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STATE OF WISCONSIN

Date: October 21, 2016

DHCAA, DECE, and DFES Operations Memo 16-J7

To: Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff
FSET Agencies W-
2 Agencies
Workforce Development Boards
Job Center Leads and Managers
Child Care Coordinators
Training Staff

From: Rebecca McAtee, Bureau Director
Bureau of Enrollment Policy and Systems
Division of Health Care Access and Accountability
Department of Health Services

Tiffany Wilson, Director
Bureau of Program Integrity
Division of Early Care and Education
Department of Children and Families

Margaret McMahon, Director
Bureau of Working Families
Division of Family and Economic Security
Department of Children and Families

Affected Programs:
- ☒ BadgerCare Plus
- ☐ Caretaker Supplement
- ☒ Child Care
- ☐ Children First
- ☐ Emergency Assistance
- ☒ FoodShare
- ☐ FoodShare Employment and Training
- ☐ Job Access Loan
- ☐ Job Center Programs
- ☒ Medicaid
- ☐ Other Employment Programs
- ☐ Refugee Assistance Program
- ☒ SeniorCare
- ☒ Wisconsin Works
- ☐ Workforce Innovation and Opportunity Act

Implementation of the Benefit Recovery Investigation Tracking System

TABLE OF CONTENTS

CROSS REFERENCE

- Income Maintenance Manual, Chapters 11-13
- Wisconsin Works (W-2) Manual, Chapter 13
- Wisconsin Shares Child Care Subsidy Policy Manual, Chapter 4

EFFECTIVE DATE

November 14, 2016

PURPOSE

The purpose of this Operations Memo is to announce the implementation of the Benefit Recovery Investigation Tracking System (BRITS), the new web-based system for the creation and tracking of public assistance overpayment and fraud investigation referrals for Child Care (CC), BadgerCare Plus, Medicaid, FoodShare, and Wisconsin Works (W-2). This Memo also announces enhancements to CARES Worker Web (CWW) as a result of the implementation of BRITS.

BACKGROUND

In an effort to reduce workload, increase program integrity, create efficiencies in fraud and overpayment investigation processes, and facilitate prosecution activities, the Wisconsin Department of Health Services (DHS) and the Wisconsin Department of Children and Families (DCF) will be implementing a new system called BRITS for the creation and tracking of all public assistance overpayment and fraud investigation referrals.

BRITS will be implemented on November 14, 2016, and will replace the following Fraud Investigation Tracking Screens (FITS), which are located in the Benefit Recovery (BV) subsystem of CARES Mainframe:

- BVIR (Investigation Referral)
- BVIT (Investigation Tracking)
- BVPI (Post Investigation Outcomes)

Starting November 14, 2016, fraud investigation referrals will not be able to be created in CARES Mainframe, and screens BVIR, BVIT, and BVPI will be read only. In addition, Alert 042 – Fraud Referral to Fraud Unit will be discontinued.

POLICY

There are no policy changes associated with this Memo. For information about public assistance fraud, refer to the following:

- For IM programs, chapters 11-13 of the Income Maintenance Manual
- For W-2, chapter 13 of the Wisconsin Works (W-2) Manual
- For Child Care, chapter 4 of the Wisconsin Shares Child Care Subsidy Policy Manual

All the manuals will be updated to account for the BRITS implementation. To be notified that a manual has been updated, sign up at the following:

- For the Income Maintenance Manual, www.dhs.wisconsin.gov/em/signup.htm
- For the Wisconsin Works (W-2) Manual, http://dcf.wisconsin.gov/w2/partners/ops-memos
- For the Wisconsin Shares Child Care Subsidy Policy Manual, http://dcf.wisconsin.gov/childcare/email-signup

BRITS

This Memo provides an overview of BRITS. For detailed instructions on navigating and using BRITS, users should refer to the BRITS User Guide, which will be available on the Help page in BRITS.

SYSTEM ACCESS

As part of the initial BRITS setup, DHS and DCF created BRITS accounts for existing BV system users based on information provided by consortia, counties, tribes, and W-2 agencies. As a result, these users will be able to access BRITS on November 14. If a person does not have access to BRITS, the security officer for the consortia, county, tribe, or W-2 agency must complete a BRITS User Setup form (DCF-F-5122-E), which will be available on the DCF website, and submit it to DCF Security.

Note: If a person needs access to CARES Mainframe to create or view claims, his or her security officer should complete a CARES Automated Systems Access Request (F-00476) and submit it to DHS CARES Security.

SYSTEM AVAILABILITY

BRITS will follow the same availability as CARES. The CARES availability calendar is available on the Income Maintenance/Workforce Development Systems Gateway page on the DHS website.

GLOSSARY OF TERMS

BRITS users should be familiar with the following terms, which are either used in BRITS or in relation to BRITS:

Term	Definition
Claim determination process	Determination of whether a claim is necessary and, if so, then creation of the claim in CARES Mainframe.
Completing an investigation	Entering all findings on a referral and checking the Investigation Complete box on the Referral Detail page.
Gatekeeper	A person who is responsible for reviewing a referral and assigning it to the appropriate person to complete the investigation or determination.
Internal Assignment Filter (Int. Assign Filter)	A field on the Referral Detail page that is used to narrow the list of investigators to whom a referral can be assigned by designating a program to start the investigation. Once a program is selected, only investigators authorized for the designated program will be displayed.
Invalidating a program on a referral	Removing **one** program from a referral because the referral is not relevant to the program. In order for a program to be invalidated, the Invalid For box for the Program Gatekeeper Office field on the Referral Detail page must be checked for the program for which the referral does not apply.
Invalidating a referral	Removing **all** programs from a referral. The Invalid For box for the Program Gatekeeper Office field on the Referral Detail page must be checked for all programs, which will then close the referral.
Investigation	Work that is performed after a referral is created to determine if a claim is needed for a case or if fraud is found on a case. For BRITS, an investigation is not limited exclusively to a fraud investigation. Investigation work may include: • Gathering and examining documentary evidence • Requesting verification • Investigations in the field (e.g., surveillance) • Entering findings or comments on a referral • Creating claims
Investigation type	Defines a referral workflow and includes the following: • Internal referrals, which are worked by a consortium, county, tribal, or W-2 agency investigator. • External referrals, which are worked by an investigator contracted by a consortium, county, tribe, or W-2 agency (e.g., a county sheriff's department or private company). • DHS OIG referrals, which are worked by the DHS Office of the Inspector General (OIG). • PACU referrals, which are worked by DCF agencies, such as the Public Assistance Collections Unit (PACU) or Bureau of Program Integrity (BPI).

Term	Definition
Investigator	A person (such as a fraud investigator, claim specialist, overpayment specialist, or a person who processes agency error overpayments) who is responsible for completing the investigation work or overpayment calculation for the referral.
Migrated referral	An investigation referral that originated on screen BVIR in CARES Mainframe prior to the implementation of BRITS and was migrated to BRITS as a part of the conversion process. Fields and/or messages in BRITS will indicate if a referral has been migrated.
Post-investigation work (or process)	Completing the claim determination and fraud determination processes and entering a value in the Future Cost Savings field on the Referral Detail page for each program with a Post Investigation in Progress status.
Program Gatekeeper Office	A field that is used to identify the office in which the investigation work will be done for each program included on the referral. In order to assign a new referral, the gatekeeper must have security for that program and office.
Referral creation office	The primary office of the user who created a referral.
Voiding a referral	The creator of the referral checking the Void box in the Referral Information section of the Referral Detail page. Once a referral is voided, it is immediately deleted and is no longer viewable in BRITS. Referrals should only be voided when they were created erroneously, such as when they were created on the incorrect case. This is different from invalidating a program.

USER ROLES

Each BRITS user is assigned a role based on his or her job title and duties. A person's assigned role determines the work he or she can perform and the access he or she has. Based on job duties, a person may have more than one role. All the roles a person should be assigned should be indicated on the BRITS User Setup form submitted to DCF Security.

The following are roles that will apply to consortium, county, tribal, and W-2 agency users:

- **Worker.** Users who are assigned a worker role can create referrals, enter comments on referrals, and add documents to referrals. Workers do not receive assignments in BRITS and do not have a Workload page. They can complete post-investigation work, such as linking a claim or sending the referral for fraud prosecution, by using a quick or advanced search.
- **Internal gatekeeper.** Users who are assigned an internal gatekeeper role create and manage referrals. As part of managing referrals, they can assign referrals for internal and external investigation, assign internal investigators, and perform claim and/or fraud determination. They can complete post-investigation work, such as linking a claim or sending the referral for fraud prosecution, by using a quick or advanced search.

- **Internal investigator.** Users who are assigned an internal investigator role primarily gather documentary evidence, research overpayments caused by agency errors, conduct investigations in the field, enter findings on referrals, create claims, and make claim and fraud determinations. In addition, they can create referrals and complete post-investigation work, such as linking a claim or sending the referral for fraud prosecution. Internal investigators are assigned work by internal gatekeepers.
- **External gatekeeper.** Users who are assigned an external gatekeeper role are generally the staff of agencies contracted by a consortium, county, tribe, or W-2 agency (e.g., county sheriff departments or private companies). They are assigned work by an internal gatekeeper and are responsible for assigning referrals to external investigators.
- **External investigators.** Users who are assigned an external investigator role are generally the staff of agencies contracted by a consortium, county, tribe, or W-2 agency (e.g., county sheriff departments or private companies). They are assigned work by external gatekeepers and primarily gather documentary evidence, conduct investigations in the field, enter findings on referrals, create claims, and make claim and fraud determinations.

REFERRAL CONVERSION

All closed BVIR referrals and all open BVIR referrals that were created on and after July 1, 2010, will be converted or migrated from CARES Mainframe to BRITS by November 14, 2016. Any open BVIR referrals created prior to July 1, 2010, will not be migrated and will be read-only in CARES Mainframe.

If multiple referrals were created after July 1, 2010, for a case and are still open, those referrals will be migrated to BRITS and will still be open in BRITS. Users will be able to document information on those referrals in BRITS; however, they will not be able to create new referrals until the open ones are in a Post Investigation in Progress or Closed status.

A Migrated Referral message will be displayed at the top of the Referral Detail page in BRITS for referrals that have been migrated from CARES Mainframe to BRITS.

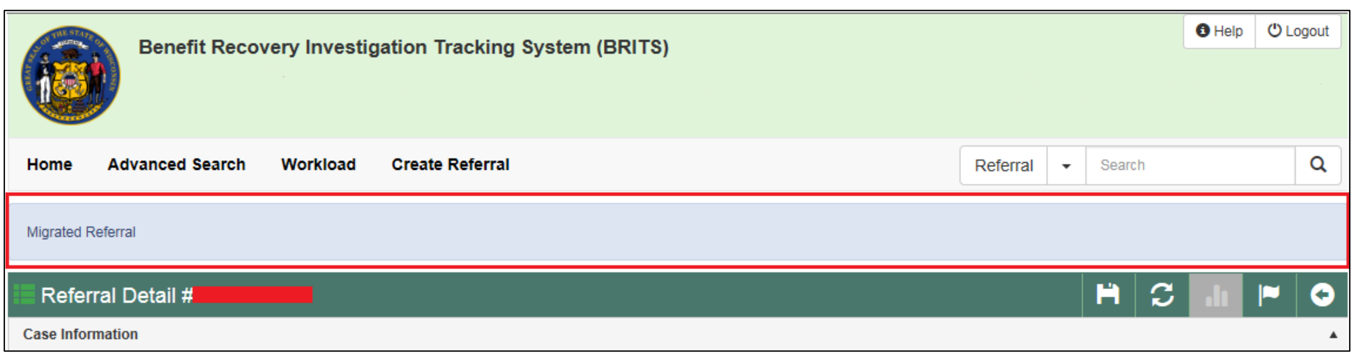


Figure 1 Migrated Referral Message in BRITS

In addition, the following fields on the Referral Detail page will display migration information:

- **County of Residence.** This field will display a zero for migrated referrals and will be read only.
- **Case Worker.** This field will display “Pre-BRITS” for migrated referrals and will be read only.
- **Created By:** This field will display “Pre-BRITS” for migrated referrals and will be read only.
- **Referral Creation Office.** This field will display a zero for migrated referrals and will be read only.
- **Comments.** This field will display “Pre-BRITS” for migrated referrals.

LOGGING IN

A link titled “BRITS” will be available on the Income Maintenance/Workforce Development Systems Gateway page on the DHS website.

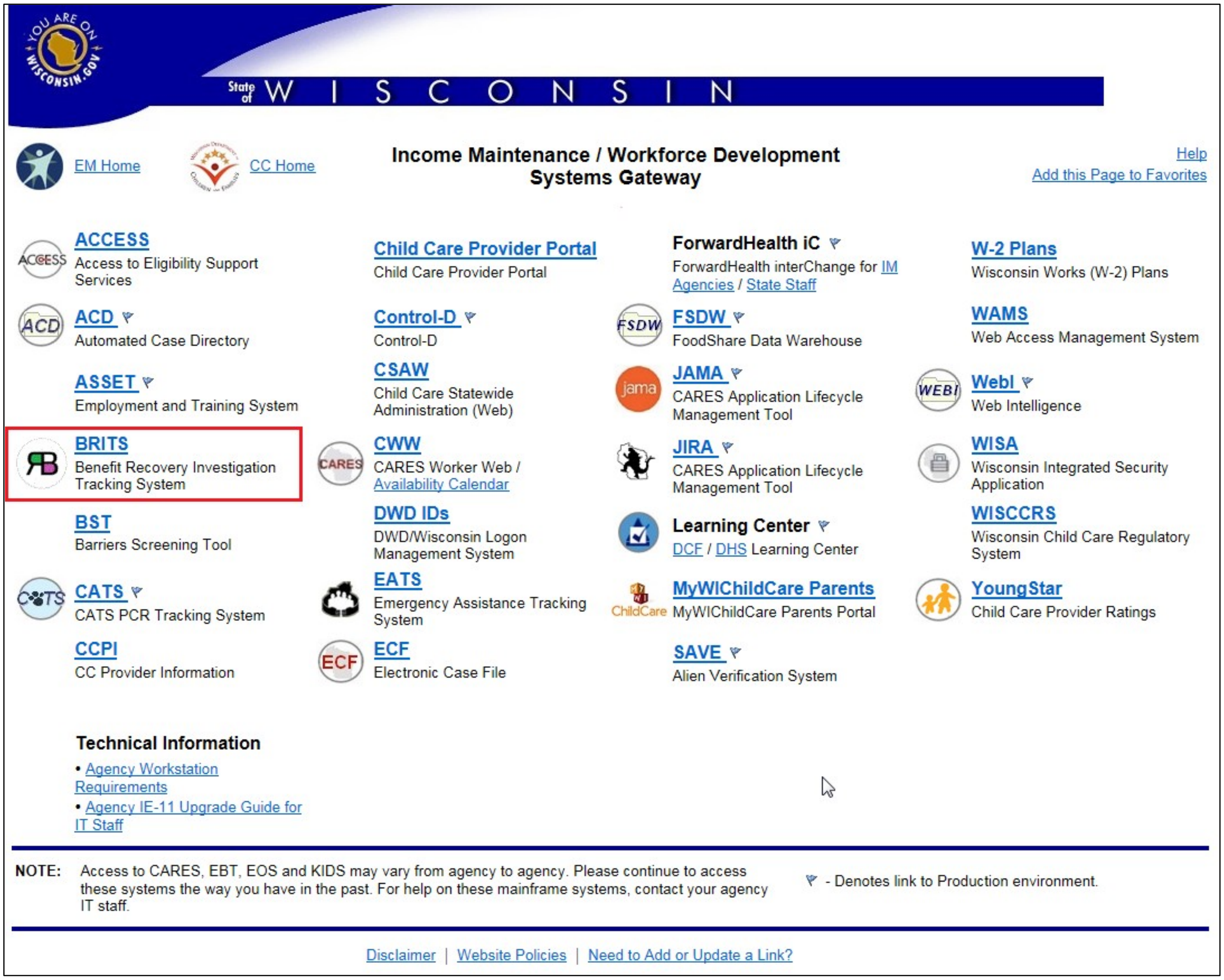


Figure 2 BRITS Link on Income Maintenance/Workforce Development Systems Gateway Page

After users click the link, the BRITS login page will be displayed.

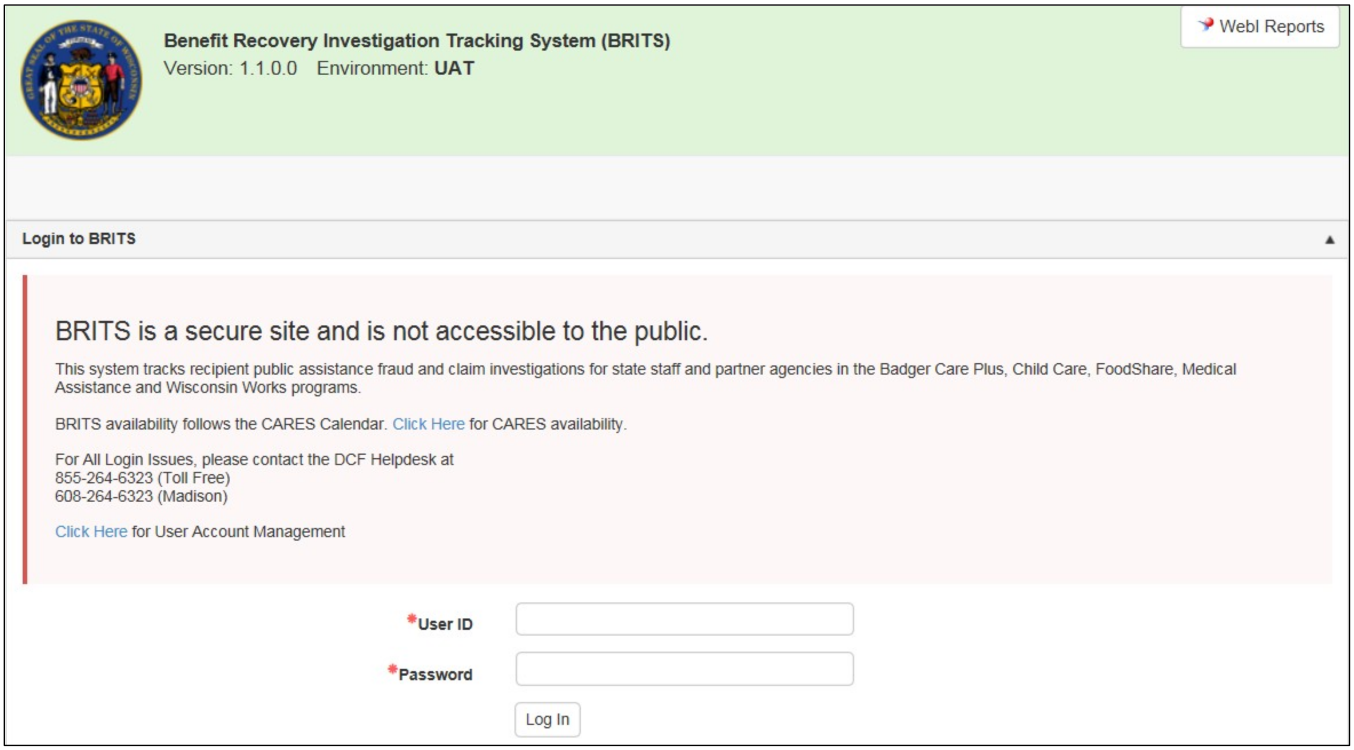


Figure 3 BRITS Login Page

Users should log in using their WAMS user ID and password. Users who do not have a WAMS user ID and password can request one on the Wisconsin User ID Web Access Management System (WAMS) website. To access the site, users should use the WAMS link on the Income Maintenance/Workforce Development Systems Gateway page.

Note: Users may also access BRITS directly from CWW. For additional information, refer to the CARES Worker Web Section of this Memo.

HOME PAGE

After users log in, the BRITS Home page will be displayed.

