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: **24-20**
DATE: **11/13/2024**

W-2 ☒ **EA** ☐ **CF** ☐ **JAL** ☐

RAP ☐ **TMJ** ☐ **TJ** ☐ **Other EP** ☐

SUBJECT: ***New Overpayment Claim Creation and Processing – Benefit Recovery Investigation Tracking System (BRITS) Phase II Modernization***

CROSS REFERENCE: BRITS User Manual
BWF Operations Memo 23-04

EFFECTIVE DATE: December 9, 2024

PURPOSE

This memo provides an overview of new overpayment claim creation and processing functionality added to the Benefit Recovery Investigation Tracking System (BRITS) as of December 9, 2024.

BACKGROUND

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

BRITS Phase II replaces Benefit Recovery functionality in CARES Mainframe to improve overpayment claim creation and processing. Upon release of this new functionality, CARES Mainframe will no longer be used to create and process overpayment claims. All Benefit Recovery Mainframe screens will become read-only and will not update if changes are made to the corresponding claim in BRITS.

POLICY

The relevant policy manual sections are attached to this memo and will be incorporated into the W-2 Manual. Policy that was removed is highlighted in grey, and policy that was added is highlighted in yellow.

W-2 Manual sections 10.3.4, 10.3.5, 13.1.1, 13.4.1.4, and 13.6.1.1 are updated to remove system references to CARES Mainframe.

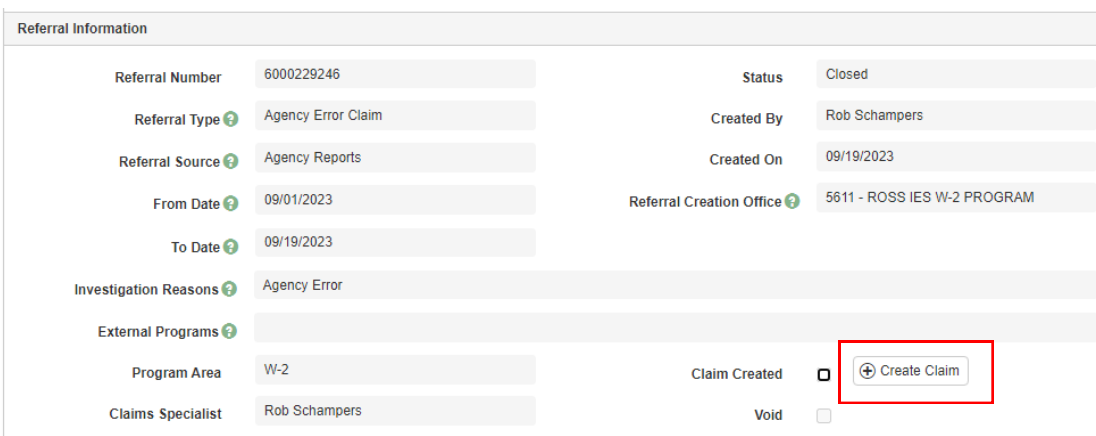
BRITS UPDATES

INITIATING AN OVERPAYMENT CLAIM

When an overpayment has been identified and entered into the BRITS referral, you can use the Create Claim button to begin establishing the claim.

The placement of the Create Claim button varies depending on the referral type.

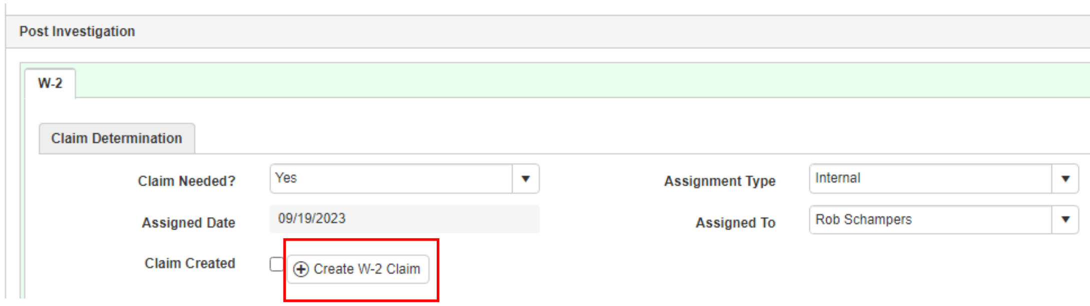
For Agency Error claims, the button can be found directly in the Referral Information section of the BRITS referral.


