



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

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

BWF OPERATIONS MEMO				
No:	20-28			
DATE:	12/18/2020			
W-2	<input checked="" type="checkbox"/>	EA	<input type="checkbox"/>	CF <input type="checkbox"/> JAL <input type="checkbox"/>
RAP	<input type="checkbox"/>	TMJ	<input type="checkbox"/>	TJ <input type="checkbox"/> Other EP <input type="checkbox"/>

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.

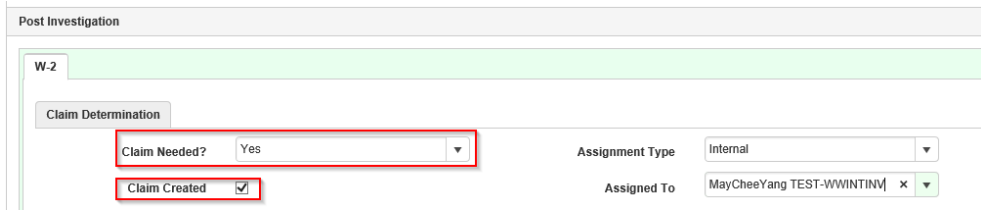
POLICY

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	<p>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.</p> <p><i>CARES Validations:</i></p> <p>To help BRITS users enter numbers that meet the criteria in the Investigation Referral field, the following error message(s) will display on BVRF:</p> <p>Field left blank: CRA - VALID BRITS REFERRAL NUMBER MUST BE ENTERED</p> <p>Less than 10 characters: ARU - INVESTIGATION REFERRAL NUMBER MUST BE 10 DIGITS</p> <p>Non-numeric entry: 049 - FIELD MUST BE NUMERIC</p> <p>Entered 0123456789: CRA - VALID BRITS REFERRAL NUMBER MUST BE ENTERED</p>

	<p>Entered 0000000000: C23 - NUMERIC FIELD CANNOT BE ZERO</p> <p>Entered 1234567890: CRA - VALID BRITS REFERRAL NUMBER MUST BE ENTERED</p>
<p>Section 9 Subsection 9.3.2 Subsection 9.6.1</p> <p>Section 8 Subsection 18.3.1</p> <p>Section 20 Subsection 20.3</p>	<p>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.</p>  <p>Note: The "Claim Created" checkbox only displays if the "Claim Needed?" field is set to "Yes".</p> <p><i>BRITS Validation in the Post Investigation section:</i></p> <p>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.</p> <p>Old:</p> <div style="background-color: #f8d7da; padding: 10px; border: 1px solid #f5c6cb;"> <p>Please correct these errors:</p> <ul style="list-style-type: none"> No claim was found. Please ensure claim is created in BVCL before checking the Claim Created checkbox. </div> <p>New:</p> <div style="background-color: #f8d7da; padding: 10px; border: 1px solid #f5c6cb;"> <p>Please correct these errors:</p> <ul style="list-style-type: none"> 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 </div> <p>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.</p> <div style="background-color: #f8d7da; padding: 10px; border: 1px solid #f5c6cb;"> <p>Please correct these errors:</p> <ul style="list-style-type: none"> Claim(s) {9100007889} already created for WW program. </div> <p>An error message will display after clicking save, if the "Claim Needed?" field is "No" and an overpayment claim has been established.</p> <div style="background-color: #f8d7da; padding: 10px; border: 1px solid #f5c6cb;"> <p>Please correct these errors:</p> <ul style="list-style-type: none"> Claim(s) {9100007889} already created for WW program. </div>

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.

The screenshot shows the 'Add/Edit Finding' form. The 'To Date' field is highlighted with an orange box, and a calendar view is displayed for December 2020. The calendar shows dates from 29 to 31, with the 31st highlighted in green. The 'From Date' is set to 11/1/2020. The 'Investigation Reason' is 'Earned Income'. The 'Error Found' field has 'Yes' selected. The 'Created By' field is 'Temp TEST-INTGK' and the 'Date Created' is '05/12/2017'. The 'Update' button is visible.

Investigation Finding "To Date" calendar view.