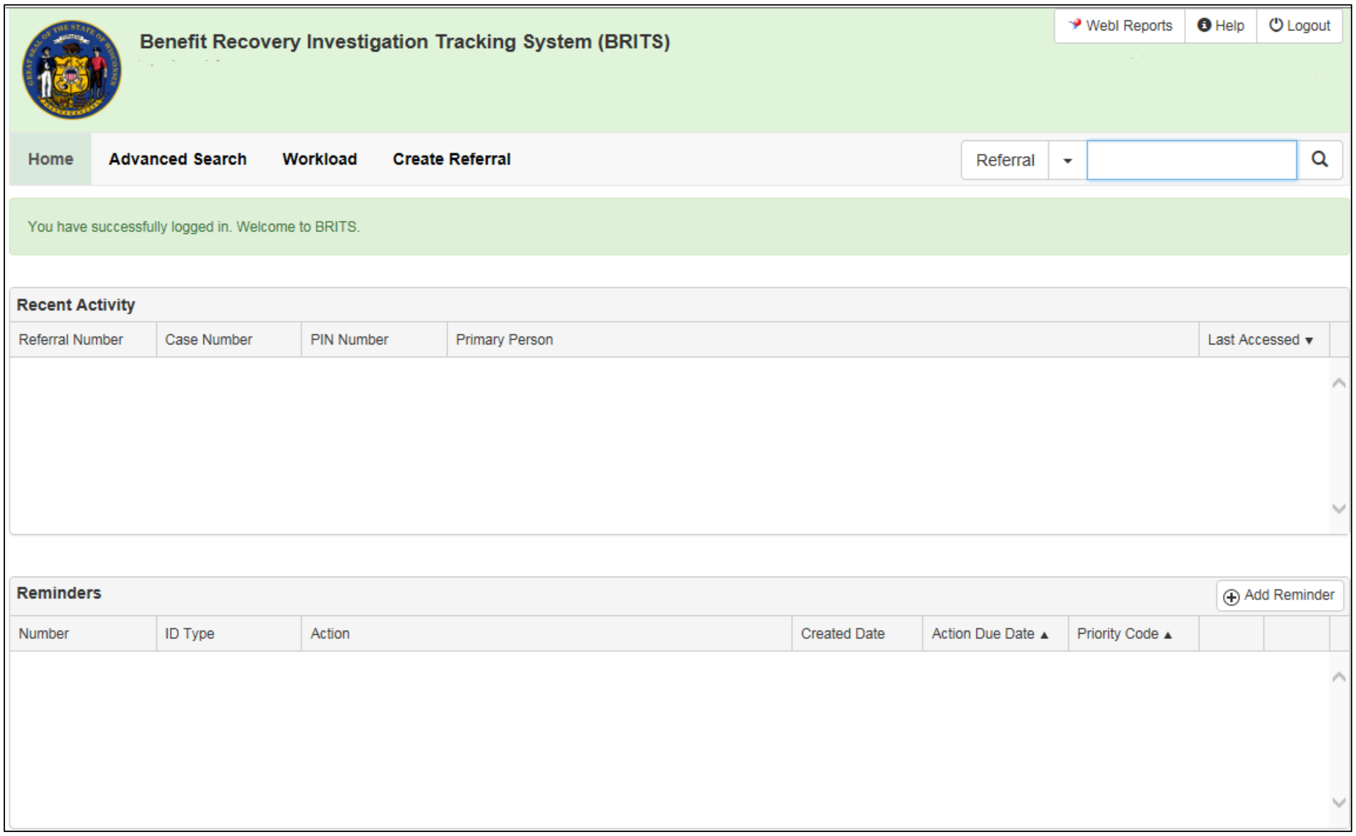


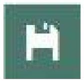
Figure 4 BRITS Home Page (Internal Gatekeeper and Internal Investigator Roles)

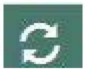
The BRITS Home page includes the following:

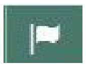
- **Navigation bar.** The navigation bar provides links to the Home page, Advanced Search page, Workload page, and Create Referral page. The navigation bar also contains a search menu and field.
- **Recent Activity grid.** The Recent Activity grid displays the last 20 pages that were accessed by the user.
- **Reminders grid.** The Reminders grid displays reminders that a user set for a referral, case, PIN, or claim. Reminders can only be viewed by the user who created them; they cannot be transferred between BRITS users. In addition, reminders are **not** part of a case and are **not** equivalent to case comments on a referral. For instructions on creating reminders, refer to the BRITS User Guide.

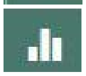
ACTION TOOLBAR

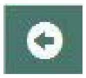
Most of the pages in BRITS have an action toolbar at the top of the page. The following are buttons that could display on a page’s action toolbar:

 **Save.** Users can click this to save any changes to a page.

 **Refresh.** Users can click this prior to saving to remove all newly entered information.

 **Reminder.** Users can click this to create a user-specific reminder.

 **Referral Summary.** Users can click this to be directed to the Referral Summary page.

 **Back One Page.** Users can click this to be directed to the last page they accessed.

CREATE A REFERRAL

Only users with a worker, internal gatekeeper, or internal investigator role can create a referral. To create a referral, users should click **Create Referral** on the navigation bar. The Create Referral page will be displayed.

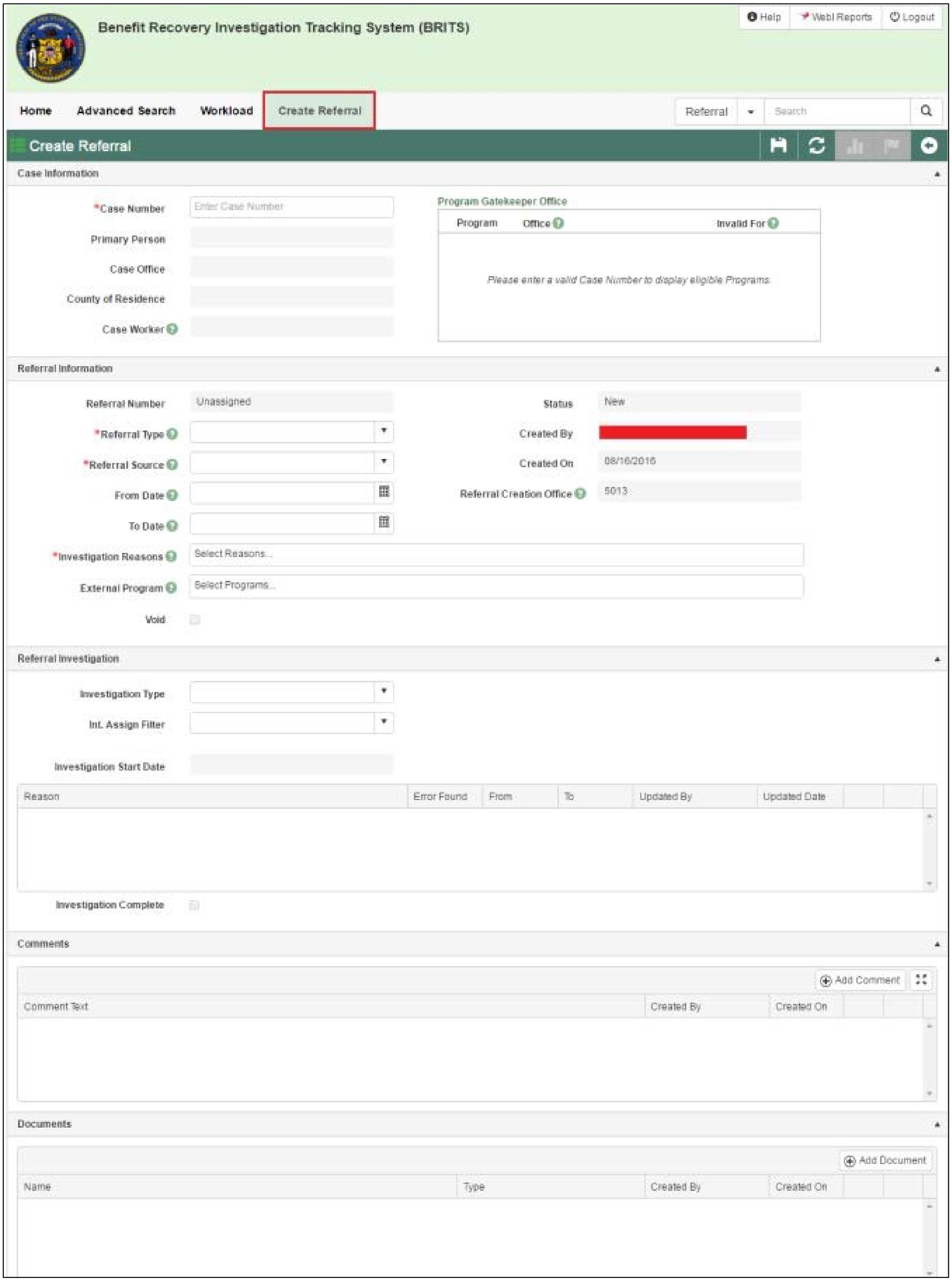


Figure 5 Create Referral Page (Internal Gatekeeper and Internal Investigator Roles)

ADD CARES CASE INFORMATION

Users should enter a valid CARES case number in the Case Number field and either press Tab or click on another field. The Primary Person, Case Office, County of Residence, and Case Worker fields will then populate with information from CARES. If information in this section is incorrect when the referral is created, it should be updated in CWW.

Note: All required fields are indicated with a red asterisk.

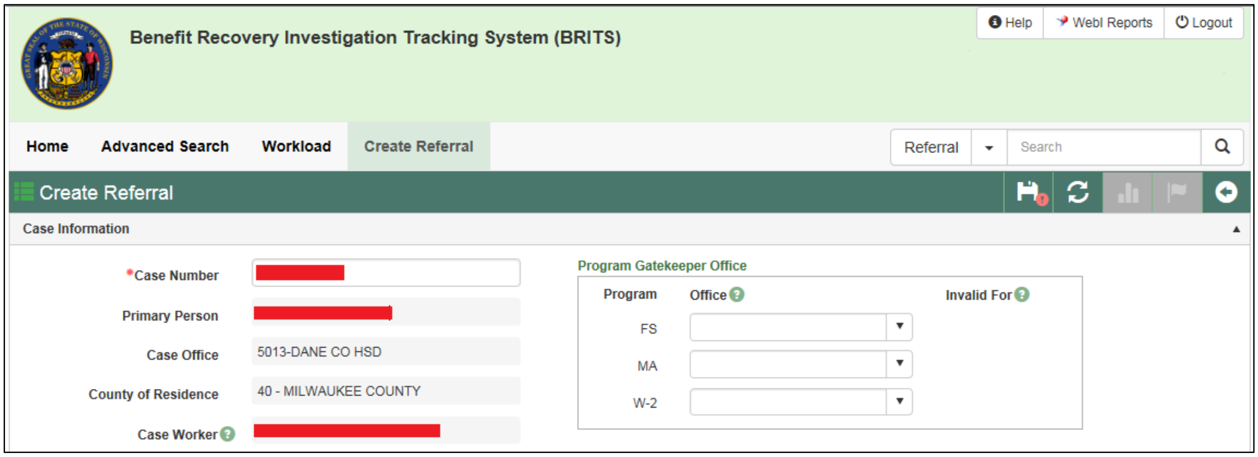


Figure 6 Case Information Section on Create Referral Page

Once a CARES case is added, the Program Gatekeeper Office field will become editable. Users must select a gatekeeper office for at least one program in order to save the referral. The programs that display are based on the programs that are included on the CARES case. Users should select a gatekeeper office based on their agency's procedures.

ADD REFERRAL INFORMATION

Users must select information for the Referral Type, Referral Source, and Investigation Reasons fields. The information selected for these fields will determine who works on the referral (i.e., internal, external, DHS OIG, or PACU staff).

The Referral Source field cannot be edited once a referral has been assigned by a gatekeeper.

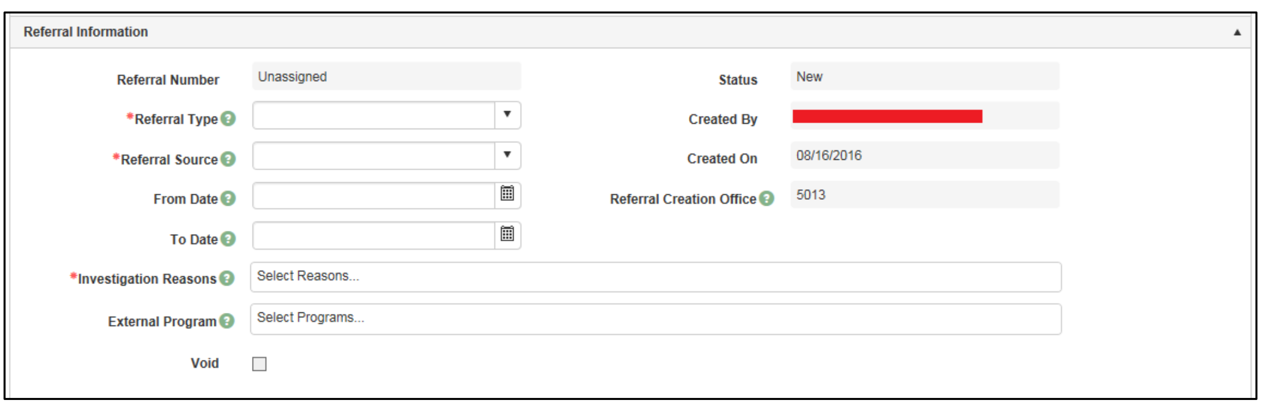


Figure 7 Referral Information Section on Create Referral Page

Adding Information for Specific Fields

Referral Type

The referral type that a user selects is based on agency procedures, the facts regarding the case, and current policy. There are four referral types that users can select:

- Agency Error Claim
- Claim Investigation
- Fraud Investigation
- Front End Verification

Referral Source

The referral source identifies the reason for the referral creation. Users should select the most applicable reason for their case. Some examples of a referral source include:

- Case review
- Error Prone Profile
- New Hire Match
- SWICA

For a complete list of referral sources, refer to the BRITS User Guide.

From and To Dates

Users can, but are not required to, select the date the suspected error started for the From Date field and the date the error ended for the To Date field.

External Programs

Users can select additional programs that need to be included on the referral from the External Program menu. The following are the available external programs:

- Wisconsin Well Woman Medicaid (WWMA)
- Specified Low Income Medicare Beneficiary Plus (SLMB+)
- Inmate Medicaid Eligibility (INME)
- SeniorCare (SC)
- Caretaker Supplement (CTS)
- Emergency Assistance (EA)
- Emergency Medicaid (EMA)
- Emergency Services for Non-Qualifying Aliens (AE)
- Aid to Families with Dependent Children (AFDC)
- Job Access Loans (JAL)

External programs are only tracked for reporting purposes. External program claims will remain in CARES Mainframe.

Creating Specific Referrals

Note: BRITS does **not** allow multiple referrals to be open on a case, with the exception of data exchange or Front-End Verification (FEV) referrals. Once a referral is in a Post Investigation in Progress status, a new referral can be created.

Agency Error Referral

Agency error referrals follow an expedited process that does not require field or claim investigation documentation. As a result, the Referral Investigation section will not display when creating a referral, and the Post Investigation section will not display when updating a referral.

Users can identify a referral as an agency error referral by selecting Agency Error Claim from the Referral Type menu and Agency Error from the Referral Source menu.

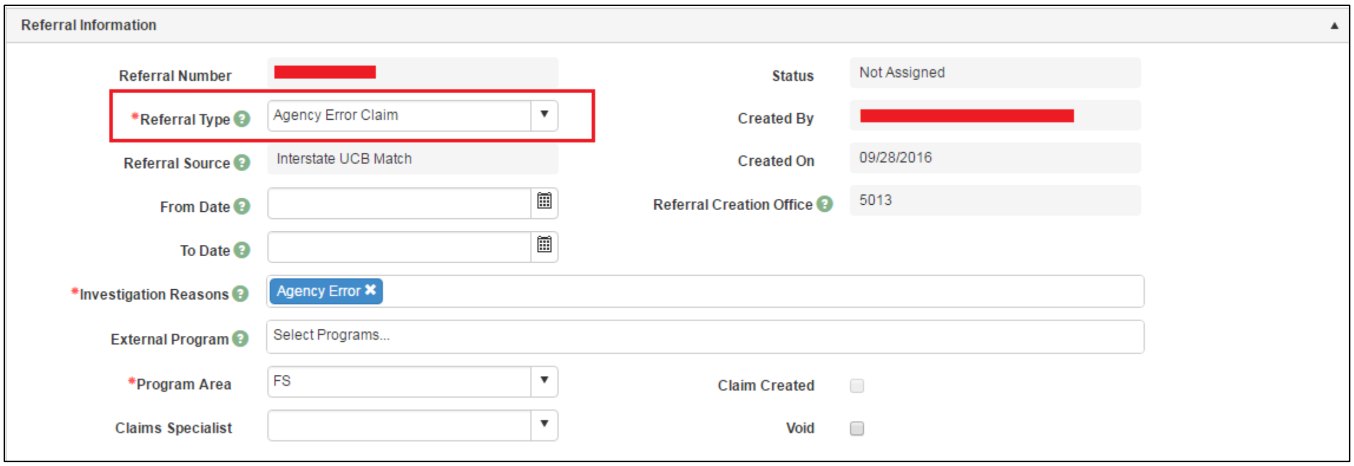


Figure 8 Example Agency Error Referral

An agency error referral can only be created for one program at a time. For additional information about creating an agency error referral, refer to the BRITS User Guide.

Data Exchange Referral

If a referral is being made to request an investigation to resolve a discrepancy on a case, users should select SWICA, Prisoner Match, Interstate UCB Match, Unemployment Insurance Match, or SOLQ, as applicable, from the Referral Source menu to identify the referral as a data exchange referral. Only one referral source can be selected for each referral.

Multiple data exchange referrals can be created for a case.

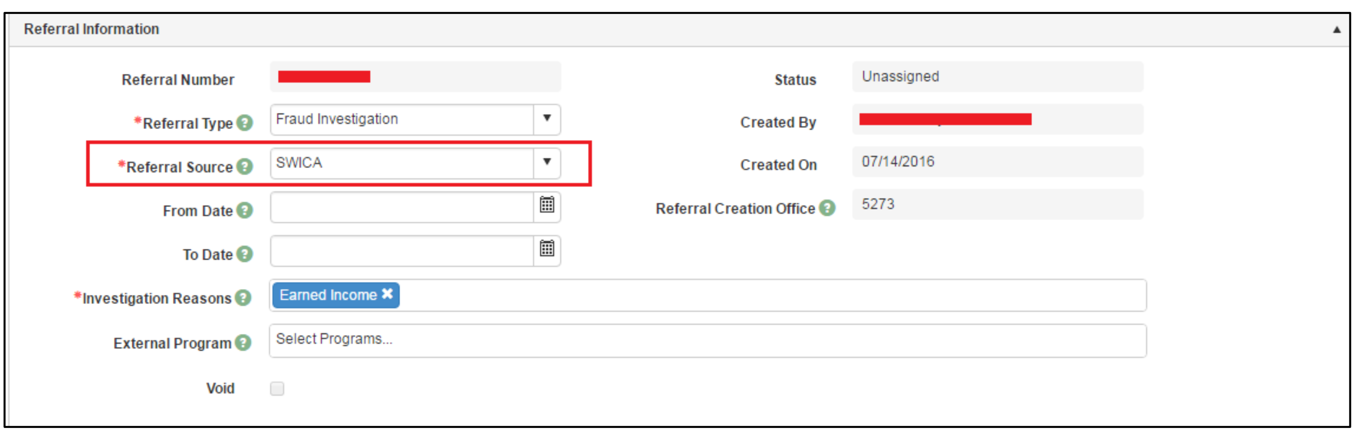


Figure 9 Example Data Exchange Referral

Front-End Verification Referral

Users can identify a referral as an FEV referral by selecting Front End Verification from the Referral Type menu and New Program from the Referral Source menu.