Referral Information

Referral Number	6000229246	Status	Closed
Referral Type	Agency Error Claim	Created By	Rob Schampers
Referral Source	Agency Reports	Created On	09/19/2023
From Date	09/01/2023	Referral Creation Office	5611 - ROSS IES W-2 PROGRAM
To Date	09/19/2023		
Investigation Reasons	Agency Error		
External Programs			
Program Area	W-2	Claim Created	Create Claim
Claims Specialist	Rob Schampers	Void	

For all other referral types, navigate to the W-2 tab of the Post Investigation section of the referral page. There you can indicate that a claim is needed, choose the appropriate assignment type (either Internal, External, PACU, or DHS-OIG), and assign it to the proper person.

Once you have filled out this information, saving the screen will enable the Create W-2 Claim button.

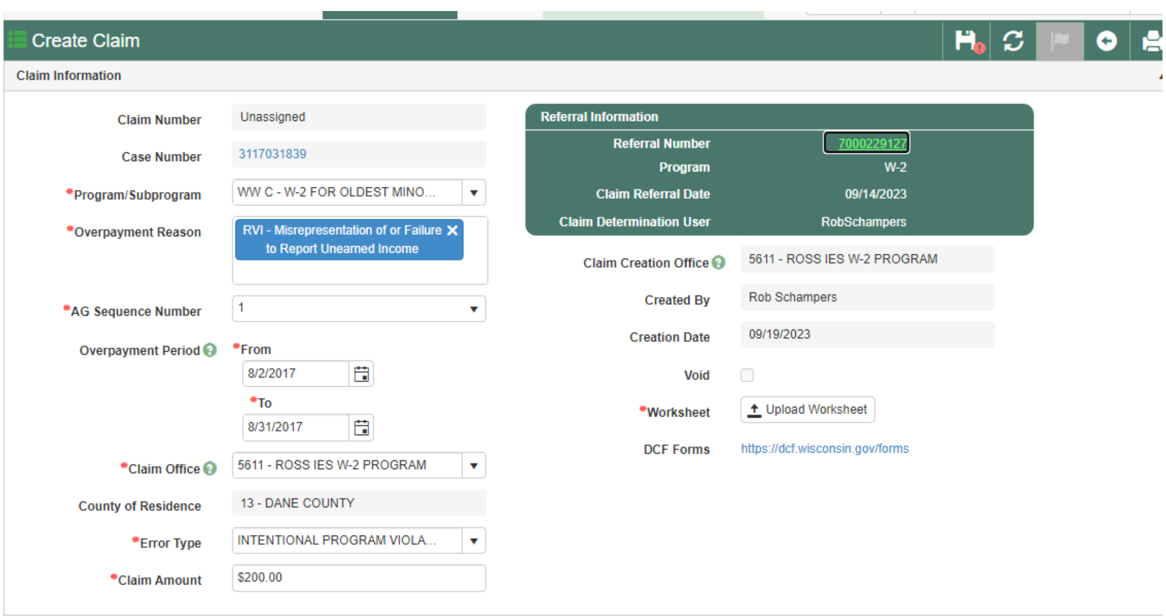


Note: When creating any type of claim (agency error or otherwise), if the related information has been filled out and you do not see the Create Claim button, save the page and return to the section.

<u>*Overpayment Claim Creation*</u>

Clicking the Create Claim button will open the Create Claim page. This page is where you can record claim-specific details and attach the Overpayment Worksheet.

Fill in all fields in the Claim Information section. Required fields are indicated with a red dot. All other fields will be automatically filled in based on known referral information. Fields should be entered in the order they are listed as BRITS validations may cause them to be cleared if you go back to change information.



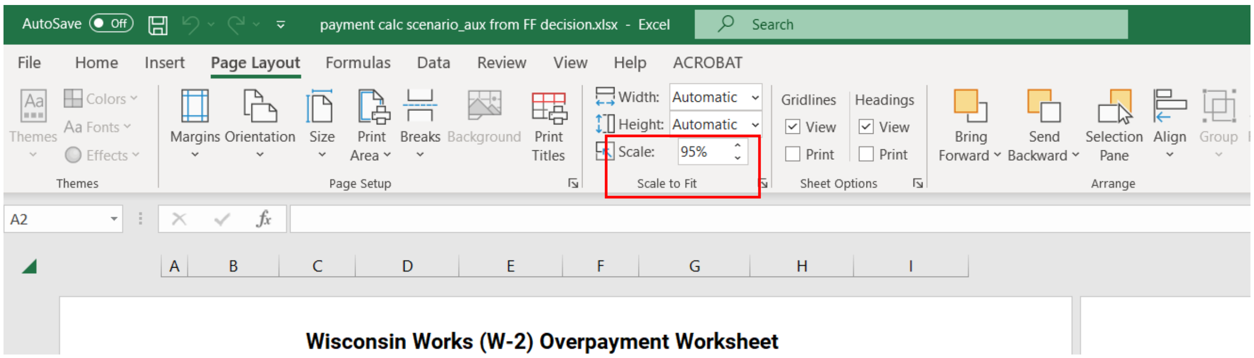
When inputting the dates for the Overpayment Period, this information will be validated against the case enrollment dates. The overpayment period can only be during a time the case was open and passing for the chosen Program/Subprogram.

