareNet on their Sharepoint<sup>1</sup>.

### 2.3 eHealth document references

All the document references can be found in the technical library on the eHealth portal<sup>2</sup>. These versions or any following versions can be used for the eHealth service.

ID	Title	Version	Date	Author
1	Insurability SSO	1.0	25/02/2016	eHealth platform
2	STS HolderofKey - Cookbook	1.5	13/07/2022	eHealth platform

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<sup>1</sup> <https://share.intermut.be/home/MyCareNet/Extranet>

*In order to have access to the Sharepoint, you need to create an account which can be requested at :  
<https://ned.mycarenet.be/contact> or <https://fra.mycarenet.be/contact>*

<sup>2</sup> <https://www.ehealth.fgov.be/ehealthplatform>



## 2.4 External document references

All the MyCareNet documentation referenced in this section, can be found within their Sharepoint and may evolve in time.

If some external documentation has been modified, you should notify the eHealth service management<sup>3</sup> which will manage the maintenance of this document.

ID	Title	Source	Date	Author
1	Service_Catalogue_Pharmaceutical_insurability.pdf	N.A	24/05/2011	MyCareNet
2	MyCareNet Glossary	N.A	24/05/2011	MyCareNet
3	Pharma Error Messages	N.A	15/07/2014	MyCareNet
4	Uitbreiding van de verzekeraarbaarheid – Sector apothekers V01	N.A	28/07/2015	MyCareNet
5	Extension de l'assurabilité – Secteur pharmaciens V01	N.A	28/07/2015	MyCareNet

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<sup>3</sup> [ehealth\\_service\\_management@ehealth.fgov.be](mailto:ehealth_service_management@ehealth.fgov.be)

## 3. Support

### 3.1 Helpdesk eHealth platform

#### 3.1.1 Certificates

In order to access the secured eHealth platform environment you have to obtain an eHealth platform certificate, used to identify the initiator of the request. In case you do not have one, please consult the chapter about the eHealth Certificates on the portal of the eHealth platform

- <https://www.ehealth.fgov.be/ehealthplatform/nl/ehealth-certificaten>
- <https://www.ehealth.fgov.be/ehealthplatform/fr/certificats-ehealth>

For technical issues regarding eHealth platform certificates

- Acceptance: [acceptance-certificates@ehealth.fgov.be](mailto:acceptance-certificates@ehealth.fgov.be)
- Production: [support@ehealth.fgov.be](mailto:support@ehealth.fgov.be)

#### 3.1.2 For issues in production

eHealth platform contact centre:

- Phone: 02 788 51 55 (on working days from 7 am till 8 pm)
- Mail: [support@ehealth.fgov.be](mailto:support@ehealth.fgov.be)
- Contact Form :
  - <https://www.ehealth.fgov.be/ehealthplatform/nl/contact> (Dutch)
  - <https://www.ehealth.fgov.be/ehealthplatform/fr/contact> (French)

#### 3.1.3 For issues in acceptance

[Integration-support@ehealth.fgov.be](mailto:Integration-support@ehealth.fgov.be)

#### 3.1.4 For business issues

- regarding an existing project: the project manager in charge of the application or service
- regarding a new project or other business issues: [info@ehealth.fgov.be](mailto:info@ehealth.fgov.be)

### 3.2 Status

The website <https://status.ehealth.fgov.be> is the monitoring and information tool for the ICT functioning of the eHealth services that are partners of the Belgian eHealth system.

### 3.3 Support desk – contact points CIN/NIC

#### 3.3.1 Business support

For business questions: MyCareNet Helpdesk (first line support)

#### 3.3.2 MyCareNet Helpdesk:

- Telephone: 02 891 72 56
- Mail: [support@intermut.be](mailto:support@intermut.be)



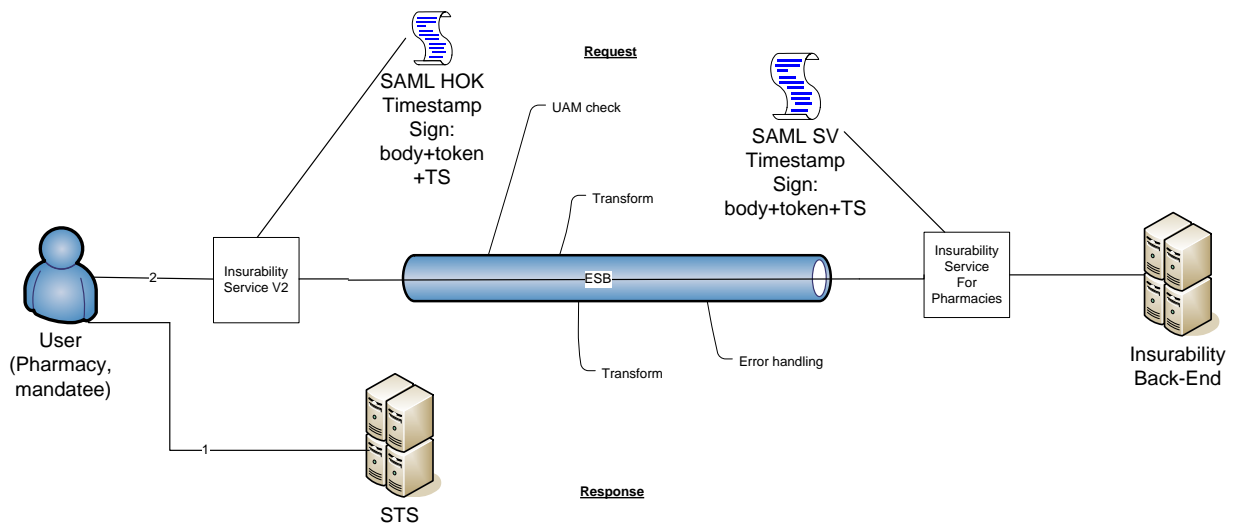
### 3.3.3 Technical contact centre MyCareNet:

