BRITS User Manual

Release R1.22.03.04

BRITS User Manual is updated when new features are released to the application. Please check the document version you are using. It should be the same as found on the BRITS application.

User Manual Outline

1. Preface – this section provides a quick reference table that hyperlinks user role to specific system functions available to that role.

2. General Overview – this section provides general information on how to use the BRITS User Manual and how to log into BRITS
   Chapters (1 and 2)

3. BRITS Overview – this section provides an overview of how BRITS web pages are laid-out and the user's roles
   Chapters (3 and 4)

4. BRITS Detailed Pages – this section explains each page in BRITS
   Chapters (5 - 10)

5. Referral Workflow – this section explains the functions available in BRITS
   Chapters (11 - 20)

6. Workload - this section explains the Workload page types and functions
   Chapters (21)

7. General BRITS functions - this section explains the additional features BRITS provides
   Chapters (22 - 27)

8. Additional Topics - this section provides additional information about the BRITS application
   Chapters (28 - 31)

9. Appendices – Notes for Release 1.1, 1.2, 1.2.2, R1.20.12.18, R1.21.12.10, R1.22.01.28, and R1.22.03.04

Contents

Quick Reference Roles and Functions

Use the document navigation side panel to link to content throughout the manual. See Navigating in the 'About the User Manual' section.

Roles	Available Functions	
Worker	• Create a referral • Update referral • Filter	• Comments • Documents • Void • Action Item Indicators • Priority Indicators
State View Only	• Read-only access	
Help-Desk Role	• Create a referral • Update referral • Comments • Documents • Assign a referral • Reassign a referral • Mass Assign/Reassign a referral • Retract/Unassign a referral • Investigation	• Filter • Invalidate Program • Invalidate a referral • Post Investigation Assignment • Post Investigation – Investigation • Close a referral • Void • Action Item Indicators • Priority Indicators

Table 1 Quick Reference General Roles & Functions

Roles	Available Functions	
Internal Gatekeeper	• Create a referral • Update referral • Comments • Documents • Assign a referral • Reassign a referral • Mass Assign/Reassign a referral • Retract/Unassign a referral	• Filter • Invalidate Program • Invalidate a referral • Post Investigation Assignment • Post Investigation – Investigation • Close a referral • Void • Action Item Indicators • Priority Indicators
Internal Investigator/ Claims Overpayment Specialist (COS)	• Create a referral • Update referral • Comments • Documents • Investigation	• Filter • Post Investigation Assignment • Post Investigation – Investigation • Close a referral • Void • Action Item Indicators • Priority Indicators

Table 2 Quick Reference Internal Roles & Functions

Roles	Available Functions	
External Gatekeeper	• Update referral • Comments • Documents • Assign a referral • Reassign a referral • Mass Assign/Reassign a referral	• Retract/Unassign a referral • Filter • Post Investigation Assignment • Post Investigation – Investigation • Close a referral • Action Item Indicators • Priority Indicators
External Investigator	• Update referral • Comments • Documents • Investigation	• Filter • Post Investigation Assignment • Post Investigation – Investigation • Close a referral • Action Item Indicators • Priority Indicators

Table 3 Quick Reference External Roles & Functions

Roles	Available Functions	
State Limited	• Create a referral • Update referral • Comments • Documents • Assign a referral • Reassign a referral • Mass Assign/Reassign a referral • Retract/Unassign a referral • Investigation	• Filter • Invalidate Program • Invalidate a referral • Post Investigation Assignment • Post Investigation – Investigation • Close a referral • Void • Action Item Indicators • Priority Indicators

Table 4 Quick Reference PACU Roles & Functions

Roles	**Available Functions**	
DHS-OIG Queue Master	• Create a referral • Update referral • Comments • Documents • Assign a referral • Reassign a referral • Mass Assign/Reassign a referral	• Retract/Unassign a referral • Filter • Post Investigation Assignment • Post Investigation – Investigation • Close a referral • Void • Action Item Indicators • Priority Indicators
DHS-OIG Unit Gatekeeper	• Create a referral • Update referral • Comments • Documents • Assign a referral • Reassign a referral • Mass Assign/Reassign a referral • Retract/Unassign a referral	• Filter • Invalidate Program • Invalidate a referral • Post Investigation Assignment • Post Investigation – Investigation • Close a referral • Void • Action Item Indicators • Priority Indicators
DHS-OIG Unit Investigator	• Create a referral • Update referral • Comments • Documents • Investigation	• Filter • Post Investigation Assignment • Post Investigation – Investigation • Close a referral • Void • Action Item Indicators • Priority Indicators

Table 5 Quick Reference DHS OIG Roles & Functions

BRITS Detailed Pages	**BRITS Functions**
Home Page	Reminders
Referral Detail Page	Create Referrals
Referral Summary Page	Assign Referral
Case Detail Page	Reassign Referral
Claim Detail Page	Perform Investigation
Individual Detail Page	Assign Post Investigation
Workload Gatekeeper Page	Perform Post Investigation
Workload Investigator Page	Comments
Mass Assignment/Reassignment Pages	Documents
	Action Item Indicators
	Priority Indicators

Table 6 BRITS Pages & Functions

I. GENERAL OVERVIEW

1. BRITS Manual Overview

1.1 BRITS

BRITS (Benefit Recovery Investigation Tracking System) 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 (MA), FoodShare (FS), and Wisconsin Works (W-2). All data displayed in BRITS is a combination of information that originates from CARES mainframe (legacy) system/CARES Worker Web (CWW) or entered in BRITS.

The BRITS system will include:

- Fraud & collection processes for W-2, CC, FS, MA
- Comprehensive Data Warehouse
- Documents uploaded into BRITS electronically stored separately
- Interoperability with CWW.

1.2 About the User Manual

1.2.1 User Manual Version

The BRITS User Manual is updated when new features are released to the application. The most current version is available on the Home page in BRITS by selecting the BRITS User Manual button.

The release number on the User Manual will match the release Version of the application. Please use the most current version.

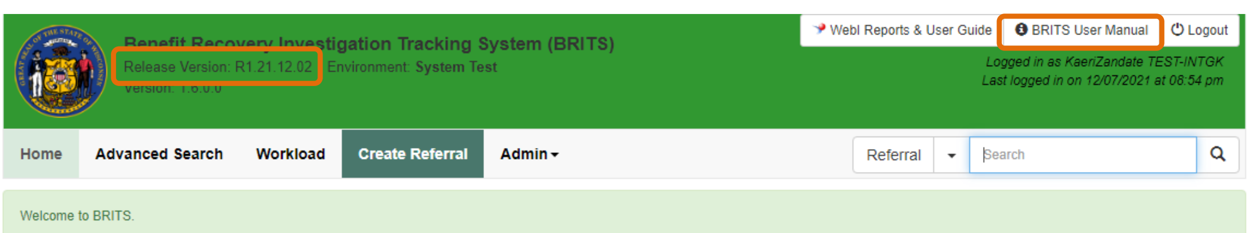
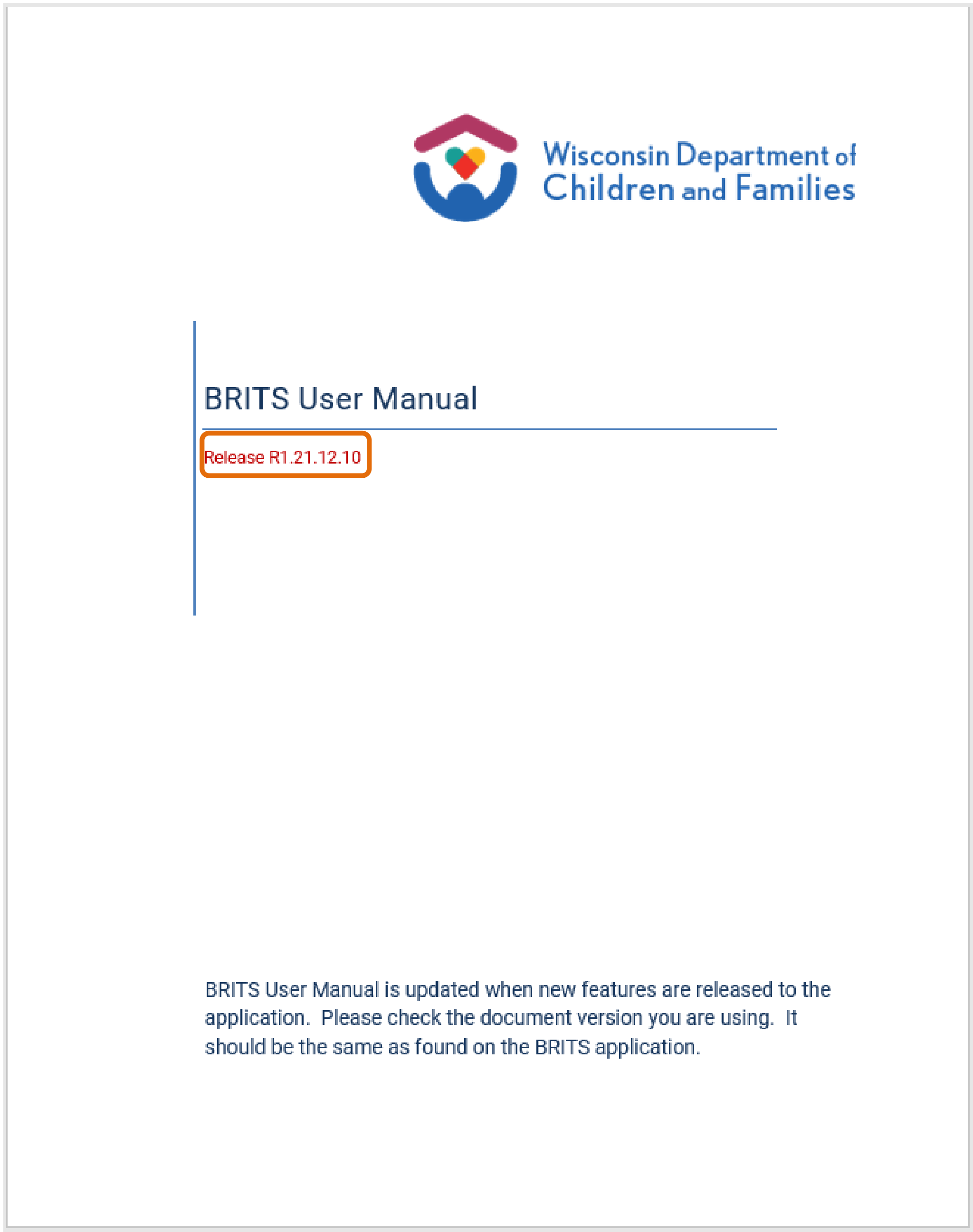


Figure 1 BRITS User Manual – Access



Wisconsin Department of Children and Families

BRITS User Manual

Release R1.21.12.10

BRITS User Manual is updated when new features are released to the application. Please check the document version you are using. It should be the same as found on the BRITS application.

Figure 2 BRITS User Manual – Release Version

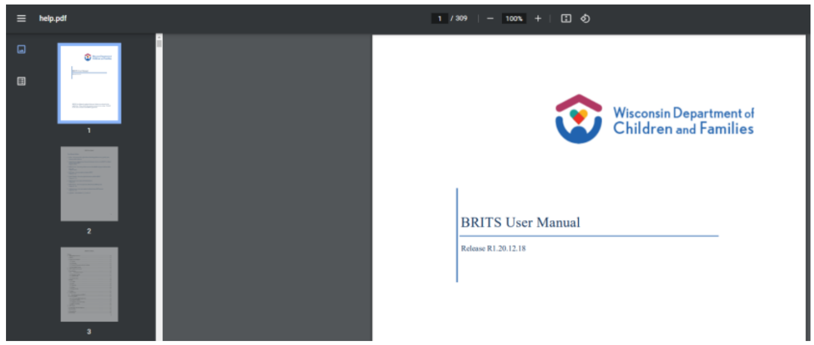
1.2.2 Features

The BRITS manual is divided into six main sections: General Overview, Getting Started, BRITS pages, Referrals, Workload Management, and Additional Functions. Each section contains multiple chapters expanding the section topics, graphs or pictures as needed.