Calculate the Claim Amount using the *W-2 Payment Calculator and Overpayment Worksheet form (DCF-F-5223-E)* (see BWF Operations Memo 23-04 for more information). The Claim

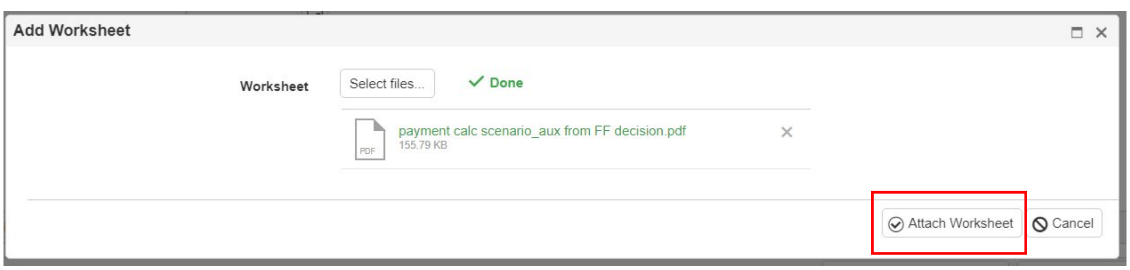
Information section includes a link to the DCF Forms Repository so that agencies can download the most up-to-date version.

Once the final overpayment amount has been calculated, enter the total in the Claim Amount field and then select Upload Worksheet to attach the completed Payment Calculator and Overpayment Worksheet as a PDF. The worksheet must be printed at 95% scaling to attach correctly to the Overpayment Notice generated by BRITS.

To do this, open the W-2 Payment Calculator and Overpayment Worksheet and select the W-2 Overpayment Worksheet-Print tab. Select Page Layout and change Scale to 95%.

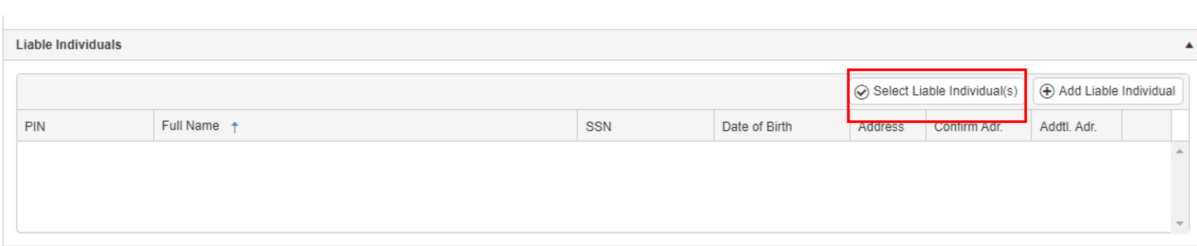


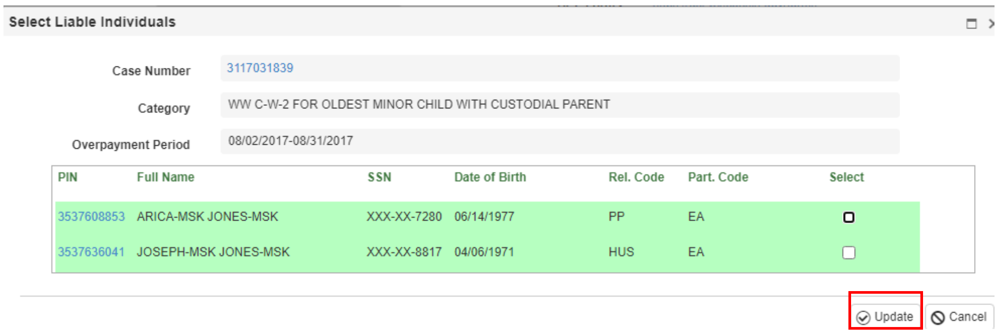
Save the W-2 Payment Calculator and Overpayment Worksheet in PDF format. If a different document is uploaded or the document is not saved as a PDF, there will be issues with the Overpayment Notice being sent to the participant.