- Telephone: 02 431 47 71
- Mail: [ServiceDesk@MyCareNet.be](mailto:ServiceDesk@MyCareNet.be)





## 4. Global overview



The Insurability service is secured with the SAML Holder-of-Key (HOK) policy. Therefore, prior to calling the services, a SAML token must be obtained at the eHealth STS (1). The obtained token must be then included in the header of the request message (2). The timestamp and the body must be signed with the certificate as used in the HOK profile of the SAML token (see also more detailed technical description in this cookbook). The body contains the insurability request. The eHealth ESB verifies the security (authentication, authorization, etc.) and forwards the request to MyCareNet.

## 5. Step-by-step

### 5.1 Technical requirements

In order to be able to test the MyCareNet Insurability service, you need to take the following steps:

1. **Create a test case:** If the testing is done for a real care provider, the real NIHII number of the care provider can be used. Otherwise, you will have to request a test certificate in order to receive a test NIHII number from the eHealth development team. You must indicate the service called and the kind of profile needed). You always need to request the configuration of the test cases at eHealth ([info@ehealth.fgov.be](mailto:info@ehealth.fgov.be)).
2. **Request an eHealth test certificate**
3. **Obtain the SAML token from the STS:** the eHealth test certificate obtained in the previous step is used for identification at the STS and as the Holder-Of-Key (HOK) certificate.
4. **Call the Insurability web services.**

The rules to access the Insurability are the same in acceptance as in production.

Access rules:

- authentication with a care providers certificate
- authentication with the certificate of a mandate holder

See §3.1.1 for the information on the certificates, and further in this section for the information about the SAML token.

In order to implement a WS call protected with a SAML token you can reuse the implementation as provided in the "eHealth technical connector". Nevertheless, eHealth implementations use standards and any other compatible technology (WSstack for the client implementation) can be used instead.

- <https://www.ehealth.fgov.be/ehealthplatform/nl/service-ehealth-platform-services-connectors>
- <https://www.ehealth.fgov.be/ehealthplatform/fr/service-ehealth-platform-services-connectors>

Alternatively, you can write your own implementation. The usage of the STS and the structure of the exchanged xml-messages are described in the eHealth STS – Holder of Key cookbook.

- <https://www.ehealth.fgov.be/ehealthplatform/nl/service-iam-identity-access-management>
- <https://www.ehealth.fgov.be/ehealthplatform/fr/service-iam-identity-access-management>

#### 5.1.1 Use of the eHealth SSO solution

This section specifies how the call to STS must be done in order to access the web service. You must specify several attributes in the request. The details on the identification attributes and the certification attributes can be found in the separate document Insurability SSO.

To access the Insurability web service, the response token must contain "true" for all the "BOOLEAN" certification attributes and a non-empty value for other certification attributes.

If you obtain "false" or empty values, contact the eHealth contact centre to verify that the requested test cases were correctly configured.

#### 5.1.2 Encryption

Encryption (ETEE) is not used in the context of this project.

#### 5.1.3 Security policies to apply

We expect that you use SSL one way for the transport layer.



To call the Insurability WS:

- Add the business message to the soap body
- Add to the SOAP header the following elements:
  - **SAML Token:** The SAML assertion received from the eHealth STS. This assertion needs to be forwarded exactly as received in order to not to break the signature of the eHealth STS. The token needs to be added accordingly to the specifications of the OASIS SAML Token Profile (HOK).
  - **Timestamp.**
  - A **signature** that has been placed on the SOAPBody and the timestamp with the certificate of which the public key is mentioned in the SAML Assertion.
- The signature element (mentioned above) needs to contain:
  - SignedInfo with References to the SOAPBody and the Timestamp.
  - KeyInfo with a SecurityTokenReference pointing to the SAML Assertion.

See also the WSSP in the WSDL<sup>4</sup> (also included in the documentation).

### 5.1.4 WS-I Basic Profile 1.1

Your request must be WS-I compliant (See Chap 2.4 - External Document Ref).