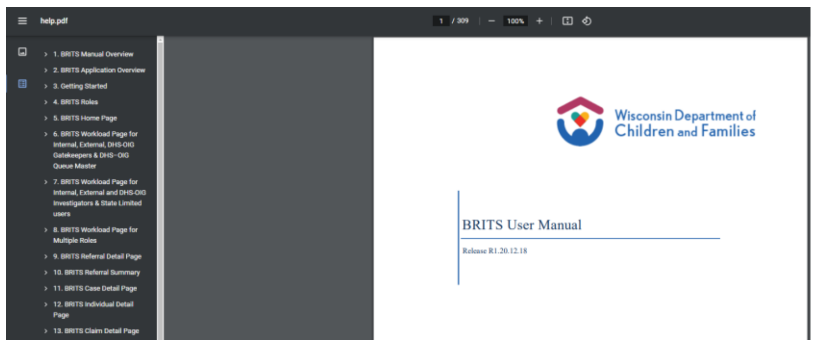
1.2.3 Navigating

When the BRITS User Manual has been opened, a side panel on the PDF is shown to help navigate within the document. The panel can be viewed in Thumbnail or Outline mode.

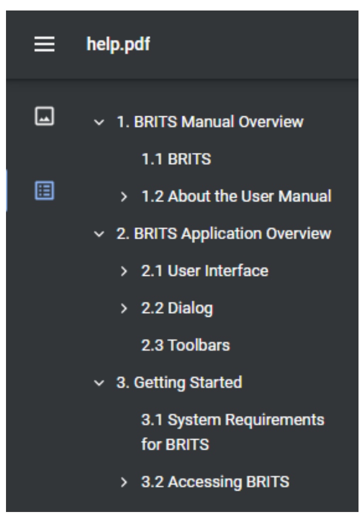
The Thumbnail view allows a reader to see the pages of the document, click on the page image, and navigate to the page.



The Outline view allows a reader to see the content sections of the document.



Sections with sub-section content will be preceded with an arrow. Click the arrow to expand the and display additional sections. Click the section titles to navigate to the content in the User Manual.



Hyperlinks in the document (underlined and blue font color) provide the user with the ability to navigate to another section of the manual.

2. BRITS Application Overview

2.1 User Interface

The BRITS User Interface manages the working process and information that appears in the system. The interface is designed to provide users easy access to different components of BRITS. The different components are described below.

2.1.1 User Interface Layout

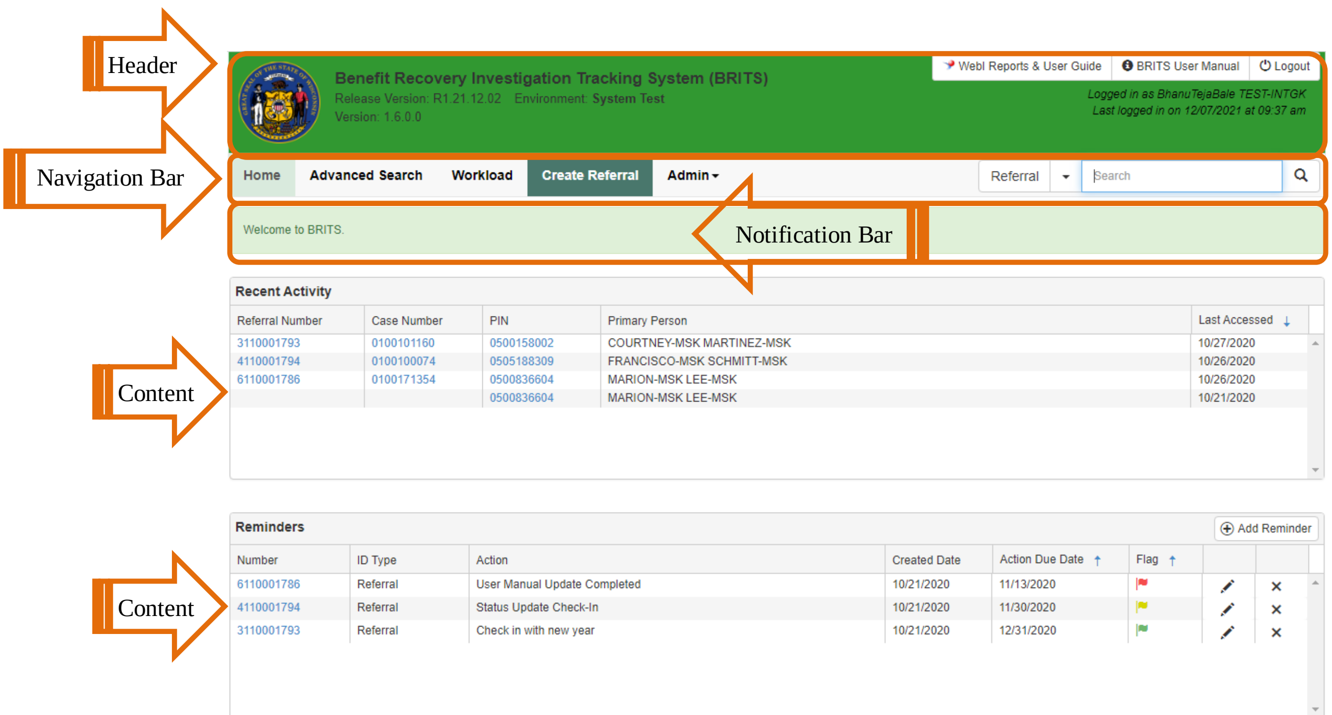


Figure 3 BRITS Home Page Layout

- Header - The header provides the following information pertaining to BRITS and the user.
  - State Logo
  - BRITS title and application release version
  - Name of person logged in and when they last logged in
  - WebI Reports & User Guide
  - BRITS User Manual
  - Logout button

- Navigation Toolbar – Provides the following tab options and functions. To see more on the Navigation Toolbar.
  - Home
  - Advanced Search

  - Workload
  - Create Referral
  - Admin
  - Quick Search

- Notification Bar – Allows BRITS to communicate with the end user. BRITS may display the Content Title or a Banner with a message to the user. When a message displays, it states if the task attempted was competed and saved or if there was an error.

- Content – The content section displays a variation of panels, grids and sections depending on the page in BRITS. For more information on this section view the BRITS Detailed Pages section.

2.1.2 Navigation Toolbar

The navigation toolbar allows the user to move to different pages within the BRITS system. The Navigation toolbar's appearance is based on the user's BRITS profile. Some users will not see all of the tabs listed below.

- Home
- Advanced Search
- Workload – role restricted
- Create Referral – role restricted
- Admin – role restricted
- Quick Search

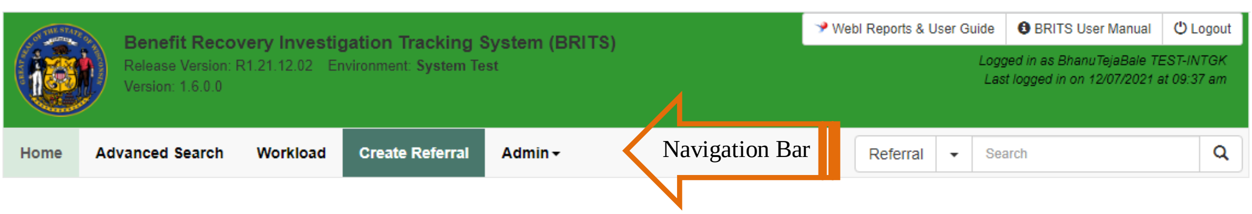


Figure 4 BRITS Navigation Toolbar

2.1.3 Notification Bar

The notification bar allows the system to communicate with the user whether a task was completed. Most common notifications are seen after a referral is saved.

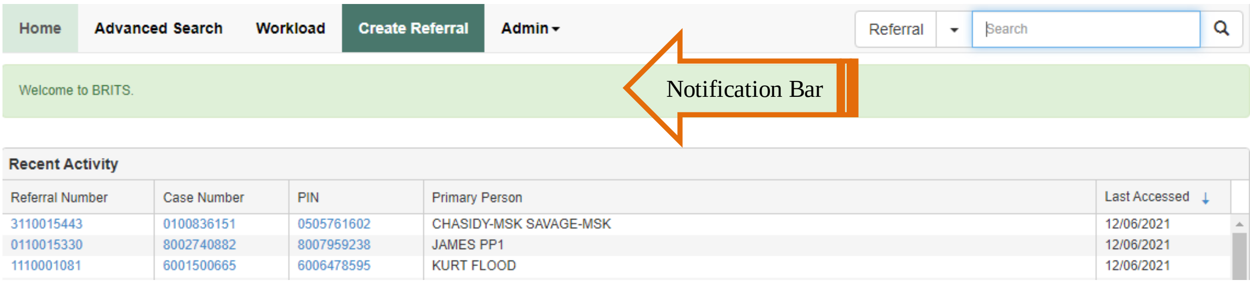


Figure 5 BRITS Notification Bar

2.1.4 Content section

The content section of a page will display some combination of grids and panels. Each page provides the user with different detailed information in the content section.

- Grids are stationary and cannot be collapsed.

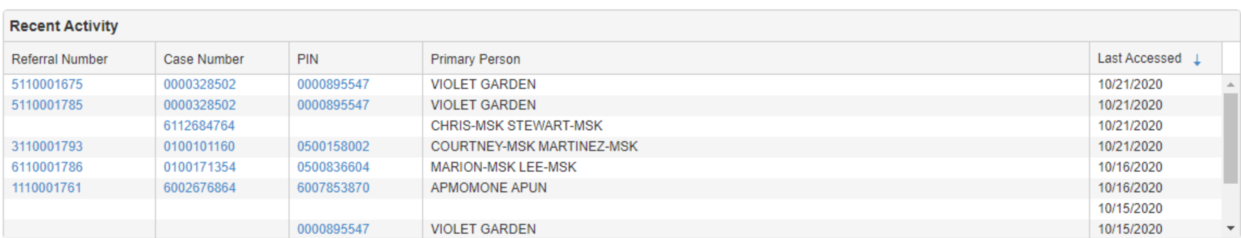


Figure 6 BRITS - Grid

- Panels look similar to grids but they are collapsible by clicking on the arrows to expand or collapse the panel.

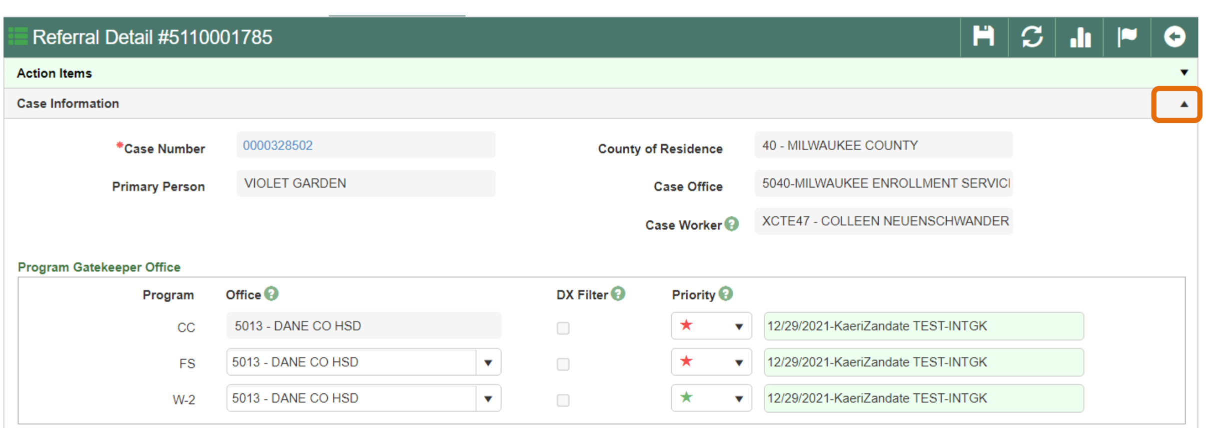


Figure 7 BRITS Panel - Expanded Case Information

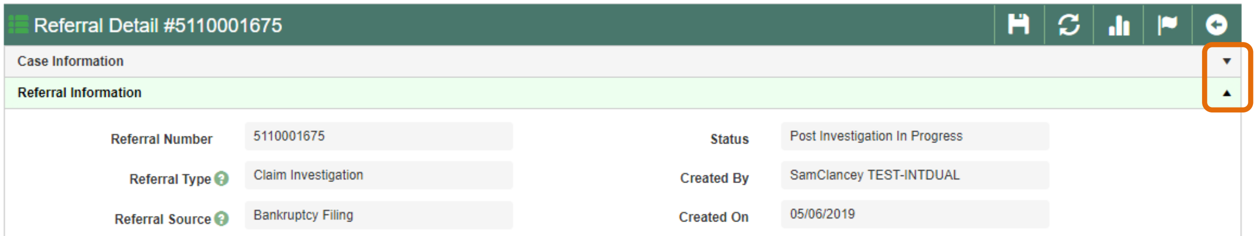


Figure 8 BRITS Panel - Collapsed Case Information

2.2 Dialog

BRITS will communicate additional information to a user through the use of tooltips, hover action, required notifications, and pickers.