Once the Claim Information section is complete and the W-2 Payment Calculator and Overpayment Worksheet has been attached, add the relevant Liable Individuals to the claim. A Liable Individual is anyone in the W-2 Assistance Group who is liable for the overpayment claim. Each Liable Individual will receive their own Overpayment Notice.

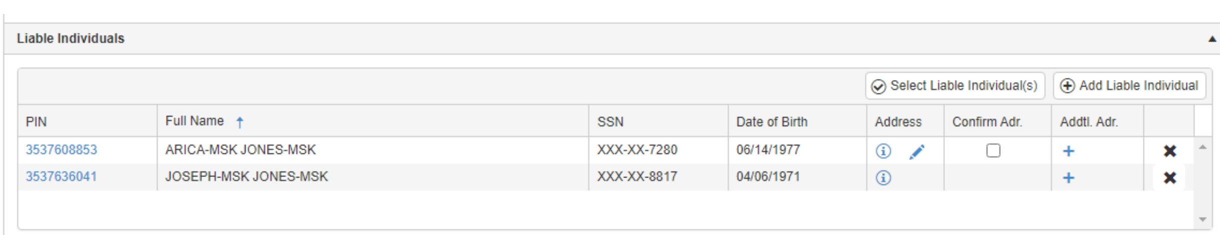
A Liable Individual can be added to the claim in two ways. Selecting the Select Liable Individuals button will allow you to choose from adult PINs associated with the W-2 Assistance Group.





Selecting the Add Liable Individual button will allow you to add a PIN that is not associated with the case.

Once one or more Liable Individuals have been added to the claim, the individual detail for each PIN is shown in the table. You can change, review, or add additional addresses as needed. If the individual is no longer on an open case, you must check the Confirm Adr. box to ensure the Overpayment Notice is sent to the correct address. If the individual is still on an open case, you do not need to confirm the address.



You can also remove Liable Individuals by selecting the X in the last column on the right of the table.

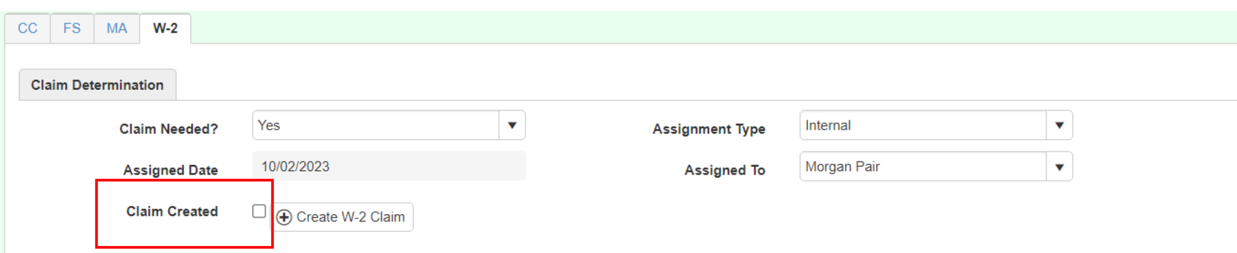
To finish creating the claim, add a comment in the Comments section. You cannot successfully save the claim without adding a comment.

Completing An Overpayment Claim

Saving the page brings you back to the Referral Detail screen. At the top of the screen, the newly created Claim Number is hyperlinked for a short time.

You can edit all the details of a claim the day you create it. Once the day is over, an overnight process in BRITS generates an Overpayment Notice based on the claim information you entered, and most of the claim details are no longer editable. Error type, overpayment begin and end date, claim amount, and liable individuals can be updated within 60 days of claim creation.

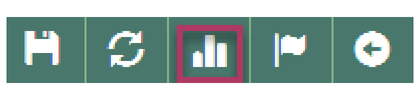
To officially complete the overpayment referral, click the Claim Created check box next to the Create W-2 Claim button and save the page.



The Create W-2 Claim button is available for agency error claims for 60 days after you create the first claim if you need to create another claim for the same referral. After 60 days, this button is no longer available.