### 5.1.5 Tracing

To use this service, the request SHOULD contain the following two http header values (see RFC

<https://datatracker.ietf.org/doc/html/rfc7231#section-5.5.3>):

1. User-Agent: information identifying the software product and underlying technical stack/platform. It MUST include the minimal identification information of the software such that the emergency contact (see below) can uniquely identify the component.
  - a. Pattern: {minimal software information}/{version} {minimal connector information}/{connector-package-version}
  - b. Regular expression for each subset (separated by a space) of the pattern: `[[a-zA-Z0-9-\\]]*\\V[0-9azA-Z-_.]*`
  - c. Examples:  
User-Agent: myProduct/62.310.4 Technical/3.19.0  
User-Agent: Topaz-XXXX/123.23.X freeconnector/XXXXX.XXX
2. From: email-address that can be used for emergency contact in case of an operational problem.  
Examples:  
From: [info@mycompany.be](mailto:info@mycompany.be)

## 5.2 Web service

The Insurability web service has the following operations available:

- GetInsurabilityForPharmacist

The Insurability web service has the following endpoints:

- Pilot environment: <https://services-acpt.ehealth.fgov.be/Insurability/v2>
- Acceptation environment: <https://services-acpt.ehealth.fgov.be/beta/Insurability/v2>
- Production environment: <https://services.ehealth.fgov.be/Insurability/v2>

---

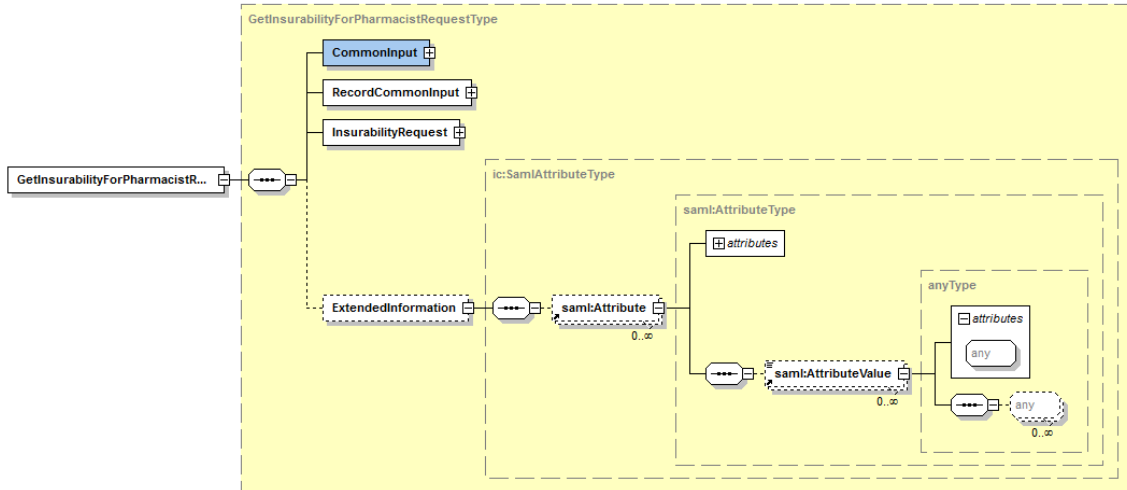
<sup>4</sup> WSDL's can be found in the eHealth Service Registry: <https://portal.api.ehealth.fgov.be/>



## 5.2.1 Method GetInsurabilityForPharmacist

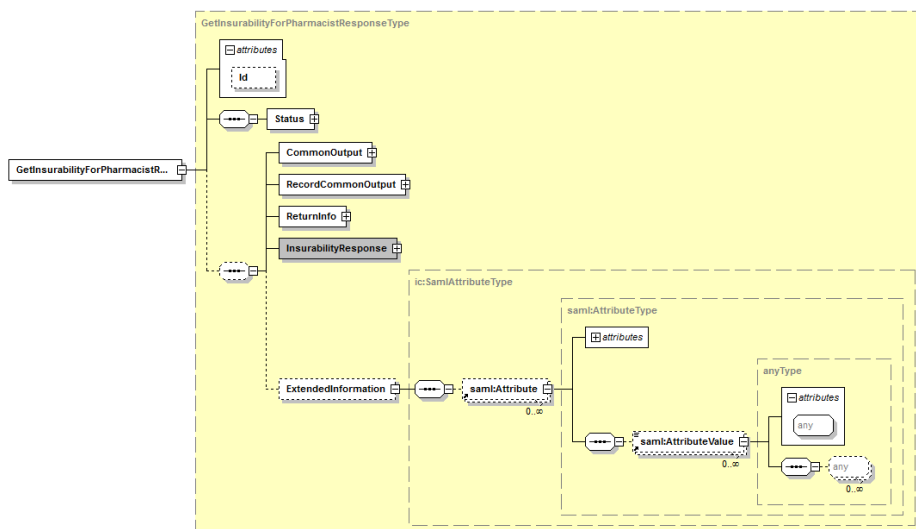
This method aims at providing the insurability of a single care receiver for a provided period. This method returns the insurability in xml form.

