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Date: October 11, 2018

DMS, DECE, and DFES Operations Memo 18-J9

To: Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff
Workforce Development Boards
W-2 Agencies
Training Staff
Child Care Eligibility and Authorization
Supervisors and Workers

From: Rebecca McAtee, Bureau Director
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Affected Programs:

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

**Enhancements to the Benefit Recovery Investigation Tracking System Version 1.2.2
Setting Program Invalid in Post Investigation**

CROSS REFERENCE

- Income Maintenance Manual, [Chapter 11 Fraud Program Overview](#), [Chapter 12 Fraud Prevention/Front End Verification](#), and [Chapter 13 Fraud and Intentional Program Violation](#)
- Wisconsin Shares Child Care Subsidy Policy Manual, [Chapter 4 Program Integrity](#)
- Wisconsin Works (W-2) Manual, [Section 10.3 W-2 Overpayments](#) and [Chapter 13 Fraud](#)
- Operations Memos [16-J7](#), [17-18](#), and [18-02](#)
- BRITS User Manual 1.2.2

EFFECTIVE DATE

August 27, 2018

PURPOSE

This operations memo provides an overview of the changes to the Benefit Recovery Investigation Tracking System (BRITS) released in version 1.2.2 on August 25, 2018. This memo also requires W-2 agencies to update their standard operating procedures (SOPs), incorporating new procedures based on the updated system.

BACKGROUND

BRITS is the 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). It replaced the Fraud Investigation Tracking Screens (FITS), which were located in the Benefit Recovery (BV) subsystem of CARES Mainframe. BRITS Version 1.0 was released on November 14, 2016, and BRITS Version 1.1 was released on July 15, 2017. Version 1.1 included enhancements to improve and streamline the referral process. On November 20, 2017, BRITS Version 1.2, which included enhancements to support usability, was released.

Release 1.2.2 allows an assigned worker to set his or her program to Program Invalid on a BRITS Referral in the Post-Investigation section.

Exception: If the worker's assigned agency is the Internal Assignment Filter (IAF) program, the IAF must record the results of the investigation.

POLICY

There are no policy changes associated with this memo.

BRITS VERSION 1.2.2 ENHANCEMENT

Workers invalidate programs (for example, CC, W-2, FoodShare) when a BRITS referral and its findings are determined to be irrelevant to the program. A worker must be assigned to a program to invalidate a referral and can only invalidate within his or her assigned program(s).

Prior to August 25, 2018, workers were limited to selecting a program for invalidation prior to referral assignment only, which meant a program could not be invalidated after the referral had the status Assigned or Investigation In Progress.

Effective August 25, 2018, workers can also indicate a program on a referral as Program Invalid during the post investigation process. When a program has no action to take on a referral, this allows a worker assigned for that program area to opt out of the program referral during the post investigation process. BRITS will then only reflect the specific claim and fraud activities for the valid program(s) on the referral.

BRITS automatically includes program areas with categories that were in status of open, pending, closed, or deductible on the case within the last six years.

Therefore, an investigation based on a referral may include programs that are not relevant due to the investigation reason, timeframe, or other issues. Multiple agencies manage each program area, so each agency may need to determine whether its program area is valid on a referral. Program invalidation cannot occur during the investigation phase of a BRITS referral, so the new functionality streamlines communication with each program area and allows workers to set their program area to Program Invalid in post investigation to allow for efficient and timely representation of actual actions on the referral.

Validity review will flow into the program area's workload during post investigation, and the assigned worker will do one of the following:

- Determine there was no reason to investigate (Program Invalid)
- Determine the investigation, while applicable to the program, had no results (No)
- Record applicable results in claim and fraud determination sections

PROCESS

The table below compares previous and new BRITS functionality. Refer to the BRITS User Manual Version 1.2.2 for more information. New functionality is summarized in the 1.2.2 BRITS System Release Notes at the end of the user manual. Use the links in the release notes to review additional details on the post investigation functionality.

Note: Workers must have access to BRITS to view the BRITS User Manual.