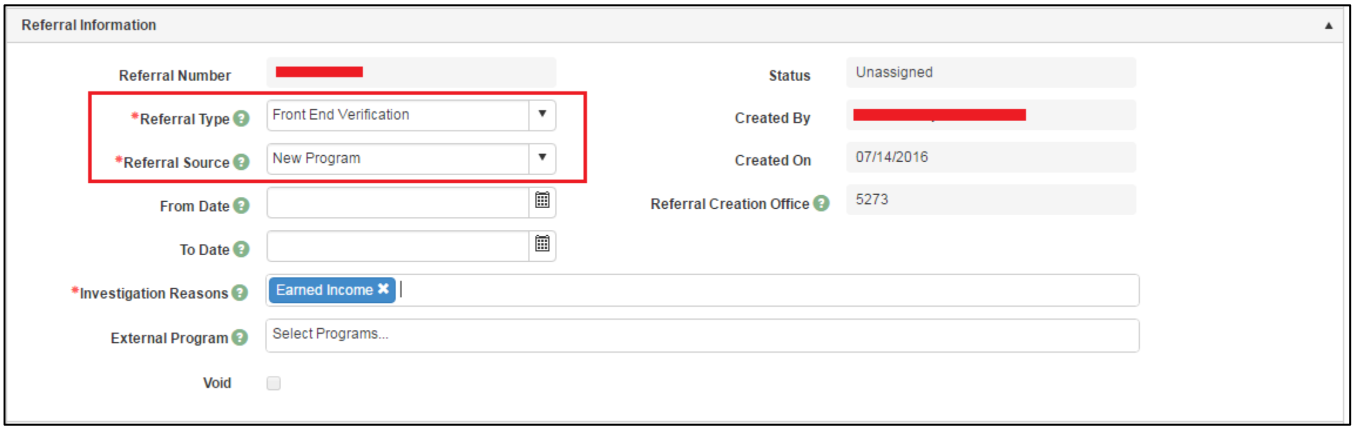


Figure 10 Example Additional FEV Referral

ASSIGN THE REFERRAL FOR INVESTIGATION

During referral creation, only a user assigned a gatekeeper role can view the Referral Investigation section. When a gatekeeper is creating a referral, they can choose to assign it right away; however, it is not required. If they do not assign the referral, it will display on their Workload page for assignment.

Figure 11 Referral Investigation Section

To assign a referral for internal review or investigation, users should select Internal from the Investigation Type menu. Users should then select the investigator they are assigning the referral to from the Investigator menu. Only people who have been assigned an investigator role and who have the proper security for that program and gatekeeper office will be displayed in the Investigator menu. If a user should be displaying and is not, the security officer for the consortia, county, tribe, or W-2 agency should submit a corrected BRITS User Setup form to DCF Security. Once saved, the referral will automatically display on the assigned investigator's Workload page.

To assign a referral to an external agency for investigation in the field, users should select External from the Investigation Type menu. Once saved, the referral will automatically display on the external gatekeeper's Workload page for further assignment.

ADD COMMENTS

Comments are considered part of an investigation and may be submitted as part of the fraud case file. They are viewable by all users who have access to that referral in BRITS; they are not viewable in CWW.

Users must enter a comment detailing the reason the referral is being created. Any other applicable notes regarding the referral should also be included. Only the user who created a comment can edit the comment. Comments can only be edited within 24 hours of creation.

To add a comment, users should click **Add Comment**.

Figure 12 Comments Section on Create Referral Page

The Add/Edit Comment window will open. Users should enter information in the Comment Text Field and, when finished, click **Update**.

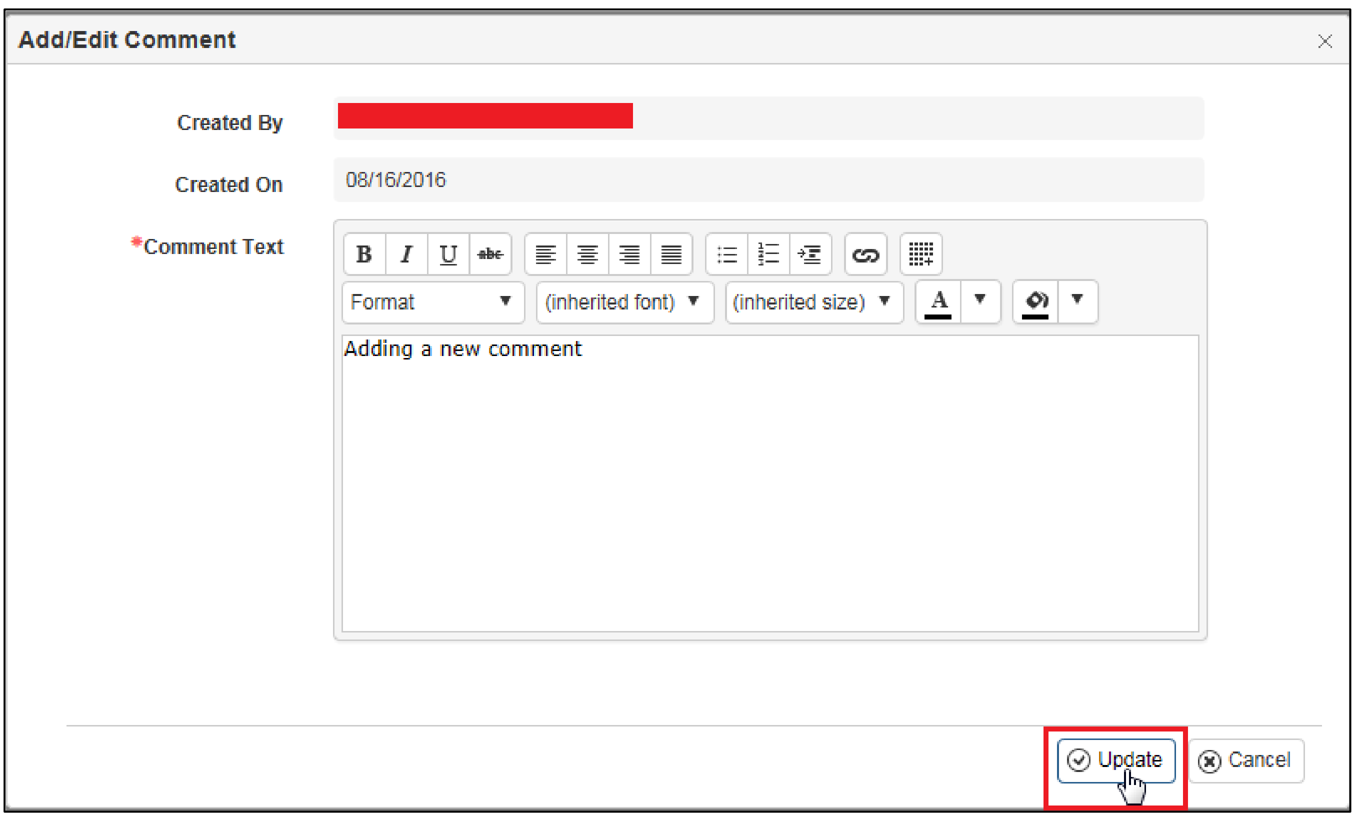


Figure 13 Add/Edit Comment Window

The new comment will be displayed at the top of the Comments section.

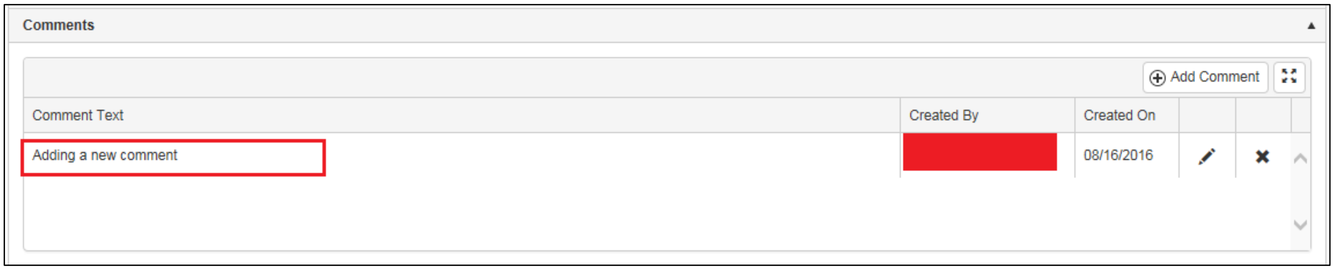


Figure 14 Comment Added to Comments Section

ADD DOCUMENTS

In the Documents section, users can upload documents supporting an investigation to the Electronic Case File (ECF). Users who can view Fraud and Overpayment documents will be able to view the uploaded documents in the ECF.

To upload a document, users should click **Add Document**.

Figure 15 Documents Section on Create Referral Page

The Add/Edit Document pop-up window will open.

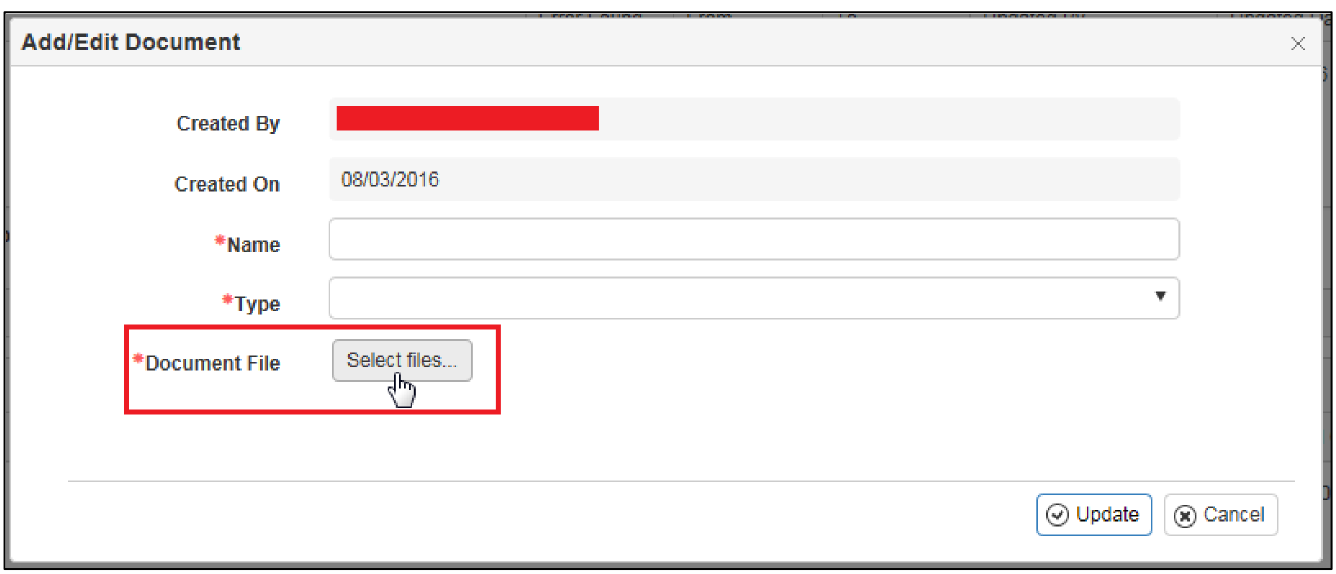


Figure 16 Add/Edit Document Pop-up Window

Users must enter a description of the document in the Name field and then select the appropriate document type from the Type menu:

- Fraud-Related Information
- Over-payment/Recoupment

The document types correspond with the fraud (FRAUD) and overpayment (OP) document codes in the ECF, which will allow users to search for the documents in the ECF based on the document code.

Users should then click **Select files**. The Choose File to Upload window will open.

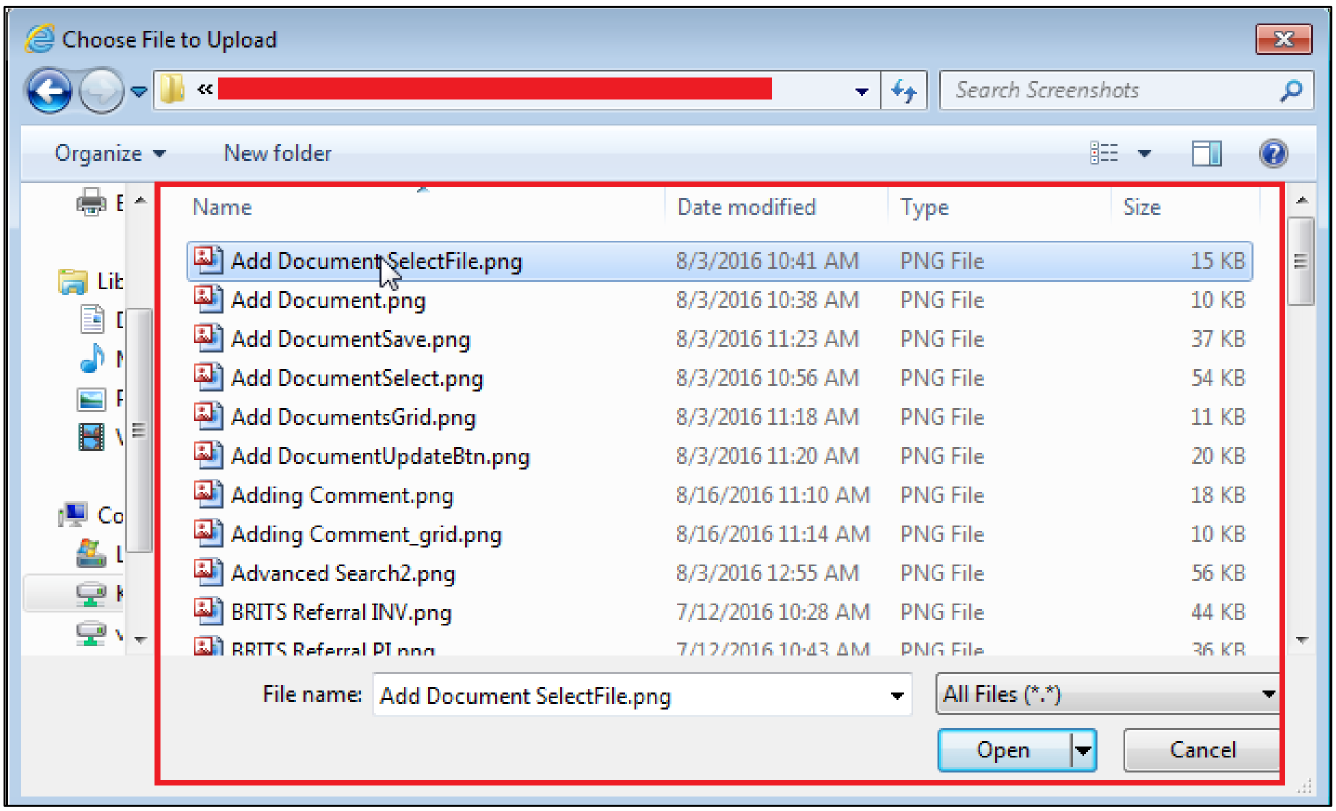


Figure 17 Choose File to Upload Window

Users should browse to and select the applicable document and then click **Open**. Most standard extensions, including .doc, .pdf, .tif, .jpg, .txt, and .rft, can be uploaded. Only files 27 MB or less can be uploaded.

Note: Only one file can be uploaded at a time.

The Choose File to Upload window will close. If the upload is successful, a green message will be displayed under the Document File field in the Add/Edit Document window.

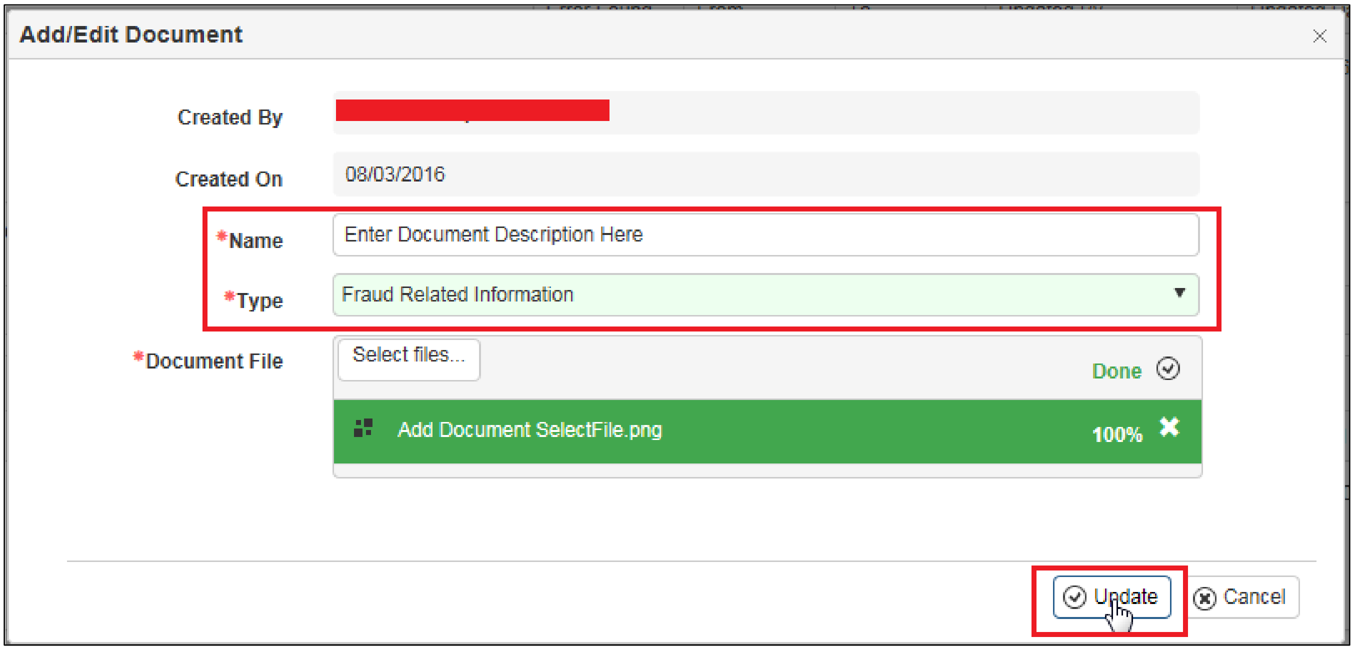


Figure 18 Uploaded Document in Add/Edit Document Window

To add the uploaded document to the referral, users should click **Update**. The document will be added to the Documents section.

Documents that are uploaded to BRITS can be viewed in BRITS and the ECF. If a document is scanned directly into the ECF, it can be viewed in the ECF but not in BRITS.

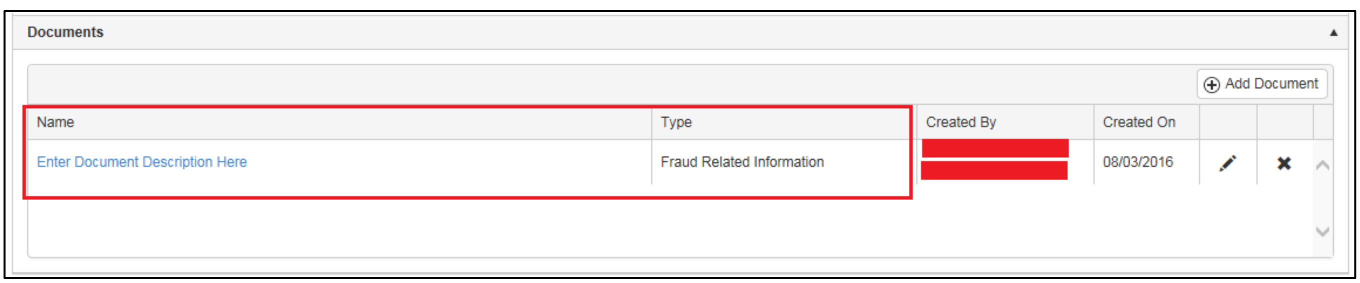


Figure 19 Document Added to Documents Section

SAVE THE REFERRAL

After entering all required information, users can save a referral by clicking the save icon in the action toolbar. If the save is successful, users will be directed to the Home page where a green banner message will indicate the referral number. The referral will also be added to the Recent Activity grid.

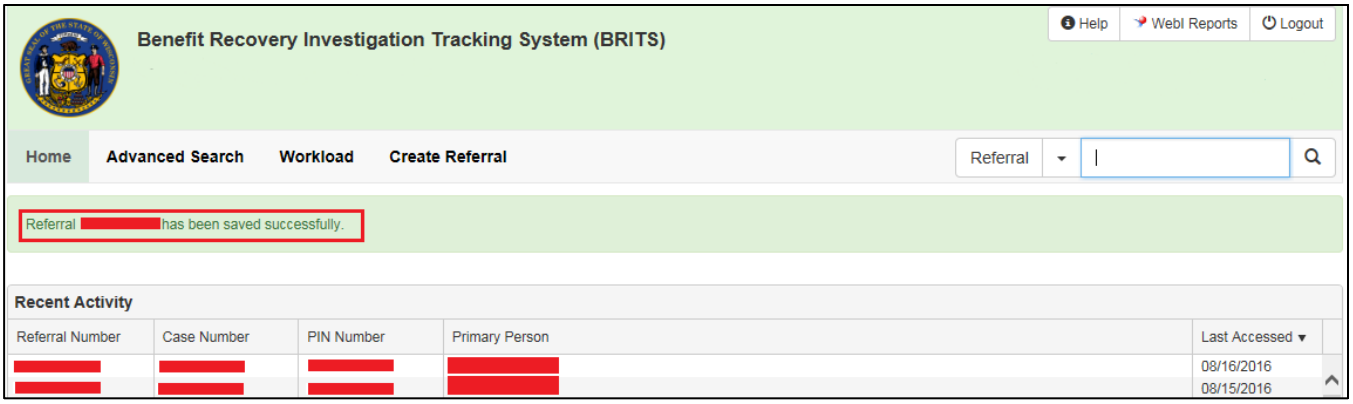


Figure 20 Successfully Saved Referral

If the save is unsuccessful, a banner will indicate the information that must be added before the referral can be saved.