### 5.2.1.1 Input arguments GetInsurabilityForPharmacistRequest



Field name	Description
CommonInput	See section 5.2.2.1: CommonInputType
RecordCommonInput	See section 5.2.2.2: RecordCommonInputType
InsurabilityRequest	See the documentation 'Service_Catalogue_Pharma_insurability.pdf' provided by the CIN/NIC
ExtendedInformation	See the documentation 'Uitbreiding van de verzekeraarbaarheid - Sector apothekers V01' / 'Extension de l'assurabilité - Secteur pharmaciens V01' provided by the CIN/NIC

### 5.2.1.2 Output GetInsurabilityForPharmacistResponse



Field name	Description
Status	The Status element contains a code and a message. If no error has occurred during the call, the Code is set to "200" and the Message is "Success". Otherwise, a soap fault exception is returned (see also Section 8).
CommonOutput	See section 5.2.2.3: CommonOutputType
RecordCommonOutput	See section 5.2.2.4: RecordCommonOutputType
ReturnInfo	See the documentation 'Service_Catalogue_Pharma_insurability.pdf' provided by the CIN/NIC
InsurabilityResponse	See the documentation 'Service_Catalogue_Pharma_insurability.pdf' provided by the CIN/NIC
ExtendedInformation	See the documentation 'Uitbreiding van de verzekeraarbaarheid - Sector apothekers V01' / 'Extension de l'assurabilité - Secteur pharmaciens V01' provided by the CIN/NIC

### 5.2.1.3 Example

Request with tag ExtendedInformation:

```

<urn:GetInsurabilityForPharmacistRequest>
  <urn:CommonInput>
    <urn1:Request>
      <urn1:IsTest>>false</urn1:IsTest>
    </urn1:Request>
    <urn1:Origin>
      <urn1:Package>
        <urn1:License>
          <urn1:Username>phyehch4buscon</urn1:Username>
          <urn1:Password>2hch4b6scon</urn1:Password>
        </urn1:License>
      </urn1:Package>
      <urn1:CareProvider>
        <urn1:Nihii>
          <urn1:Quality>PHARMACY-HOLDER</urn1:Quality>
          <urn1:Value>22072151001</urn1:Value>
        </urn1:Nihii>
        <urn1:PhysicalPerson>
          <urn1:Name>John Doe</urn1:Name>
          <urn1:Ssin>88011434939</urn1:Ssin>
        </urn1:PhysicalPerson>
        <urn1:Organization>
          <urn1:Name>PHARMACY 69005107</urn1:Name>
          <urn1:Nihii>
            <urn1:Quality>PHARMACY</urn1:Quality>
            <urn1:Value>69005107</urn1:Value>
          </urn1:Nihii>
        </urn1:Organization>
      </urn1:CareProvider>
    </urn1:Origin>
  </urn:CommonInput>
  <urn:RecordCommonInput>
    <urn1:Reference>11100604010101</urn1:Reference>
    <urn1:UserReference>userreference</urn1:UserReference>
  </urn:RecordCommonInput>
  <urn:InsurabilityRequest>
    <urn1>Date>2015-08-20</urn1>Date>
    <urn1:RequestType>F</urn1:RequestType>
    <urn1:CareReceiver>
      <urn1:Ssin>24120633081</urn1:Ssin>
    </urn1:CareReceiver>
  </urn:InsurabilityRequest>
  <urn:ExtendedInformation/>
</urn:GetInsurabilityForPharmacistRequest>

```

Request without tag ExtendedInformation:



```

<urn:GetInsurabilityForPharmacistRequest>
  <urn:CommonInput>
    <urn1:Request>
      <urn1:IsTest>false</urn1:IsTest>
    </urn1:Request>
    <urn1:Origin>
      <urn1:Package>
        <urn1:License>
          <urn1:Username>phyehch4buscon</urn1:Username>
          <urn1:Password>2hch4b6scon</urn1:Password>
        </urn1:License>
      </urn1:Package>
      <urn1:CareProvider>
        <urn1:Nihii>
          <urn1:Quality>PHARMACY-HOLDER</urn1:Quality>
          <urn1:Value>22072151001</urn1:Value>
        </urn1:Nihii>
        <urn1:PhysicalPerson>
          <urn1:Name> John Doe</urn1:Name>
          <urn1:Ssin>88011434939</urn1:Ssin>
        </urn1:PhysicalPerson>
        <urn1:Organization>
          <urn1:Name>PHARMACY 69005107</urn1:Name>
          <urn1:Nihii>
            <urn1:Quality>PHARMACY</urn1:Quality>
            <urn1:Value>69005107</urn1:Value>
          </urn1:Nihii>
        </urn1:Organization>
      </urn1:CareProvider>
    </urn1:Origin>
  </urn:CommonInput>
  <urn:RecordCommonInput>
    <urn1:Reference>11100604010101</urn1:Reference>
    <urn1:UserReference>userreference</urn1:UserReference>
  </urn:RecordCommonInput>
  <urn:InsurabilityRequest>
    <urn1>Date>2015-08-20</urn1>Date>
    <urn1:RequestType>F</urn1:RequestType>
    <urn1:CareReceiver>
      <urn1:Ssin>24120633081</urn1:Ssin>
    </urn1:CareReceiver>
  </urn:InsurabilityRequest>
</urn:GetInsurabilityForPharmacistRequest>