The screenshot shows the 'Investigation' section. The 'Investigation Start Date' is 11/17/2020. A table lists investigations with columns: Reason, Error Found, From, To, Updated By, and Updated Date. The 'To' column for the 'Earned Income' investigation is highlighted with an orange box and contains the date 12/31/2020. The 'Updated By' field is 'KaenZandate TEST-INTINV' and the 'Updated Date' is 11/17/2020. The 'Investigation Complete' checkbox is unchecked.

Future date added on an Investigation.

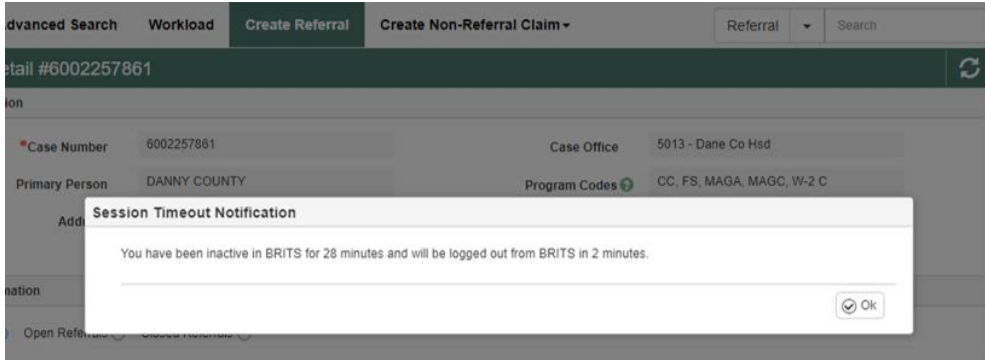
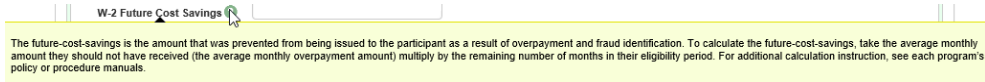

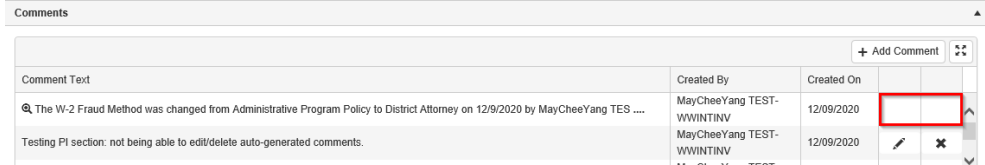
Section 15
Subsection 15.1
Section 16


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.

The screenshot shows the BRITS Referral Detail page. A green notification bar at the top displays the message "Referral has been saved successfully." The page title is "Referral Detail #2000001512". The 'Case Information' section shows details for Case Number 8151110082, Primary Person CHARLOTTE MILLERDELAED, Case Office 5611-MILWAUKEE W-2 ELIG - NORTHERN, County of Residence 40 - MILWAUKEE COUNTY, and Case Worker XCTGSJ - ARLYNN VALEMBRUN. The 'Program Gatekeeper Office' section shows Program W-2, Office 5611 - ROSS IES W-2 PROGRAM, and DX Filter.

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

	<p>session by another 30 minutes.</p> 
Section 22	<p>On the BRITS Referral Detail page > Post Investigation section, the W-2 Future Cost Savings tool tip was updated.</p> <p>Old:</p>  <p>New:</p> 
<p>Section 21 Subsection 21.4</p> <p>Section 28 Subsection 28.8</p>	<p>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.</p>  <p><i>Example of an auto-generated comment.</i></p>
Updated throughout the manual.	<p>BRITS' colors have been enhanced for the user to navigate between sections.</p> <p>Old:</p>



Benefit Recovery Investigation Tracking System (BRITS)

Version: 1.4.1.6 Environment: Production

[Web Reports & User Guide](#)
[BRITS User Manual](#)
[Logout](#)

Logged in as MayChee Yang
 Last logged in on 12/08/2020 at 12:01 pm

[Home](#)
[Advanced Search](#)
[Workload](#)
[Create Referral](#)

Referral ▼

🔍

Referral Detail # [REDACTED]

📄
🔄
📊
🚩
🔄

Case Information

Case Number	[REDACTED]
Primary Person	[REDACTED]
Case Office	5612-AMERICA WORKS W-2 PROGRA
County of Residence	40 - MILWAUKEE COUNTY
Case Worker	XMWV08 - CASELOADS MILES ONGO