2.2.1 Tooltips

A tooltip is an icon (question mark) that notifies the user that additional information about a field exists. When a user positions the cursor over the Tooltip, additional information is displayed next to the Tooltip.

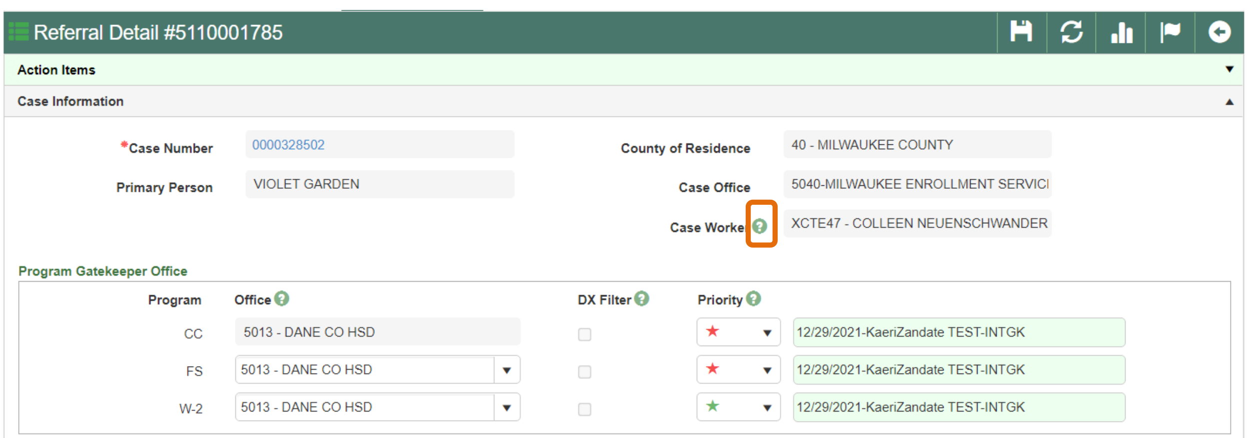


Figure 9 BRITS Tooltip

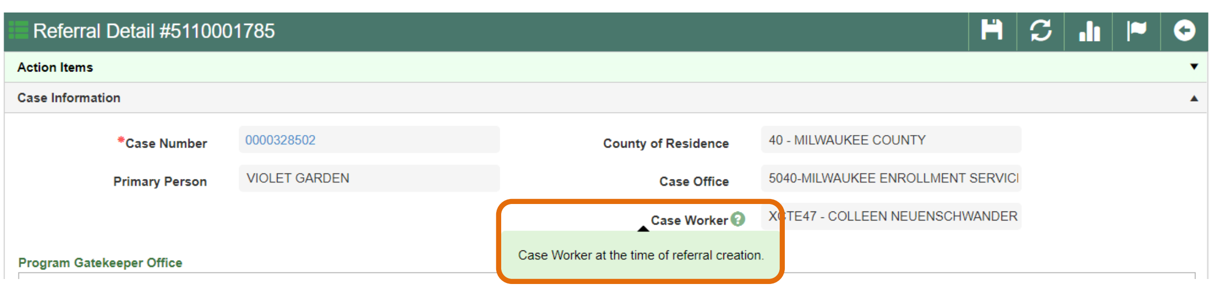
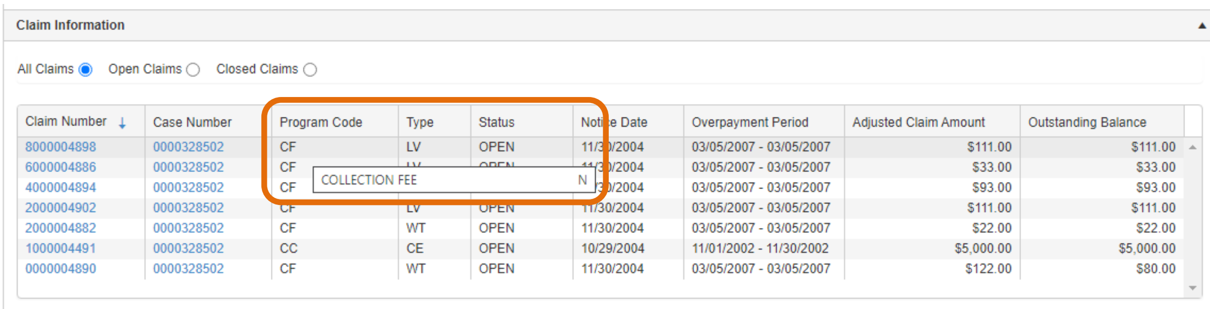


Figure 10 BRITS Tooltip when Hovered

2.2.2 Hover

Some items in BRITS produce additional information about a field when the user hovers over the field. A common example of this is any field or column that contains program code fields.

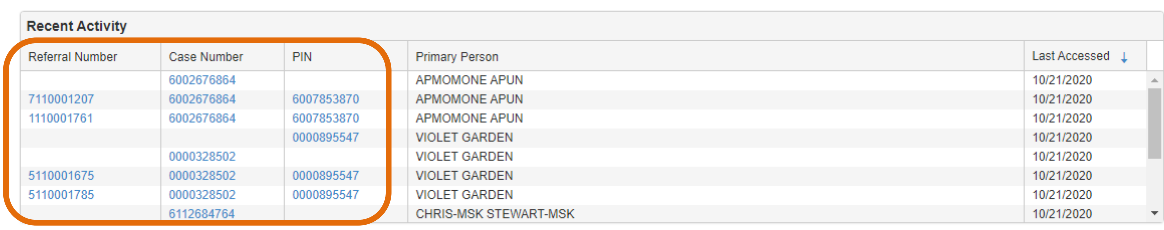


Claim Number	Case Number	Program Code	Type	Status	Notice Date	Overpayment Period	Adjusted Claim Amount	Outstanding Balance
8000004898	0000328502	CF	LV	OPEN	11/30/2004	03/05/2007 - 03/05/2007	$111.00	$111.00
6000004886	0000328502	CF	LV	OPEN	11/30/2004	03/05/2007 - 03/05/2007	$33.00	$33.00
4000004894	0000328502	CF			/2004	03/05/2007 - 03/05/2007	$93.00	$93.00
2000004902	0000328502	CF	LV	OPEN	11/30/2004	03/05/2007 - 03/05/2007	$111.00	$111.00
2000004882	0000328502	CF	WT	OPEN	11/30/2004	03/05/2007 - 03/05/2007	$22.00	$22.00
1000004491	0000328502	CC	CE	OPEN	10/29/2004	11/01/2002 - 11/30/2002	$5,000.00	$5,000.00
0000004890	0000328502	CF	WT	OPEN	11/30/2004	03/05/2007 - 03/05/2007	$122.00	$80.00

Figure 11 BRITS Hover

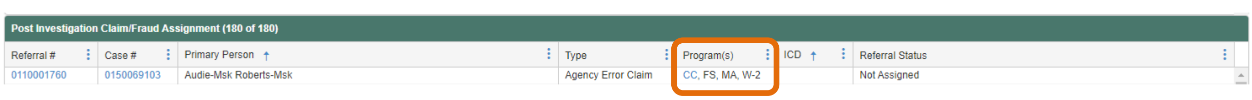
2.2.3 Hyperlinks

All Case Numbers, Claim Numbers, PIN and Referral Numbers are hyperlinks and will direct the user to that page when selected. All program areas on the Gatekeeper's workload page are hyperlinked when there is additional work to be done.



Referral Number	Case Number	PIN	Primary Person	Last Accessed
	6002676864		APMOMONE APUN	10/21/2020
7110001207	6002676864	6007853870	APMOMONE APUN	10/21/2020
1110001761	6002676864	6007853870	APMOMONE APUN	10/21/2020
		0000895547	VIOLET GARDEN	10/21/2020
	0000328502		VIOLET GARDEN	10/21/2020
5110001675	0000328502	0000895547	VIOLET GARDEN	10/21/2020
5110001785	0000328502	0000895547	VIOLET GARDEN	10/21/2020
	6112684764		CHRIS-MSK STEWART-MSK	10/21/2020

Figure 12 BRITS Hyperlink - Case, Claim, PIN and Referral Numbers



Referral #	Case #	Primary Person	Type	Program(s)	ICD	Referral Status
0110001760	0150069103	Audie-Msk Roberts-Msk	Agency Error Claim	CC, FS, MA, W-2		Not Assigned

Figure 13 BRITS Hyperlink - Program(s)

2.2.3 Pickers

Pickers are the small calendar icons next to all date fields. When a user clicks on the icon, a calendar prompts the user to select a date. The picker will close and return the user to the current page.

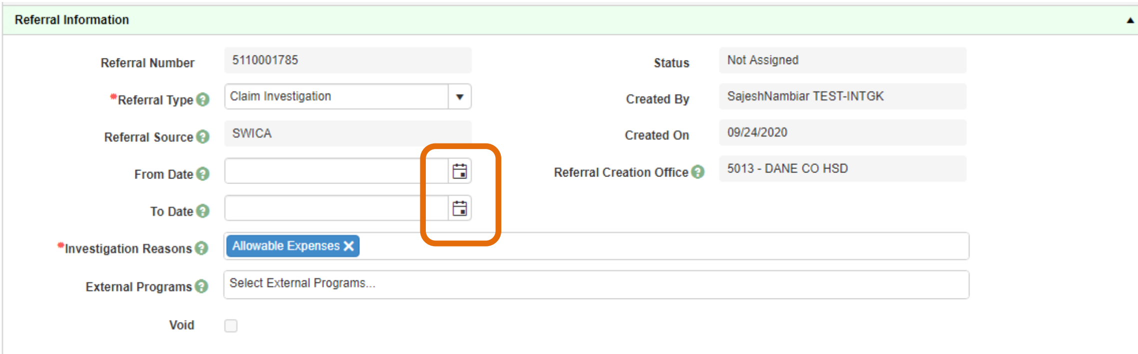


Figure 14 BRITS Picker - Calendar

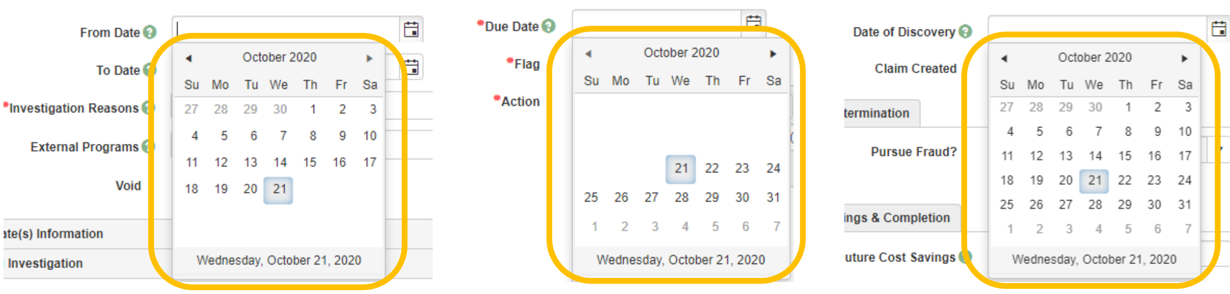


Figure 15 BRITS Picker - Expanded Calendar

Some date fields only display to the current date.
Some date fields only display from the current date.