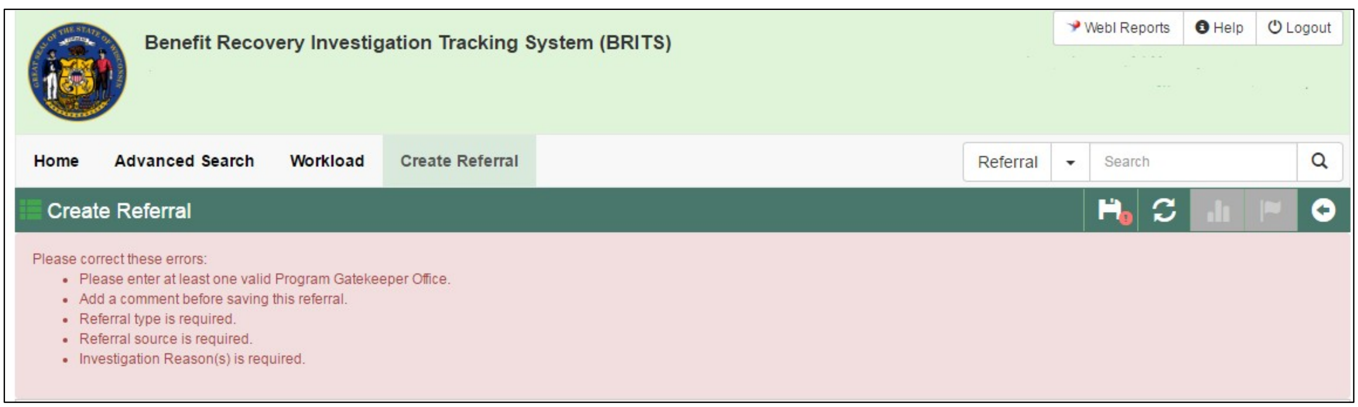


Figure 21 Banner Message Indicating Required Information

UPDATE A REFERRAL

Referral information can be viewed and updated on the Referral Detail page. Users can access the Referral Detail page by searching for a referral through either a quick or advanced search or by clicking a hyperlinked referral number on the Home page, Case Detail page, or Referral Detail page.

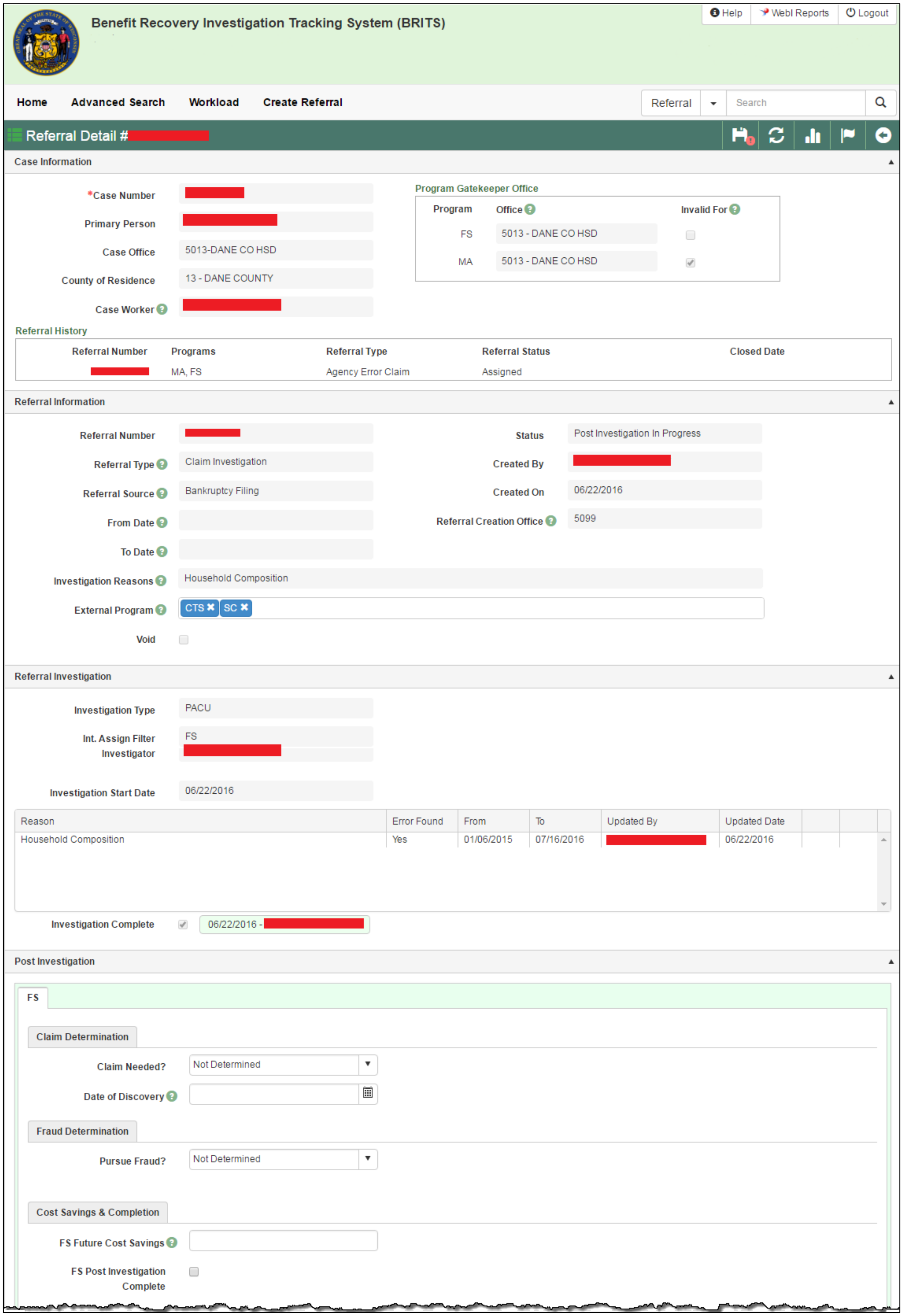


Figure 22 Referral Detail Page

CASE INFORMATION

Except for the Program Gatekeeper Office field, the Case Information section will be read only. It will display the following:

- Relevant information about a case, including the CARES case number, primary person for the case, the case office in which the case resides, the primary person's county of residence, and the original case worker's name and ID number.
- The offices that will process the investigation and post investigations for the referral according to program in the Program Gatekeeper Office field.
- All the referrals associated with the selected case in the Referral History field.

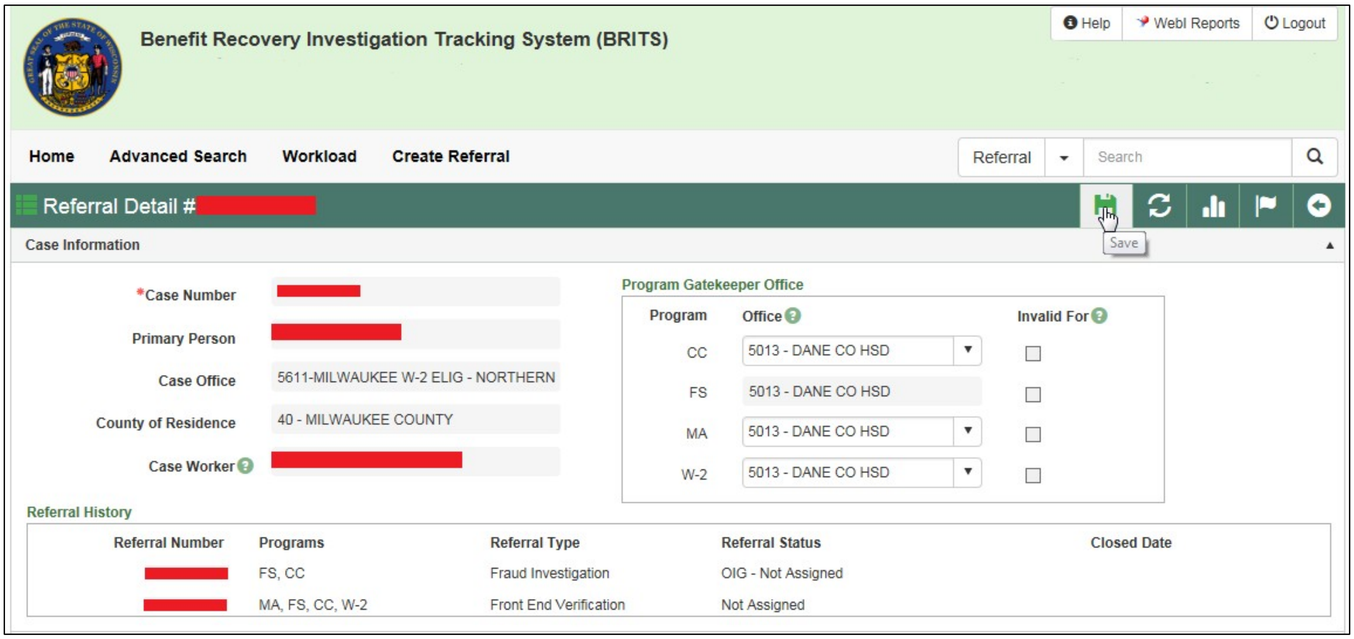


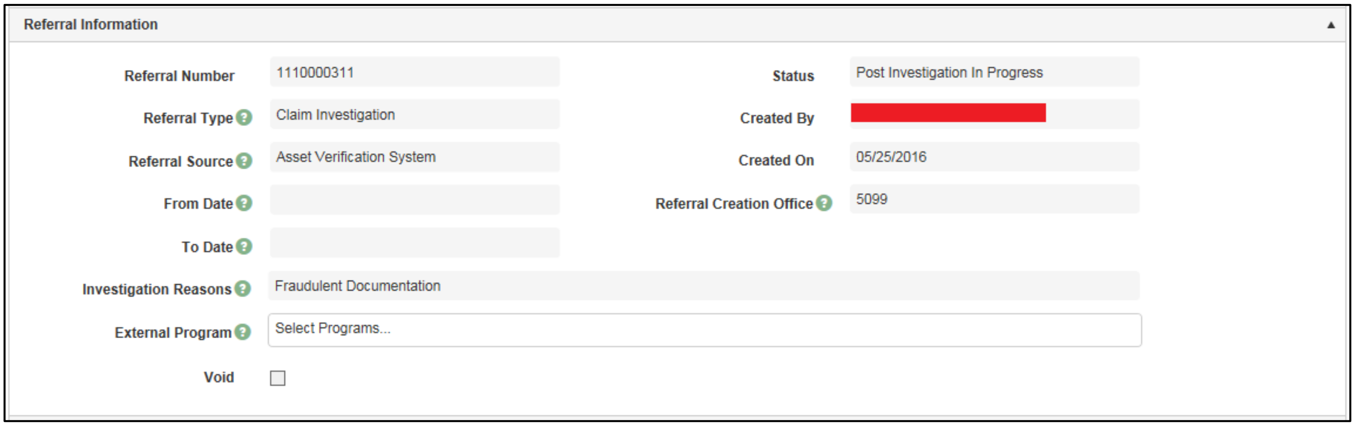
Figure 23 Case Information Section on Referral Detail Page

Users with the proper security for a program and office can invalidate a program on a referral by checking the Invalid For box in the Program Gatekeeper Office field for the program for which the referral does not apply. Users with the proper security for a program and office can also invalidate a referral by checking the Invalid For box for all programs. This will then close the entire referral.

REFERRAL INFORMATION

Except for the External Program field and the Void checkbox, the Referral Information section will be read only. It will display the following:

- Referral number, type, source, and status
- Person who created the referral, the date on which he or she created the referral, and the office to which he or she belongs
- List of reasons that caused the user to make the referral


Referral Information

Referral Number	1110000311	Status	Post Investigation In Progress
Referral Type	Claim Investigation	Created By	[redacted]
Referral Source	Asset Verification System	Created On	05/25/2016
From Date		Referral Creation Office	5099
To Date			
Investigation Reasons	Fraudulent Documentation		
External Program	Select Programs...		
Void			

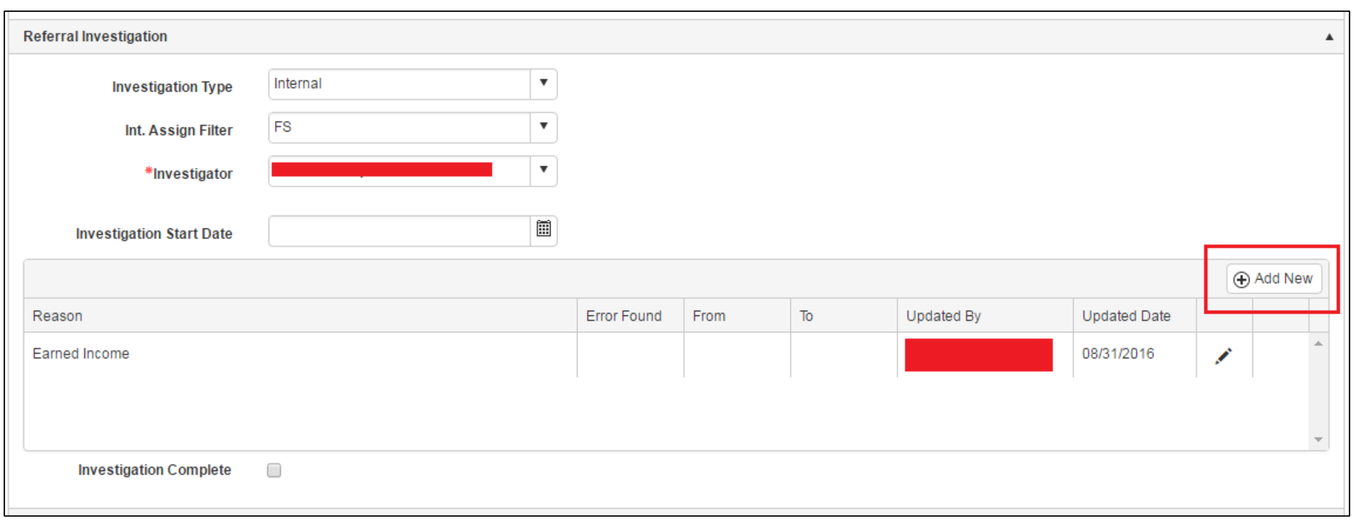
Figure 24 Referral Information Section on Referral Detail Page

Users can add external programs if they need to include them in the referral by selecting the program(s) from the External Program menu.

In addition, the user who created the referral can void a referral that was created in error or has incorrect information, such as the referral type or referral source, by checking the Void box. Once a referral has been voided, it is immediately deleted from BRITS, and users can no longer view it or search for it.

INVESTIGATION INFORMATION

The Referral Investigation section will display information about the investigation, including assignment information and detailed information about the reason for an investigation. Users will be able to add additional investigation reasons as needed. For instructions on creating an investigation reason, refer to the BRITS User Guide.


Referral Investigation

Investigation Type: Internal
Int. Assign Filter: FS
*Investigator: [redacted]
Investigation Start Date:

Add New

Reason	Error Found	From	To	Updated By	Updated Date
Earned Income				[redacted]	08/31/2016

Investigation Complete

Figure 25 Referral Investigation Section on Referral Detail Page

The investigator who was assigned to a referral will be able to enter their findings for a particular investigation. To enter findings, users should click the pencil (or edit) icon for that investigation reason.

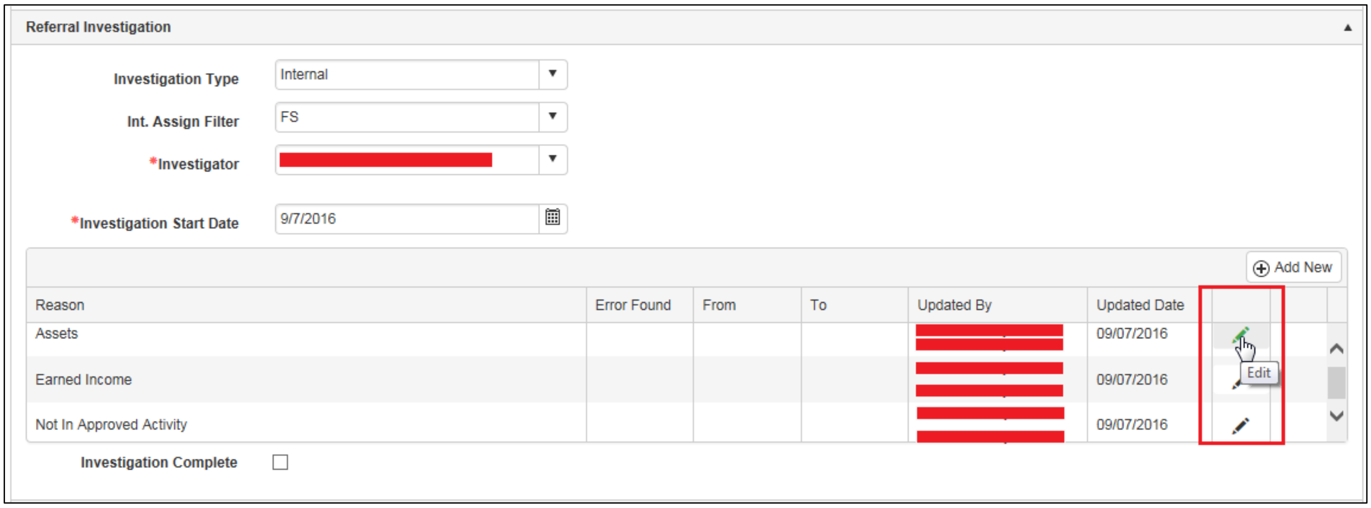


Figure 26 Edit Button in Referral Investigation Section

The Add/Edit Finding window will be displayed.

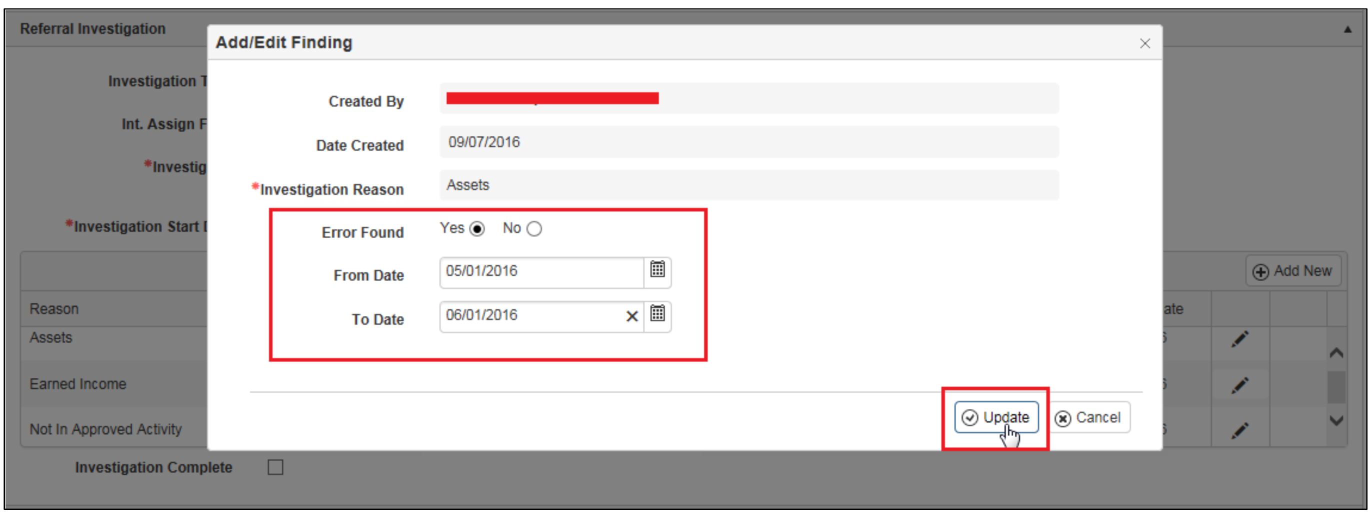


Figure 27 Add/Edit Finding Window

Based on whether or not an error was found, users should choose **Yes** or **No**. If an error was found, then users must complete the From Date and To Date fields. When finished adding information, users should click **Update**. The information will be added to the Findings grid.