Enhancement	Previous Functionality	New Functionality	BRITS User Manual Reference
Allow a non-IAF program to invalidate a program on a BRITS referral after Investigation Complete status, using functionality in the “Post Investigation” section.	A program could not be invalidated on a referral after it was assigned.	For all program areas, the Program Invalid option may be initiated on the “Claim Determination” subsection of each Post Investigation program tab, unless the program is the IAF on the referral.	Chapter 20.1 Post Investigation Claim Determination

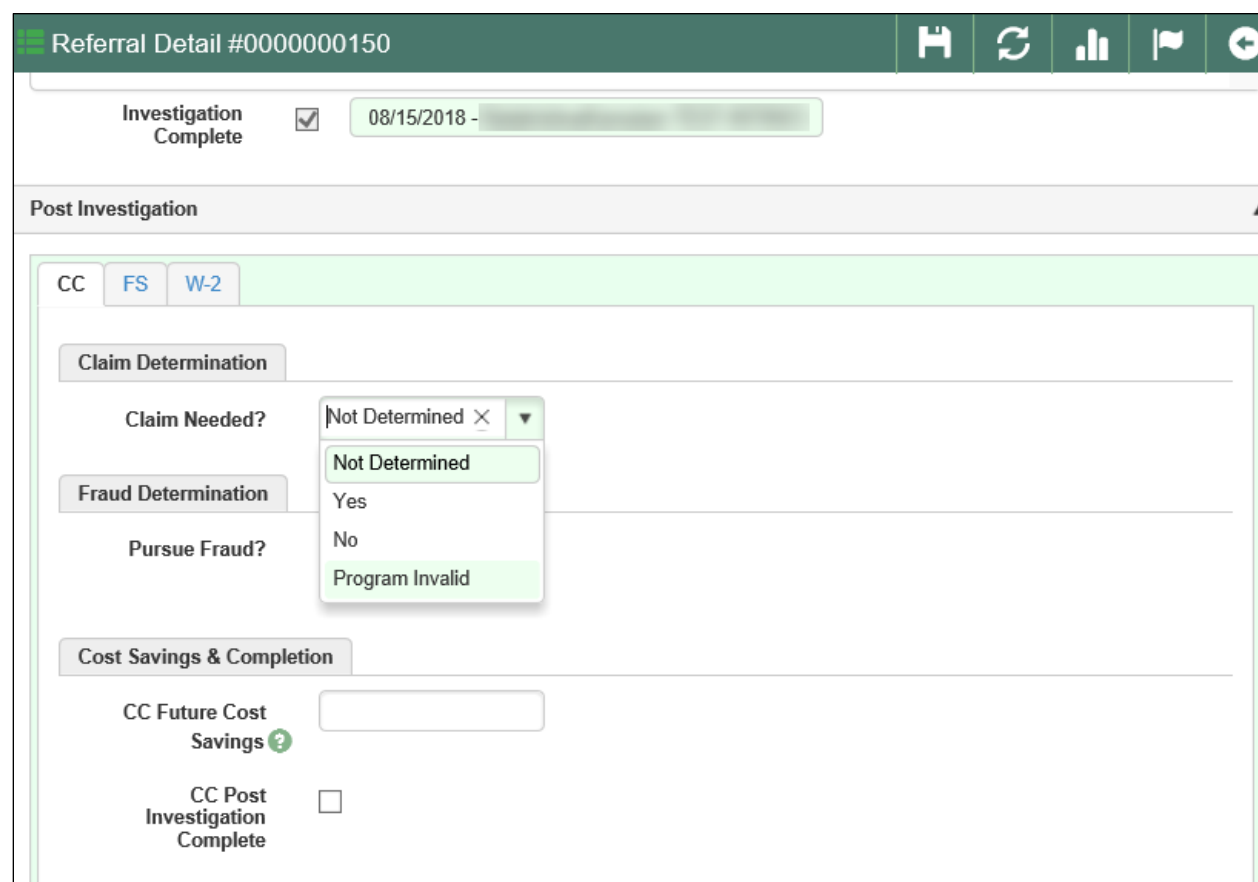


Figure 1 Setting Program Invalid in Claim Determination

Enhancement	Previous Functionality	New Functionality	BRITS User Manual Reference
Allow a non-IAF program to invalidate a program on a BRITS referral after Investigation Complete status, using functionality in the “Post Investigation” section.	A program could not be invalidated on a referral after it was assigned.	For all program areas, the Program Invalid option may be initiated on the “Fraud Determination” subsection of each Post Investigation program tab, unless the program is the IAF on the referral.	Chapter 21.1 Post Investigation Fraud Determination

