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

FROM: Patara Horn, Director
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        Division of Family and Economic Security
        Department of Children and Families

BWF OPERATIONS MEMO
No: 20-28
DATE: 12/18/2020
W-2 ☒   EA ☐   CF ☐   JAL ☐
RAP ☐   TMJ ☐   TJ ☐ Other EP ☐

SUBJECT: *Enhancements to the Benefit Recovery Investigation Tracking System Version R1.20.12.18*

CROSS REFERENCE: DHS CARES Email Bulletin 12/16/2020
                        BRITS User Manual R1.20.12.18
                        W-2 Manual Section 10.3: W-2 Overpayments
                        W-2 Manual 13: Fraud
                        Joint Operations Memo 19-J6
                        Joint Operations Memo 18-J9
                        Operations Memo 18-02
                        Operations Memo 17-18
                        Operations Memo 16-J7

EFFECTIVE DATE: December 21, 2020

PURPOSE

The purpose of this memo is to provide an overview of the enhancements to the Benefit Recovery Investigation Tracking System (BRITS) Version R1.20.12.18 implemented on December 18, 2020.

BACKGROUND

BRITS is the web-based system for the creation and tracking of public assistance overpayment and fraud investigation referrals for Wisconsin Works (W-2), Child Care, BadgerCare Plus, Medicaid, and FoodShare. It replaced the Fraud Investigation Tracking

Screens (FITS), which were located in the Benefit Recovery (BV) subsystem of Client Assistance for Reemployment and Economic Support (CARES) Mainframe.

BRITS implemented Version 1.0 on November 14, 2016, and released Version 1.1 on July 15, 2017. Version 1.1 included enhancements to improve and streamline the referral process. On November 20, 2017, BRITS released Version 1.2, which included enhancements to support usability. On August 25, 2018, BRITS released Version 1.2.2, to allow an assigned worker to set his or her program to Program Invalid on a BRITS referral in the Post-Investigation section.

Version R1.20.12.18 includes overpayment claim validation between CARES and BRITS and additional enhancements to the existing system.
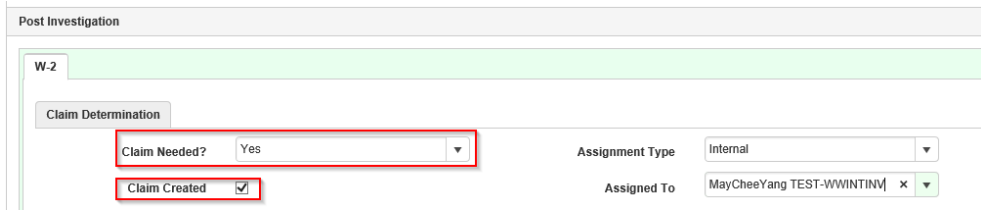
POLICY

There is no policy change associated with this memo. For information about W-2 overpayments and fraud, refer to W-2 Manual Section 10.3 and Chapter 13.

BRITS VERSION R1.20.12.18 ENHANCEMENTS

The chart below provides details of the changes BRITS users will see and lists corresponding section updates in the BRITS User Manual. For a more technical, quick guide of these changes, see the R1.20.12.18 Release Notes appended to the BRITS User Manual.

Section	Summary of Enhancements
N/A	The Investigation Referral field, on the BVRF screen in CARES Mainframe, will only allow a number to be entered if it meets the minimum criteria for a BRITS referral number. *CARES Validations:* To help BRITS users enter numbers that meet the criteria in the Investigation Referral field, the following error message(s) will display on BVRF: Field left blank: CRA - VALID BRITS REFERRAL NUMBER MUST BE ENTERED Less than 10 characters: ARU - INVESTIGATION REFERRAL NUMBER MUST BE 10 DIGITS Non-numeric entry: 049 - FIELD MUST BE NUMERIC Entered 0123456789: CRA - VALID BRITS REFERRAL NUMBER MUST BE ENTERED