```

Reply with tag ExtendedInformation (Patient in retirement and hospitalized):

```

<urn:GetInsurabilityForPharmacistResponse xmlns:urn="urn:be:fgov:health:insurability:protocol:v2">
  <Status>
    <Code>200</Code>
    <Message>Success</Message>
  </Status>
  <urn:CommonOutput>
    <urn1:Reference xmlns:urn1="urn:be:fgov:health:insurability:core:v2">11100604010101</urn1:Reference>
    <urn1:IoReference xmlns:urn1="urn:be:fgov:health:insurability:core:v2">00099913275068</urn1:IoReference>
  </urn:CommonOutput>
  <urn:RecordCommonOutput>
    <urn1:Reference xmlns:urn1="urn:be:fgov:health:insurability:core:v2">11100604010101</urn1:Reference>
    <urn1:IoReference xmlns:urn1="urn:be:fgov:health:insurability:core:v2">99913275068</urn1:IoReference>
    <urn1:UserReference xmlns:urn1="urn:be:fgov:health:insurability:core:v2">userreference</urn1:UserReference>
  </urn:RecordCommonOutput>
  <urn:ReturnInfo>
    <urn1:ReturnCode xmlns:urn1="urn:be:fgov:health:insurability:core:v2">
      <urn1:Major>01</urn1:Major>
      <urn1:Minor>00</urn1:Minor>
      <urn1:Detail>00000</urn1:Detail>
    </urn1:ReturnCode>
  </urn:ReturnInfo>
  <urn:InsurabilityResponse>
    <urn1:CareReceiver xmlns:urn1="urn:be:fgov:health:insurability:core:v2">
      <urn1:Ssin>24120633081</urn1:Ssin>
      <urn1:RegNrWithMut>0011583870028</urn1:RegNrWithMut>
    </urn1:CareReceiver>
  </urn:InsurabilityResponse>
</urn:GetInsurabilityForPharmacistResponse>

```



```

    <urn1:Mutuality>501</urn1:Mutuality>
    <urn1:FirstName>JOHN</urn1:FirstName>
    <urn1:LastName>SMITH</urn1:LastName>
    <urn1:Birthday>1924-12-06</urn1:Birthday>
    <urn1:Sex>female</urn1:Sex>
  </urn1:CareReceiver>
  <urn1:Coverage xmlns:urn1="urn:be:fgov:ehealth:insurability:core:v2">
    <urn1:Communicated>2015-10-06</urn1:Communicated>
    <urn1:Period>
      <urn1:BeginDate>2015-08-20</urn1:BeginDate>
      <urn1:EndDate>2015-09-19</urn1:EndDate>
    </urn1:Period>
    <urn1:Entitlement>
      <urn1:Code1>140</urn1:Code1>
      <urn1:Code2>140</urn1:Code2>
      <urn1:ThirdPartyPayerRegime>standard</urn1:ThirdPartyPayerRegime>
    </urn1:Entitlement>
  </urn1:Coverage>
  <urn1:Verification xmlns:urn1="urn:be:fgov:ehealth:insurability:core:v2">
    <urn1:PaymentApproval>3D700122705DE0045020C15307106200</urn1:PaymentApproval>
    <urn1:PaymentApprovalSeed>3153300470</urn1:PaymentApprovalSeed>
    <urn1:InvoicingOfficeCheckDigit>6N</urn1:InvoicingOfficeCheckDigit>
  </urn1:Verification>
</urn:InsurabilityResponse>
<urn:ExtendedInformation>
  <urn1:Attribute Name="urn:be:cin:nippin:retirement:hospitalised" xmlns:urn1="urn:oasis:names:tc:SAML:2.0:assertion">
    <urn1:AttributeValue xsi:type="xs:boolean" xmlns:xs="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">true</urn1:AttributeValue>
  </urn1:Attribute>
  <urn1:Attribute Name="urn:be:cin:nippin:retirement:nihii11" xmlns:urn1="urn:oasis:names:tc:SAML:2.0:assertion">
    <urn1:AttributeValue xsi:type="xs:string" xmlns:xs="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">76200428000</urn1:AttributeValue>
  </urn1:Attribute>
  <urn1:Attribute Name="urn:be:cin:nippin:pharma:checkdigit" xmlns:urn1="urn:oasis:names:tc:SAML:2.0:assertion">
    <urn1:AttributeValue xsi:type="xs:string" xmlns:xs="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">fE</urn1:AttributeValue>
  </urn1:Attribute>
</urn:ExtendedInformation>
</urn:GetInsurabilityForPharmacistResponse>