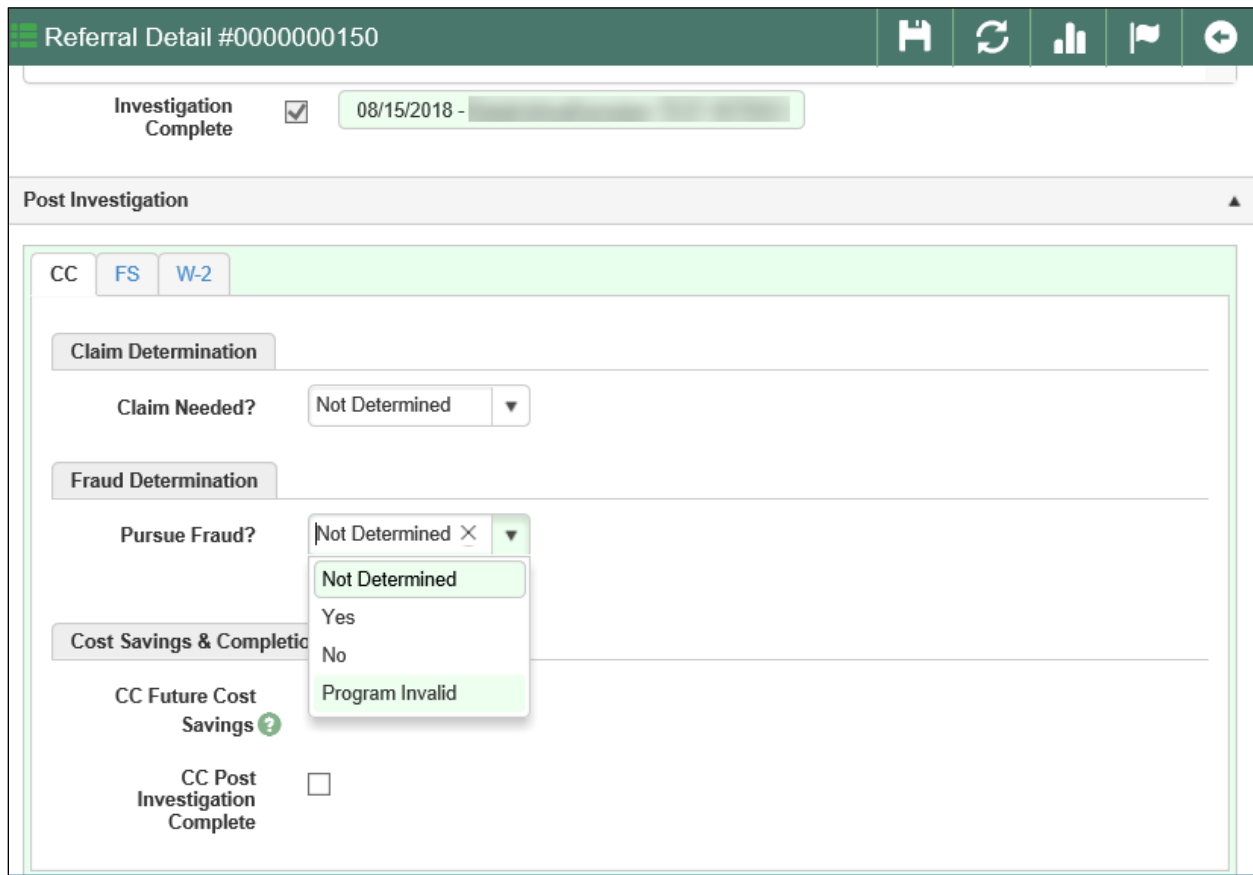


Figure 2 Setting Program Invalid in Fraud Determination

Enhancement	Previous Functionality	New Functionality	BRITS User Manual Reference
Automatically complete Pursue Fraud? and Claim Needed? when Program Invalid is selected.	N/A	When either Claim Needed? or Pursue Fraud? is set to Program Invalid, the other subsection will be automatically set to Program Invalid. Previously entered data will be cleared.	<ul style="list-style-type: none"> • Chapter 20 Post Investigation Claim Determination • Chapter 21 Post Investigation Fraud Determination

