Benefit Recovery Investigation Tracking System (BRITS) updates 6.15.17

BRITS V1.1 will be released into production on July 17. An Operations Memo will be coming out.

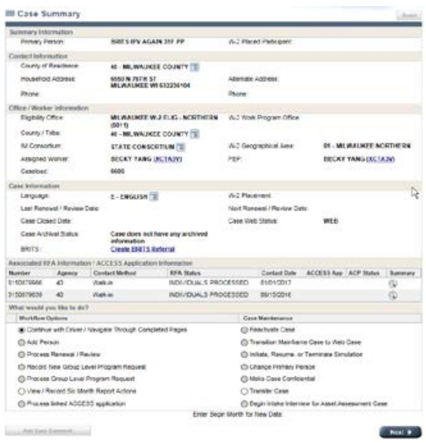
If your agency would like to participate in production validation on July 15 from 5-6pm, please email Danise Doudna at danise2.doudna@wisconsin.gov. BWF is seeking for one additional agency to participate.

BRITS V1.1 new development covers:

- Agency Error- multiple workflows
- Dual Issuance (PARIS States)
- Updates to the Referral Detail page and Post Investigation
- Saved Workload page
- Updated Referral Source and Investigation reasons list

The Agency Error Desk Aid will be updated and be available through the Learning Center once BRITS V1.1 is released. In addition, a new BRITS Processing document has been created that provides a high level step by step on how to create a BRITS referral from beginning to Post Investigation in Progress to Closure. It has been added as a handout for the BRITS CBT.

BRITS Referral Processing Steps



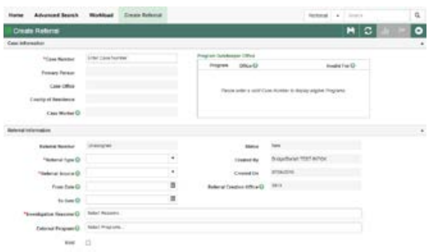
1. The W-2 worker identifies potential fraud and begins the process to create a BRITS referral for any of the following referral types:
   - Standard (Fraud or Claims Investigation);
   - Front-end Verification (FEV);
   - Data Exchange (DX); and
   - Agency Error.

   (**Note:** If the W-2 agency identifies an agency error, review the Partner Training Team's *Processing Agency Error Desk Aid*.)

   The W-2 worker begins the BRITS referral process by going to the CWW **Case Summary** page. Under **Case Information**, at **BRITS**, he or she clicks **Create BRITS Referral**.

2. If the W-2 worker is not logged into **BRITS** when he or she clicks **Create BRITS Referral**, the **BRITS Login** page comes up. The W-2 worker logs in and then the **Create Referral** page comes up.

   If the W-2 worker is logged into **BRITS** when he or she clicks **Create BRITS Referral**, the **Create Referral** page comes up.

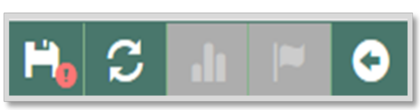


3. At the **Create Referral** page, the W-2 worker creates the BRITS referral.

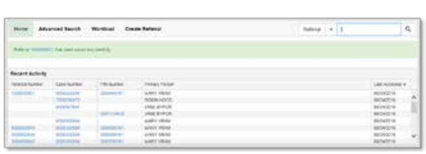
   In this example, the W-2 worker creates an FEV referral in order to prevent issuance of incorrect benefits. On this page, he or she provides specific information regarding the FEV referral.

   (**Note:** If the FEV results in no formal investigation, the W-2 worker notifies the agency fraud representative to deny the referral for investigation so that the referral can be voided on the **BRITS Referral Detail** page.)

   The required fields for entry on the **Create Referral** page are:
   - Case Number;
   - Program Gatekeeper Office;
   - Referral Type;
   - Referral Source;
   - Investigation Reasons; and
   - Comments.



4. After the W-2 worker creates the referral, he or she selects **Save** in the Navigation bar at the upper right of screen (highlighted with a red exclamation point) to continue to the **BRITS Home** page.



5. At the **BRITS Home** page, the W-2 worker notes the following, that:
   - The referral was saved successfully; and
   - The referral number is located under **Recent Activity**.

6. The W-2 worker's BRITS referral for an FEV also displays on the Gatekeeper's **Workload** page.

   (**Note:** The W-2 worker may continue to add case information and documentation to the referral after saving it.)

7. The Gatekeeper selects the referral to **View** it on the **Referral Detail** page and, if the Gatekeeper authorizes a formal investigation, the Gatekeeper must **Assign** the referral to an Investigator.

   (**Note:** The Gatekeeper can **Void** the FEV referral only if it has not been authorized for a formal investigation and when the referral is in "Not Assigned" status.)

8. On the **Referral Detail** page, the Gatekeeper assigns the Investigator under **Referral Investigation**. The referral will move from the Gatekeeper's Workload page to the **Investigator's Workload** page.

   (**Note:** If a different program area, e.g., CC - Child Care, has already created a referral and assigned it for investigation to be completed, coordination between the program areas is needed. In this example, the W-2 agency must reach out to CC to coordinate their investigation efforts. In the meantime, until the investigation is completed, W-2 staff can enter comments and upload documents on the **Referral Detail** page, documenting any actions taken or next steps.)