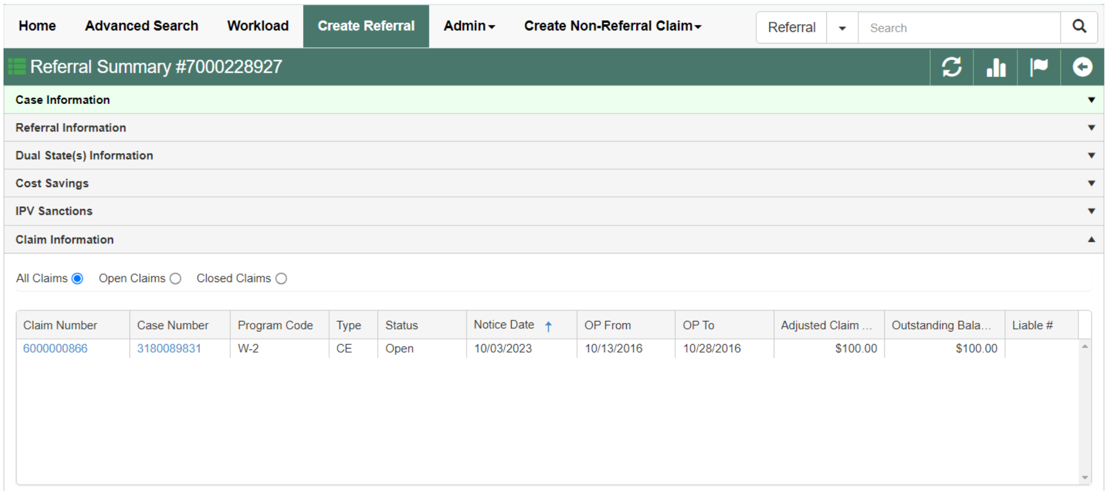
> **NOTE:** For client error claims or Intentional Program Violation claims, the Create W-2 Claim button is disabled upon saving after checking the Claim Created box and another claim cannot be created for that referral.

To see this claim, or all claims created for a given referral, click the bar graph icon at the top of the screen to access the Referral Summary.



<u>*REVIEWING AN OVERPAYMENT CLAIM*</u>

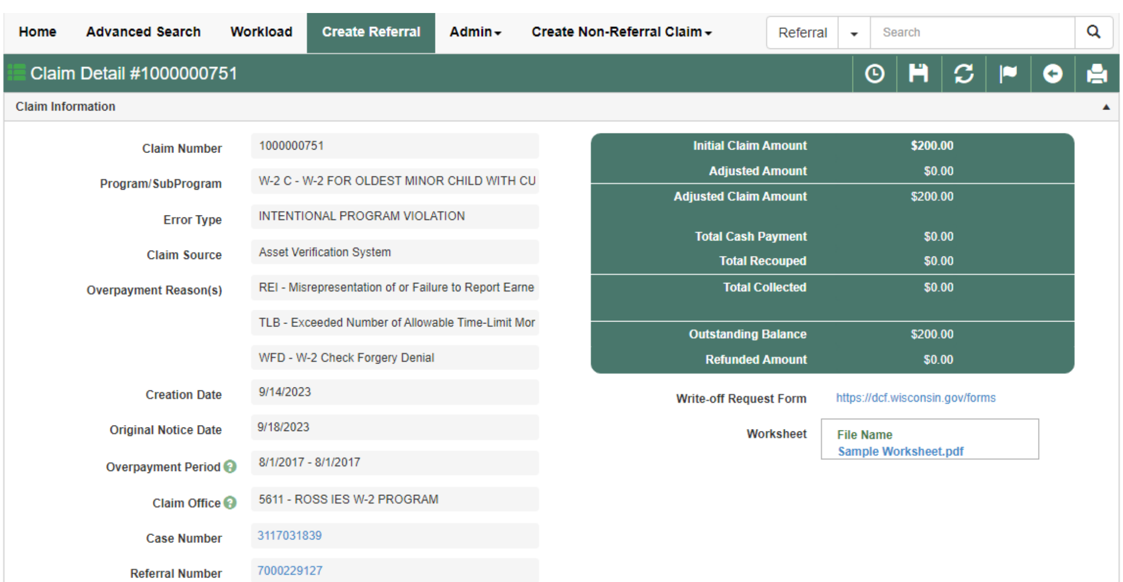
On the Referral Summary page, you can view Case Information, Referral Information, Dual State(s) Information, Cost Savings, IPV Sanctions, and Claim Information. Click the downward arrow to expand each section and see the information available for each.



The Claim information section provides a list of all claims associated with the referral and includes the case number, program, type of overpayment, claim status, notice date, overpayment period, claim amount, and outstanding balance on the claim.