Program Gatekeeper Office

Program	Office	DX Filter
The Program-Office to process the investigation/post-investigation.		
MA	5040 - MILWAUKEE ENROLLME	<input type="checkbox"/>
W-2	9173 - DCF W-2 FRAUD	<input type="checkbox"/>

Referral History

Referral Number	Programs	Referral Type	Referral Source	Referral Status
[REDACTED]	FS, W-2	Front End Verification	DHS Fraud Mailbox	Not Assigned

New:

Benefit Recovery Investigation Tracking System (BRITS)
Version 1.4.1.23 Environment: System Test

Visit Reports & User Guide | BRITS User Manual | Logout

L1gged in as KiamZandale TEST@NTSV
Last logged in on 12/02/2020 at 09:05 am

Home Advanced Search Workload **Create Referral** Referral Search

Referral Detail #7110001247

Case Information

*Case Number 8002257961

Primary Person DANNY COUNTY

Case Office 5013 - DANE CO HSD

County of Residence 13 - DANE COUNTY

Case Worker XCH99 - JAYIA PRABAHARAN

Program Gatekeeper Office

Program	Office	DX Filter
The Program-Office to process the investigation/post-investigation.		
FS	5013 - DANE CO HSD	<input type="checkbox"/>
MA	5013 - DANE CO HSD	<input type="checkbox"/>
W-2	5013 - DANE CO HSD	<input type="checkbox"/>

Referral History

Referral Number	Programs	Referral Type	Referral Source	Referral Status
7110001067	CC, FS, MA, W-2	Front End Verification	Case Information Incomplete	Post Investigation In Progress

- 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:

Referral Information		Status	New
Referral Number	Unassigned	Created By	MayChee Yang
*Referral Type ?	Fraud Investigation	Created On	12/09/2020
*Referral Source ?	Case Review	Referral Creation Office ?	9173
From Date ?			
To Date ?			
*Investigation Reasons ?	Child Placement X		
External Programs ?	Select External Programs...		
Void	<input type="checkbox"/>		

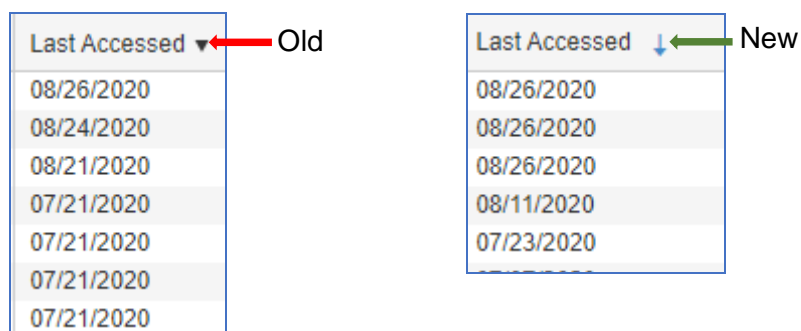
New:

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	
To Date	
Referral Creation Office	9173 - DCF W-2 FRAUD
*Investigation Reasons	Child Placement X
External Programs	Select External Programs...
Void	<input type="checkbox"/>

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



2) Date Picker icon changed



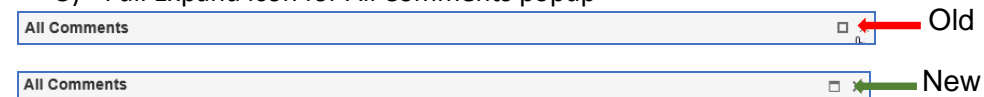
3) Color picker icon changed in the text editor



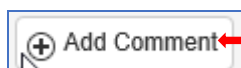
4) Update - Cancel buttons on the pop icon changed



5) Full Expand icon for All Comments popup



6) Add Comment and Add Document icon changed



Old



New

7) Filter menu icon changed in Workload page

Referral #	Primary Person
1000000131	
5000000135	
2000000142	
2000000172	
3000000173	
4000000174	
2000000182	Sam Miller
5000000195	Dana-Msk Jackson-Msk
2000000202	Laverne-Msk Moore-Msk

Old

Investigator Assignment (2 of 2)	
Referral #	Primary Person
4110001164	
1110001761	

New

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