2.2.4 Required Fields

When a field displays an asterisk (*) next to it, the field is a required field. Information must be entered in these fields to save the referral.

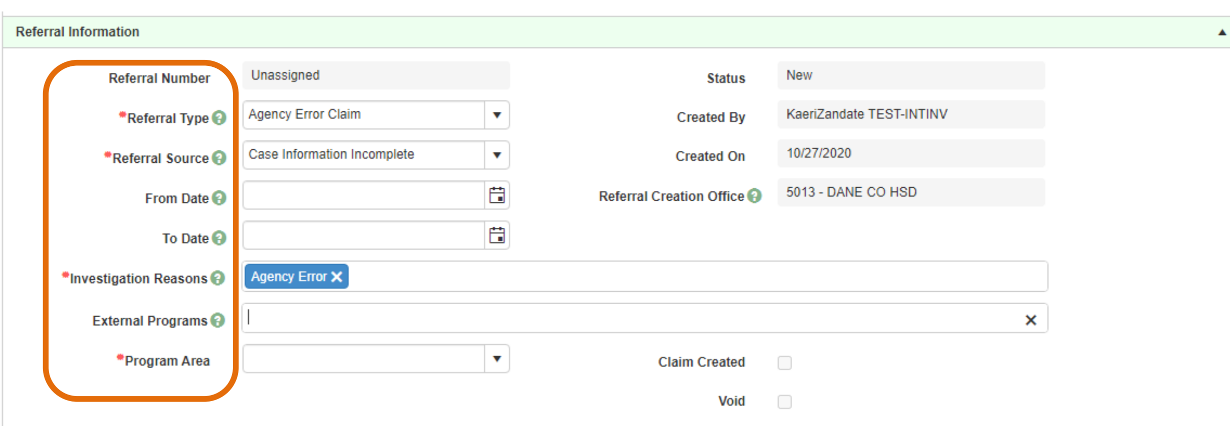


Figure 16 BRITS Required Fields

2.3 Toolbars

Toolbars provide convenient access to commonly used functions by selecting a tab or an icon.

- ***Navigation Toolbar-tab***
  The navigation portion of the toolbar provides the user the ability to go directly to the Home page, the Advanced Search page, the Workload page, an Admin page, or the Create Referral page by selecting the tab.

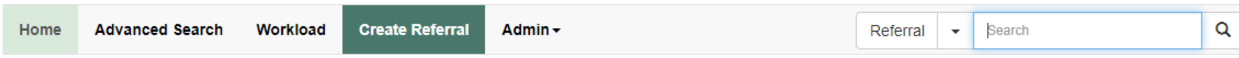


Figure 17 BRITS Navigation Toolbar

- ***Action Toolbar-icon***
  The action portion of the toolbar provides a user with additional common functions. Each function has an icon; once the icon is selected the action associated with it is performed.

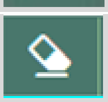
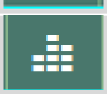
Icon	Purpose
	Save – stores all user entered information that was most recently added to the referral/investigation/workload
	Refresh– clears all recent user entered information on the referral/investigation since the referral was last saved
	Reminder – Ability to set reminders on detail pages.
	Referral Summary– brings the user back to the Referral Summary page for a case
	Back One Page– directs the user to the page they were recently visiting
	Remove Custom Workload View – allows the user to remove all sorts and filters they saved on their Workload Page
	Change Workload View – allows user to toggle between Custom Workload and Default Workload views

Figure 18 BRITS Action Toolbar

II. BRITS OVERVIEW

3. Getting Started

3.1 System Requirements for BRITS

Recommended	
Supported Browser	Google Chrome
CPU	Intel 2GHZ
RAM	4 GB
HDD	1 GB
Resolution	1024 x 768
Print Browser	***TBD***
Plug-In	Internet Connection, JavaScript, Cookies

Table 7 BRITS System Requirements

3.2 Accessing BRITS

A user must have a Web Access Management Systems (WAMS) account that is associated with a BRITS ID. To request new access, submit request to DCF security help desk.

3.2.1 Accessing the BRITS Application

- Ensure that all system requirements have been met
- Access BRITS using one of the following methods:
  - Click on this link and bookmark the page. https://brits.wisconsin.gov
  - Click the BRITS link on the Income Maintenance/Workforce Development Gateway page. https://prd.cares.wisconsin.gov
  - Clicking the BRITS link under the Applications tab on the DCF Home page. https://dcfweb/it/catalog#!/applications
  - Click on the BRITS link on the Case Summary page of a case in CWW.

3.2.2 Logging into BRITS

- The login screen requires the user to enter his or her unique credentials (BRITS login ID and password). Only users with BRITS access are able to log into the BRITS application.
  - A user can reset a BRITS password by clicking on the Account Management link on the BRITS Login page. https://devon.wisconsin.gov/WAMS/AccountRecoveryController?RSAction=FSI
  - After the login credentials have been entered, the information is validated and the user is transferred to the BRITS Home page.

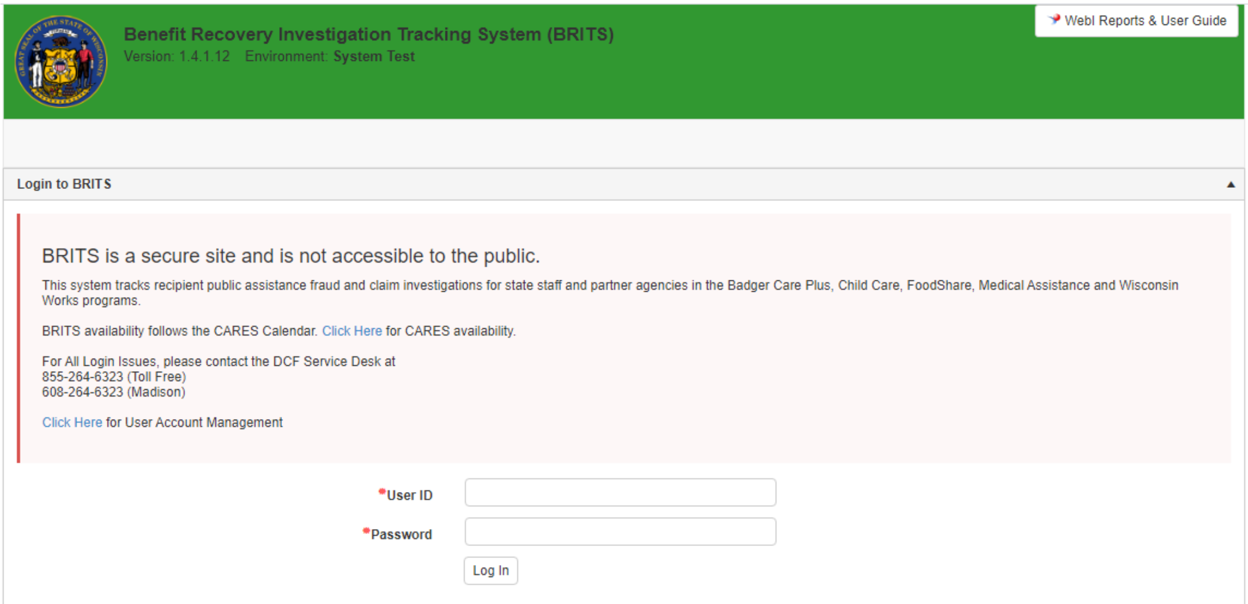


Figure 19 BRITS Login Page

3.2.2.1 Error Messages: Required Fields

If either the User ID field or the Password field is left blank, the system requests the user to correct the errors through a banner message.

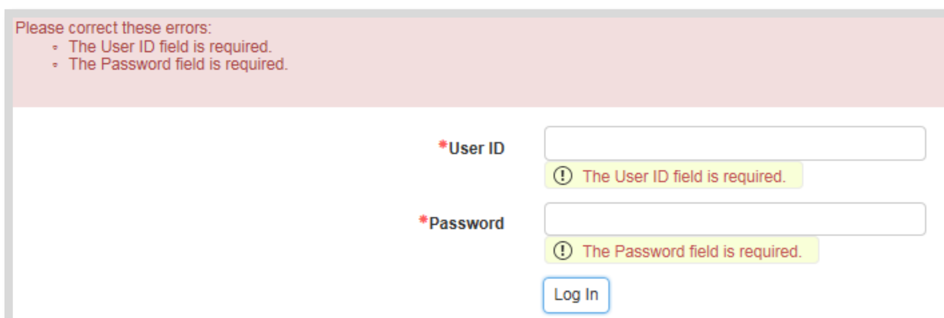


Figure 20 BRITS Login Page – Error Message - User ID and Password required

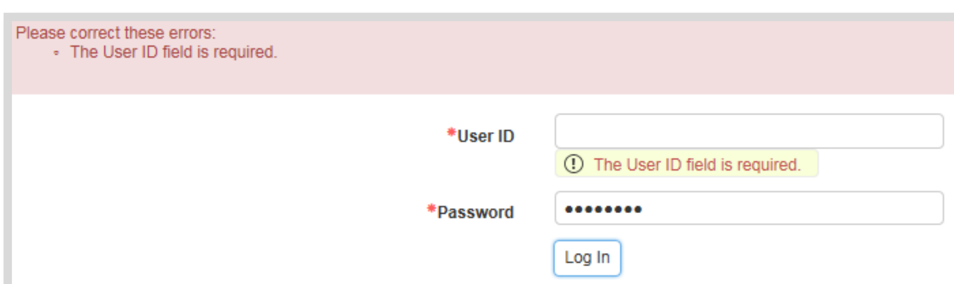


Figure 21 BRITS Login Page – Error Message - ID Required field

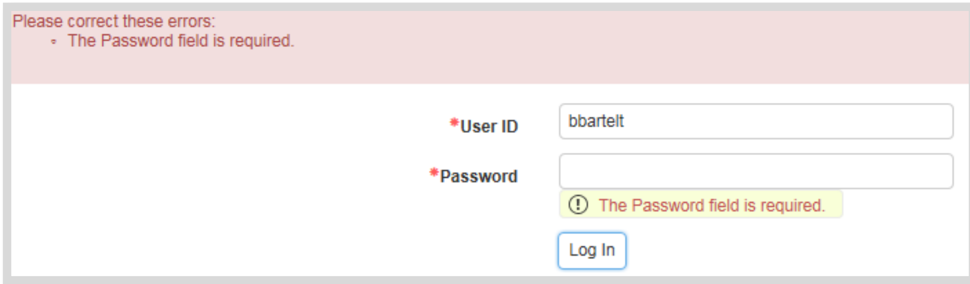


Figure 22 BRITS Login Page – Error Message - Password required

3.2.2.2 Invalid Login

If the login credentials are invalid, the system requests the user to correct the errors through a banner message.

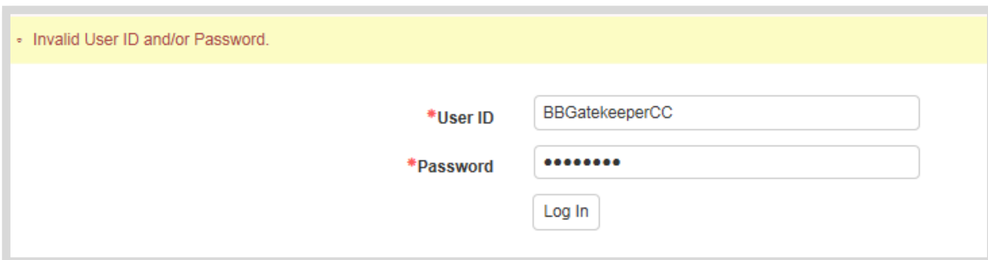


Figure 23 BRITS Login Page – Error Message - Invalid User ID/Password

3.2.3 System Inactivity Notification

If the user has been inactive in the system for 28 minutes, a Session Timeout Notification will be displayed informing the user they will be logged out by the system in 2 (two) minutes. Clicking the Ok button will extend the user’s session time by another 30 minutes.