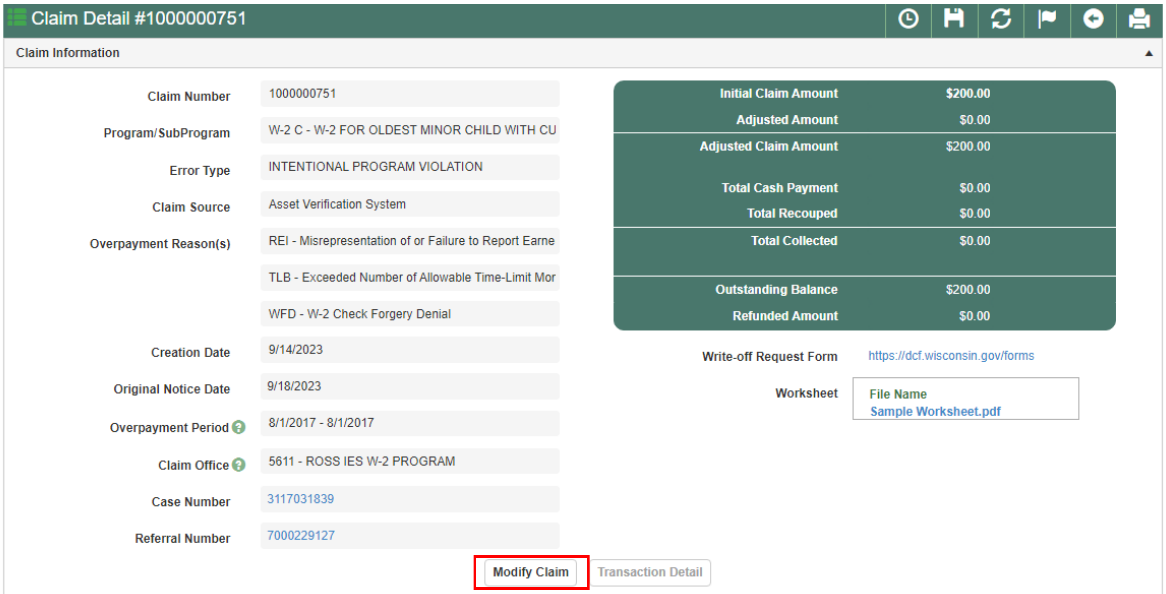
Click the hyperlinked Claim Number to open the Claim Details page. This page shows more detailed information about the claim including the overpayment reason(s), claim source, notice date, claim office, and more.

The green box on the right of the screen shows the initial claim amount, adjusted claim amount, any payments made on the claim, the total collected, and the outstanding balance. This box will update automatically throughout the life of the claim as it is paid off.

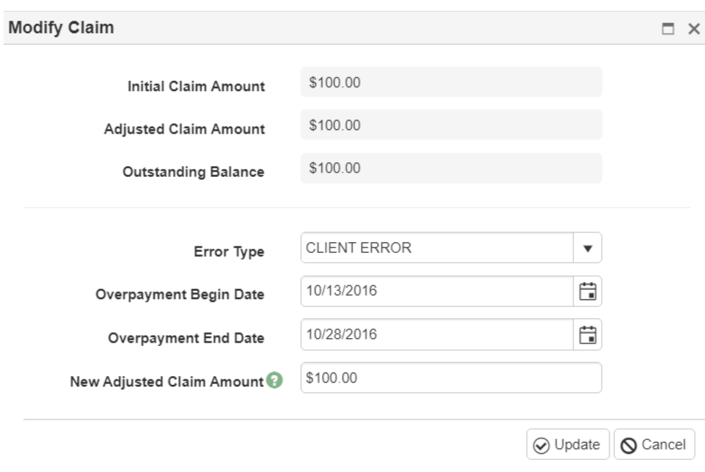


Modifying an Overpayment Claim

To modify an overpayment claim, select the Modify Claim button on the Claim Detail page.



This opens the Modify Claim window where you can adjust the claim amount, overpayment begin and end date, and the overpayment error type.



The Claim Detail page is automatically updated with the modified claim information. You can also add additional Liable Individuals on the Claim Detail page.

A claim can be modified up to 60 days from the date the claim is created. Past that time, if a claim needs to be modified, the W-2 agency must contact the Public Assistance Collections Section (PACS) at dwspacu@wisconsin.gov.