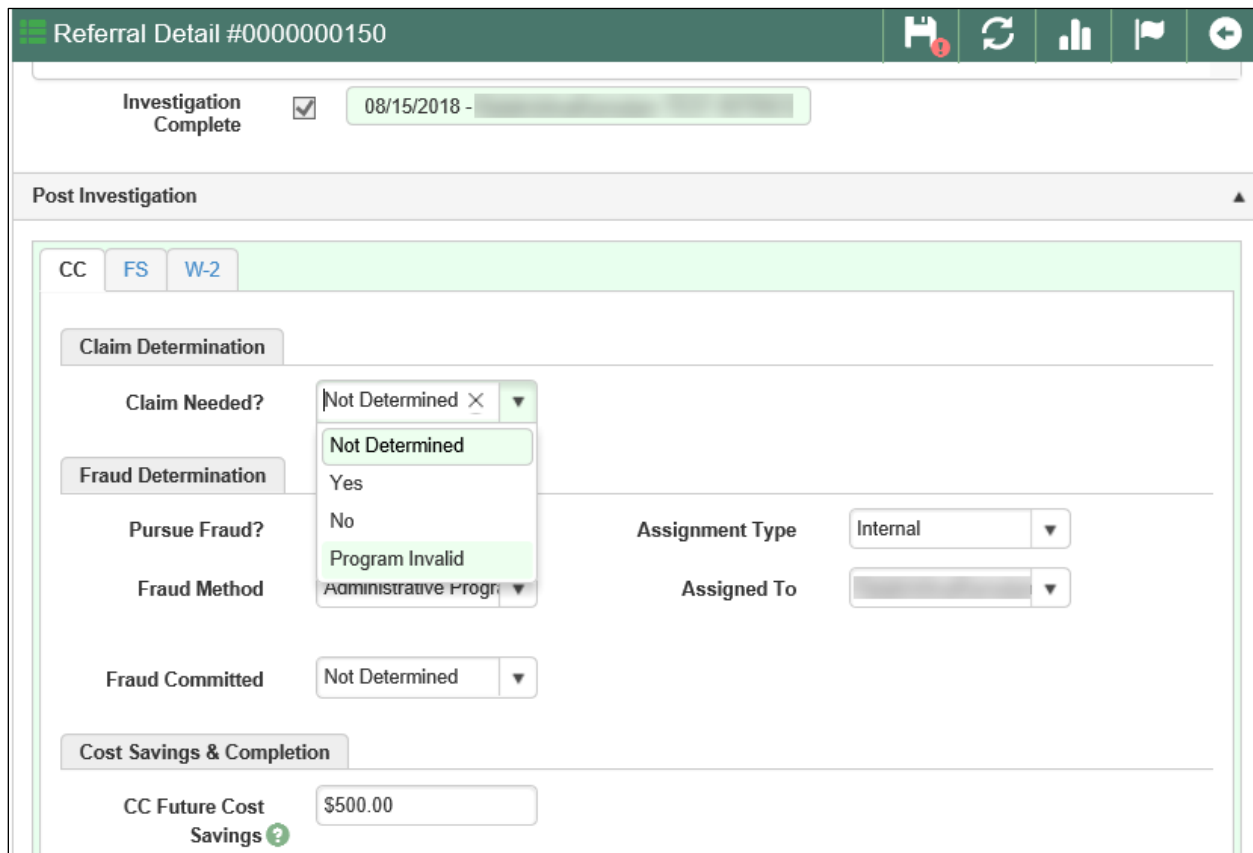


Figure 3 Setting Program Invalid When the Program Tab Has Data

It is a best practice for workers to verify the correct program tab and case or referral number prior to selecting Program Invalid if there is existing data in this tab.

Important: Selecting Program Invalid for Pursue Fraud does not clear any claims linked to the referral or claims created in the BV subsystem. Always verify whether claims have been established for the referral program prior to selecting Program Invalid.

The screenshot displays a software interface with a light green header bar containing tabs for 'CC', 'FS', 'MA', and 'W-2'. Below the header, there are three main sections:

- Claim Determination:** A dropdown menu for 'Claim Needed?' is set to 'Program Invalid'.
- Fraud Determination:** A dropdown menu for 'Pursue Fraud?' is also set to 'Program Invalid'.
- Cost Savings & Completion:** A text input field for 'CC Future Cost Savings' (with a green question mark icon) contains '\$0.00'. Below it, the text 'CC Post Investigation Complete' is followed by a checked checkbox.