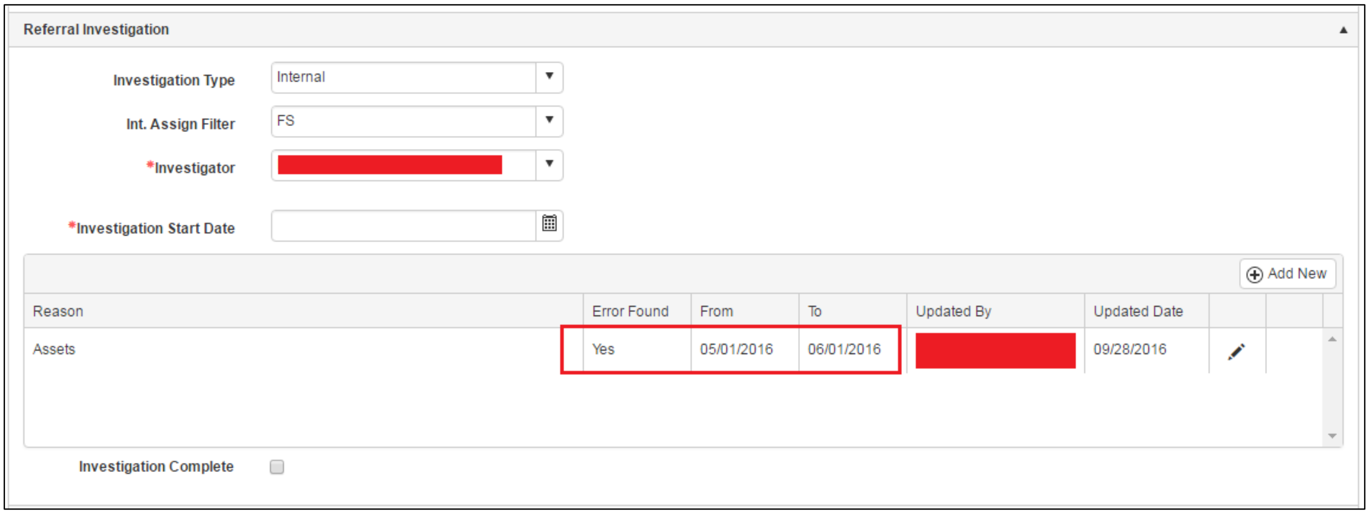


Figure 28 Entered Finding

Once an investigation is finished, users can check the Investigation Complete box to mark the investigation complete.

POST INVESTIGATION INFORMATION

The Post Investigation section is used to document claim and fraud determinations, potential cost savings, and whether or not post investigation is complete for each program on the referral. Once the assigned investigator has marked the investigation complete, the Post Investigation section will be displayed. Users who have access to the referral can update or complete the Post Investigation section.

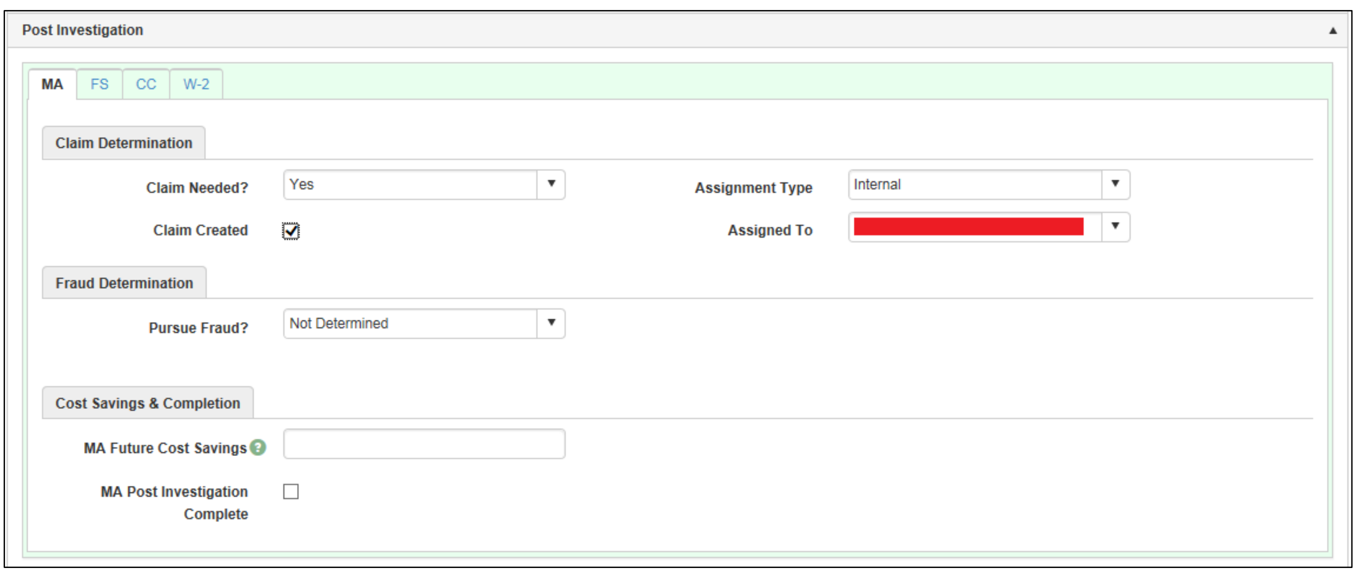


Figure 29 Post Investigation Section on Referral Detail Page

Each program on the referral will have its own tab, and information must be completed for each program. Only users with the proper security for the program and office can complete that program's tab.

For post investigation to be successfully completed, users must indicate whether or not a claim is needed. If a claim is needed, it must be created in CARES Mainframe and linked to the referral in BRITS. Once a claim has been created and linked to the referral, users can check the Claim Created box. If the referral has not been linked to a claim in CARES Mainframe and the Claim Created box is checked, the following message will be displayed when users attempt to save the referral:

Figure 30 Claim Not Found Error Message on Referral Detail Page

If a claim is not needed, users must select **No** from the Claim Needed menu so that the referral can be completed.

The post investigation for each program can be individually marked complete; however, the referral will not close until the post investigation has been marked complete for all programs. For more information about completing the Post Investigation section, refer to the BRITS User Guide.

COMMENTS

Comments can be added to referrals at any point. For instructions on creating comments, refer to the Add Comments Section earlier in this Memo.

DOCUMENTATION

Documents can be added to referrals at any point. For instructions on adding documents, refer to the Add Documents Section earlier in this Memo.

SAVE INFORMATION

After updating or adding information to the Referral Detail page, users must save the changes. For instructions, refer to the Save the Referral Section earlier in this Memo.

CASE DETAIL PAGE

Users can view case, referral, and claim information on the Case Detail page. The Case Detail page is read-only and can be accessed by all users.

Users can access the Case Detail page by searching for a case through either a quick or advanced search or by clicking a hyperlinked case number on the Home page, Referral Detail page, Referral Summary page, or Claim Detail page.

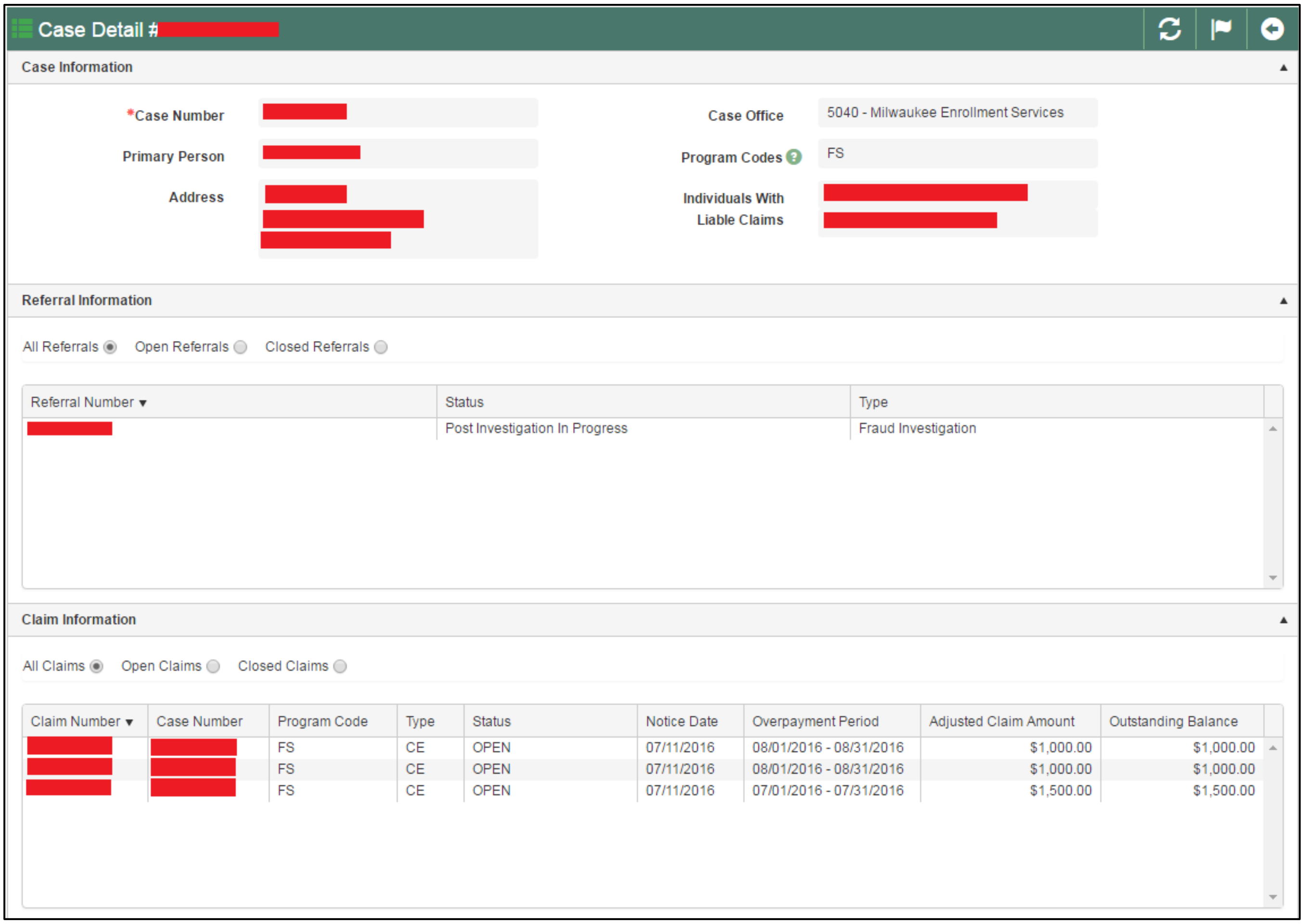


Figure 31 Case Detail Page

INDIVIDUAL DETAIL PAGE

Users can view PIN, program, claim, and IPV sanction information for a specific individual on the Individual Detail page. The Individual Detail page is read-only and can be accessed by all users.

Users can access the Individual Detail page by searching for a PIN through either a quick or advanced search or by clicking a hyperlinked PIN on the Home page, Case Detail page, or Claim Detail page.

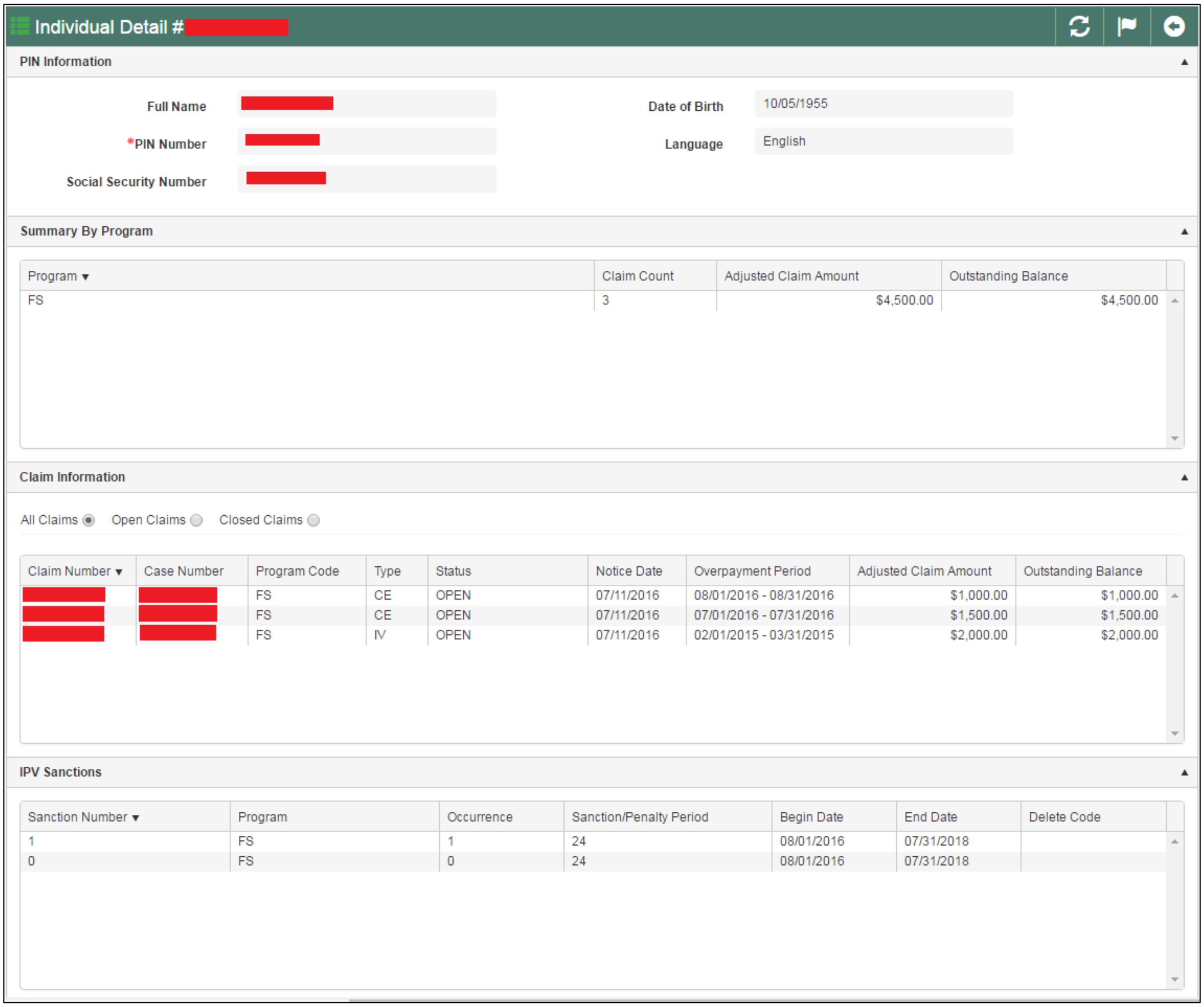
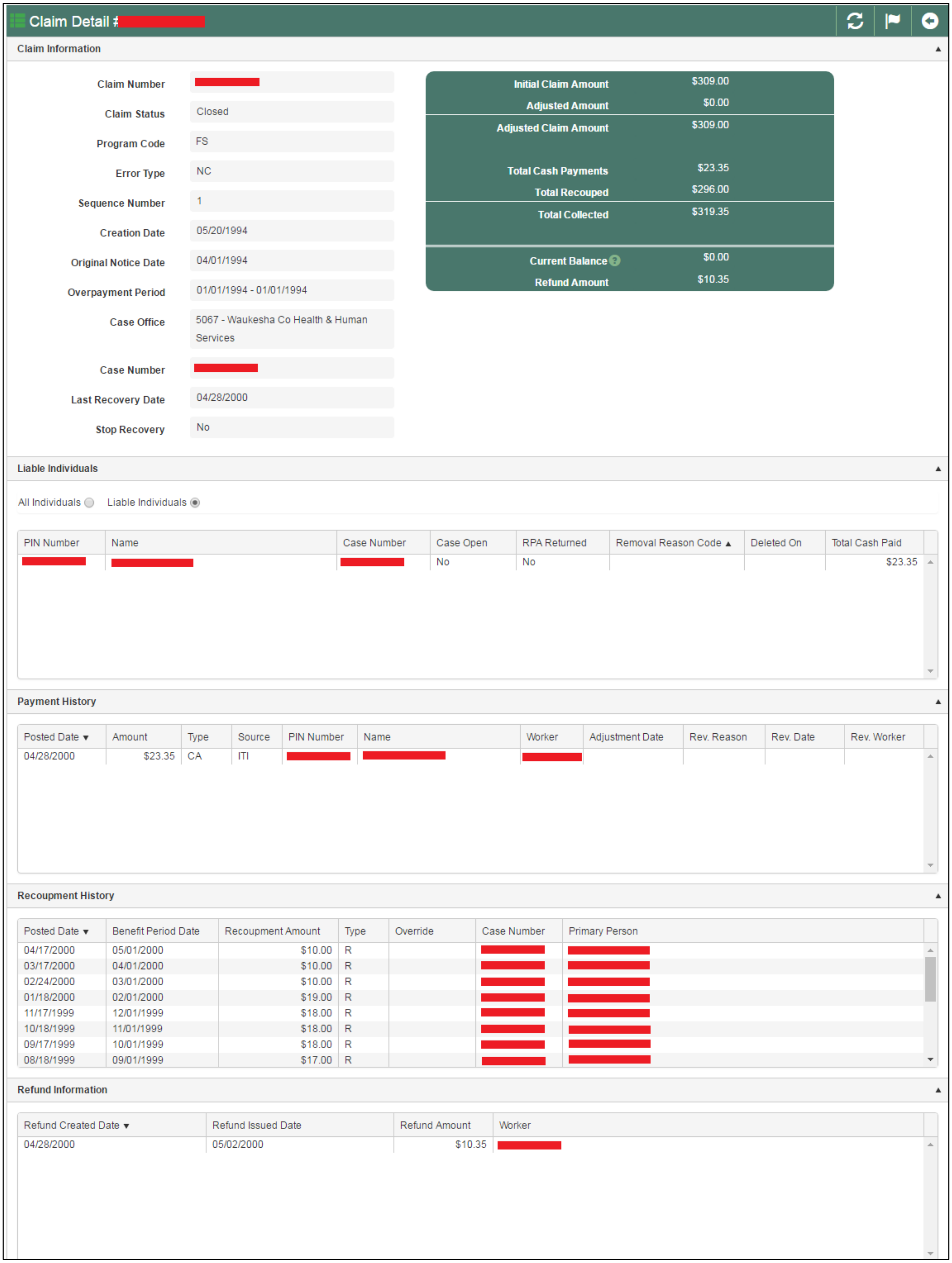


Figure 32 Individual Detail Page

CLAIM DETAIL PAGE

Users can view claim, individual liability, payment history, recoupment history, and refund information for a specific claim on the Claim Detail page. The Claim Detail page is read-only and can be accessed by all users.

Users can access the Claim Detail page by searching for a claim through either a quick or advanced search or by clicking a hyperlinked claim number on the Case Detail page or Individual Detail page.



Claim Detail # [redacted]

Claim Information

Claim Number	[redacted]
Claim Status	Closed
Program Code	FS
Error Type	NC
Sequence Number	1
Creation Date	05/20/1994
Original Notice Date	04/01/1994
Overpayment Period	01/01/1994 - 01/01/1994
Case Office	5067 - Waukesha Co Health & Human Services
Case Number	[redacted]
Last Recovery Date	04/28/2000
Stop Recovery	No

Initial Claim Amount	$309.00
Adjusted Amount	$0.00
Adjusted Claim Amount	$309.00
Total Cash Payments	$23.35
Total Recouped	$296.00
Total Collected	$319.35
Current Balance	$0.00
Refund Amount	$10.35

Liable Individuals

All Individuals ○ Liable Individuals ◉

PIN Number	Name	Case Number	Case Open	RPA Returned	Removal Reason Code ▲	Deleted On	Total Cash Paid
[redacted]	[redacted]	[redacted]	No	No			$23.35

Payment History

Posted Date ▾	Amount	Type	Source	PIN Number	Name	Worker	Adjustment Date	Rev. Reason	Rev. Date	Rev. Worker
04/28/2000	$23.35	CA	ITI	[redacted]	[redacted]	[redacted]				

Recoupment History

Posted Date ▾	Benefit Period Date	Recoupment Amount	Type	Override	Case Number	Primary Person
04/17/2000	05/01/2000	$10.00	R		[redacted]	[redacted]
03/17/2000	04/01/2000	$10.00	R		[redacted]	[redacted]
02/24/2000	03/01/2000	$10.00	R		[redacted]	[redacted]
01/18/2000	02/01/2000	$19.00	R		[redacted]	[redacted]
11/17/1999	12/01/1999	$18.00	R		[redacted]	[redacted]
10/18/1999	11/01/1999	$18.00	R		[redacted]	[redacted]
09/17/1999	10/01/1999	$18.00	R		[redacted]	[redacted]
08/18/1999	09/01/1999	$17.00	R		[redacted]	[redacted]

Refund Information

Refund Created Date ▾	Refund Issued Date	Refund Amount	Worker
04/28/2000	05/02/2000	$10.35	[redacted]

Figure 33 Claim Detail Page

REFERRAL SUMMARY PAGE

Users can view information on the outcome of an investigation for a referral on the Referral Summary page. The Referral Summary page is read-only and can be accessed by all users; however, it is only available when at least one program's post-investigation work is completed.