If the user doesn’t click the ‘Ok’ button on the notification before the two minutes has expired, the notification will be removed, and the BRITS login screen will be displayed.

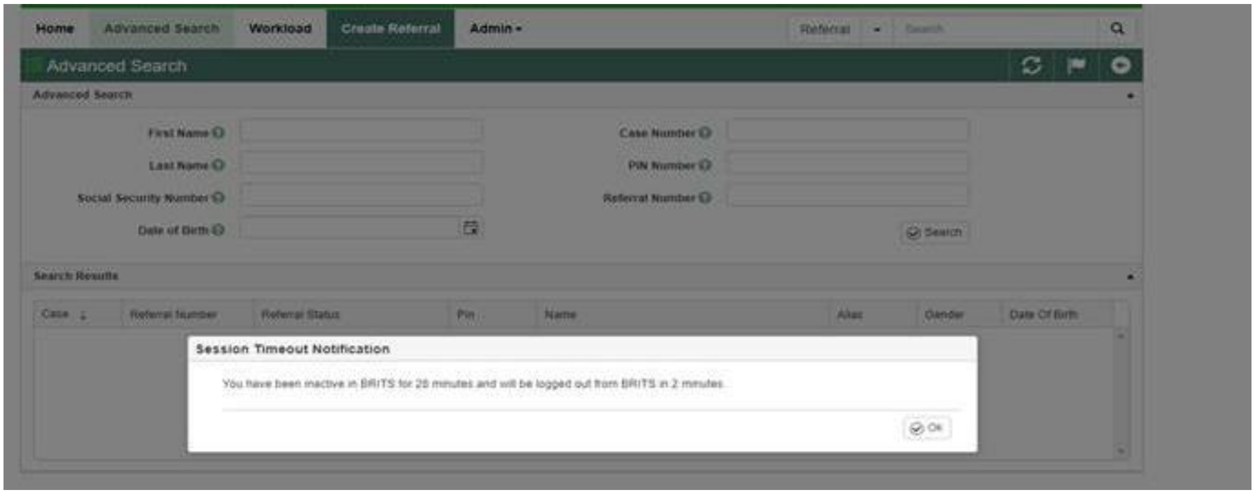


Figure 24 BRITS Session Timeout Notification

3.2.4 BRITS Availability

BRITS availability is the same as the Client Assistance for Re-employment and Economic Support System (CARES). See the CARES Availability Calendar by clicking the CARES link on the DHS Eligibility Management homepage.

When BRITS is unavailable, the following banner will display on the login page.

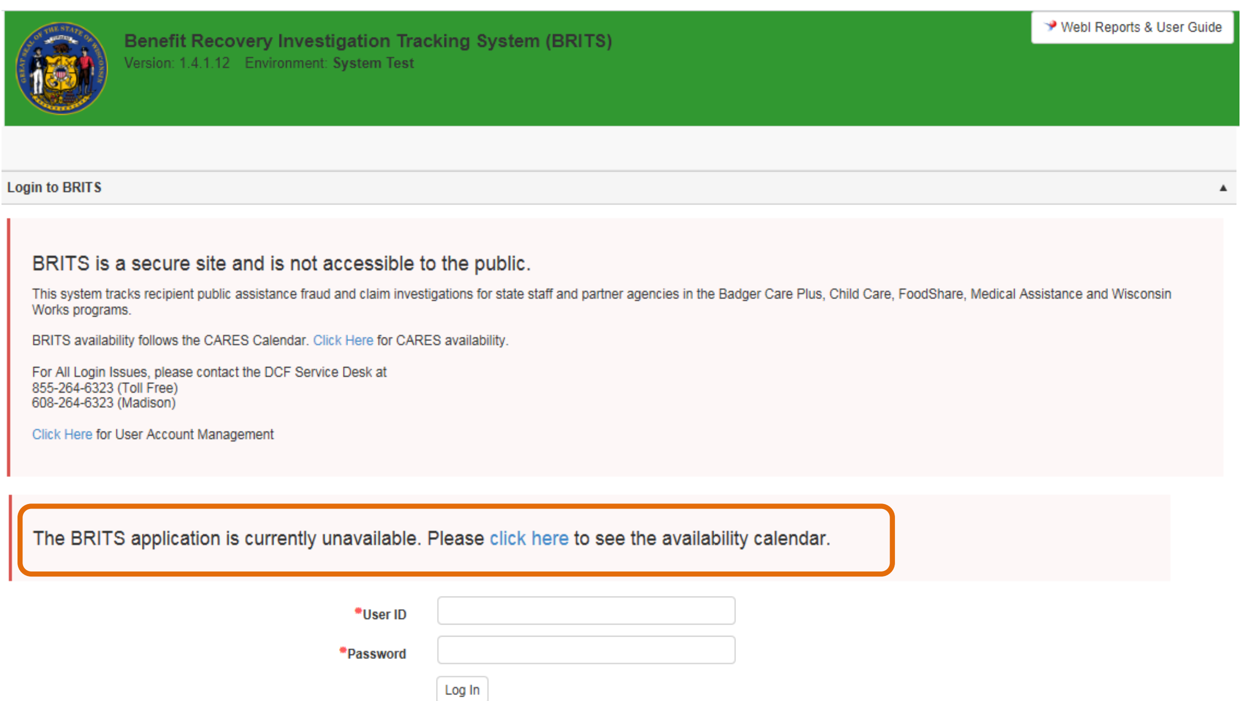


Figure 25 BRITS Login Page – Unavailable Message

4. BRITS Roles

There are currently fifteen (15) unique roles in the BRITS application.

Use the document navigation side panel to link to content throughout the manual. See Navigating in the About the User Manual section.

4.1 General Roles for State Employees

General Users		
Role	**Description**	**Available Functions**
Worker	A limited functionality role. The primary function of this role is to create referrals.	• Create a referral • Update referral • Filter • Void • Action Item Indicator • Priority Indicators
State View Only	A State-level support role with read-only access to non-confidential referrals.	• Read-only access
Help-Desk Role	An unrestricted access role. These users can perform most functions on a referral.	• Create a referral • Update referral • Comments • Documents • Assign, Reassign, Unassign • Void • Filter • Invalidate Program, Invalidate a referral • Post Investigation Assignment • Post Investigation - Investigation • Close a referral • Action Item Indicator • Priority Indicators

Table 8 BRITS Roles - General

4.2 Internal Roles

Internal roles for users that work through a county, tribe, or consortium.

Internal Users		
Role	**Description**	**Available Functions**
Internal Gatekeeper	A role to assist the BRITS referral workflow. This role assigns referrals to investigators within the agency, external agency, or OIG. A county may have one or multiple Gatekeepers per program area.	• Create a referral • Update referral • Comments • Documents • Assign, Reassign, Unassign – investigator • Assign, Reassign, Unassign – Gk office/agency/investigation type • Void • Filter • Invalidate Program, Invalidate a referral • Post Investigation Assignment • Post Investigation – Investigation • Close a referral • Action Item Indicator • Priority Indicators
Internal Investigator/ Claims Overpayment Specialist (COS)	The primary function of an Investigator role is to carry out investigations/determinations on assigned referrals.	• Create a referral • Update referral • Comments • Documents • Investigate • Void • Filter • Post Investigation Assignment • Post Investigation - Investigation • Close a referral • Action Item Indicator • Priority Indicators
Dual Internal Role	A role for users that need both Internal Gatekeeper and Internal Investigator privileges.	• Please see above

Table 9 BRITS Roles - Internal

4.3 External Roles

External Roles are roles contracted by a County, Tribe or Consortium. If they are a contractor, they would need to establish access in BRITS to input their findings and track workload. An external agency must have at least one Gatekeeper and one Investigator. The same individual can have both roles. In order to be granted access to BRITS, external agency users must first create a WAMS ID. A link is available on the Income Maintenance/Workforce Development Gateway page. https://prd.cares.wisconsin.gov/.

External Users		
Role	**Description**	**Available Functions**
External Gatekeeper	A role for users in a subcontracted agency. External Gatekeepers are similar to Internal Gatekeepers and perform most of the same functions. The scope of contractual agreements varies from agency to agency.	• Update referral • Comments • Documents • Assign, Reassign, Unassign – investigator • Filter • Post Investigation Assignment • Post Investigation – Investigation • Close a referral *Referrals they have access to • Action Item Indicator • Priority Indicators
External Investigator	A role for users in a subcontracted agency that performs investigations. External Investigators perform the investigations/determination assigned to them by the External Gatekeeper.	• Update referral • Comments • Documents • Investigate • Filter • Post Investigation Assignment • Post Investigation – Investigation • Close a referral *Referrals they have access to • Action Item Indicator • Priority Indicators
Dual External Role	A role for users that has both External Gatekeeper and External Investigator privileges.	• Please see above

Table 10 BRITS Roles - External

4.4 PACU Role

The PACU (Public Assistance Collections Unit) role is an investigator within PACU.

PACU Users		
Role	**Description**	**Available Functions**
State Limited	A State-level role that performs investigation and can assign within PACU.	• Create a referral • Update referral • Comments • Documents • Assign, Reassign, Unassign – investigator • Assign, Reassign, Unassign – Gk office/agency/investigation type • Investigation • Void • Filter • Invalidate Program • Invalidate a referral • Post Investigation Assignment • Post Investigation – Investigation • Close a referral • Action Item Indicator • Priority Indicators

Table 11 BRITS Roles - PACU

4.5 DHS OIG Roles – Office of the Inspector General

These roles are specifically assigned to a unit within OIG. There are three units at the DHS-OIG: Public Assistance Reporting Information System (PARIS), Investigations, and Trafficking. Each unit has separate Gatekeepers and Investigators assigned. These Gatekeepers and Investigators may perform similar functions, but they are defined as separate roles in BRITS. There is also a Queue Master role. This role directs the incoming referrals and can assign them to a unit.

DHS OIG Queue Master User		
Role	**Description**	**Available Functions**
DHS-OIG Queue Master	A role for users that triage and assign referrals to the DHS-OIG units within the DHS-OIG.	• Create a referral • Update referral • Comments • Documents • Assign, Reassign, Unassign • Invalidate Program (If Referral has a DX or FEV referral source) • Void • Filter • Post Investigation Assignment • Post Investigation – Investigation • Close a referral • Action Item Indicator • Priority Indicators

Table 12 BRITS Roles - DHS OIG Queue Master

DHS OIG Trafficking Unit Users		
Role	**Description**	**Available Functions**
DHS-OIG Trafficking Gatekeeper	A role for users that assign referrals and investigations within an OIG Trafficking Unit. A Unit may have one or multiple Gatekeepers per program area.	• Create a referral • Update referral • Comments • Documents • Assign, Reassign, Unassign • Invalidate program • Invalidate a referral • Void • Filter • Post Investigation Assignment • Post Investigation – Investigation • Close a referral • Action Item Indicator

		• Priority Indicators
DHS-OIG Trafficking Investigator	A role for users that perform investigations or determination work within a DHS-OIG Investigations unit.	• Create a referral • Update referral • Comments • Documents • Reassign • Investigation • Void • Filter • Post Investigation Assignment • Post Investigation – Investigation • Close a referral • Action Item Indicator • Priority Indicators
DHS-OIG Trafficking Dual Role	A role for users that need both DHS-OIG Trafficking Gatekeeper and DHS-OIG Trafficking Investigator privileges.	• Create a referral • Update referral • Comments • Documents • Assign, Reassign, Unassign • Investigation • Void • Filter • Invalidate Program • Invalidate a referral • Post Investigation Assignment • Post Investigation – Investigation • Close a referral • Action Item Indicator • Priority Indicators