Figure 4 Setting Program Invalid Clears Tab Data

Enhancement	Previous Functionality	New Functionality	BRITS User Manual Reference
Allow a worker to cancel program invalidation as a part of the save process on a program tab.	N/A	To cancel and restore the original post investigation screen content, a worker can select Cancel on a save confirmation pop-up window. Selecting Cancel will refresh the post investigation sections with any previous data on the tab.	<ul style="list-style-type: none"> • Chapter 20.1 Post Investigation Claim Determination • Chapter 21.1 Post Investigation Fraud Determination

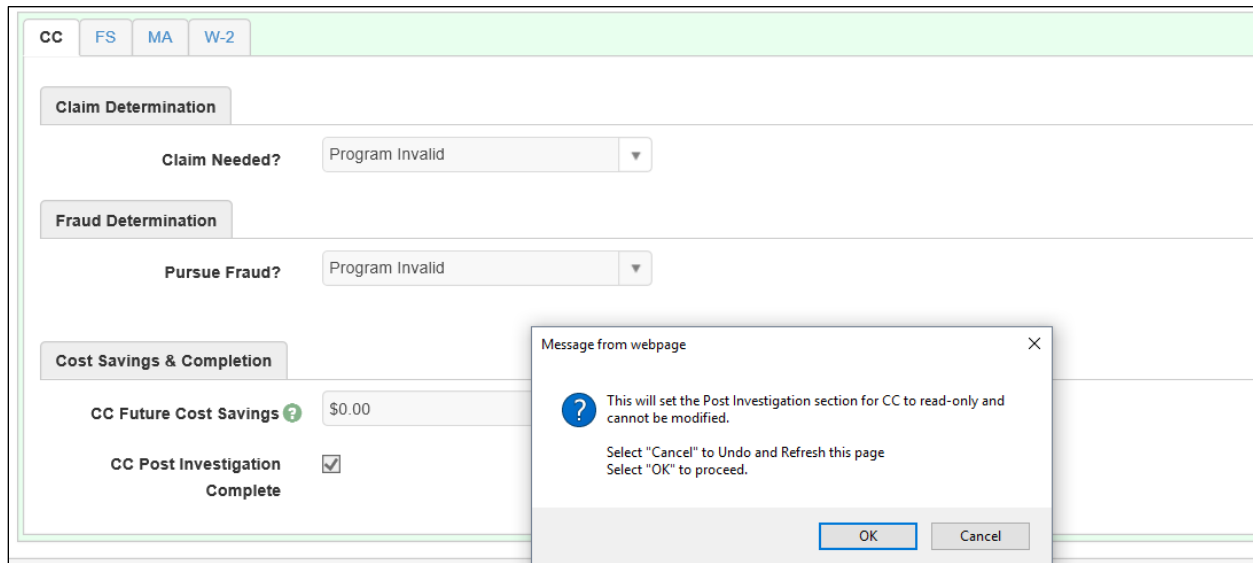


Figure 5 Cancel Program Invalid

Enhancement	Previous Functionality	New Functionality	BRITS User Manual Reference
Automatically complete the program Post Investigation Complete checkbox when Program Invalid is selected.	The Post Investigation Complete checkbox must be checked and the Future Cost Savings entered to save and complete the tab.	When a worker saves Program Invalid, the Post Investigation Complete checkbox is checked and the Future Cost Savings field is set to zero. The program Post Investigation tab is set to Program Invalid and displays with a yellow highlight to indicate it has been invalidated.	Chapter 22 Cost Savings & Completion of a program

Referral Detail #0000000150

Investigation Complete 08/15/2018 -

Post Investigation

CC FS W-2

Claim Determination

Claim Needed? Program Invalid 08/15/2018 -

Fraud Determination

Pursue Fraud? Program Invalid 08/15/2018 -

Cost Savings & Completion

CC Future Cost Savings \$0.00

CC Post Investigation Complete 08/15/2018 -

Figure 6 Clicking OK for Program Invalid on Save Confirmation

Enhancement	Previous Functionality	New Functionality	BRITS User Manual Reference
<p>Remove Invalidated programs from the Workload page.</p>	<p>Invalid programs can only be removed from the Workload page prior to assignment. Once the IAF has started an investigation, another program cannot be set to Program Invalid.</p>	<p>After a worker selects Program Invalid and successfully saves the referral, the Post Investigation Complete checkbox is checked and the Future Cost Savings field is set to zero.</p> <ul style="list-style-type: none"> • The program Post Investigation tab is locked for editing. • This referral will not display on the worker’s workload unless the assigned worker still needs to complete post investigation activities for another assigned program area. • The Claim Needed? or Pursue Fraud? fields for a program set to Program Invalid will not display in the Investigation Final Outcomes WebI reports. 	<ul style="list-style-type: none"> • Chapter 6.2.2 Post Investigation Assignment section • Chapter 7.2 Post Investigations section • Chapter 24 Workload Usage
<p>Important: Once a referral is set to Program Invalid and saved, it is not reversible. The BRITS Help Desk will not be able to reopen the tab. If the Program Post Investigation tab was invalidated in error, the worker will need to create a new BRITS referral and complete the process.</p> <p>Note: When a worker creates a duplicate referral to reverse a post investigation invalidation, that worker should contact other Program Gatekeepers to coordinate efforts.</p>			

