

## 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](mailto: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

**Case Summary**

**Summary Information**

Primary Person: DORE, RYAN ALAN III PP A/C: Project Participant

**Contact Information**

County of Residence: WI - MILWAUKEE COUNTY  
 Mailing Address: 6000 N 70TH ST MILWAUKEE WI 53220-104  
 Alternate Address:  
 Phone:

**Office/Worker Information**

Eligibility Office: MILWAUKEE WJ & JG - NORTHWESTERN  
 County Title: WI - MILWAUKEE COUNTY  
 All Consular: STATE CONSUL GENERAL  
 Assigned worker: BECKY YANG (JLJ303) PGP: BECKY YANG (JLJ303)  
 Created: 8/8/8

**Case Information**

Language: English A/C: Placement  
 Last Renewal / Review Date: Next Renewal / Review Date: Case Web Status: WEB  
 Case Closed Date: Case Archived Status: Case does not have any archived information  
 BRITS: Create BRITS Referral

**Associated RFA Information**

Number	Agency	Contract Method	RFA Status	Contract Date	ACCESS Fee	ASP Status	Summary
110876566	40	State	INDIVIDUALS PROCESSED	8/10/2017			
110876528	40	State	INDIVIDUALS PROCESSED	8/10/2017			

**What would you like to do?**

Refresh System

Continue with Case / Skippage Through Completed Pages  
 Add Person  
 Process Renewal / Review  
 Record New State Level Program Request  
 Process Group Level Program Request  
 View / Record Six Month Report Actions  
 Process Select ACCESS application

Case Maintenance  
 Reauthorize Case  
 Transfer Mainframe Case to New Case  
 Initiate, Resume or Terminate Simulation  
 Change Program Header  
 Make Case Confidential  
 Transfer Case  
 Origin Update Interview for Adult Assessment Case

Enter Page Month to View Data

Print Case Summary

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**.

**BRITS Login**

BRITS is a secure site and is not accessible to the public.

You must be logged in to view this page.

Username:

Password:

Log In

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.





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.)

- 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.)**



- 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.)

The screenshot displays the 'Referral Detail' page in the BRITS system. The page is divided into several sections:

- Header:** Includes the BRITS logo, navigation tabs (Home, Advanced Search, Workflow, Create Referral), and a search bar.
- Overview:** A summary section with fields for Case Number, Program, Project, and Status.
- Referral Information:** A section containing fields for Referral Number, Referral Type, Referral Source, and Referral Date.
- Investigation:** A section with fields for Investigation Start Date, Investigation End Date, and Investigation Status.
- Post Investigation:** A section with fields for Post Investigation Start Date, Post Investigation End Date, and Post Investigation Status.
- Comments:** A section for adding and viewing comments related to the referral.
- Documents:** A section for uploading and viewing documents related to the referral.

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 BVRP, 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.)

**Referral Summary # 00000001**

**Case Information**

Case Number	00000001	Program Gatekeeper Office	
Primary Person	00000001	Program	00000001
Case Office	00000001	Referral ID	00000001
County of Residence	00000001	Referral Date	00000001
Case Worker	00000001	Referral Status	00000001

**Referral Information**

Referral Number	00000001	Status	Referral Investigation in Progress
Referral Type	Referral Investigation	Referral ID	00000001
Referral Reason	Referral Investigation	Referral Date	00000001
From Date		Referral Status	00000001
To Date			

**Cost Savings**

Program	Original Claim Amount	Future Cost Savings	IPV Sanctions	Total Cost Savings
000	\$0.00	\$0.00	\$0.00	\$0.00
000	\$0.00	\$0.00	\$0.00	\$0.00
000	\$0.00	\$0.00	\$0.00	\$0.00
<b>Total</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>

**IPV Sanctions**

Program	From Date	To Date	Sanction Period	Begin Date	End Date
000	00000001	00000001	00000001	00000001	00000001

**Case Information**

Case Number	Case Name	Program Code	Status	Referral Date	Referral Status	Referral Amount	Referral Reason
00000001	00000001	00000001	00000001	00000001	00000001	00000001	00000001

**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.

**Case Detail # 00000001**

**Case Information**

Case Number	00000001	Case Office	00000001
Primary Person	00000001	Program Code	00000001
Address	00000001	Referral ID	00000001
Referral ID	00000001	Referral Date	00000001

**Referral Information**

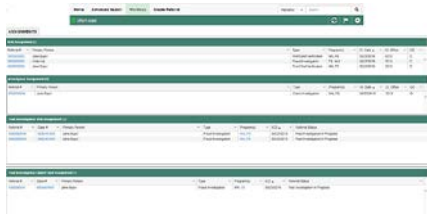
Referral Number	Referral Type	Status	Referral Date	Referral Status
00000001	Referral Investigation	Referral Investigation in Progress	00000001	00000001
00000001	Referral Investigation	Referral Investigation in Progress	00000001	00000001
00000001	Referral Investigation	Referral Investigation in Progress	00000001	00000001
00000001	Referral Investigation	Referral Investigation in Progress	00000001	00000001
00000001	Referral Investigation	Referral Investigation in Progress	00000001	00000001

**Claim Information**

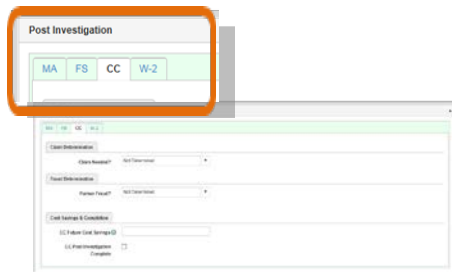
Case Number	Case Name	Program Code	Status	Referral Date	Referral Status	Referral Amount	Referral Reason
00000001	00000001	00000001	00000001	00000001	00000001	00000001	00000001

**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."

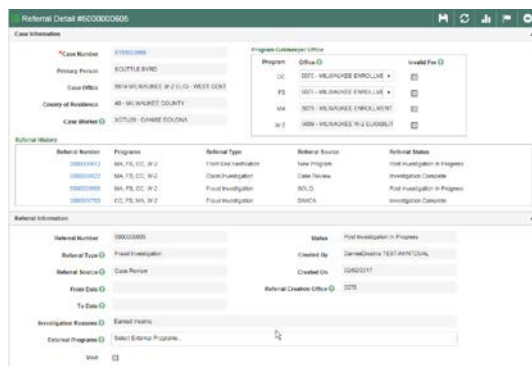


13. The Gatekeeper clicks the referral number link or the W-2 hyperlink under Program(s) to advance to the Post Investigation section of the **Referral Detail** page.

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."