Table 13 BRITS Roles - DHS OIG Trafficking Unit

Table 14 BRITS Roles - DHS OIG Investigations Unit

OIG PARIS Unit		
Role	**Description**	**Available Functions**

OIG Investigations Unit		
Role	**Description**	**Available Functions**
DHS-OIG Investigations Gatekeeper	A role for users that assign referrals and investigations within an OIG Trafficking Unit. A Unit may have one or multiple Gatekeepers per program area.	• Create a referral • Update referral • Comments • Documents • Assign, Reassign, Unassign • Invalidate program • Invalidate a referral • Void • Filter • Invalidate Program • Invalidate a referral • Post Investigation Assignment • Post Investigation – Investigation • Close a referral • Action Item Indicator • Priority Indicators
DHS-OIG Investigations Investigator	A role for users that perform investigations or determination work within a DHS-OIG Investigations unit.	• Create a referral • Update referral • Comments • Documents • Reassign • Investigation • Void • Filter • Post Investigation Assignment • Post Investigation – Investigation • Close a referral • Action Item Indicator • Priority Indicators
DHS-OIG Investigations Dual Role	A role for users that need both DHS-OIG Investigations Gatekeeper and DHS-OIG Investigations Investigator privileges.	• Create a referral • Update referral • Comments • Documents • Assign, Reassign, Unassign • Investigation • Void • Filter • Invalidate Program • Invalidate a referral

		• Post Investigation Assignment • Post Investigation – Investigation • Close a referral • Action Item Indicator • Priority Indicators
DHS-OIG PARIS Gatekeeper	A role for users that assign referrals and investigations within an OIG Trafficking Unit. A Unit may have one or multiple Gatekeepers per program area.	• Create a referral • Update referral • Comments • Documents • Assign, Reassign, Unassign • Invalidate program • Invalidate a referral • Void • Filter • Post Investigation Assignment • Post Investigation – Investigation • Close a referral • Action Item Indicator • Priority Indicators
DHS-OIG PARIS Investigator	A role for users that perform investigations or determination work within a DHS-OIG Investigations unit.	• Create a referral • Update referral • Comments • Documents • Reassign • Investigation • Void • Filter • Post Investigation Assignment • Post Investigation – Investigation • Close a referral • Action Item Indicator • Priority Indicators

DHS-OIG PARIS Dual Role	A role for users that need both DHS-OIG PARIS Gatekeeper and DHS-OIG PARIS Investigator privileges.	• Create a referral • Update referral • Comments • Documents • Assign, Reassign, Unassign • Investigation • Void • Filter • Invalidate Program • Invalidate a referral • Post Investigation Assignment • Post Investigation – Investigation • Close a referral • Action Item Indicator • Priority Indicators

Table 15 BRITS Roles - DHS OIG PARIS Unit

OIG Trio – Roles by Unit		
Role	**Description**	**Available Functions**
DHS-OIG Triple role - Investigation Dual Role plus Queue Master	A role for users that need the combined DHS-OIG Queue Master, DHS-OIG Investigations Gatekeeper and DHS-OIG Investigations Investigator privileges.	• Create a referral • Update referral • Comments • Documents • Assign, Reassign, Unassign • Investigation • Void • Filter • Invalidate Program • Invalidate a referral • Post Investigation Assignment • Post Investigation – Investigation • Close a referral • Action Item Indicator • Priority Indicators
DHS-OIG Triple role - Trafficking Dual Role plus Queue Master	A role for users that need the combined DHS-OIG Queue Master, DHS-OIG Trafficking Gatekeeper and DHS-OIG Trafficking Investigator privileges.	• Create a referral • Update referral • Comments • Documents • Assign, Reassign, Unassign • Investigation • Void • Filter

		• Invalidate Program • Invalidate a referral • Post Investigation Assignment • Post Investigation – Investigation • Close a referral • Action Item Indicator • Priority Indicators
DHS-OIG Triple role - PARIS Dual Role plus Queue Master	A role for users that need the combined DHS-OIG Queue Master, DHS-OIG PARIS Gatekeeper and DHS-OIG PARIS Investigator privileges.	• Create a referral • Update referral • Comments • Documents • Assign, Reassign, Unassign • Investigation • Void • Filter • Invalidate Program • Invalidate a referral • Post Investigation Assignment • Post Investigation – Investigation • Close a referral • Action Item Indicator • Priority Indicators

Table 16 BRITS Roles - DHS OIG Trio Roles

III. BRITS DETAILED PAGES

5. BRITS Home Page

The home page is a user-specific page. After logging into BRITS this is the first page the user will see. The Home page has five main sections: header, navigation toolbar, notification bar, Recent Activity grid and a Reminder grid. For more information on the header, navigation bar or notification bar go to BRITS Application Overview.

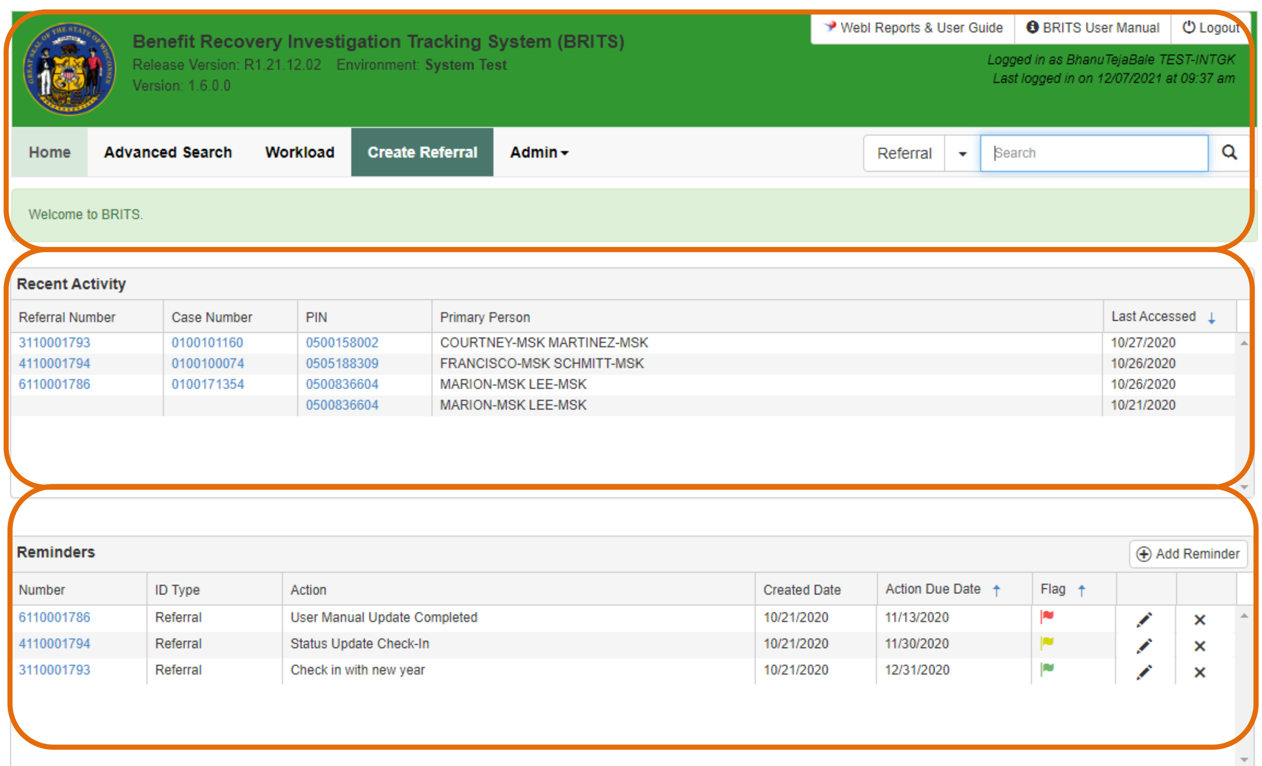
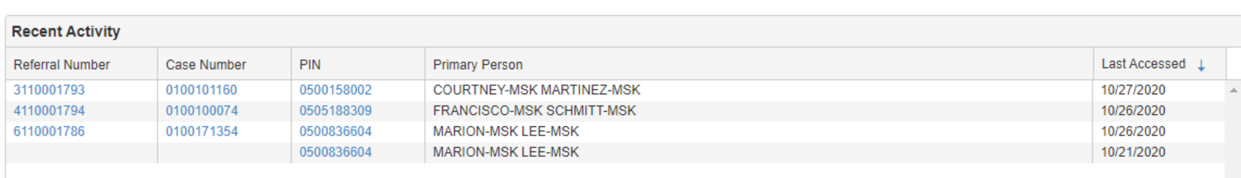


Figure 26 BRITS Home Page - Sections

5.1 Recent Activity Grid

The Recent Activity grid displays the last 20 pages the user has viewed. Based on the page selected, the appropriate column(s) is populated. The default sort is the "Last Accessed" column. For more information on sorting grids see Sorting Grids.



Recent Activity

Referral Number	Case Number	PIN	Primary Person	Last Accessed
3110001793	0100101160	0500158002	COURTNEY-MSK MARTINEZ-MSK	10/27/2020
4110001794	0100100074	0505188309	FRANCISCO-MSK SCHMITT-MSK	10/26/2020
6110001786	0100171354	0500836604	MARION-MSK LEE-MSK	10/26/2020
		0500836604	MARION-MSK LEE-MSK	10/21/2020

Figure 27 BRITS Home Page - Recent Activity Grid

Recent Activity columns

1. Referral Number
   The Referral Number column is displayed in this column as a hyperlink. When a user visits a Referral *Detail Page*, all columns in the Recent Activity grid is filled with the available information from that referral.

2. Case Number
   The Case Number column is displayed in this column as a hyperlink. When a user visits a Case Detail Page, only the Case, Primary Person, and Last Accessed fields are populated.

3. PIN Number
   The Personal Identification Number (PIN) Number column is displayed in this column as a hyperlink. When a user visits a PIN Detail Page, only the PIN, Primary Person, and Last Accessed field are entered.

4. Primary Person
   The Primary Person column displays the primary person from on the *Detail Page* the user visited.

5. Last Accessed
   The Last Accessed column displays the most recent date a page was visited.

5.2 Reminders Grid

The Reminder grid displays all reminders a user has created. The reminder grid is displayed on the Home Page and the Reminder notification flag and window can be open from any of the *Detail Pages*. The Default sort for the grid is by Action Due Date then Flag. For more on sorting Grids see Sorting Grids.

Reminders (Add Reminder)

Number	ID Type	Action	Created Date	Action Due Date	Flag		
6110001786	Referral	User Manual Update Completed	10/21/2020	11/13/2020			×
4110001794	Referral	Status Update Check-In	10/21/2020	11/30/2020			×
3110001793	Referral	Check in with new year	10/21/2020	12/31/2020			×

Figure 28 BRITS Home Page - Reminder Grid

Reminders columns

1. Number
   The Number column displays either the Referral, PIN, Claim or Case number that was selected. A user may only have one reminder per ID Number and ID Type. All numbers in this column are hyperlinked.

2. ID Type
   The ID Type column will display the selected ID Type for each reminder.

3. Action
   The Action column will display the text the user has added to the reminder.

When a magnifying glass is present in the Action field, this represents that the action added is longer than what can be displayed. By selecting the magnifying glass the user can view the entire Action text added.

4. Created Date
   The Created Date column displays the date the reminder was created. This is an auto-generated date.

5. Action Due Date
   The Action Due Date column displays the date the user has selected as the due date.

6. Flag
   The Flag column displays the Flag selection the user has set the reminder to. A color-coded flag will display: red, yellow and green.

7. Edit
   The Edit column option allows the user to edit the Due Date, Flag and Action fields of the reminder.

8. Delete
   The Delete column option allows the user to delete any reminder on their list.

6. BRITS Referral Detail Page

The Referral Detail Page is used to create, store, display, assign and enter information from the investigation and post investigation activities.

