



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	<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: *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	<input type="checkbox"/> + Create Claim
Claims Specialist	Rob Schampers	Void	<input type="checkbox"/>

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.

Post Investigation

W-2

Claim Determination

Claim Needed? Yes

Assigned Date 09/19/2023

Claim Created [+ Create W-2 Claim](#)

Assignment Type Internal

Assigned To Rob Schampers

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.

OVERPAYMENT CLAIM CREATION

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.

Create Claim

Claim Information

Claim Number Unassigned

Case Number 3117031839

Program/Subprogram WW C - W-2 FOR OLDEST MINO...

Overpayment Reason RVI - Misrepresentation of or Failure to Report Unearned Income

AG Sequence Number 1

Overpayment Period From 8/2/2017 To 8/31/2017

Claim Office 5611 - ROSS IES W-2 PROGRAM

County of Residence 13 - DANE COUNTY

Error Type INTENTIONAL PROGRAM VIOLA...

Claim Amount \$200.00

Referral Information

Referral Number 7000229127

Program W-2

Claim Referral Date 09/14/2023

Claim Determination User RobSchampers

Claim Creation Office 5611 - ROSS IES W-2 PROGRAM

Created By Rob Schampers

Creation Date 09/19/2023

Void

Worksheet Upload Worksheet

DCF Forms <https://dcf.wisconsin.gov/forms>

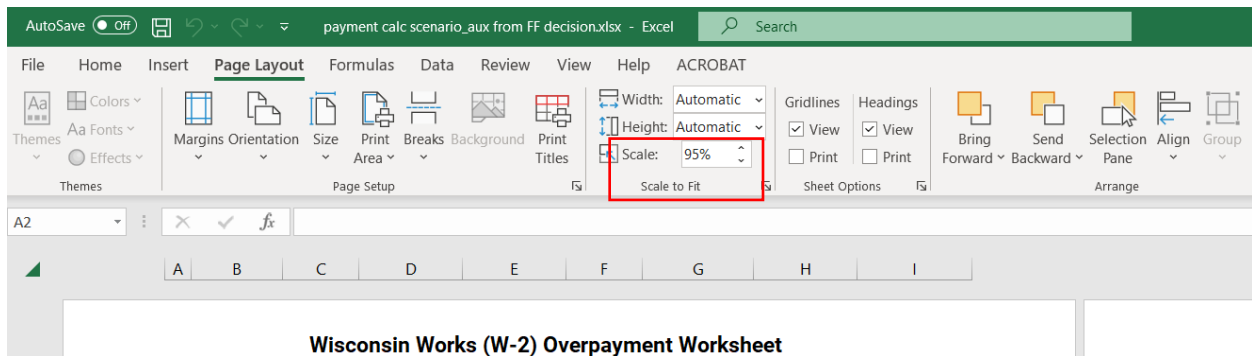
When inputting the dates for the Overpayment Period, this information will be validated against the case enrollment dates. The overpayment period can only be during a time the case was open and passing for the chosen Program/Subprogram.

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

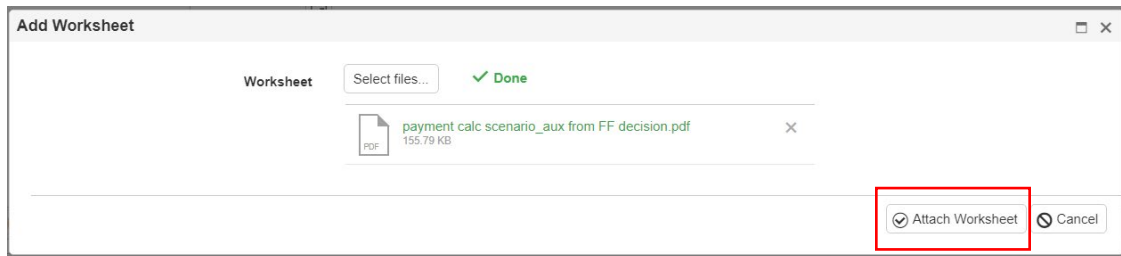
Information section includes a link to the DCF Forms Repository so that agencies can download the most up-to-date version.

