

Benefit Recovery Investigation Tracking System (BRITS) Updates ~ 12/21/17

BRITS Time Out Issue:

Users are reporting getting timed out of BRITS after being idle for 15 minutes. BRITS developers have been unable to replicate the issue. In an effort to understand why some users are experiencing this, an email was sent to W-2 Agency CARES Coordinators and Fraud Coordinators on 12/13/17 to complete a brief [survey](#) (<https://brits-research.typeform.com/to/rNpALV>).

If you are experiencing this issue, please immediately contact the [DCF Service Desk](#) (dcfservicedesk@wisconsin.gov) and copy the [DCF W-2 Helpdesk](#) (dcfw2careshd@wisconsin.gov) for tracking.

New BRITS training documents available in the Learning Center:

Additional documents to help with the learning curve of the BRITS application.

- BRITS Referral Invalidation Procedure – Desk Aid
- Invalidating Data Exchange Referrals in BRITS – Desk Aid
- Mapping a BRITS Referral – Desk Aid

Please be sure you or your staff review these if you have BRITS questions or need future BRITS training.

Incorrectly linked Overpayment Claims on BRITS referrals:

Agencies received a **BRITS – Overpayments Claims linked incorrectly to the Referral** report, which is due December 22, 2017. This is the second report created by the BRITS team. It will be provided quarterly in the future. This is a discrepancy report that will prevent future clean up on referrals when BRITS Phase 2 is available.

Future BRITS Reports in WebI:

The BRITS BI team is working on developing additional reports, including specific program reports. If you have any suggestions, please email them to the [DCF W-2 Fraud mailbox](#) (dcfw2fraud@wisconsin.gov).

BRITS Phase 2 Timeline:

There is no timeline for BRITS Phase 2 release.

Request for feedback on BRITS V1.2:

BRITS V1.2 was released on November 18, 2017 and available for use on November 20, 2017. On November 20, 2017, the DCF W-2 CARES HD sent out an email announcing BRITS V1.2 availability. BWF is working on issuing an Operation Memo (OM), which will require all agencies to revise their SOPs. The BRITS team is seeking feedback on BRITS V1.2. Please send any feedback to the [DCF W-2 Fraud mailbox](#) (dcfw2fraud@wisconsin.gov).

Highlights of BRITS V1.2:

- County of Residence on the Workload Page
- Reminder Flag column has been added on all sub sections of the Workload Page.
- Customized Columns on the Workload Page.
- New Data Exchange Referral Type- PARIS Reports.
- WebI Reports & User Manual label update.
- DCF Helpdesk label update.
- Advanced Search updates that will filter out duplicate from returned results

See **Overview of BRITS V1.2 Functionality** for details below. Additional details will be provided in the upcoming OM.

Overview of BRITS V1.2 Functionality:

