

DEPARTMENT OF CHILDREN
AND FAMILIES
Secretary Eloise Anderson
201 East Washington Avenue, Room G200
P.O. Box 8916
Madison, WI 53708-8916
Telephone: 608-422-7000
Fax: 608-266-6836
www.dcf.wisconsin.gov



State of Wisconsin
Governor Scott Walker



TO: **W-2 Agencies
Training Staff**

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

BWF OPERATIONS MEMO

No: 17-18
DATE: 07/31/2017

W-2 EA CF
JAL RAP Other EP *

**SUBJECT: Enhancements to the Benefit Recovery Investigation Tracking
System (BRITS) Version 1.1**

CROSS REFERENCE: [Wisconsin Works \(W-2\) Manual Chapter 10.3;](#)
[W-2 Manual Chapter 13;](#)
[Division of Family and Economic Security \(DFES\) Operations
Memo 16-J7;](#)
[PTT Learning Center Benefit Recovery Investigation Tracking
System \(BRITS\) for W-2 course;](#)
BRITS User Manual;
[Processing Agency Error Overpayments in BRITS – Desk Aid](#)

EFFECTIVE DATE: July 15, 2017

PURPOSE

The purpose of this Operations Memo is to announce the release of the Benefit Recovery Investigation Tracking System (BRITS) Version 1.1.

BACKGROUND

BRITS is the web-based system for the creation and tracking of public assistance overpayment and fraud investigation referrals for Child Care, BadgerCare Plus, Medicaid, FoodShare, and Wisconsin Works (W-2). It replaced the Fraud Investigation Tracking Screens (FITS), which are located in the Benefit Recovery (BV) subsystem of Client Assistance for Reemployment and Economic Support (CARES). BRITS Version 1.0 was implemented November 14, 2016. Since then, enhancements have been made to improve and streamline the referral process. This memo explains all of the BRITS Version 1.1 enhancements.

POLICY

There is no policy change associated with this Memo. For information about W-2 overpayment and fraud, refer to W-2 Manual [Chapter 10.3](#) and [Chapter 13](#).

BRITS VERSION 1.1 ENHANCEMENTS

This table compares previous and new functionality in the BRITS application. Refer to the BRITS user manual for more information regarding each enhancement. A user must have BRITS access in order to view the BRITS user manual. The changes with light grey shading are informational only and do not impact the W-2 program.

Enhancement	Previous Functionality	New Functionality	BRITS User Manual Reference
1. Ability to Save User Settings on the Workload Page	On the Workload page, the sort and/or filter user settings were lost when a user navigated away from the Workload page.	Users can save the sort and/or filter settings on their Workload page. This allows flexibility to navigate away from (and back to) the Workload page without losing the settings. Users can also toggle back and forth between the Default Workload page and their Custom Workload page.	Page 38
2. Referrals for Assistance Groups in 'Pending' or 'Deductible' Statuses	Creating BRITS referrals was limited to Assistance Groups (AGs) in 'open' status only, either at referral creation or at some point within the last six (6) years of the referral creation date regardless of the AG's current status.	In addition to the 'open' status, BRITS referrals can be created for AGs that are in a 'pending' or 'deductible' status, either at referral creation or at some point within the last six (6) years of the referral creation date regardless of the AG's current status. This allows a Front End Verification (FEV) referral to be created prior to confirming a case that has not been known to CARES before or within the last six (6) years.	Page 54
Note: Pending status applies to W-2 but deductible status does not.			
Screenshot: AG Status			

Other Program Results							
Run	Assistance Group	Sequence	Benefit Begin Date	Benefit End Date	AG Status	Eligibility Status	Reasons
1	FS Z - FOODSHARE - DID NOT APPLY	1	08/01/2017		DENIED	FAIL	054
			07/01/2017	07/31/2017	DENIED	FAIL	054
			06/01/2017	06/30/2017	DENIED	FAIL	054
			05/01/2017	05/31/2017	DENIED	FAIL	054
			04/03/2017	04/30/2017	DENIED	FAIL	054
	CC Z - CHILD CARE-DID NOT APPLY	1	08/01/2017		DENIED	FAIL	054
			07/01/2017	07/31/2017	DENIED	FAIL	054
			06/01/2017	06/30/2017	DENIED	FAIL	054
			05/01/2017	05/31/2017	DENIED	FAIL	054
			04/01/2017	04/30/2017	DENIED	FAIL	054
	WW C - W-2 FOR OLDEST MINOR CHILD WITH CUSTODIAL PARENT	1	08/01/2017		PEND	PENDING	
			07/01/2017	07/31/2017	PEND	PENDING	
			06/01/2017	06/30/2017	PEND	PENDING	
			05/01/2017	05/31/2017	PEND	PENDING	
			04/03/2017	04/30/2017	PEND	PENDING	

3. Dual Issuance States

Functionality was not available.

For referrals concerning issuance of benefits in more than one state, users can select all the states where an applicant/participant may be receiving benefits.

This will facilitate tracking and reporting of fraud across multiple states.

Page 61

Screenshot: Dual State(s) Information section



4. Referral Source Field Update

This field provides a drop-down list of sources for creating a referral. The Public Assistance Reporting Information System (PARIS) Project and Pre-BRITS were available as a referral source for selection.

PARIS Project and Pre-BRITS are no longer available as a referral source for new referrals; however, they will be retained on current referrals that have indicated this value.