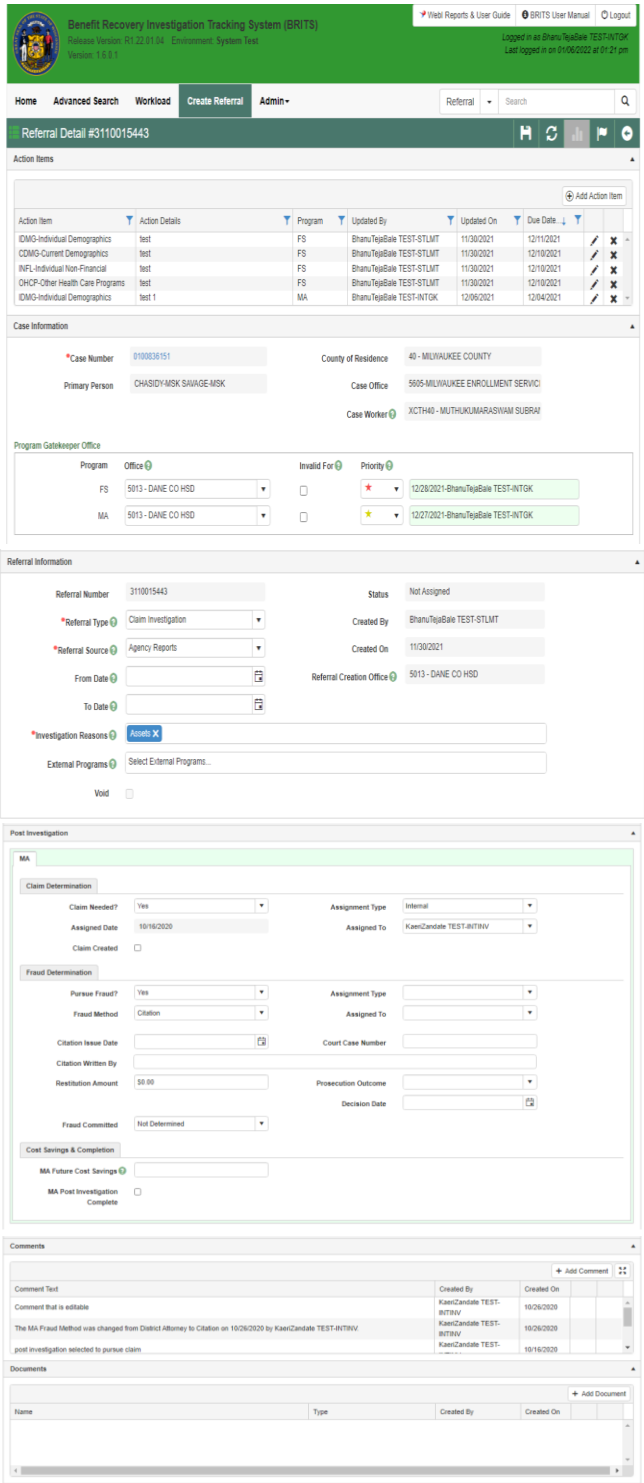


Figure 29 BRITS Referral Detail Page

6.1 Overview

6.1.1 Migrated BVIR Referral Banner

When a referral has been migrated from the CARES/CWW into BRITS, a blue banner stating Migrated Referral is displayed.

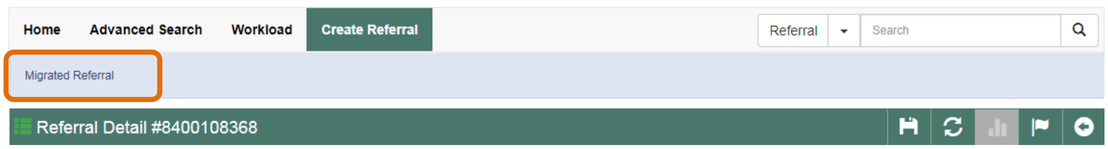


Figure 30 Migrated BVIR Referral Banner

6.1.2 Confidential Case Banner

When a valid case number is entered into BRITS, but the case is marked confidential in CARES/CWW, the BRITS Referral Detail Page will display a red informational message stating that the case is marked as Confidential. If no confidential case message appears, the case is not marked as confidential in CARES/CWW.

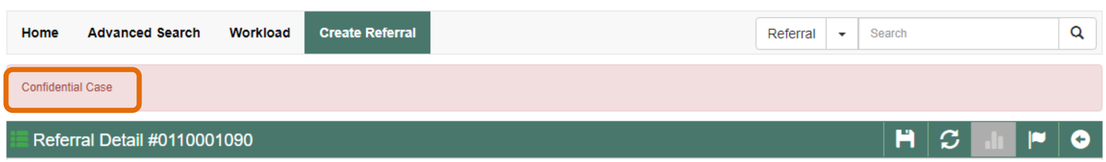


Figure 31 Confidential Case Referral Banner

6.2 Action Items Section

The Action Items section contains information about action items created for the referral. See the Workload Management section of the User Manual for more information.

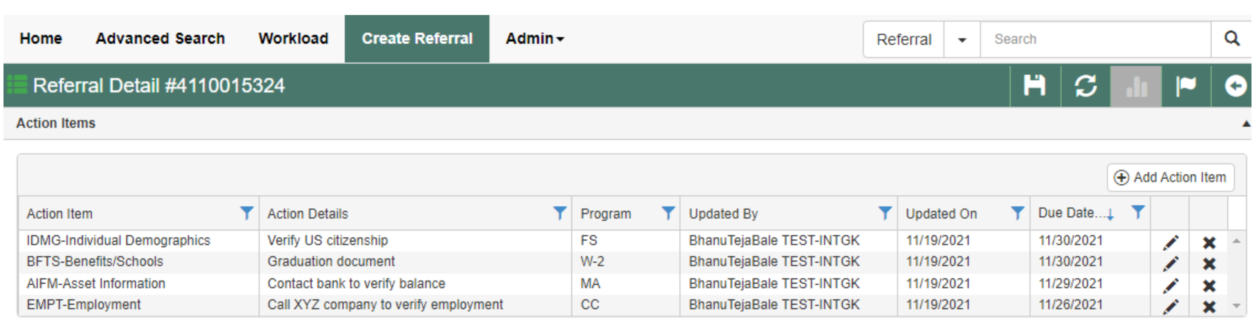


Figure 32 BRITS Referral Detail Page – Action Items Panel

6.3 Case Information Section

The Case Information sections contain relevant information about the case. There are 3 subsections displayed in this area: Case Information, Program Gatekeeper Office and Referral History.

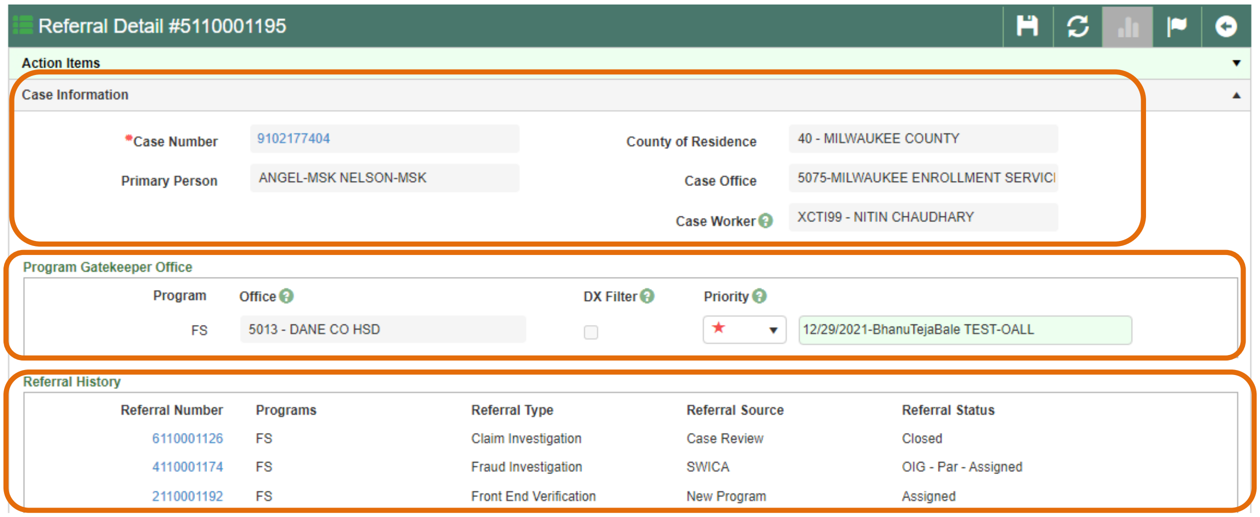


Figure 33 BRITS Referral Detail Page - Case Information Panel

6.3.1 Case Information Section

The Case Information subsection displays information that has been pulled directly from CARES/CWW.

Case Information fields

1. Case Number
   The case number is entered during the referral creation process and becomes a read-only field once the referral is created. The Case number is a required field for creating a referral.

2. Primary Person
   The Primary Person field displays the name of the primary person associated with the case number. This information is automatically prepopulated from CARES/CWW when the case number is entered.

3. Case Office
   The Case Office field displays the current office in which the case resides. This information is automatically prepopulated from CARES/CWW when the case number is entered.

4. County of Residence
   The County of Residence field will auto-populate and display the primary person's county of residence as a two-digit code and county description. For migrated referrals, the field displays a value of zero. This information is automatically prepopulated from CARES/CWW when the case number is entered.

5. Case Worker
   The Case Worker field is auto-populated by BRITS and shows the original case worker's name and ID number. For migrated referrals, the field displays the term 'Pre-BRITS.'

6.3.2 Program Gatekeeper Office Section

The Program Gatekeepers Office section provides a list of valid programs associated with the case. A user will enter an office for each program from the list provided. If an office is not aligned with a gatekeeper or not associated with a program area, it will not display in the drop-down list. In this section, a user may indicate a priority status for a valid program on the referral.

6.3.2.1 Standard referrals and Agency Error Claim referrals

The Program Gatekeeper Office field provides a list of program areas that are available for the referral. Program availability is determined by whether or not an individual has been eligible for that particular program within the last 6 years.

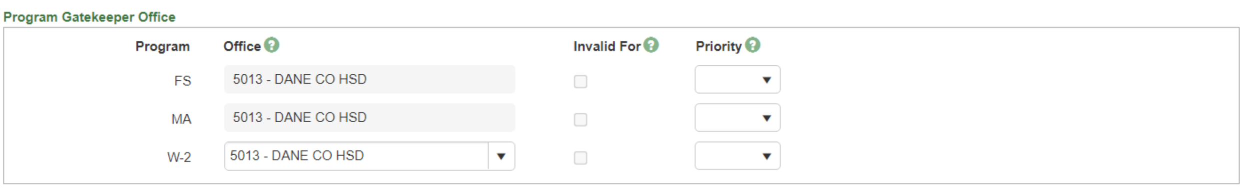


Figure 34 Referral Detail Standard Referral Program Gatekeeper Office subsection

Program Gatekeepers Office fields

1. Program
   The Program field will display a list of programs that have been active on the case in the past 6 years. This information is automatically prepopulated from CARES/CWW when the case number is entered.

2. Office
   The Office field displays the office number and description for the selected office. At least one office must be entered to save a referral.

3. Invalid For
   The Invalid For field displays a checkbox on standard referrals after the Office field has been populated by the user. When the box is checked that indicates that the referral is not valid for the checked program, and does not require any action by that program or the referral is irrelevant for that program. This field is only enabled for users with a Gatekeeper role.

4. Priority
   The Priority field inicates the level of priority set for the program office on the referral.

6.3.2.2 Data Exchange (DX) and Additional Front End Verification (FEV) referrals

The Program Gatekeeper Office field provides a list of program areas that are available for the referral.

Program Gatekeeper Office

Program	Office	DX Filter	Priority	
CC	5013 - DANE CO HSD			
FS	5013 - DANE CO HSD			
MA	5013 - DANE CO HSD			
W-2	5013 - DANE CO HSD		*	12/29/2021-KaeriZandate TEST-INTGK

Figure 35 Referral Detail – DX and Additional FEV Referral Program Gatekeeper Office subsection

Program Gatekeepers Office fields

1. Program
   The Program field will display a list of programs that have been active in the past 6 years for that case in CWW.

2. Office
   The Office field displays the office number and description of that office. This field must be entered by the user following their agency's procedure. At least one office must be entered to save the referral.

3. Date Exchange (DX) Filter/Front End Verification (FEV) Filter
   The Data Exchange (DX) Filter/Additional Front End Verification (FEV) Filter field displays a checkbox on a Data Exchange or Front End Verification referrals after the Office field has been populated by the user. When the box is checked that indicates that the referral is **not** valid for that program.