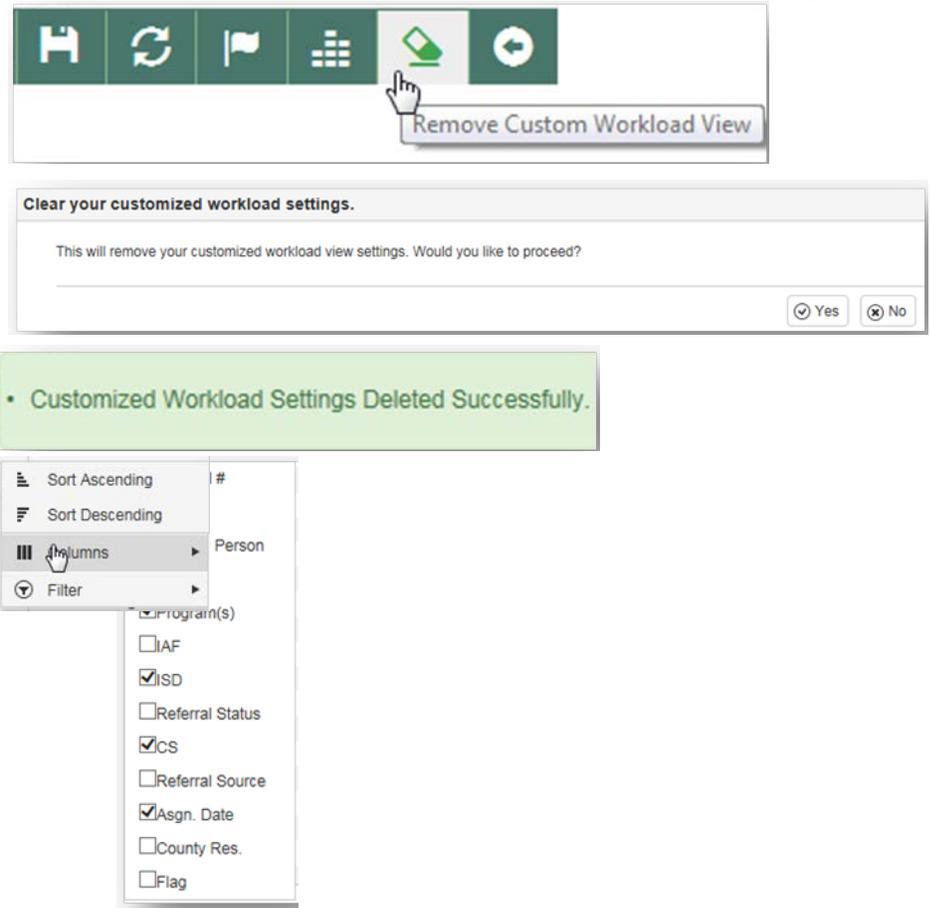
Enhancement	Previous Functionality	New Functionality	BRITS User Manual Reference
County of Residence	The County of Residence was not available on the Workload page.	The County of Residence is now an available column on the Workload page for all sub-sections. This column is pre-populated from the Referral Detail page. It is sortable but hidden by default. When viewed, this column displays the two-digit code of the primary person. (See the screenshot below.)	Chapter 6.1: Default Workload View vs. Custom Workload View
Reminder Flag (referral reminder)	The Reminder Flag column was not available on all sub-sections of the Workload page.	The Reminder Flag column is now available on all sub-sections of the Workload page. It is sortable and filterable but hidden by default. When viewed the column displays a color indicator if a reminder was added to the referral. The reminder must be on a referral in order for the colored flag to be displayed on the Workload page. . Important Note: The Reminder Flag does not follow the Referral across all users. The Reminder Flag is for the user only.	Chapter 6.1 Default Workload View vs. Custom Workload View Chapter 27 Reminder

*Screenshot: County of Residence column and Flag column on the **Workload** page*

Referral #	Primary Person	Type	Program(s)	Cr. Date	Cr. Office	Referral Source	County Res.	Flag
1110001041	Danny County	Fraud Investigation	CC, FS, MA, W-2	10/30/2017	5099	DHS PARIS Reports	13	
2110001042	Danny County	Front End Verification	CC, FS, MA, W-2	10/30/2017	5099	DHS PARIS Reports	13	Green
3110000743	Department Conduct	Front End Verification	MA, FS	01/23/2017	5013	New Program	13	
3110000963	Department Conduct	Claim Investigation	FS, MA	05/19/2017	5013	SWICA	13	Yellow
9110001039	Fsw2 Only	Claim Investigation	FS, W-2	10/30/2017	5013	DCF PARIS Reports	13	
0110001040	Fsw2 Only	Claim Investigation	FS, W-2	10/30/2017	5013	DHS PARIS Reports	13	
2110000862	Mom Car8998	Front End Verification	MA	04/21/2017	5273	New Program	13	Red
3110001043	Mom Car8998	Front End Verification	MA	10/30/2017	5013	DHS PARIS Reports	13	
0110000970	Second Per	Claim Investigation	FS, MA	06/02/2017	5013	Asset Verification System	40	
4110001044	Second Per	Fraud Investigation	FS, MA	10/30/2017	5013	DCF PARIS Reports	40	Red
4110001024	W-2 Pregnant	Fraud Investigation	W-2	10/05/2017	5099	SWICA	57	Green
5110001045	W-2 Pregnant	Fraud Investigation	W-2	10/30/2017	5013	DHS PARIS Reports	57	Yellow