```

Reply without tag ExtendedInformation:

```

<urn:GetInsurabilityForPharmacistResponse xmlns:urn="urn:be:fgov:ehealth:insurability:protocol:v2">
  <Status>
    <Code>200</Code>
    <Message>Success</Message>
  </Status>
  <urn:CommonOutput>
    <urn1:Reference xmlns:urn1="urn:be:fgov:ehealth:insurability:core:v2">11100604010101</urn1:Reference>
    <urn1:IoReference xmlns:urn1="urn:be:fgov:ehealth:insurability:core:v2">00099913275082</urn1:IoReference>
  </urn:CommonOutput>
  <urn:RecordCommonOutput>
    <urn1:Reference xmlns:urn1="urn:be:fgov:ehealth:insurability:core:v2">11100604010101</urn1:Reference>
    <urn1:IoReference xmlns:urn1="urn:be:fgov:ehealth:insurability:core:v2">99913275082</urn1:IoReference>
    <urn1:UserReference xmlns:urn1="urn:be:fgov:ehealth:insurability:core:v2">userreference</urn1:UserReference>
  </urn:RecordCommonOutput>
  <urn:ReturnInfo>
    <urn1:ReturnCode xmlns:urn1="urn:be:fgov:ehealth:insurability:core:v2">
      <urn1:Major>01</urn1:Major>
      <urn1:Minor>00</urn1:Minor>
      <urn1:Detail>00000</urn1:Detail>
    </urn1:ReturnCode>
  </urn:ReturnInfo>
  <urn:InsurabilityResponse>
    <urn1:CareReceiver xmlns:urn1="urn:be:fgov:ehealth:insurability:core:v2">
      <urn1:Ssin>24120633081</urn1:Ssin>
      <urn1:RegNrWithMut>0011583870028</urn1:RegNrWithMut>
      <urn1:Mutuality>501</urn1:Mutuality>
      <urn1:FirstName>JOHN</urn1:FirstName>
      <urn1:LastName>SMITH</urn1:LastName>
      <urn1:Birthday>1924-12-06</urn1:Birthday>
      <urn1:Sex>female</urn1:Sex>
    </urn1:CareReceiver>
  </urn:InsurabilityResponse>
</urn:GetInsurabilityForPharmacistResponse>

```



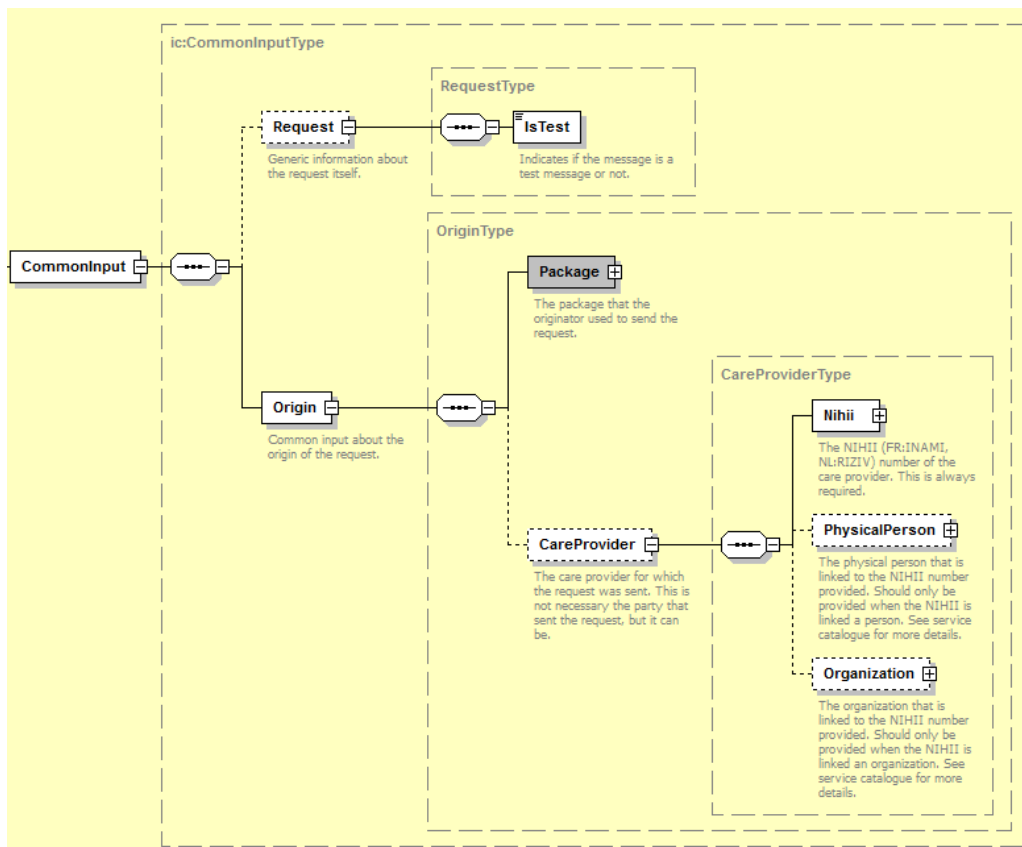
```

</urn1:CareReceiver>
<urn1:Coverage xmlns:urn1="urn:be:fgov:health:insurability:core:v2">
  <urn1:Communicated>2015-10-06</urn1:Communicated>
  <urn1:Period>
    <urn1:BeginDate>2015-08-20</urn1:BeginDate>
    <urn1:EndDate>2015-09-19</urn1:EndDate>
  </urn1:Period>
  <urn1:Entitlement>
    <urn1:Code1>140</urn1:Code1>
    <urn1:Code2>140</urn1:Code2>
    <urn1:ThirdPartyPayerRegime>standard</urn1:ThirdPartyPayerRegime>
  </urn1:Entitlement>
</urn1:Coverage>
<urn1:Verification xmlns:urn1="urn:be:fgov:health:insurability:core:v2">
  <urn1:PaymentApproval>3D700122705DE0045020C15307106200</urn1:PaymentApproval>
  <urn1:PaymentApprovalSeed>3153300470</urn1:PaymentApprovalSeed>
  <urn1:InvoicingOfficeCheckDigit>6N</urn1:InvoicingOfficeCheckDigit>
</urn1:Verification>
</urn:InsurabilityResponse>
</urn:GetInsurabilityForPharmacistResponse>