	Entered 0000000000: C23 - NUMERIC FIELD CANNOT BE ZERO Entered1234567890: CRA - VALID BRITS REFERRAL NUMBER MUST BE ENTERED
	On the BRITS Referral Detail page > Post Investigation section, when a BRITS user changes the "Claim Needed?" dropdown and/or the "Claim Created" checkbox, BRITS will validate whether a claim exists in CARES, that is associated on the case for the referral and the specific program the user is currently on. *Note:* The "Claim Created" checkbox only displays if the "Claim Needed?" field is set to "Yes".
Section 9 Subsection 9.3.2 Subsection 9.6.1 Section 8 Subsection 18.3.1 Section 20 Subsection 20.3	*BRITS Validation in the Post Investigation section:* The error message was updated when the "Claim Needed?" field is "Yes" and "Claim Created" box is checked, but no overpayment claim has been established. Old: Please correct these errors: • No claim was found. Please ensure claim is created in BVCL before checking the Claim Created checkbox. New: Please correct these errors: • An overpayment or claim has not been entered on BVRF for this referral and WW program. Please enter the appropriate overpayment details in the BV system
	An error message will display after clicking save, if the "Claim Needed?" field is changed from "Yes" to "No" and an overpayment claim has been established. Please correct these errors: • Claim(s) {9100007889} already created for WW program.
	An error message will display after clicking save, if the "Claim Needed?" field is "No" and an overpayment claim has been established. Please correct these errors: • Claim(s) {9100007889} already created for WW program.

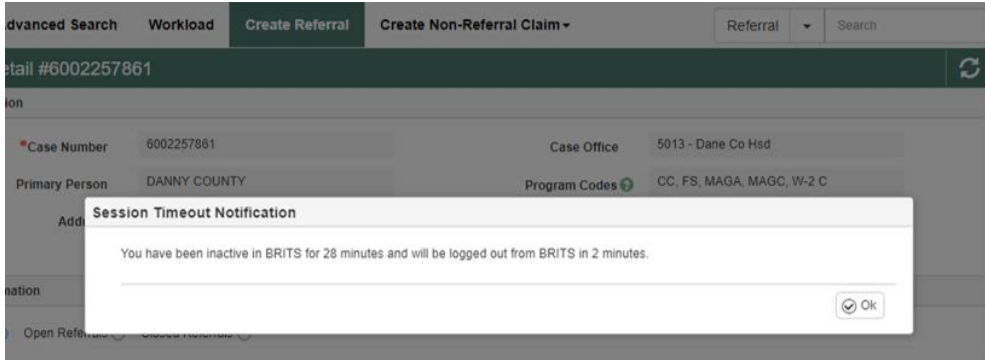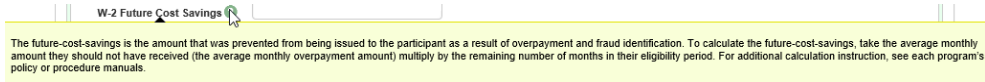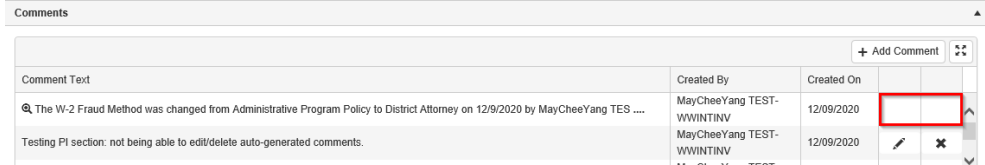|	
Section 18 Subsection 18.2.2	On the BRITS Referral Detail page, the Investigation section will allow a future date to be entered in the "To Date" field, up to 2 months beyond the current date. *Investigation Finding "To Date" calendar view.* *Future date added on an Investigation.*
Section 15 Subsection 15.1 Section 16	When a BRITS user clicks the Save button, they will remain on the Referral Detail page instead of being directed to the Home page. A message "Referral has been saved successfully." will display in the Notification bar on the Referral Detail page.
Section 3 Subsection 3.2.3	BRITS will now monitor user activity. When a BRITS user has been inactive for 28 minutes, a "Session Timeout Notification" will display to inform the user that they will be logged out. Clicking the Ok button will extend the

	session by another 30 minutes.
Section 22	On the BRITS Referral Detail page > Post Investigation section, the W-2 Future Cost Savings tool tip was updated. Old: New:
Section 21 Subsection 21.4 Section 28 Subsection 28.8	On the BRITS Referral Detail page > Post Investigation section, BRITS users will not be able to edit/delete auto-generated comments when the "Fraud Method" field is changed/updated. *Example of an auto-generated comment.*
Updated throughout the manual.	BRITS' colors have been enhanced for the user to navigate between sections. Old:

New:

1) The "Create Referral" button will be dark green with white text.
2) The Help (tooltip) pop up window will be mint green.
3) The page header will be grass green with black text for the login information.