Users can access the page by clicking the graph icon on the action toolbar on the Referral Detail page.

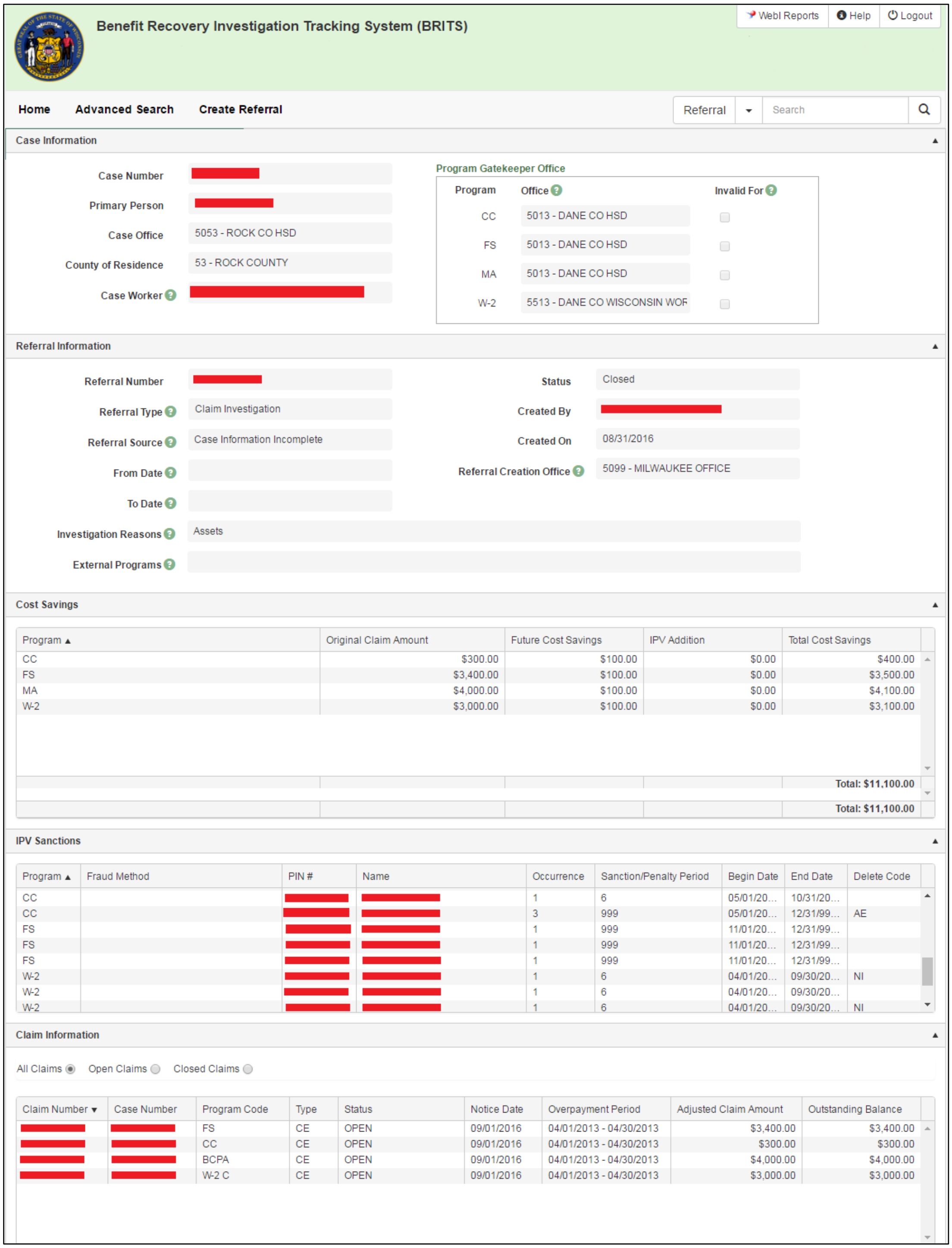


Figure 34 Referral Summary Page (All Users)

CASE INFORMATION

The Case Information section displays information about the case and indicates, based on program, the offices that will process or have already processed the investigation and post investigations for the referral. The information is derived from the Case Information section on the Referral Detail page.

Figure 35 Case Information Section on Referral Summary Page

REFERRAL INFORMATION

The Referral Information section displays all relevant information about a referral. The information is derived from the Referral Information section on the Referral Detail page.

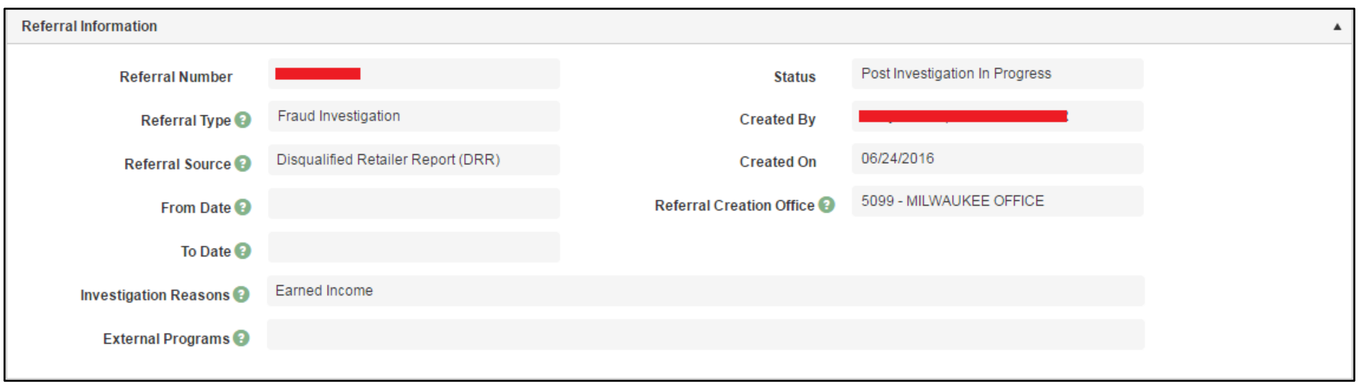


Figure 36 Referral Information Section on Referral Summary Page

COST SAVINGS

The Cost Savings section displays real-time cost savings data for each valid program on the referral, based on the outcome of the investigation. The data is derived from cost savings information in BRITS and CARES. The Original Claim Amount and Future Cost Savings columns display the claim amount entered on each claim created in CARES Mainframe. The IPV Addition column automatically populates when an IPV is established in CWW for FoodShare. The Total Cost Savings column displays the amount of cost savings manually entered in the Post Investigation section on the Referral Detail page.

Cost Savings

Program ▲	Original Claim Amount	Future Cost Savings	IPV Addition	Total Cost Savings
CC	$1,100.00	$0.00	$0.00	$1,100.00
FS	$1,100.00	$200.00	$0.00	$1,300.00
MA	$450.00	$0.00	$0.00	$450.00
W-2	$5,600.00	$0.00	$0.00	$5,600.00
				Total: $8,450.00

Figure 37 Cost Savings Section on Referral Summary Page

IPV SANCTIONS

The IPV Sanctions section displays any FoodShare sanction or Child Care or W-2 penalty data for a referral. The data is derived from information on the FoodShare IPV Sanction page, Child Care IPV Penalty page, or W-2 IPV Penalty page in CWW.

IPV Sanctions

Program ▲	Fraud Method	PIN #	Name	Occurrence	Sanction/Penalty Period	Begin Date	End Date	Delete Code
FS	Administrative Disqualification Hearing	[redacted]	[redacted]	0	24	08/01/20...	07/31/20...	
FS	Administrative Disqualification Hearing	[redacted]	[redacted]	1	24	08/01/20...	07/31/20...	
FS	Administrative Disqualification Hearing	[redacted]	[redacted]	1	0	08/01/20...	12/31/99...	

Figure 38 IPV Sanctions Section on Referral Summary Page

CLAIM INFORMATION

The Claim Information section displays all of the claims in CARES Mainframe that are associated with a BRITS referral. The data is derived from claim information in CARES Mainframe.

Claim Information

All Claims ◉ Open Claims ○ Closed Claims ○

Claim Number ▼	Case Number	Program Code	Type	Status	Notice Date	Overpayment Period	Adjusted Claim Amount	Outstanding Balance
[redacted]	[redacted]	FS	CE	OPEN	07/11/2016	08/01/2016 - 08/31/2016	$1,000.00	$1,000.00
[redacted]	[redacted]	FS	CE	OPEN	07/11/2016	07/01/2016 - 07/31/2016	$1,500.00	$1,500.00

Figure 39 Claim Information Section on Referral Summary Page

WORKLOAD PAGE

The Workload page displays a list of referrals for which a user must take an action. For users with an internal or external gatekeeper role, the Workload page will display a list of referrals that the gatekeeper is responsible for assigning to an investigator to investigate and to make a claim and/or fraud determination. The programs that a gatekeeper is responsible for assigning will be linked in the Post Investigation Claim/Fraud Assignment section. If an investigator has already been assigned, the program will not be linked. For users with an internal or external investigator role, the Workload page displays a list of referrals that must be investigated or reviewed and on which a claim and/or fraud determination must be made.

Users can access the Workload page by clicking the Workload link on the navigation bar.

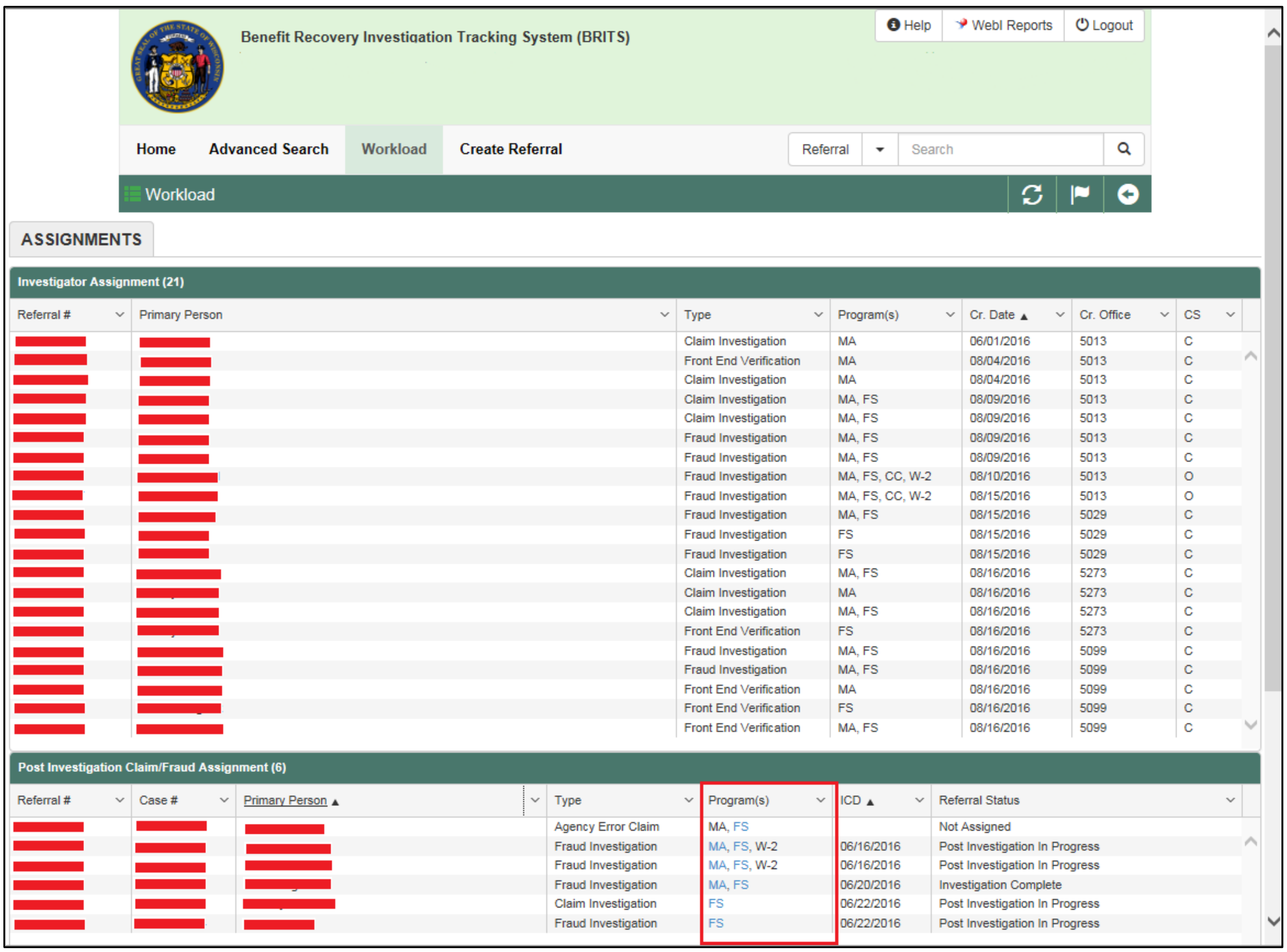


Figure 40 Workload Page (Gatekeeper Role)

SEARCHES

QUICK SEARCH

Through the quick search function on the navigation bar, users can quickly find a specific referral, case, PIN, or claim in BRITS. Users should choose the type of search from the drop-down menu, enter the 10-digit number associated with that type in the Search field, and then click the search icon to be taken to an applicable detail page.

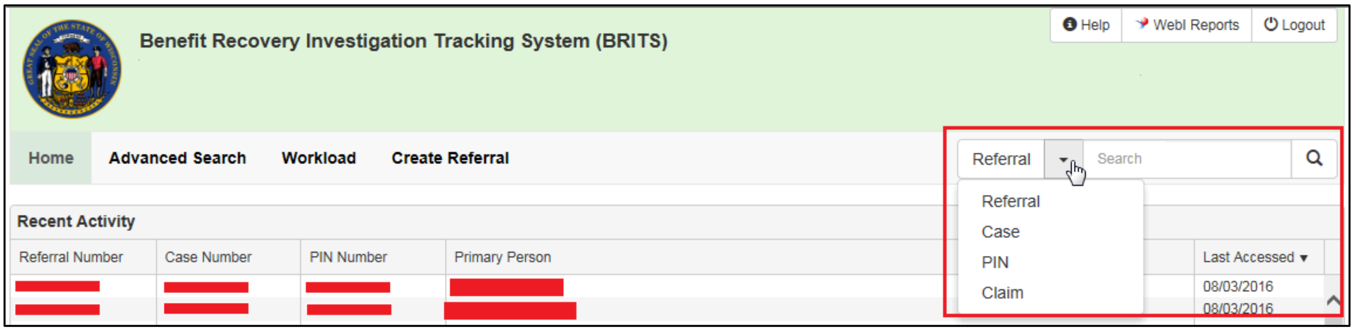


Figure 41 Quick Search Menu and Field

ADVANCED SEARCH

The advanced search function allows users to narrow their search results. Users can access the Advanced Search page by clicking the Advanced Search link in the navigation bar.

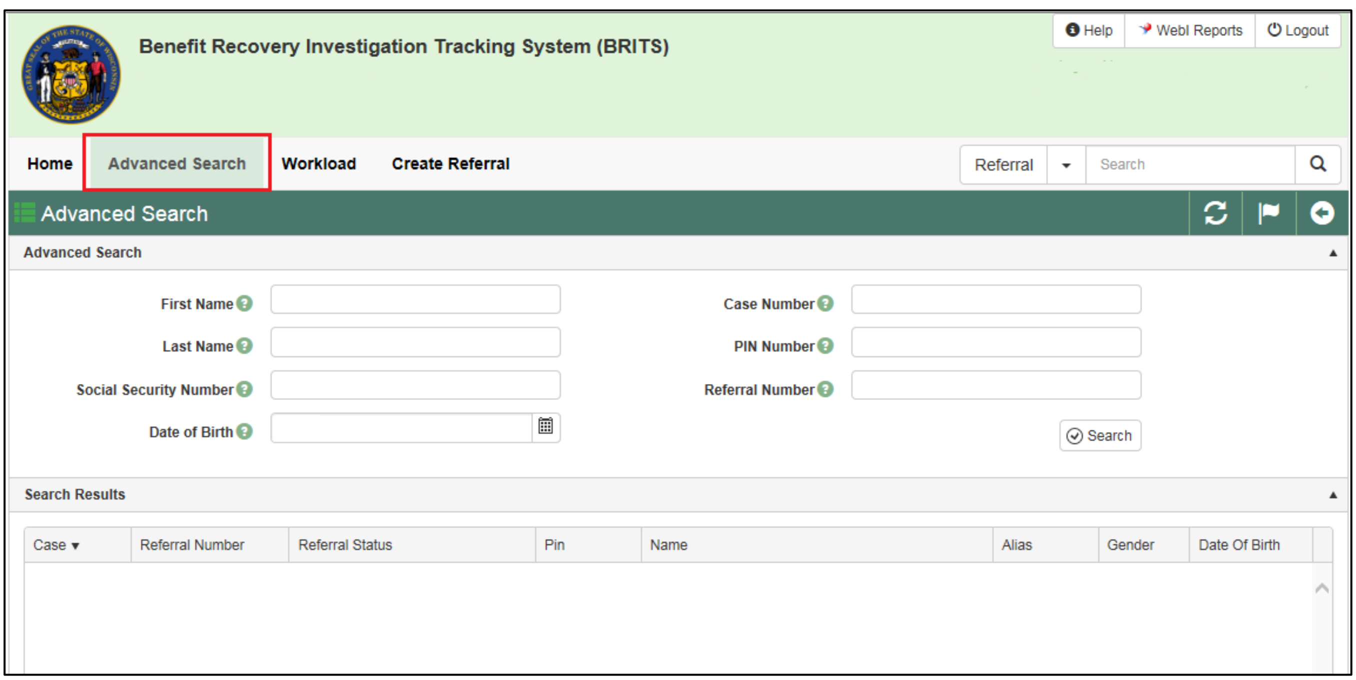


Figure 42 Advanced Search Page

Users should enter information, either full or partial, in one or more fields on the Advanced Search page and then click **Search**. Results matching the entered criteria will be displayed in the Search Results section.