```

## 5.2.2 Used Types

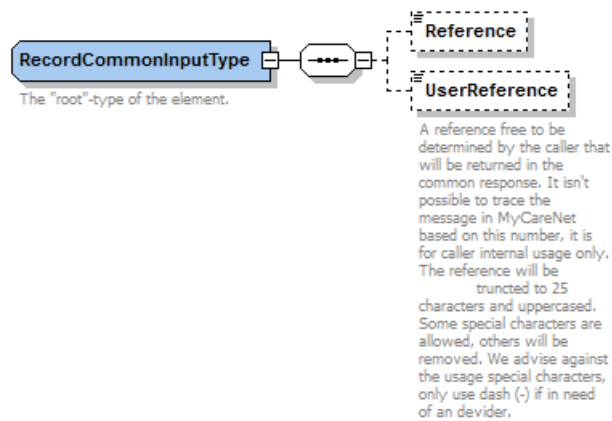
### 5.2.2.1 CommonInputType



For the semantics of the particular elements and other information about the service see the documentation 'Service\_Catalogue\_Pharma\_insurability.pdf' provided by the CIN/NIC.

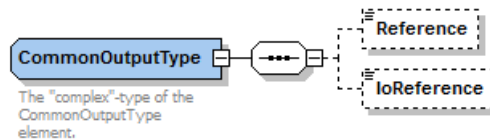


### 5.2.2.2 RecordCommonInputType



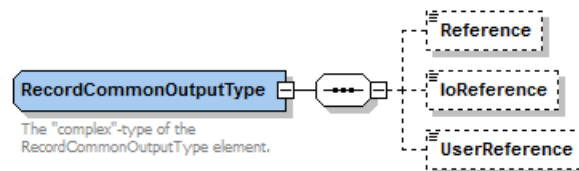
For the semantics of the particular elements and other information about the service see the documentation 'Service\_Catalogue\_Pharma\_insurability.pdf' provided by the CIN/NIC.

### 5.2.2.3 CommonOutputType



For the semantics of the particular elements and other information about the service see the documentation 'Service\_Catalogue\_Pharma\_insurability.pdf' provided by the CIN/NIC.

### 5.2.2.4 RecordCommonOutputType



For the semantics of the particular elements and other information about the service see the documentation 'Service\_Catalogue\_Pharma\_insurability.pdf' provided by the CIN/NIC.

## 6. Security

### 6.1 Security

#### 6.1.1 Business security

In case the development adds a use case based on an existing integration, the eHealth platform must be informed at least one month in advance. A detailed estimate of the expected load is necessary to be able to ensure an effective capacity management.

When technical issues occur on the WS, the partner can obtain support from the contact centre (see Chap 3)

**If the eHealth platform should find a bug or vulnerability in its software, the partner must update his application with the latest version of the software, within ten (10) business days.**

**If the partner finds a bug or vulnerability in the software or web service made available by the eHealth platform, he is obliged to contact and inform us immediately. He is not allowed, under any circumstances, to publish this bug or vulnerability.**

#### 6.1.2 Web service

Web service security used in this manner is in accordance with the common standards. Your call will provide:

- SSL one way
- Time-to-live of the message: one minute. Note that the time-to-live is the time difference between the Created and Expired elements in the Timestamp and is not related to the timeout setting on the eHealth ESB, etc. This means that the eHealth platform will process the message if it is received within the time-to-live value (there is also tolerance of 5 minutes to account for the clock skew. The actual response time may be longer than one minute in some situations (see the SLA for more details).
- Signature of the timestamp and body. This will allow the eHealth platform to verify the integrity of the message and the identity of the message author.
- No encryption of the message.

#### 6.1.3 The use of username, password and token

The username, password, and token are strictly personal.

Every user takes care of his username, password and token, and he is forced to confidentiality of it. It is prohibited to transfer them to partners and clients. Until inactivation, every user is responsible for every use, including the use by a third party.



# 7. Test and release procedure

## 7.1 Procedure

This chapter explains the procedures for testing and releasing an application in acceptance or production.

### 7.1.1 Initiation

If you intend to use the eHealth service in the acceptance environment, please contact [info@ehealth.fgov.be](mailto:info@ehealth.fgov.be). The Project department will provide you with the necessary information and mandatory documents.

### 7.1.2 Development and test procedure

You have to develop a client in order to connect to our WS. Most of the required integration info is published on the eHealth portal.

In some cases, the eHealth platform provides you with test cases in order for you to test your client before releasing it in the acceptance environment.

### 7.1.3 Release procedure

When development tests are successful, you can request to access the eHealth acceptance environment.

From this moment, you can start integration and acceptance tests. The eHealth platform suggests testing during a minimum of one month.

After successful acceptance tests, the partner sends his test results and performance results with a sample of “eHealth request” and “eHealth answer” to the eHealth point of contact by email.

Then the eHealth platform and the partner agree on a release date. The eHealth platform prepares the connection to the production environment and provides the partner with the necessary information. During the release day, the partner provides feedback on the test and performance tests.

For further information and instructions, please contact: [integration-support@ehealth.fgov.be](mailto:integration-support@ehealth.fgov.be).