Customized Columns on Workload page	Columns could not be customized to display only selected columns on Workload page	Workers can now select which columns they want to display on the Workload page. Note: If a user has a customized workload page, they must clear their settings to the default settings and may reapply the new customized workload settings.	Chapter 6.1: Default Workload View vs. Custom Workload View
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Screenshot: How to customize columns to view on the **Workload** page



New Data Exchange referral type – PARIS Reports

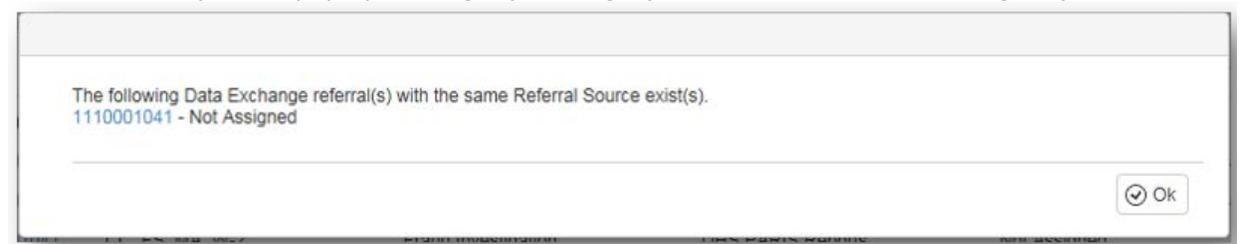
DCF and DHS PARIS Reports were categorized as Standard referrals where one referral could only be created at one time until the referral moved to Post Investigation In Progress status..

DCF and DHS PARIS Reports are now available as a Data Exchange (DX) Referral Category. A user will be able to create multiple DCF/DHS PARIS Report types: Claim Investigation, Fraud Investigation, or Front End Verification. A notification message will pop-up when another referral with the same Data Exchange referral source exist.

Note: BWF will create and assign all PARIS BRITS referrals for the W-2 agency to investigate and move to Post Investigation In Progress or close.

Chapter 14 Referrals

Screenshot: Notification pop-up message of existing referral with same Data Exchange Referral Source



Web1 – Button label update	The Web1 button had a slash (-) in its place.	The slash has been removed from the Web1 button and replaced with an “&”. This change was to better identify BRITS Web1 Reports & User Guide information. (See screenshot below.)	Chapter 2 BRITS Appication Overview
Help Button label updated to BRITS User Manual	The Help button was labeled “Help”.	The Help button is now the “BRITS User Manual”. This change was to better identify the BRITS User Manual information.	Chapter 2 BRITS Application Overview

Screenshot: “Help” button renamed “BRITS User Manual”



Help Desk / Service Desk	The Help Desk was called the DCF Helpdesk.	The Help Desk is now the DCF Service Desk to align with DCF language.	Chapter 3: Getting Started
Advanced Search – Filter Out Duplicates From Returned Results	When doing an Advance Search, supplicate and duplicate records are returned with the same Case Number. Referral Number, Referral Status, PIN, Name, Atlas, Gender, and Date of Birth. Advance searches also resulted in invalid records such as deleted aliases. Valid records excludes aliases that were deleted.	The Advanced Search logic in BRITS now filters out “deleted aliases” records from the results.	Chapter 25 Search

EXAMPLE: If four aliases were entered, (none were deleted) and maiden name was also selected as an alias, then you would see six results.

- Samantha Jones
- Sam Jones – alias
- Sammie Jones – alias
- Sammy Jones – alias
- Samy Jones – alias (typo but was not deleted)
- Sam Smith – maiden name