Example: A income maintenance worker receives a fraud tip for FoodShare and creates a BRITS referral. The referral indicates that the CC, FoodShare, and W-2 programs have been established on the case. The referral creator adds the correct office(s) to the BRITS referral. The referral is then assigned to an investigator to record the investigation. Once the investigator completes the investigation and moves the referral to Investigation Complete, the assigned worker can complete post investigation activities (for example, the worker can indicate that a claim is needed).

Note: As the IAF, the assigned worker cannot select Program Invalid.

Referral Detail #0000000150

Investigation Complete 08/15/2018 -

Post Investigation

CC FS W-2

Claim Determination

Claim Needed? Yes Assignment Type Internal

Date of Discovery 8/1/2018 Assigned To

Assigned Date 08/15/2018

Claim Created

Fraud Determination

Pursue Fraud? No 08/15/2018 -

Cost Savings & Completion

FS Future Cost Savings \$500.00

FS Post Investigation Complete

Figure 7 IAF, FoodShare Records Claim Information

CC can also begin post investigation:

1. The CC worker reviews the referral investigation and determines if it is relevant to his or her assigned program. If not relevant, the CC worker selects Program Invalid on either the “Claim Needed?” or “Pursue Fraud?” field.
2. If the investigation is relevant to CC but the investigation determined a claim is not needed and/or fraud is not to be pursued, the CC worker must select No, as appropriate.

Referral Detail #0000000150

Investigation Complete 08/15/2018 -

Post Investigation

CC FS W-2

Claim Determination

Claim Needed? Not Determined

Fraud Determination

Pursue Fraud? Not Determined
Yes
No
Program Invalid

Cost Savings & Completion

CC Future Cost Savings

CC Post Investigation Complete

Figure 8 Setting CC Program Invalid

W-2 can independently begin to document post investigation activities at the same time:

1. The W-2 worker reviews the referral investigation and determines if it is relevant to his or her assigned program. If not relevant, the W-2 worker selects Program Invalid.
2. If the investigation is relevant to W-2, but the investigation determined a claim is not needed and/or fraud is not to be pursued, the W-2 worker must select No, as appropriate.
3. If a claim is also needed for W-2, the worker must select Yes and complete the subsection.

Note: The CC program tab displays with a yellow highlight to indicate it has been invalidated in post investigation.

Referral Detail #0000000150

Investigation Complete 08/15/2018 -

Post Investigation

CC FS W-2

Claim Determination

Claim Needed? Not Determined ×

Fraud Determination

Pursue Fraud? Not Determined
Yes
No
Program Invalid

Cost Savings & Completion

W-2 Future Cost Savings

W-2 Post Investigation Complete

Figure 9 Completed W-2 Tab

DCF TRAINING

The following resources are available in the [DCF Partner Training Team \(PTT\) Learning Center](#):

- BRITS Referral Invalidation Procedure – Desk Aid
- Mapping a BRITS Referral – Desk Aid

W-2 AGENCY ACTION

W-2 agencies must familiarize staff with these BRITS changes and update any relevant local agency processes and SOPs. For example, update SOPs to reflect the implementation of BRITS and the replacement of FITS, which was located in the BV subsystem in CARES. Also, incorporate BRITS processing requirements from all BRITS releases (1, 1.1, 1.2, 1.2.2). Agencies must submit their SOPs to their regional administrator or regional coordinator at the Bureau of Regional Operations (BRO) or Milwaukee Operations Section (MOS) within 30 days of this memo being published.

CONTACTS

For BRITS questions, contact the DCF Service Desk at dcfservicedesk@wisconsin.gov, 855-264-6323 (toll-free), or 608-264-6323 (Madison).

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

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

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

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DCF/DFES/BWF/DVD