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.



Select Liable Individuals ☐ ▶

Case Number

Category

Overpayment Period

PIN	Full Name	SSN	Date of Birth	Rel. Code	Part. Code	Select
3537608853	ARICA-MSK JONES-MSK	XXX-XX-7280	06/14/1977	PP	EA	<input type="checkbox"/>
3537636041	JOSEPH-MSK JONES-MSK	XXX-XX-8817	04/06/1971	HUS	EA	<input type="checkbox"/>

Update Cancel

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

Liable Individuals ▲

Select Liable Individual(s)

PIN	Full Name ↑	SSN	Date of Birth	Address	Confirm Adr.	Addtl. Adr.

Comments

Add Liable Individual ☐ ✕

*PIN Verify

Full Name

SSN

Date of Birth

Update Cancel

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.

Liable Individuals ▲

Select Liable Individual(s)

PIN	Full Name ↑	SSN	Date of Birth	Address	Confirm Adr.	Addtl. Adr.
3537608853	ARICA-MSK JONES-MSK	XXX-XX-7280	06/14/1977	i ✎	<input type="checkbox"/>	+ ✕
3537636041	JOSEPH-MSK JONES-MSK	XXX-XX-8817	04/06/1971	i		+ ✕

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.



REVIEWING AN OVERPAYMENT CLAIM

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.

Claim Number	Case Number	Program Code	Type	Status	Notice Date	OP From	OP To	Adjusted Claim ...	Outstanding Bala...	Liabe #
600000866	318008931	W-2	CE	Open	10/03/2023	10/13/2016	10/28/2016	\$100.00	\$100.00	

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.

Field	Value
Claim Number	1000000751
Program/SubProgram	W-2 C - W-2 FOR OLDEST MINOR CHILD WITH CU
Error Type	INTENTIONAL PROGRAM VIOLATION
Claim Source	Asset Verification System
Overpayment Reason(s)	REI - Misrepresentation of or Failure to Report Earne TLB - Exceeded Number of Allowable Time-Limit Mor WFD - W-2 Check Forgery Denial
Creation Date	9/14/2023
Original Notice Date	9/18/2023
Overpayment Period	8/1/2017 - 8/1/2017
Claim Office	5611 - ROSS IES W-2 PROGRAM
Case Number	3117031839
Referral Number	7000229127

Initial Claim Amount	\$200.00
Adjusted Amount	\$0.00
Adjusted Claim Amount	\$200.00
Total Cash Payment	\$0.00
Total Recouped	\$0.00
Total Collected	\$0.00
Outstanding Balance	\$200.00
Refunded Amount	\$0.00

Write-off Request Form <https://dcf.wisconsin.gov/forms>

Worksheet [Sample Worksheet.pdf](#)

MODIFYING AN OVERPAYMENT CLAIM

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

Claim Detail #1000000751

Claim Number	1000000751	Initial Claim Amount	\$200.00
Program/SubProgram	W-2 C - W-2 FOR OLDEST MINOR CHILD WITH CU	Adjusted Amount	\$0.00
Error Type	INTENTIONAL PROGRAM VIOLATION	Adjusted Claim Amount	\$200.00
Claim Source	Asset Verification System	Total Cash Payment	\$0.00
Overpayment Reason(s)	REI - Misrepresentation of or Failure to Report Earne TLB - Exceeded Number of Allowable Time-Limit Mor WFD - W-2 Check Forgery Denial	Total Recouped	\$0.00
Creation Date	9/14/2023	Total Collected	\$0.00
Original Notice Date	9/18/2023	Outstanding Balance	\$200.00
Overpayment Period	8/1/2017 - 8/1/2017	Refunded Amount	\$0.00
Claim Office	5611 - ROSS IES W-2 PROGRAM		
Case Number	3117031839		
Referral Number	7000229127		

Write-off Request Form <https://dcf.wisconsin.gov/forms>

Worksheet [Sample Worksheet.pdf](#)

Modify Claim Transaction Detail

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

Modify Claim

Initial Claim Amount \$100.00

Adjusted Claim Amount \$100.00

Outstanding Balance \$100.00

Error Type CLIENT ERROR

Overpayment Begin Date 10/13/2016

Overpayment End Date 10/28/2016

New Adjusted Claim Amount \$100.00

Update Cancel

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 dwspace@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.