For more accurate reporting, new referral sources have been added:

- DHS PARIS Report
- DCF PARIS Report
- DCF Fraud Mailbox
- DHS Fraud Mailbox
- Third-Party Verification

Page 256

Note: For PARIS and fraud referrals, DCF staff will create the referral and assign them to W-2 agencies to complete the investigation, and post investigation, and update the referral.

<p>5. Investigation Reasons Field Update</p>	<p>This field provides a drop-down list of investigation reasons for creating a referral. Pre-BRITS was available as an investigation reason for selection.</p>	<p>Pre-BRITS is no longer available for selection as an investigation reason for new referrals; however, it will be retained on current referrals that have indicated this value.</p> <p>For more accurate reporting, a new investigation reason, Suspicious Hardship Request, has been added.</p>	<p>Page 257</p>																									
<p>6. Document Type 'Sanctions' added</p>	<p>A BRITS referral was limited to uploading only two (2) document types:</p> <ul style="list-style-type: none"> • Fraud • Overpayments (OP) 	<p>A BRITS referral can now upload up to three document types:</p> <ul style="list-style-type: none"> • Fraud • Overpayments (OP) • Sanctions (SANC) 	<p>Page 73</p>																									
<p>Note: W-2 agency staff must follow the Electronic Case File (ECF) definitions when scanning a document under the appropriate code. For example, W-2 will use ECF code SANC for Intentional Program Violations (IPVs) documentation.</p>																												
<p>7. Referral Source field added to the Referral History Grid</p>	<p>Functionality was not available.</p>	<p>The Referral Source field has been added on the Referral History grid, located on the Referral Detail page.</p> <p>Since a case may have multiple referrals, including the Referral Source field on the Referral History grid will allow a user to easily identify standard and non-standard referrals such as Data Exchange referrals.</p>	<p>Page 56</p>																									
<p>Screenshot: The Referral Source field is located on the Referral History page.</p>																												
 <table border="1" data-bbox="444 1398 1471 1591"> <thead> <tr> <th>Referral Number</th> <th>Programs</th> <th>Referral Type</th> <th>Referral Source</th> <th>Referral Status</th> </tr> </thead> <tbody> <tr> <td>9110000729</td> <td>W-2</td> <td>Claim Investigation</td> <td>SWICA</td> <td>Not Assigned</td> </tr> <tr> <td>0110000730</td> <td>W-2</td> <td>Front End Verification</td> <td>New Program</td> <td>Assigned</td> </tr> <tr> <td>1110000731</td> <td>W-2</td> <td>Agency Error Claim</td> <td>Case Review</td> <td>Not Assigned</td> </tr> <tr> <td>2110000732</td> <td>W-2</td> <td>Fraud Investigation</td> <td>SWICA</td> <td>Not Assigned</td> </tr> </tbody> </table>				Referral Number	Programs	Referral Type	Referral Source	Referral Status	9110000729	W-2	Claim Investigation	SWICA	Not Assigned	0110000730	W-2	Front End Verification	New Program	Assigned	1110000731	W-2	Agency Error Claim	Case Review	Not Assigned	2110000732	W-2	Fraud Investigation	SWICA	Not Assigned
Referral Number	Programs	Referral Type	Referral Source	Referral Status																								
9110000729	W-2	Claim Investigation	SWICA	Not Assigned																								
0110000730	W-2	Front End Verification	New Program	Assigned																								
1110000731	W-2	Agency Error Claim	Case Review	Not Assigned																								
2110000732	W-2	Fraud Investigation	SWICA	Not Assigned																								
<p>8. Referral Investigation Separator Added</p>	<p>Functionality was not available.</p>	<p>A separator has been added in the Referral Investigation section to provide a clear delineation between assignments for the Gatekeeper and the Investigator.</p>	<p>Page 62</p>																									
<p>Screenshot: Referral Investigation section</p>																												

<p>9. PIN Validation Added to Waiver Grid for FoodShare</p>	<p>Functionality was not available.</p>	<p>A validation has been added to verify the PIN in CARES. An error message will display when the PIN does not match.</p>	<p>Page 70</p>
<p>Note: This functionality only pertains to FoodShare and not W-2.</p>			
<p>10. Decision Date Field</p>	<p>When creating a referral, users could enter a future date in the Decision Date field in the Post Investigation section.</p>	<p>The Decision Date field will no longer accept a future date for referrals. Only past or present dates will be accepted.</p>	<p>Page 69</p>
<p>11. Restriction Removed for Agency Error Claim Referral</p>	<p>Only one Agency Error Claim referral could be created and remain open for the case at a time.</p>	<p>Multiple Agency Error Claim referrals can be created and remain open for a case regardless of other open referrals on the case.</p>	<p>Page 97</p>
<p>Note: Agency Error Referrals must only be selected when an agency has identified an error that will result in an overpayment being issued. If a worker is unsure of the necessity for a claim, Claim Investigation should be selected instead.</p>			
<p>12. Add/Edit Reminder Window</p>	<p>When creating a reminder on the BRITS Home page, Workload page, or the Advanced Search page, the ID Number and Due Date fields auto-populated.</p>	<p>When creating a reminder on the BRITS Home page, Workload page, or the Advanced Search page, the ID Number and Due Date fields no longer auto-populate.</p> <p>A user is now required to enter all fields with a red asterisk.</p>	<p>Page 215</p>
<p>Screenshot: Fields with a red asterisk are required.</p>			