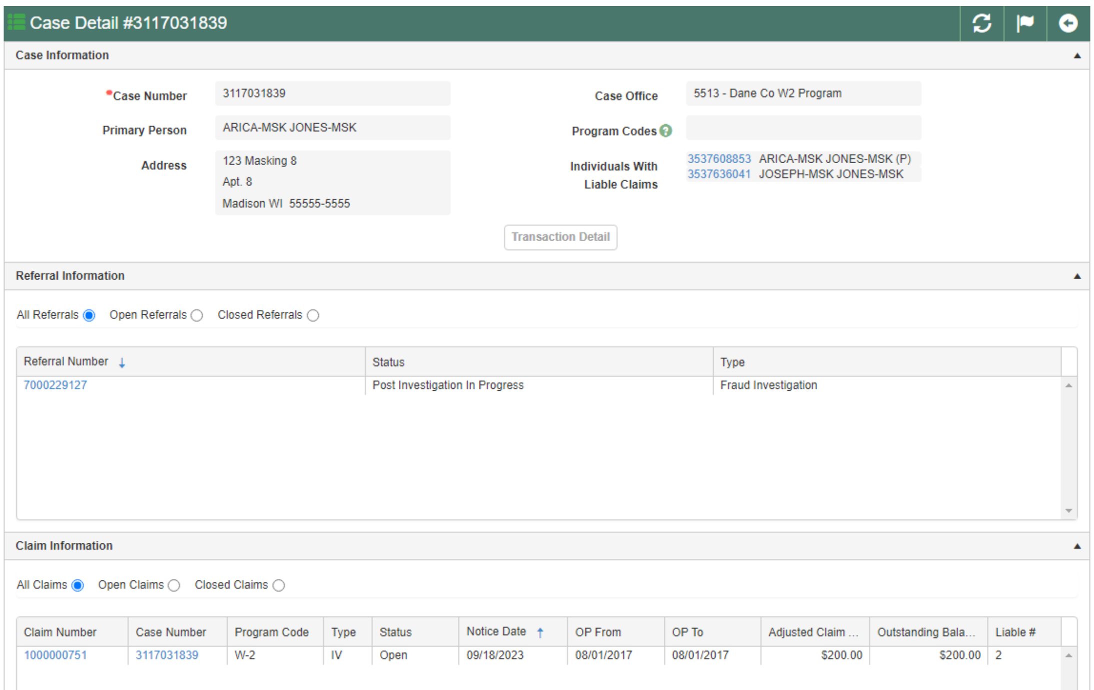
The W-2 agency must also contact PACS if they need to add a new document to the claim or change anything in the W-2 Overpayment Worksheet they attached. Once PACS receives the new worksheet, they will send a new overpayment notice as necessary, and store the new documents.

If something in the overpayment worksheet does need to be modified, the W-2 agency must indicate that PACS was contacted in BRITS comments.

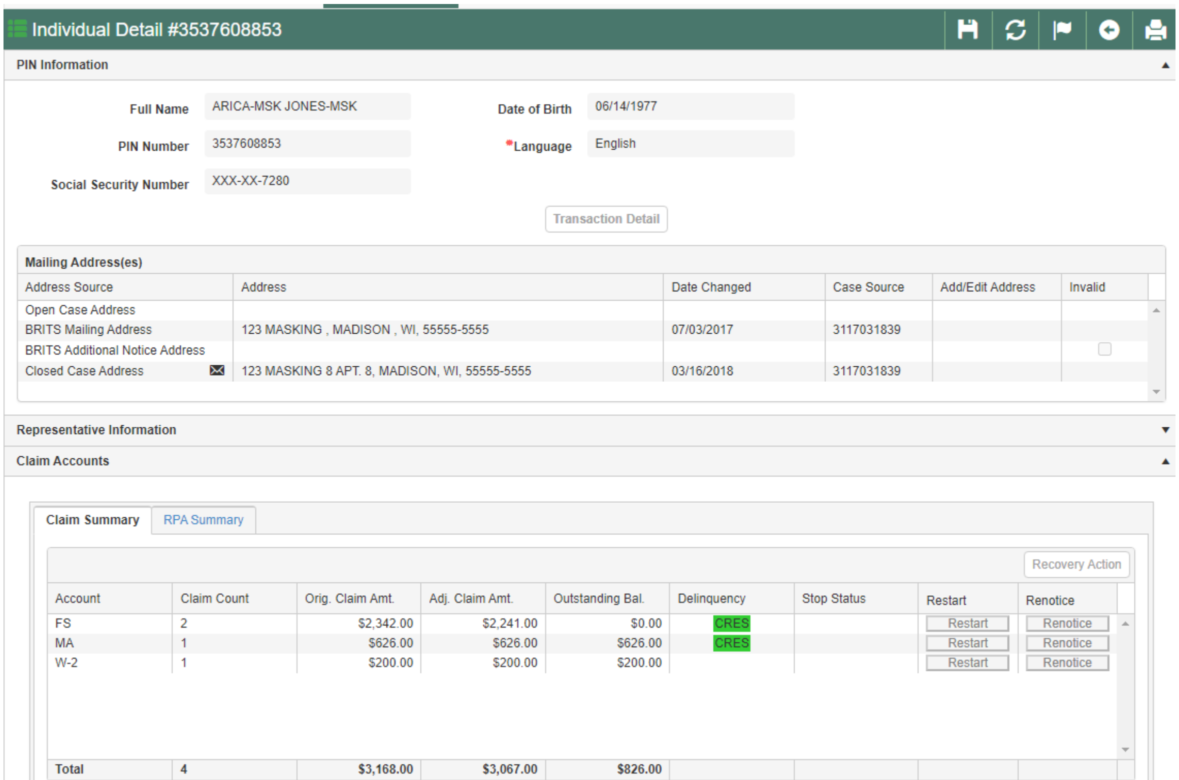
New Details Pages

The Case Detail and Individual Detail pages are now available in BRITS.