9. In addition to using the **Referral Detail** page to authorize the investigation and assign the Investigator, it is also used to track the status of the referral. The **Referral Detail** page tracks the status of the referral from its creation to its closure. (For valid referral statuses, see BRITS User Manual, Chapter 39, Tables.) The **Referral Detail** page requires the following information:
   - Investigation completion date; and
   - Post-investigation information.

   Under **Referral Investigation**, the following are entered:
   - Investigation findings;
   - Validation of the results;
   - Comments, added by clicking **Add Comment**, that relate back to the specific FEV referral for further clarification (**Note:** BRITS comments do not carryover to CARES or CWW); and
   - Documents: Upload documents related to the referral. (**Note:** Documents uploaded to BRITS are then available in ECF.)

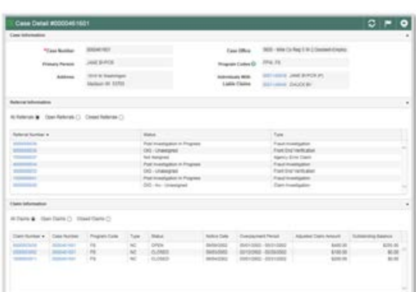
   When the assigned Investigator completes the investigation, the referral will move back to the **Gatekeeper's Workload** page. The Gatekeeper will review the referral and determine next steps for Post Investigation.

   Under the W-2 **Post Investigation** tab, the Gatekeeper may complete all or assign an Investigator to complete some or all of the following:
   - Claim Determination (**Note:** The W-2 agency or worker must determine if a claim will be created, ie., initiate claims, enter the overpayment claim in CARES Mainframe Screen BVRF, complete the Claim process until BVCL is completed and return to BRITS **Referral Detail** page to enter a checkmark in the Claim Created checkbox. If the overpayment was due to an Intentional Program Violation (IPV), complete the **W-2 IPV Penalty** page in CWW. Link the penalty to the BRITS Referral Number by clicking the

W-2 IPV Penalty page's "Link BRITS Referral" button.)

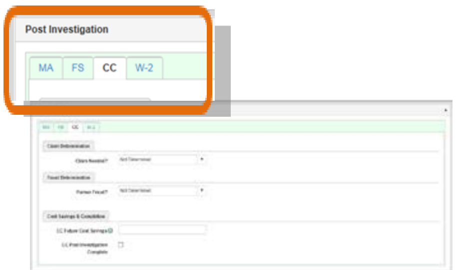
- Establish liability for W-2 overpayments and seek recovery, if applicable.
- Fraud Determination (**Note:** The investigation of any fraud findings and next steps, i.e., what next steps need to be taken: none, deny, close, enter IPV, refer to the DA, etc., are entered here.)
- Cost savings and Completion (**Note:** The future savings amount for W-2 is the last monthly benefit amount of W-2 that the assistance group would have received had W-2 not been closed or denied.)

10. **Referral Summary** summarizes BRITS information about the specific referral by listing:
    - Case Information, including specific Program Gatekeeper Office detail;
    - Referral Information;
    - Cost Savings;
    - IPV Sanctions; and
    - Claim Information for the referral.



11. **Case Detail** page summarizes BRITS information on a case level by listing the:
    - Case Information;
    - Referral Information (sorting available: all known referrals, open, or closed); and
    - Claim Information (sorting available: all, open, or closed).

12. Referrals created by other programs, e.g., CC – Child Care, will appear on the W-2 **Gatekeeper's Workload** page under the Post Investigation Claim/Fraud Assignment section with a Referral Status of "Investigation Complete" or "Post Investigation in Progress."

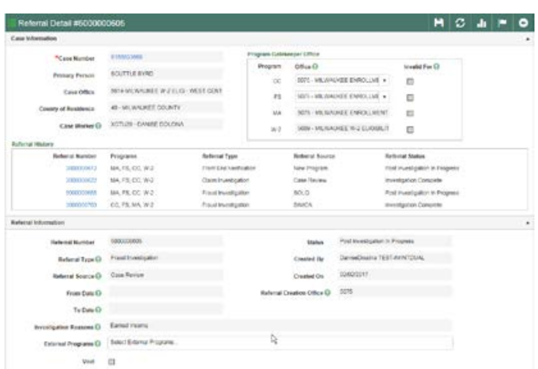


13. The Gatekeeper clicks the referral number link or the W-2 hyperlink under Program(s) to advance to the Post Investigation section of the **Referral Detail** page.

    There is a Post Investigation tab for each valid program on the referral.

    When a referral is in "Post Investigation in Progress" status and the Gatekeeper or assigned Investigator has completed the W-2 Post Investigation tab, no additional action is required of the W-2 agency. The referral falls off the W-2 **Gatekeeper's Workload** page. The referral will remain on the other outstanding program area's **Gatekeeper's Workload** page(s) for completion of its program area Post Investigation tab.

    (**Note:** See #9, above, on how to process a referral under the **Post Investigation** tab, i.e., Claim Determination, Establish Liability for Overpayments, Fraud Determination, and Cost Savings and Completion.)



    In order for the BRITS referral to close entirely, each program area must complete its Post Investigation program area tab. Once all program areas listed on the referral have completed their Post Investigation tab, the referral status will change from "Post Investigation In Progress" to "Closed."

    Until all program areas complete their Post Investigation tabs, the BRITS referral status will remain in "Post Investigation in Progress."