### 7.1.4 Operational follow-up

Once in production, the partner using the eHealth service for one of his applications will always test first in the acceptance environment before releasing any adaptations of his application in production. In addition, he will inform the eHealth platform on the progress and test period.

## 7.2 Test cases

eHealth recommends performing tests for all of the following cases:

- GetInsurabilityForPharmacist (contact NIC/CIN for test data of the patients)

In addition, the organization should also run negative test cases.



## 8. Error and failure messages

There are different possible types of response:

- If there are no technical errors, responses as described in section 5 are returned.
- In the case of a technical error, a SOAP fault exception is returned (see table below).

If an error occurs, first please verify your request. Following table contains a list of common system error codes for the eHealth Service Bus. For possible business errors, refer to documentation 'Pharma Error Messages.xls' provided by CIN/NIC.

**Table 1: Description of the possible SOAP fault exceptions.**

Error code	Component	Description	Solution/Explanation
SOA-00001	?	Service error	This is the default error sent to the consumer in case no more details are known.
SOA-01001	Consumer	Service call not authenticated	From the security information provided, <ul style="list-style-type: none"> <li>• or the consumer could not be identified</li> <li>• or the credentials provided are not correct</li> </ul>
SOA-01002	Consumer	Service call not authorized	<ul style="list-style-type: none"> <li>• The consumer is identified and authenticated,</li> <li>• but is not allowed to call the given service.</li> </ul>
SOA-02001	Provider	Service not available. Please contact service desk	<ul style="list-style-type: none"> <li>• An unexpected error has occurred</li> <li>• Retries will not work</li> <li>• Service desk may help with root cause analysis</li> </ul>
SOA-02002	Provider	Service temporarily not available. Please try later	<ul style="list-style-type: none"> <li>• An unexpected error has occurred</li> <li>• Retries should work</li> <li>• If the problem persists service desk may help</li> </ul>
SOA-03001	Consumer	Malformed message	This is default error for content related errors in case no more details are known.
SOA-03002	Consumer	Message must be SOAP	Message does not respect the SOAP standard
SOA-03003	Consumer	Message must contain SOAP body	Message respects the SOAP standard, but body is missing
SOA-03004	Consumer	WS-I compliance failure	Message does not respect the WS-I standard
SOA-03005	Consumer	WSDL compliance failure	Message is not compliant with WSDL in Registry/Repository
SOA-03006	Consumer	XSD compliance failure	Message is not compliant with XSD in Registry/Repository
SOA-03007	Consumer	Message content validation failure	From the message content (conform XSD): <ul style="list-style-type: none"> <li>• Extended checks on the element format failed</li> <li>• Cross-checks between fields failed</li> </ul>

If the cause is a business error, please contact MyCareNet at [ServiceDesk@MyCareNet.be](mailto:ServiceDesk@MyCareNet.be).



Business error example:

```
<urn:GetInsurabilityForPharmacistResponse xmlns:urn="urn:be:fgov:ehealth:insurability:protocol:v2">
  <Status>
    <Code>400</Code>
    <Message>An error occurred</Message>
  </Status>
  <urn:CommonOutput>
    <urn1:Reference xmlns:urn1="urn:be:fgov:ehealth:insurability:core:v2">TRIG0013120471</urn1:Reference>
    <urn1:IoReference xmlns:urn1="urn:be:fgov:ehealth:insurability:core:v2">00000000000000</urn1:IoReference>
  </urn:CommonOutput>
  <urn:RecordCommonOutput>
    <urn1:Reference xmlns:urn1="urn:be:fgov:ehealth:insurability:core:v2">13120471</urn1:Reference>
    <urn1:IoReference xmlns:urn1="urn:be:fgov:ehealth:insurability:core:v2">0</urn1:IoReference>
    <urn1:UserReference xmlns:urn1="urn:be:fgov:ehealth:insurability:core:v2">userreference</urn1:UserReference>
  </urn:RecordCommonOutput>
  <urn:ReturnInfo>
    <urn1:ReturnCode xmlns:urn1="urn:be:fgov:ehealth:insurability:core:v2">
      <urn1:Major>03</urn1:Major>
      <urn1:Minor>02</urn1:Minor>
      <urn1:Detail>99999</urn1:Detail>
    </urn1:ReturnCode>
  </urn:ReturnInfo>
  <urn:InsurabilityResponse>
    <urn1:CareReceiver xmlns:urn1="urn:be:fgov:ehealth:insurability:core:v2">
      <urn1:Ssin>96022530604</urn1:Ssin>
      <urn1:FirstName></urn1:FirstName>
      <urn1:LastName></urn1:LastName>
    </urn1:CareReceiver>
  </urn:InsurabilityResponse>
</urn:GetInsurabilityForPharmacistResponse>
```

The soap header (only when the received response is not a SOAP fault) contains a message ID, e.g.:

```
<soapenv:Header>
  <add:MessageID
    xmlns:add="http://www.w3.org/2005/08/addressing">6f23cd40-09d2-4d86-b674-
b311f6bdf4a3</add:MessageID>
</soapenv:Header>
```

This message ID is important for tracking of the errors. It should be provided (when available) when requesting support.