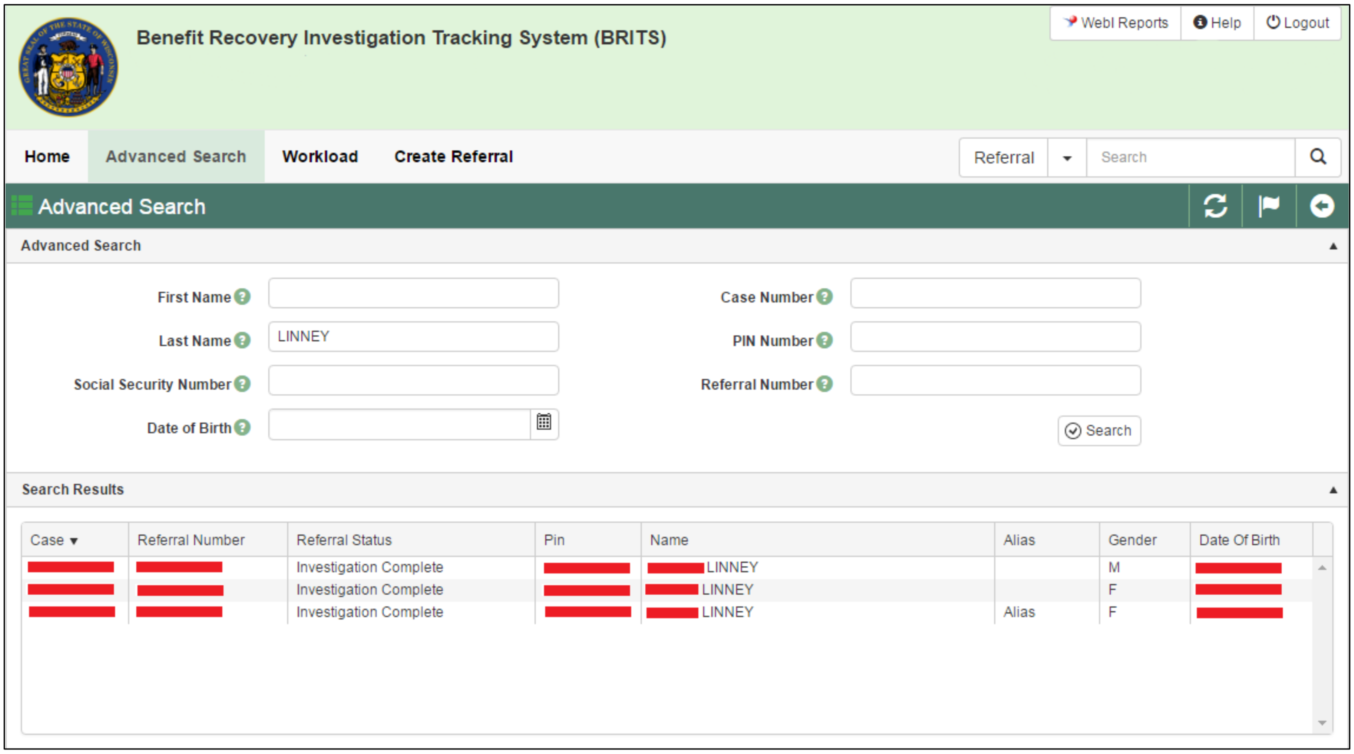


Figure 43 Search Results Section on Advanced Search Page

Users can click a case, referral number, or PIN link to be directed to the applicable detail page.

CONFIDENTIAL CASES AND REFERRALS

BRITS checks CARES in real-time when a referral is being created to see if any cases have been flagged as confidential. If a case has been flagged as confidential and there is a corresponding referral(s) in BRITS, special security will be applied to the referral(s). Once a referral is created, only internal investigators who have been assigned to that referral and internal gatekeepers will be able to see the referral details. Internal gatekeepers will be able to see all referrals for confidential cases that were created in the offices they have access to.

If a referral has been associated with a confidential case and a user has the proper security to view the confidential case, a Confidential Case message will be displayed below the navigation menu on the Referral Detail page when the user accesses the referral.

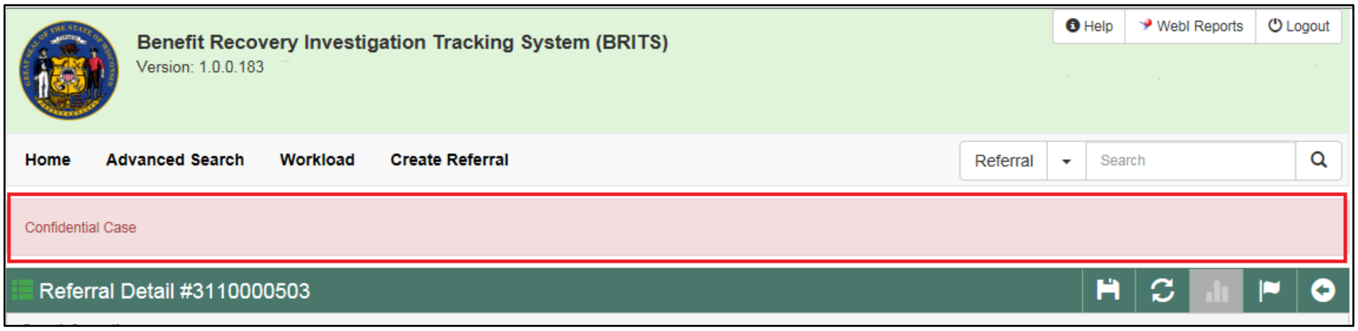


Figure 44 Confidential Case Message on Referral Detail Page

If a user does not have the proper security to view a confidential case, the following message will be displayed when he or she tries to access the referral:

Figure 45 Confidential Case Message for Users Without the Proper Security

REPORTS

As part of the BRITS implementation, a comprehensive data warehouse has been developed to support research and facilitate flexible and interactive reporting capabilities. BRITS reports will be available in WebI shortly after the BRITS implementation.

The following are new BRITS reports:

- DCF-BRITS-01 Open Investigation Referrals By Gate Keeper Office - Summary
- DCF-BRITS-02 Open Investigation Referrals By Gate Keeper Office - Detail
- DCF-BRITS-03 Cost Savings Report By Gate Keeper Office - Summary
- DCF-BRITS-04 Cost Savings Report By Referral Creation Office - Detail
- DCF-BRITS-05 Cost Savings Report By Originating Claim Office - Detail
- DCF-BRITS-06 Open Post Investigation Referrals By Gate Keeper Office - Summary
- DCF-BRITS-07 Open Post Investigation Referrals By Gate Keeper Office - Detail
- DCF-BRITS-08 Post Investigation Final Outcomes By Gate Keeper Office - Detail
- DCF-BRITS-09 Newly Created Referrals - Summary
- DCF-BRITS-10 Newly Created Referrals - Detail

They will be available in the Shared folder under the DCF and BRITS folders.

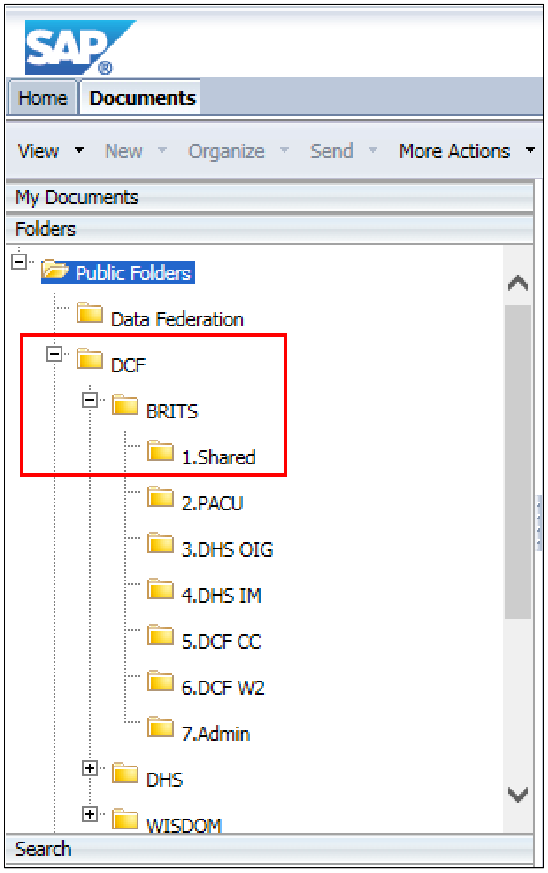


Figure 46 Folders for BRITS Reports

Users can request access to the appropriate reports by completing and submitting the WEBI Access Request form (DCF-DWSW13916-E) following the form's instructions. Questions regarding BRITS reports should be emailed to the DCF Service Desk at DCFServiceDesk@wi.gov.

The following FITS reports will be obsolete as of November 14, 2016, and will no longer be available in Control-D or Enterprise Output Solution Product (EOSP):

- C146 CARES Data Extract for Fraud Investigation Tracking Cost
- C147 Fraud Investigation Tracking Cost Report by Agency
- C148 Fraud Investigation Cost Overmatch Report by Agency
- C162 OPEN Fraud Investigation Referrals Report by Agency
- C163 Fraud Investigation Referrals not Referred for Investigation
- C164 Timeliness for Completed Fraud Investigation Referrals
- C167 Investigation Referral Reports by Worker
- C168 Program Integrity Allocation Report by Agency
- C170 FEV/Fraud Referrals Overpayment Savings Report
- C171 Final Outcomes for Fraud Investigation Referrals
- C184 Adjusted Cost Allocation Fraud Data
- C185 Completed Fraud Investigation Data
- C186 Fraud Investigation Tracking Cost Report IRC Agency

CREATING CLAIMS AND LINKING TO REFERRALS

The claim creation process in CARES Mainframe using screens BVRF and BVCL will not change with the BRITS implementation; however, all claims in CARES Mainframe, including those associated with agency error, will need to be linked to the associated BRITS referral. This applies to CARES Mainframe referrals that were migrated to BRITS as well as to new referrals that are created in BRITS.

To link a claim to a BRITS referral, enter the BRITS referral number in the Investigation Referral field on screen BVRF.

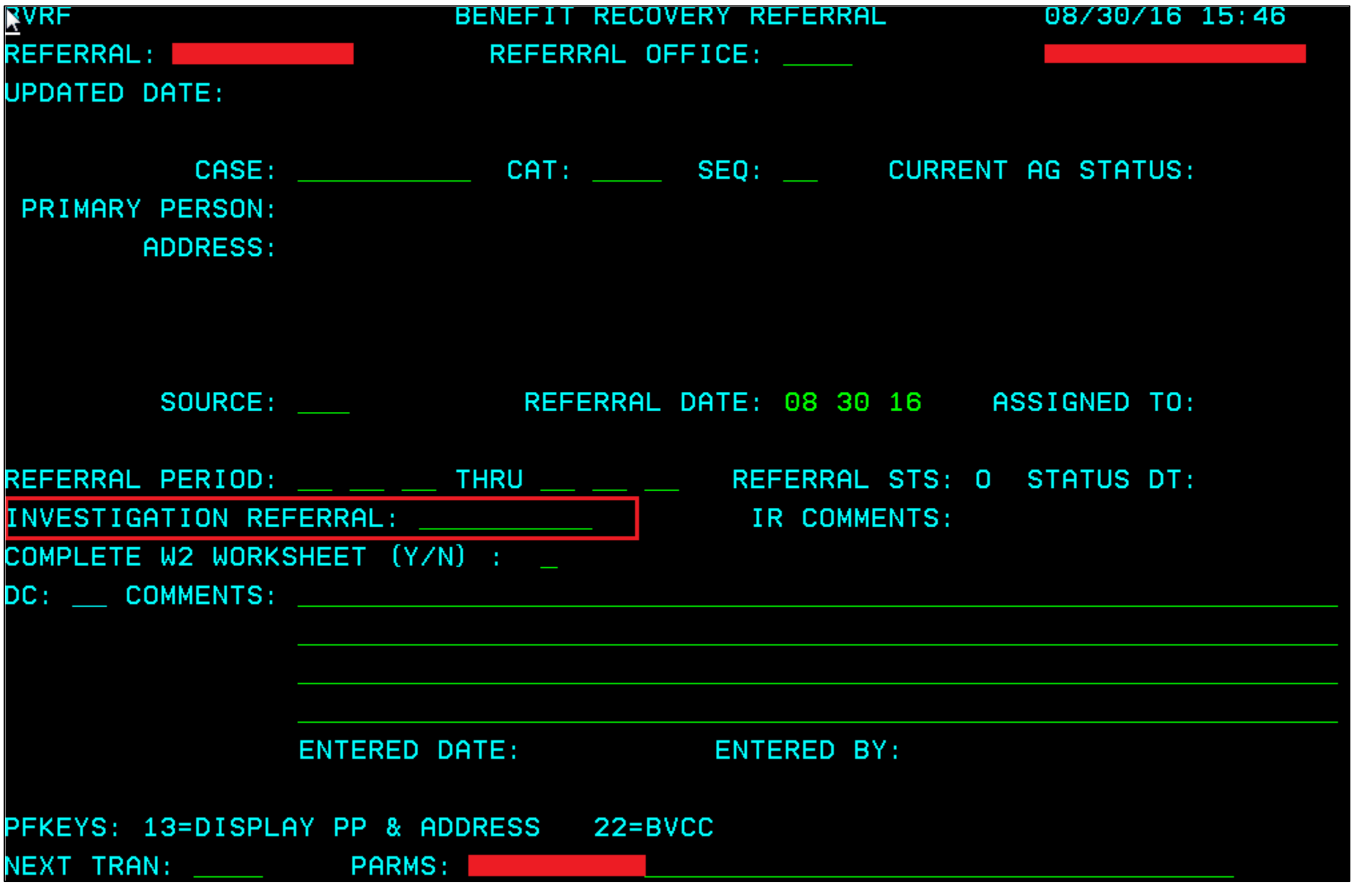


Figure 47 Investigation Referral Field on Screen BVRF

Claims that are linked to a BRITS referral will be displayed in the Claim Information section on the Referral Summary page in BRITS.

TECHNICAL SUPPORT

Technical questions or issues regarding BRITS that cannot be resolved at an agency level should be directed to the DCF Service Desk at DCFServiceDesk@wisconsin.gov. Policy-related questions should continue to be directed to the appropriate program help desk. For additional information, refer to the Contacts Section of this Memo.

CARES WORKER WEB

The following enhancements will be implemented on November 14, 2016, so that BRITS and CWW can interact seamlessly.

CASE SUMMARY PAGE

A new field, titled BRITS, will be added to the Case Information section of the Case Summary page in CWW to indicate whether or not there is an open referral that may be relevant to the management of the case. The field will display one of the following links:

- BRITS Case Detail.
- Create BRITS Referral.

The links, and any associated program information, will be updated on a nightly basis.

Note: For confidential cases, a link will only display if the person is the assigned case worker or that person's supervisor.

BRITS CASE DETAIL

If the case being viewed in CWW has an open, ongoing referral(s) in BRITS, the BRITS field will display the BRITS Case Detail link. Next to the link, the list of programs that are included on the referral(s) will be displayed.

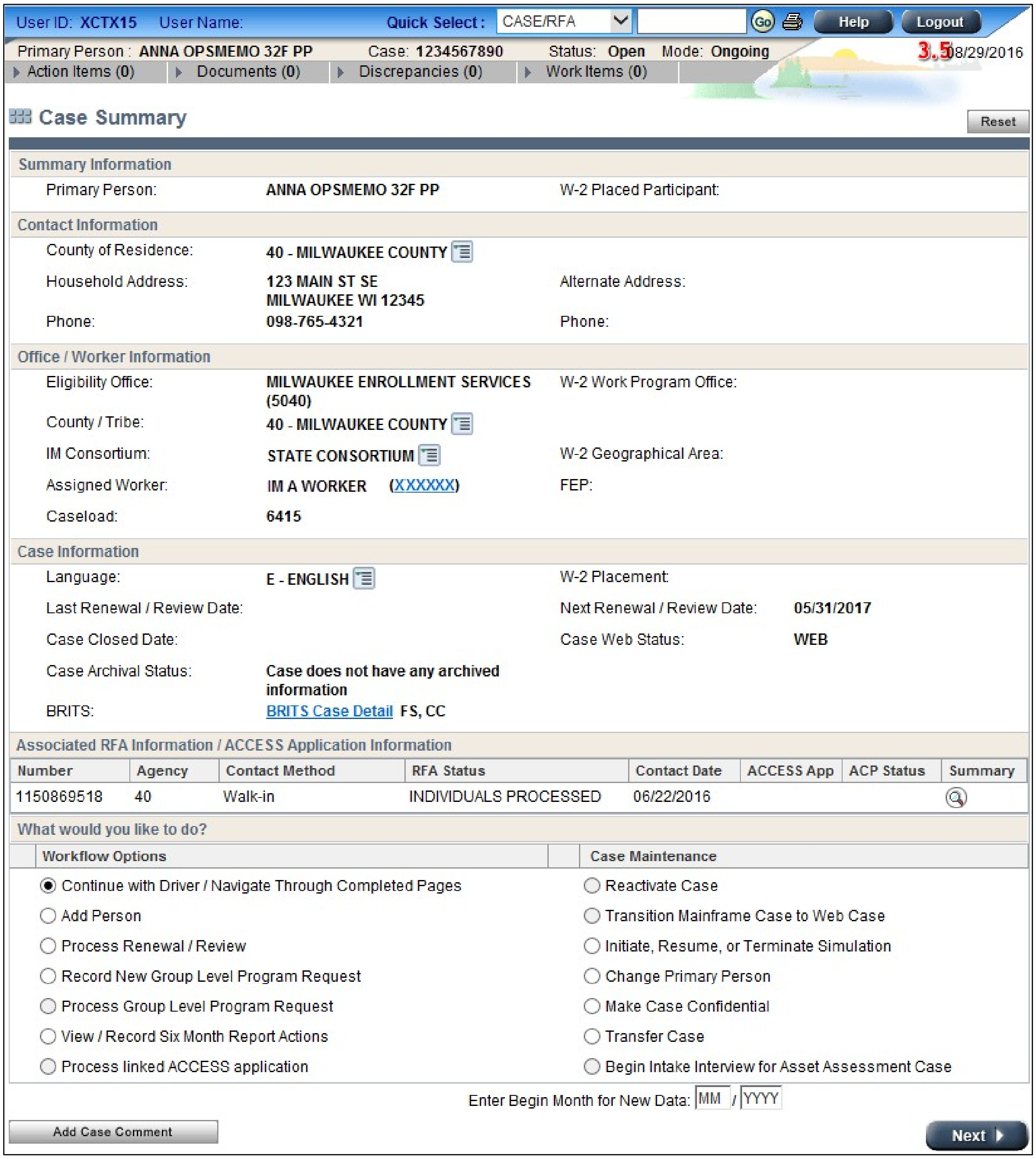


Figure 48 Link That Displays When There Is an Open, Ongoing Referral(s) in BRITS

Users can click the link to be directed to BRITS to view the referral. If a user is already logged into BRITS, the Case Detail page will be displayed. If a user is not logged into BRITS, the login page will be displayed. Once the user logs in, he or she will be directed to the Case Detail page.

CREATE BRITS REFERRAL

If the case being viewed in CWW does **not** have an open referral, the BRITS field will display the Create BRITS Referral link.