Case Detail #3117031839

Case Information

- Case Number: 3117031839
- Case Office: 5513 - Dane Co W2 Program
- Primary Person: ARICA-MSK JONES-MSK
- Address: 123 Masking 8 Apt. 8, Madison WI 55555-5555
- Program Codes: [Empty]
- Individuals With Liable Claims:
 - 3537608853 ARICA-MSK JONES-MSK (P)
 - 3537636041 JOSEPH-MSK JONES-MSK

Referral Information

All Referrals Open Referrals Closed Referrals

Referral Number	Status	Type
7000229127	Post Investigation In Progress	Fraud Investigation

Claim Information

All Claims Open Claims Closed Claims

Claim Number	Case Number	Program Code	Type	Status	Notice Date	OP From	OP To	Adjusted Claim ...	Outstanding Bala...	Liabilities #
1000000751	3117031839	W-2	IV	Open	09/18/2023	08/01/2017	08/01/2017	\$200.00	\$200.00	2

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.

Individual Detail #3537608853

PIN Information

Full Name: ARICA-MSK JONES-MSK
Date of Birth: 06/14/1977

PIN Number: 3537608853
Language: English

Social Security Number: XXX-XX-7280

[Transaction Detail](#)

Mailing Address(es)

Address Source	Address	Date Changed	Case Source	Add/Edit Address	Invalid
Open Case Address					
BRITS Mailing Address	123 MASKING , MADISON , WI, 55555-5555	07/03/2017	3117031839		
BRITS Additional Notice Address					<input type="checkbox"/>
Closed Case Address	<input checked="" type="checkbox"/> 123 MASKING 8 APT. 8, MADISON, WI, 55555-5555	03/16/2018	3117031839		

Representative Information

Claim Accounts

Claim Summary [RPA Summary](#)

Account	Claim Count	Orig. Claim Amt.	Adj. Claim Amt.	Outstanding Bal.	Delinquency	Stop Status	Restart	Renotice
FS	2	\$2,342.00	\$2,241.00	\$0.00	CRES		<input type="button" value="Restart"/>	<input type="button" value="Renotice"/>
MA	1	\$626.00	\$626.00	\$626.00	CRES		<input type="button" value="Restart"/>	<input type="button" value="Renotice"/>
W-2	1	\$200.00	\$200.00	\$200.00			<input type="button" value="Restart"/>	<input type="button" value="Renotice"/>
Total	4	\$3,168.00	\$3,067.00	\$826.00				

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.

Benefit Recovery Investigation Tracking System (BRITS)

Release Version: R1.22.03.04 Environment: UAT
Version: 1.6.1.2

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

Logged in as Morgan Pair
 Last logged in on 10/10/2023 at 12:33 pm

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

Client Correspondence History

Search Criteria

Search By: Case Number ⓘ Case/RFA number is required.

PIN

Notice Address History

Last Notice Date...	Address	Address Source	Address Type	Updated Date	Updated By
09/18/2023	123 MASKING 8 APT. 8 MADISON WI 555555555	Pin - 3117031839	BRITS Mailing Address	09/18/2023	Migrated User
09/18/2023	123 MASKING 8 APT. 8 MADISON WI 555555555	Pin - 3117031839	BRITS Mailing Address	09/18/2023	Migrated User
09/18/2023	123 MASKING 8 APT. 8 MADISON WI 555555555	Case - 3117031839	CLAIM ENHANCEMENT CARES	09/18/2023	Migrated User
09/18/2023	123 MASKING 8 APT. 8 MADISON WI 555555555	Case - 3117031839	CLAIM ENHANCEMENT CARES	09/18/2023	Migrated User

Search Results

Notice Date	Notice Type	Name	Claim Account	Notice Address	Returned
09/18/2023	Original Notice	ARICA-MSK JONES-MSK	W-2	ⓘ	
09/18/2023	Original Notice	JOSEPH-MSK JONES-MSK	W-2	ⓘ	

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