The Case Detail page is an overview of the case and includes the case number, primary person, address, case office, program codes, and individuals on the case with liable claims. This page also includes sections with associated referrals and claims.



The Individual Detail page is an overview of the PIN associated with the overpayment claim and includes the individual's full name, PIN number, Social Security number, date of birth, and language. This page also includes a list of known mailing addresses, a section with information on any representatives associated with the individual, and a summary of all claims for which the individual is liable.

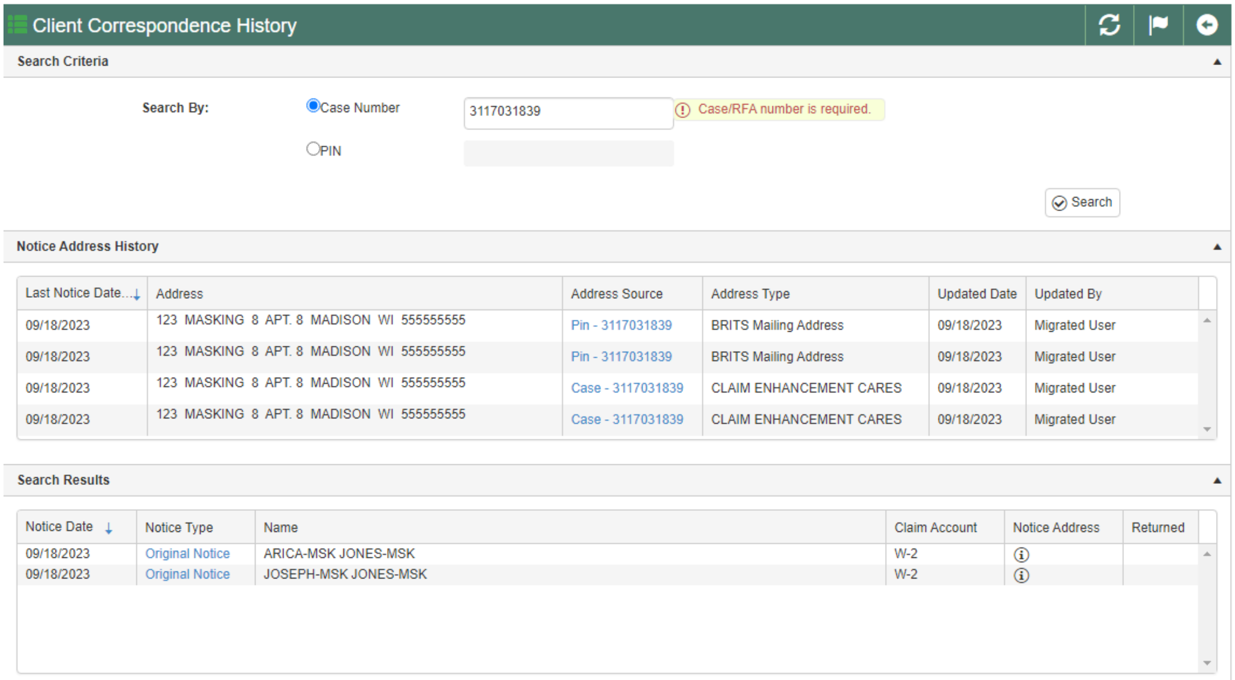


Overpayment Notices

BRITS automatically generates and sends all overpayment notices for an established overpayment claim in an overnight batch. The Overpayment Worksheet that is included in the W-2 Payment Calculator and Overpayment Worksheet uploaded with the claim is automatically attached to the overpayment notice that BRITS generates.

To review any notices sent via BRITS, click the CCOR button at the top right of the screen.

This will open Client Correspondence History. Notices can be found by searching either the Case number or PIN.



TRAINING

A new training, **Training on Demand: W-2 Claim Creation in BRITS**, will be available in the Partner Training Team Learning Center approximately one week before the effective date of this memo.

AGENCY ACTION

W-2 agencies must become familiar with the new functionality and policies as described in this memo and update any relevant local agency procedures.

ATTACHMENTS

Policy Attachment

CONTACTS

For W-2 Policy Questions: BWF Policy Question SharePoint

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

DCF/DFES/BWF/MO