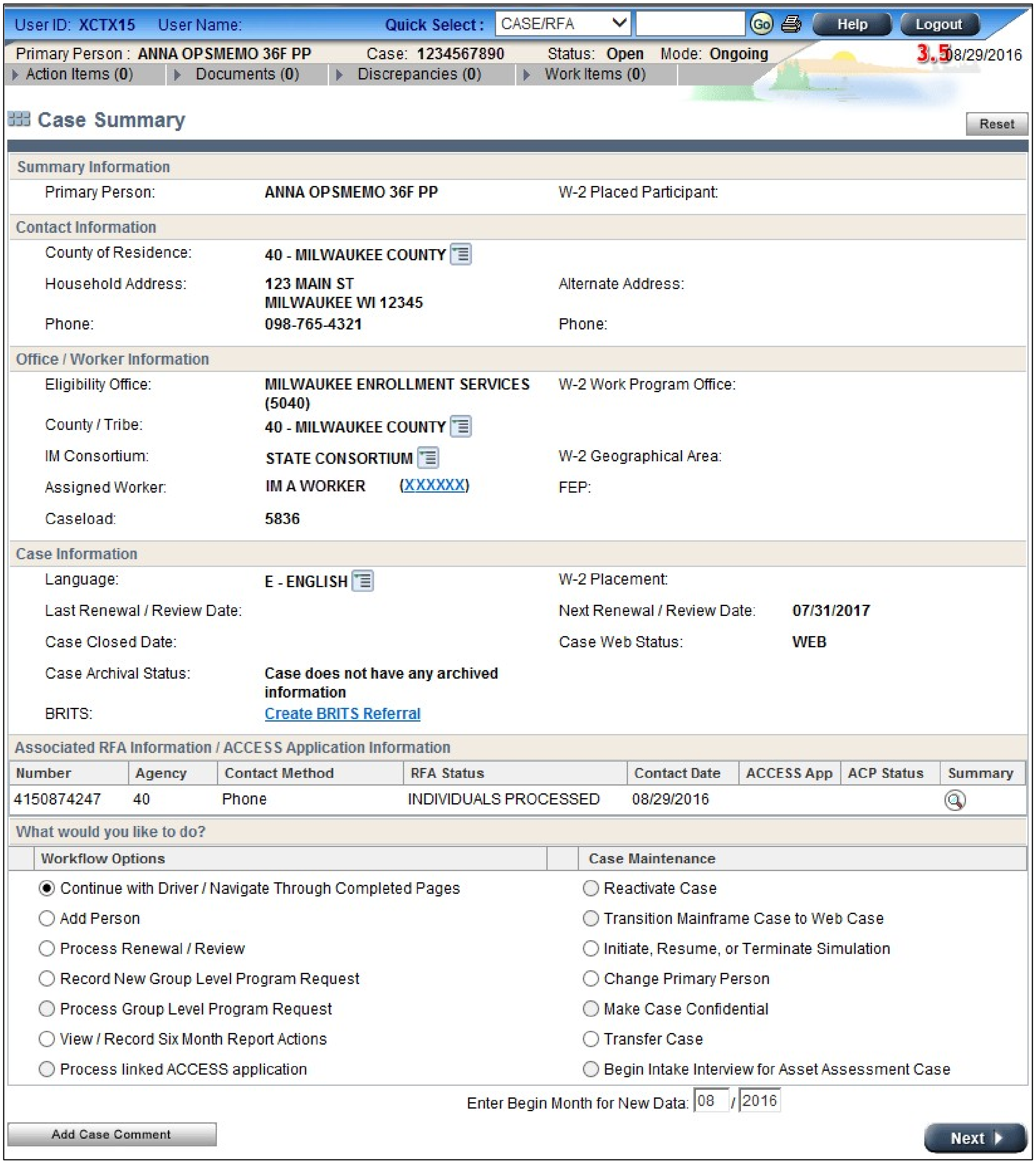


Figure 49 Link That Displays When There Is **Not** an Open, Ongoing Referral(s) in BRITS

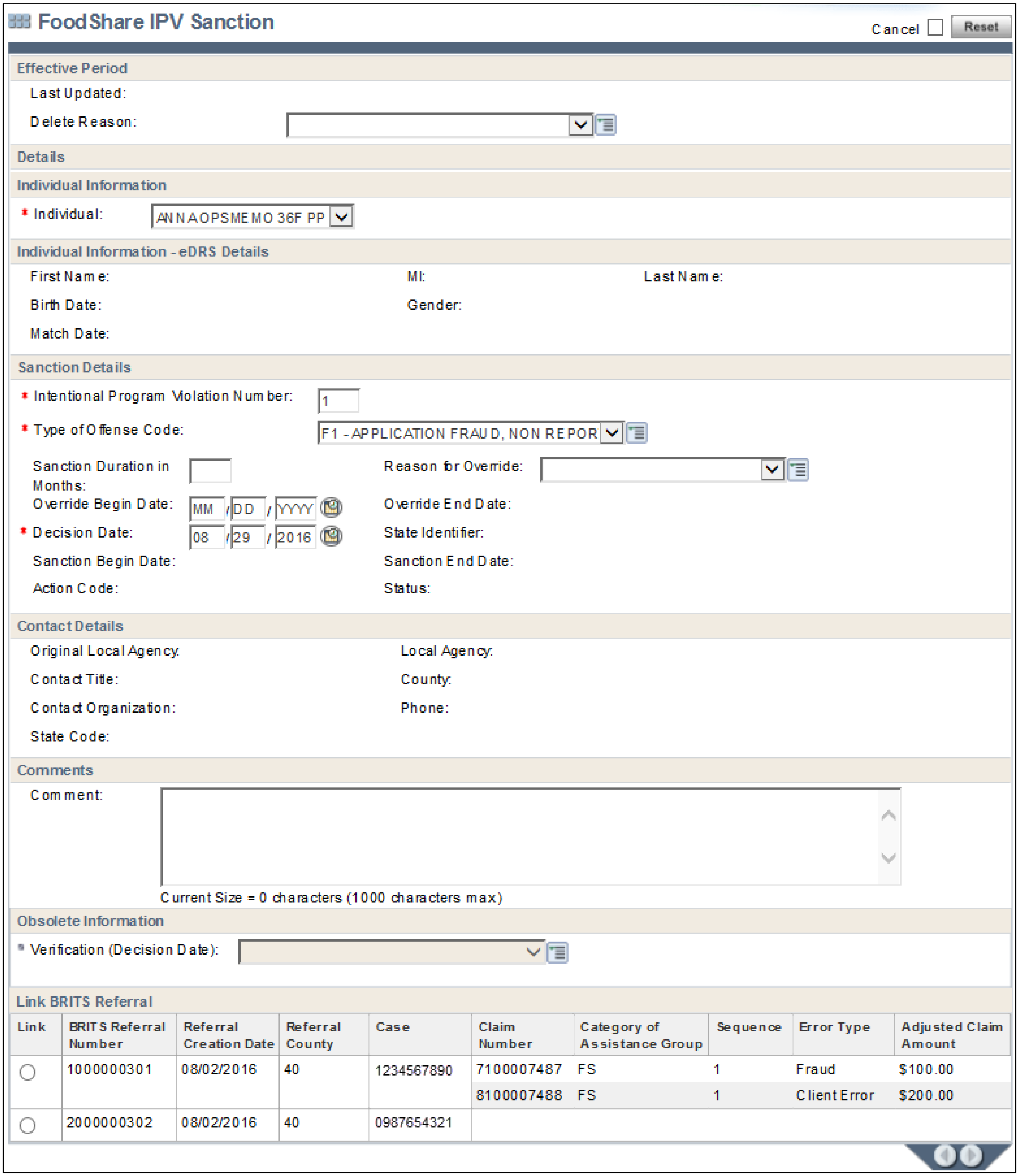
Users can click the link to be directed to BRITS to create a referral. If a user is already logged into BRITS, the Create Referral page will be displayed. If a user is not logged into BRITS, the login page will be displayed. Once the user logs in, he or she will be directed to the Create Referral page.

FOODSHARE IPV SANCTION AND CHILD CARE AND W-2 IPV PENALTY PAGES

New functionality will be added to the FoodShare IPV Sanction page, the Child Care IPV Penalty page, and the W-2 IPV Penalty page to allow users to link a sanction or penalty directly to a BRITS referral.

Note: Previously on the FoodShare IPV Sanction page, users would link a sanction to a claim; however, with BRITS, claims will be linked to a referral. Users will only be able to link BRITS referrals to in-state referrals; they should follow the current process for creating sanctions for out-of-state referrals (see Process Help, Section 44.3.8 FNDQ Disqualified Recipient Information [DRS], and Operations Memo 14-40, "FoodShare Intentional Program Violations [IPV] System Updates").

When users first navigate to the FoodShare IPV Sanction page, Child Care IPV Penalty page, or W-2 IPV Penalty page, the Link BRITS Referral section will not display any information. Users should select a person from the Individual menu and then complete the Sanction Details or the Intentional Program Details section. To generate a real-time list of referrals for the selected person, users should click **Load List of BRITS Referrals**. All the referrals that are in a Post Investigation in Progress or Closed status for the selected person will be displayed. In addition, all the claims associated with a single referral will be displayed.



FoodShare IPV Sanction

Cancel Reset

Effective Period

Last Updated:

Delete Reason:

Details

Individual Information

* Individual: ANNA OPSMEMO 36F PP

Individual Information - eDRS Details

First Name: MI: Last Name:

Birth Date: Gender:

Match Date:

Sanction Details

* Intentional Program Violation Number: 1

* Type of Offense Code: F1 - APPLICATION FRAUD, NON REPOR

Sanction Duration in Months: Reason for Override:

Override Begin Date: MM / DD / YYYY Override End Date:

* Decision Date: 08 / 29 / 2016 State Identifier:

Sanction Begin Date: Sanction End Date:

Action Code: Status:

Contact Details

Original Local Agency: Local Agency:

Contact Title: County:

Contact Organization: Phone:

State Code:

Comments

Comment:

Current Size = 0 characters (1000 characters max)

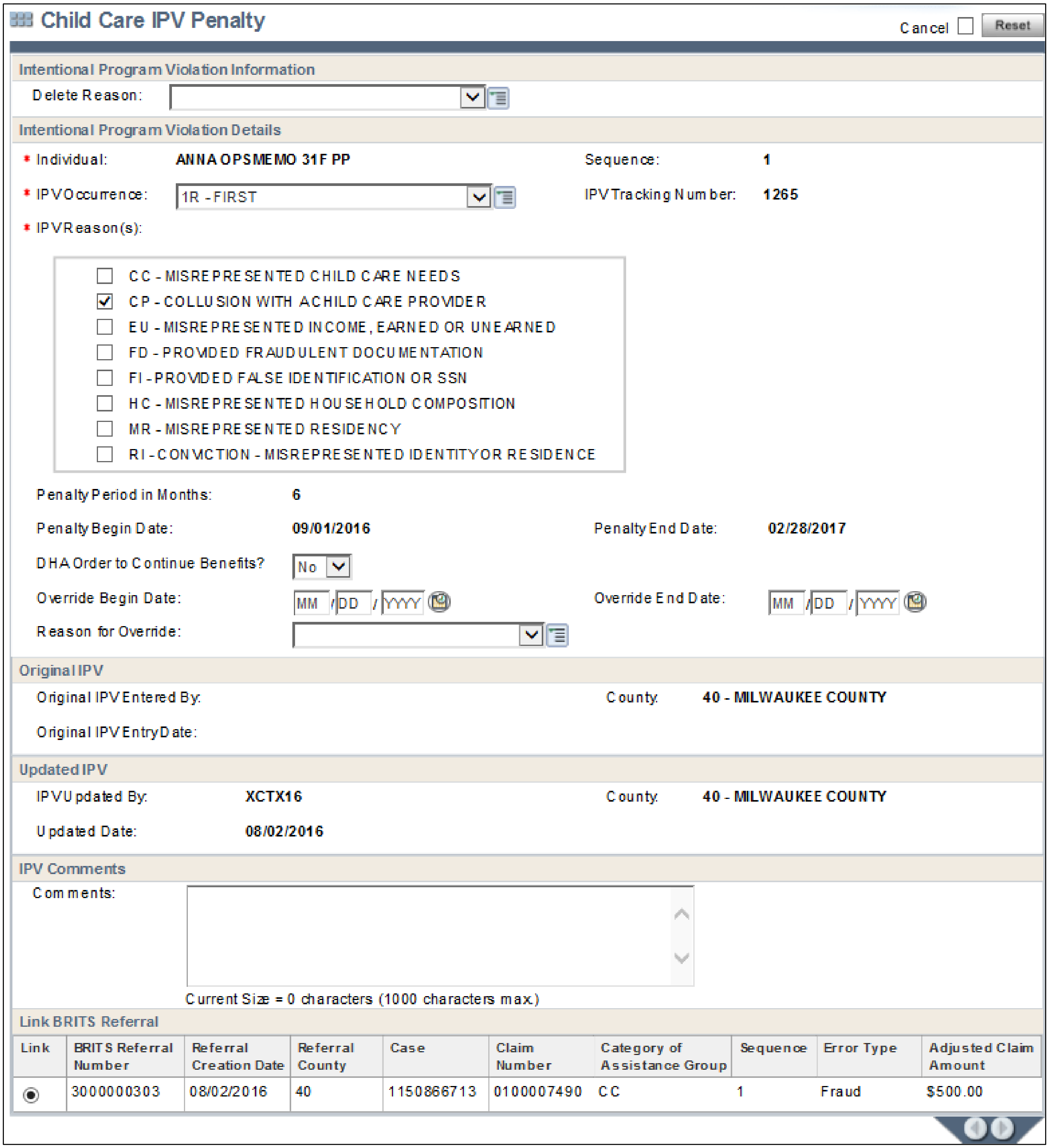
Obsolete Information

* Verification (Decision Date):

Link BRITS Referral

Link	BRITS Referral Number	Referral Creation Date	Referral County	Case	Claim Number	Category of Assistance Group	Sequence	Error Type	Adjusted Claim Amount
○	1000000301	08/02/2016	40	1234567890	7100007487	FS	1	Fraud	$100.00
					8100007488	FS	1	Client Error	$200.00
○	2000000302	08/02/2016	40	0987654321					

Figure 50 FoodShare IPV Sanction Page



Child Care IPV Penalty

Cancel ☐ Reset

Intentional Program Violation Information

Delete Reason:

Intentional Program Violation Details

* Individual: ANNA OPSMEMO 31F PP | Sequence: 1

* IPV Occurrence: 1R - FIRST | IPV Tracking Number: 1265

* IPV Reason(s):

- ☐ CC - MISREPRESENTED CHILD CARE NEEDS
- ☑ CP - COLLUSION WITH A CHILD CARE PROVIDER
- ☐ EU - MISREPRESENTED INCOME, EARNED OR UNEARNED
- ☐ FD - PROVIDED FRAUDULENT DOCUMENTATION
- ☐ FI - PROVIDED FALSE IDENTIFICATION OR SSN
- ☐ HC - MISREPRESENTED HOUSEHOLD COMPOSITION
- ☐ MR - MISREPRESENTED RESIDENCY
- ☐ RI - CONVICTION - MISREPRESENTED IDENTITY OR RESIDENCE

Penalty Period in Months: 6

Penalty Begin Date: 09/01/2016 | Penalty End Date: 02/28/2017

DHA Order to Continue Benefits? No

Override Begin Date: MM / DD / YYYY | Override End Date: MM / DD / YYYY

Reason for Override:

Original IPV

Original IPV Entered By: | County: 40 - MILWAUKEE COUNTY

Original IPV Entry Date:

Updated IPV

IPV Updated By: XCTX16 | County: 40 - MILWAUKEE COUNTY

Updated Date: 08/02/2016

IPV Comments

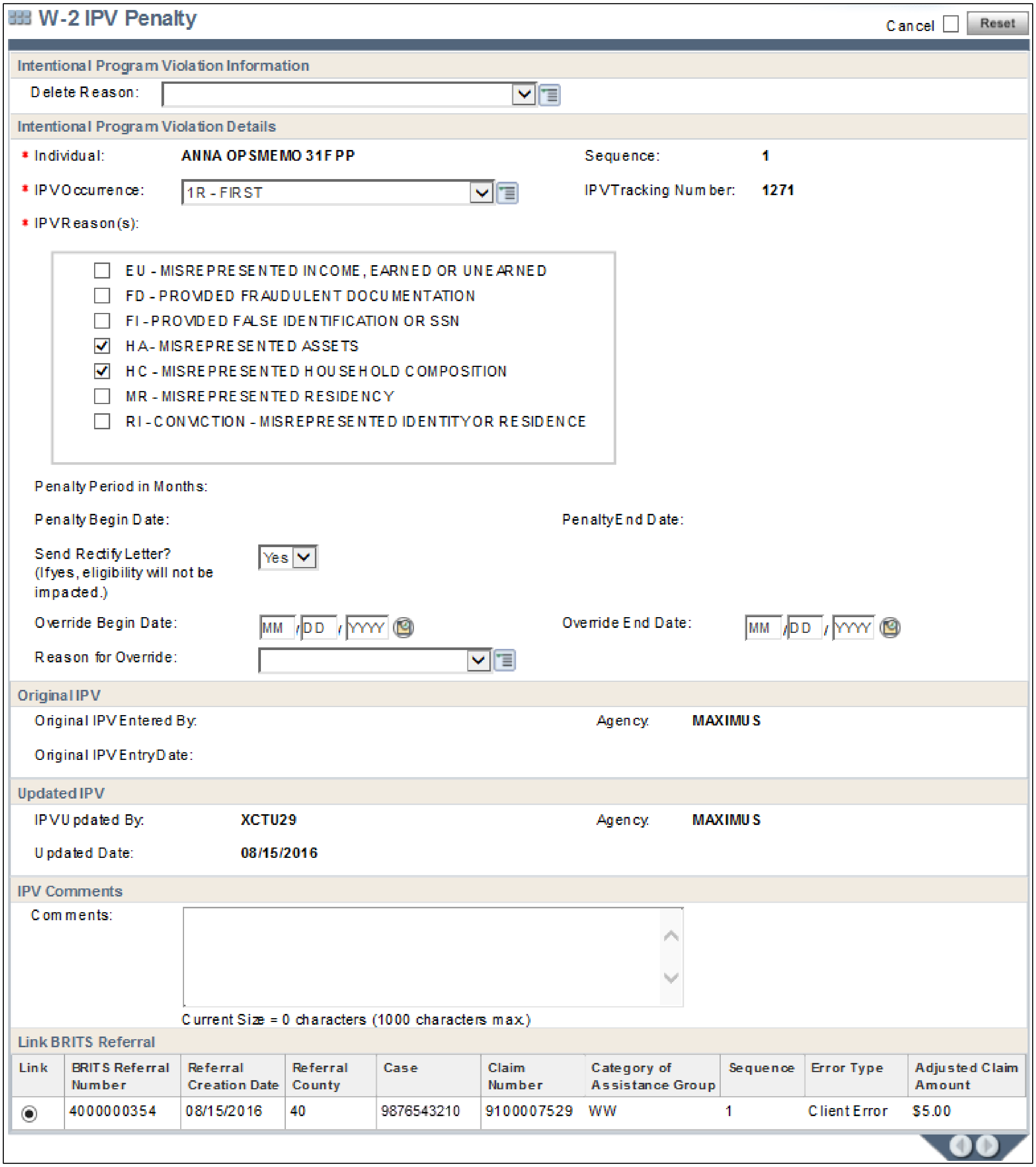
Comments:

Current Size = 0 characters (1000 characters max.)

Link BRITS Referral

Link	BRITS Referral Number	Referral Creation Date	Referral County	Case	Claim Number	Category of Assistance Group	Sequence	Error Type	Adjusted Claim Amount
◉	3000000303	08/02/2016	40	1150866713	0100007490	CC	1	Fraud	$500.00

Figure 51 Child Care IPV Penalty Page



W-2 IPV Penalty

Cancel Reset

Intentional Program Violation Information

Delete Reason:

Intentional Program Violation Details

* Individual: ANNA OPSMEMO 31FPP

Sequence: 1

* IPV Occurence: 1R - FIRST

IPV Tracking Number: 1271

* IPV Reason(s):

- [ ] EU - MISREPRESENTED INCOME, EARNED OR UNEARNED
- [ ] FD - PROVIDED FRAUDULENT DOCUMENTATION
- [ ] FI - PROVIDED FALSE IDENTIFICATION OR SSN
- [x] HA - MISREPRESENTED ASSETS
- [x] HC - MISREPRESENTED HOUSEHOLD COMPOSITION
- [ ] MR - MISREPRESENTED RESIDENCY
- [ ] RI - CONVICTION - MISREPRESENTED IDENTITY OR RESIDENCE

Penalty Period in Months:

Penalty Begin Date:

Penalty End Date:

Send Rectify Letter? (If yes, eligibility will not be impacted.) Yes

Override Begin Date: MM / DD / YYYY

Override End Date: MM / DD / YYYY

Reason for Override:

Original IPV

Original IPV Entered By:

Agency: MAXIMUS

Original IPV Entry Date:

Updated IPV

IPV Updated By: XCTU29

Agency: MAXIMUS

Updated Date: 08/15/2016

IPV Comments

Comments:

Current Size = 0 characters (1000 characters max.)

Link BRITS Referral

Link	BRITS Referral Number	Referral Creation Date	Referral County	Case	Claim Number	Category of Assistance Group	Sequence	Error Type	Adjusted Claim Amount
◉	4000000354	08/15/2016	40	9876543210	9100007529	WW	1	Client Error	$5.00

Figure 52 W-2 IPV Penalty Page

From the list that displays, users should choose the appropriate BRITS referral to link the sanction or penalty to.

Users will not be able to navigate to the next page until they have linked a BRITS referral to the sanction or penalty. Once users save the page by clicking Next, the sanction or penalty will be linked to the referral.

Note: A claim with a Client Error error type may become locked if fraud is discovered during the fraud determination process. Previously, these claims could not be linked to sanctions because they did not have a Fraud error type. Functionality will be added to allow users to link claims with client error to sanctions or penalties. The process for creating FoodShare sanctions and Child Care penalties for claims with client error has not changed. FoodShare sanctions and Child Care penalties should only be created for claims with client error after a fraud determination has been made and fraud was discovered.

CONTACTS

For CARES questions, contact the BEPS CARES Information and Problem Resolution Center.

For Child Care policy questions outside of Milwaukee County: Bureau of Regional Operations (BRO), Child Care Coordinators at http://dcf.wisconsin.gov/files/regionaloperations/pdf/contactlist.pdf

For Child Care CARES/CWW, CSAW, and CCPI IT systems processing questions statewide and policy questions in Milwaukee County: Child Care Help Desk at childcare@wisconsin.gov or 608-264-1657

For W-2 Policy Questions in the Balance of State: Bureau of Regional Operations, W-2 Regional Coordinators

For W-2 Policy Questions in Milwaukee: Milwaukee Operations Section Regional Administrators

For W-2 CARES Processing Questions: W-2 Help Desk

DHS/DHCAA/BEPS/ADK
DCF/DECE/BPI/TW
DCF/DFES/BWF/DVD