Subsection 9.3
Subsection 9.3.1

On the BRITS Referral Detail page > Referral Information section, the Referral Creation Office field will include the office description.

Old:

New:

Referral Information			▲
Referral Number	Unassigned	Status	New
*Referral Type ❓	Fraud Investigation ▼	Created By	MayCheeYang TEST-WWINTINV
*Referral Source ❓	Case Review ▼	Created On	12/09/2020
From Date ❓	🗓	Referral Creation Office ❓	9173 - DCF W-2 FRAUD
To Date ❓	🗓		
*Investigation Reasons ❓	Child Placement ✕		
External Programs ❓	Select External Programs...		
Void	☐		

Reminder

On September 28, 2020, BRITS had a system maintenance upgrade. As part of the upgrade, several icons in BRITS look different than they have in the past. These changes do not have any effect on functionality or processing.

1) Sort icon changed in all the grids

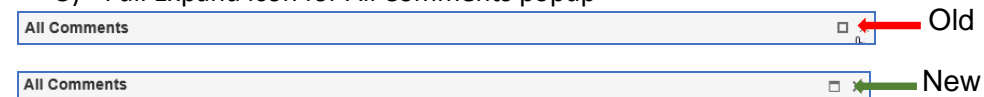| Last Accessed ▼	←Old	Last Accessed ↓	←New
08/26/2020		08/26/2020	
08/24/2020		08/26/2020	
08/21/2020		08/26/2020	
07/21/2020		08/11/2020	
07/21/2020		07/23/2020	
07/21/2020			
07/21/2020			
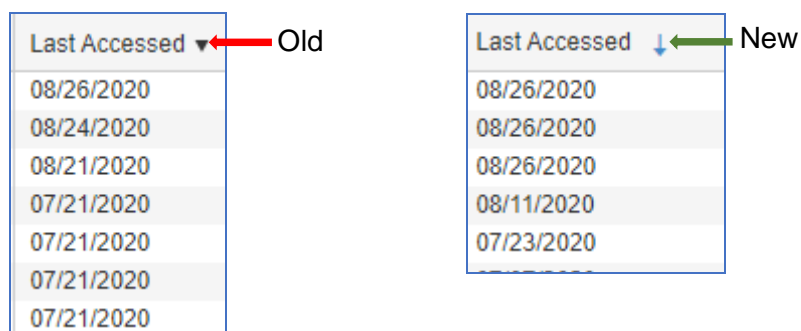
2) Date Picker icon changed

6/5/2020 🗓 ← Old   5/12/2020 🗓 ← New

3) Color picker icon changed in the text editor

[icon] ▼ ← Old   [icon] ▼ ← New

4) Update - Cancel buttons on the pop icon changed

⊘ Update ⊗ Cancel ← Old   ✓ Update ⊘ Cancel ←New

5) Full Expand icon for All Comments popup

All Comments ☐ ← Old

All Comments ☐✕ ← New

6) Add Comment and Add Document icon changed
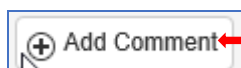
⊕ Add Comment ← Old   + Add Comment ← New

7) Filter menu icon changed in Workload page

WEBi REPORTS

BRITS Exception Reports 1 - 4 will continue to be available in WEBi. Each exception report was created to identify possible errors or mismatches between BRITS and CARES screen BVRF. Agencies should continue to check their BRITS Exceptions Reports periodically.

WEBi Report Name	Description
Exception Report 1	Claim Created Flag Not Checked in BRITS
Exception Report 2	CARES Screen BVRF created before BRITS Post Investigation tab completed for Program Area
Exception Report 3	Invalid BRITS Referral Number on CARES Screen BVRF
Exception Report 4	Mismatch Case Number on BRITS Referral and/or Overpayment Claim (BVRF)

AGENCY ACTION

W-2 agencies must familiarize staff with the BRITS R1.20.12.18 functionality changes as described in this memo and update any relevant local agency procedures.

CONTACTS

For W-2 Policy Questions: DCFW2PolicyQuestions@wisconsin.gov

For W-2, CARES and BRITS Functionality Questions: BWF Work Programs Help Desk BWFworkprogramsHD@wisconsin.gov

DCF/DFES/BWF/MY