4. Priority
   The Priority field inicates the level of priority set for the program office on the referral.

6.3.3 Referral History

The Referral History subsection displays all referrals associated with the case number entered.

Referral History

Referral Number	Programs	Referral Type	Referral Source	Referral Status
9110000729	W-2	Claim Investigation	SWICA	Not Assigned
0110000730	W-2	Front End Verification	New Program	Assigned
1110000731	W-2	Agency Error Claim	Case Review	Not Assigned
2110000732	W-2	Fraud Investigation	SWICA	Not Assigned

Figure 36 BRITS Referral Detail Page – Referral History Subsection

Referral History fields

1. Referral Number
   The Referral Number column displays all of the referral numbers attached to the case, regardless of referral status.

2. Programs
   The Programs column displays the valid program areas listed on each referral.

3. Referral Type
   The Referral Type column displays the referral type for each referral listed. Referral types are Front End Verification (FEV), Claim Investigation, Fraud Investigation, or Agency Error Claim.

4. Referral Source
   The Referral Source displays the current selected source for the referral listed.

5. Referral Status
   The Referral Status column displays the current status of each referral listed. For a complete list of all Referral statuses, see Referral Statuses

6.4 Referral Information section

The referral information section will display a variety of information pertaining to the referral. Some of the information is auto-populated and some fields are completed by the user. The actual fields displayed will vary depending on the Referral Type and Referral Source combination.

6.4.1 Referral Type - Fraud Investigation, Claim Investigation or Front End Verification (FEV)

When the Referral Type is Fraud Investigation, Claim Investigation or Front End Verification (FEV) the following fields will display.

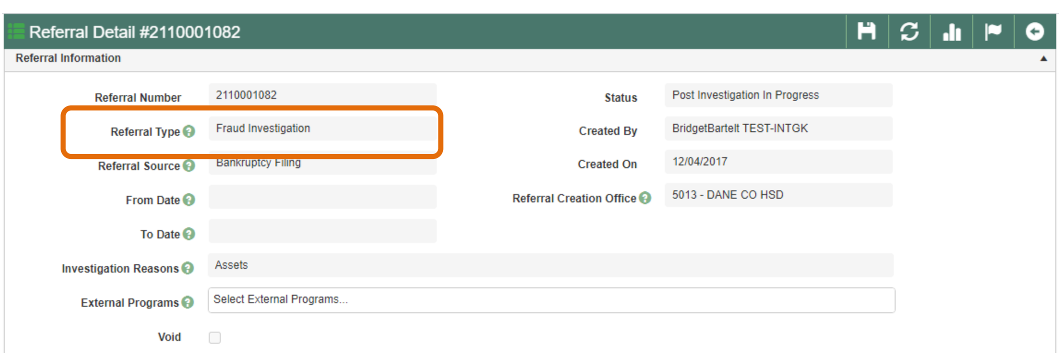


Figure 37 BRITS Referral Detail Page – Referral Information Panel

Referral Information fields

1. Referral Number
   The Referral Number field is prepopulated in the Referral Information section.

2. Referral Type
   The Referral Type field displays the selected referral type. The field provides a drop-down list available for selection. The user selects a type from the list. If a referral type is not chosen, the user will see a red information message, and the referral will not be saved.

3. Referral Source
   The Referral Source field displays the selected source. The field provides a drop-down list of potential referral sources. For a complete list of all Referral Sources, see Referral Sources.

Some referrals in BRITS will display "Pre-BRITS" as the Referral Source. This field maybe changed depending on the status of the referral. Once changed, 'Pre-BRITS' will no longer be available for selection.

4. From Date
   The From Date field displays the start date of the suspected error on the case. This field must be entered by the user, either by using the keyboard or by clicking the calendar icon to the right of the box and choosing the correct date. This field is not required to create a referral.

5. To Date
   The To Date field displays the date the user estimates the error on the case ended. This field must be entered by the user, either by using the keyboard or by clicking the calendar icon to the right of the box and choosing the correct date. This field is not required to create a referral.

6. Investigation Reasons
   The Investigation Reasons field displays the user selected reasons for creating a referral. For Agency Error Referrals, the only Investigation Reason available is Agency Error. This field is required to create any referral, including those that do not involve fraud.

Some referrals in BRITS will display "Pre-BRITS" as the Investigation Reason. This field maybe changed depending on the status of the referral. Once changed, 'Pre-BRITS' will no longer be available for selection.

7. External Programs
   The External Program field provides a list of programs that do not have eligibility determined in CARES/CWW. The user may select multiple programs and can add or delete any of these external programs at any time. For a complete list of all External Programs, see External Program.

8. Void
   The Void field is a check box that allows the user the ability to void the referral if it was created in error. Only the user who created the referral can void it. To void the referral, the user enters a check mark into the Void box and saves the referral. This action deletes the referral from BRITS. No history of this referral is saved. For more information see Voiding.

9. Status
   The Status field displays the current status of the referral. For a complete list of statuses, see Referral Status.

10. Created By
    The Created By field is an auto-populated field that displays the name of the user who created the referral. For migrated referrals, the field displays the phrase 'Pre-BRITS' and cannot be updated.

11. Created On
    The Created On field is an auto-populated field that displays the date the referral was created.

12. Referral Creation Office
    The Referral Creation Office field displays the office number and description for the office where the referral was created. If a user is assigned to multiple offices, the field is auto-populated based on the Referral creator's primary office. For migrated referrals, the field displays a zero.

6.4.2 Referral Type - Agency Error Claim

When the Referral Type is Agency Error Claim the following fields will display:

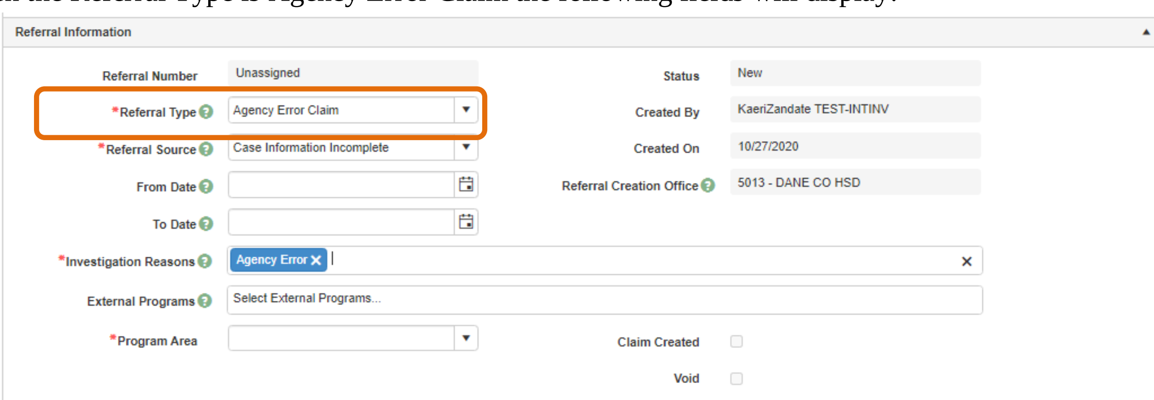


Figure 38 BRITS Referral Detail Page – Agency Error Referral Information Panel

Referral Information fields

1. Referral Number
   The Referral Number field is auto-generated from above.

2. Referral Type
   The Referral Type field is a drop down list of the types of referrals. The user is required to select a Referral Type in order to successfully create the referral. If a referral type is not chosen, the user will see a red information message, and the referral will not be saved.

3. Referral Source
   The Referral Source field is a drop-down list of potential referral sources. The user is required to select a referral source to create the referral. If source is not selected, the user will see a red information message, and the referral will not be saved.

Some referrals in BRITS will display "Pre-BRITS" as the Referral Source. This field maybe changed depending on the status of the referral. Once changed, 'Pre-BRITS' will no longer be available for selection.

4. From Date
   The From Date field displays the start date of the suspected error on the case. This field must be entered by the user, either by using the keyboard or by clicking the calendar icon to the right of the box and choosing the correct date. This field is not required to create a referral.

5. To Date
   The To Date field displays the date the user estimates the error on the case ended. This field must be entered by the user, either by using the keyboard or by clicking the calendar icon to the right of the box and choosing the correct date. This field is not required to create a referral.

6. Investigation Reasons
   The Investigation Reasons field displays the user selected reasons for creating a referral. This field is a drop-down selection listing all possible reasons for the investigation. The user may choose as many selections as are applicable to the referral. To choose an additional reason after choosing the first reason, the user should click to the right of the reason code already in the field. The drop-down selection will reappear, allowing the user to choose another investigation reason. This field is required to create any referral, including those that do not involve fraud.

Agency Error Claim is only available in the list of investigation reasons when the Referral Type is set to Agency Error Claim.

7. Program Area
   Program Area field displays the selected program from a list of programs that are associated with the referral.

8. Claims Specialist (Internal Investigator)
   The Claims Specialist field displays the claims specialist assigned to establishing the claim for the referral.

9. Claim Created
   The Claim Created field is a check box for the claims specialist to check when an all claims have been created for the referral. When a user saves the referral, the system will check to ensure a claim exists for this referral. If a claim does not exist, an error message will be displayed.

10. Void
    The Void field is a check box option that allows the user to void a referral when a referral was created in error. To void the referral, the user enters a check mark into the Void box and saves the referral. This action deletes the referral from BRITS. No history of this referral is saved.

6.5 Dual States(s) Information

The Dual Issuance States section displays a list of valid programs and provides the users with the ability to enter any state(s) where the client has received or is receiving benefits during the same time period when they received benefits from WI.

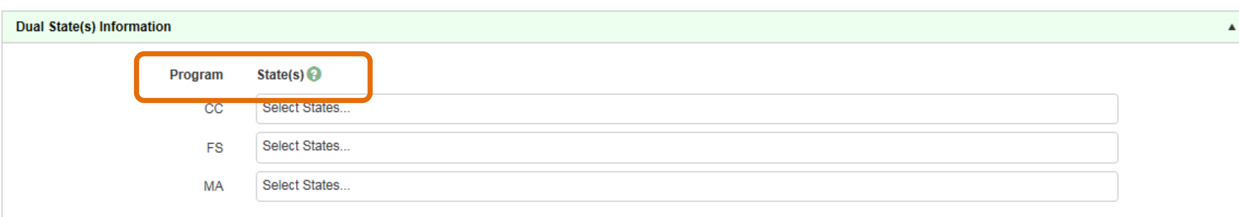


Figure 39 BRITS Referral Detail Page - Dual State(s) Panel

Dual Issuance Information fields

1. Program
   The Program field displays all valid programs associated with the referral.

2. State(s)
   The State(s) field provides a drop-down list of all states. Multiple selections can be made for each state. For a list of states, see States.

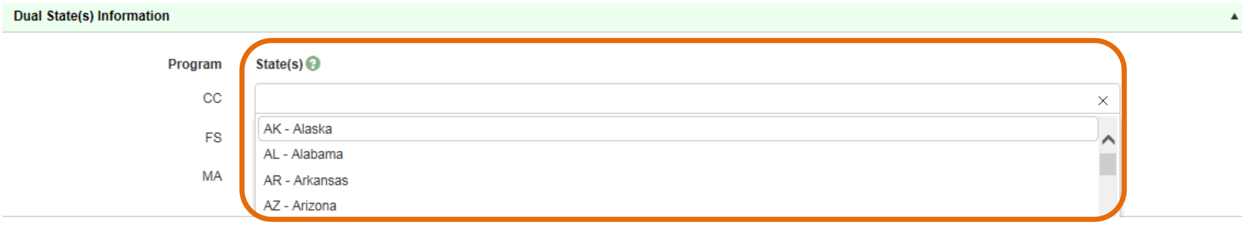


Figure 40 Dual State(s) drop-down list

6.6 Referral Investigation Section

The Referral Investigation section displays related information about the investigation. This includes who the referral is assigned to, when the investigation started, the reasons for the investigations, findings, the user completing the investigation, and when the investigation was completed. The Investigation section is divided into two sub-sections: Assignment and Investigations. *Agency Error Claim referrals do not have a Referral Investigation section.*

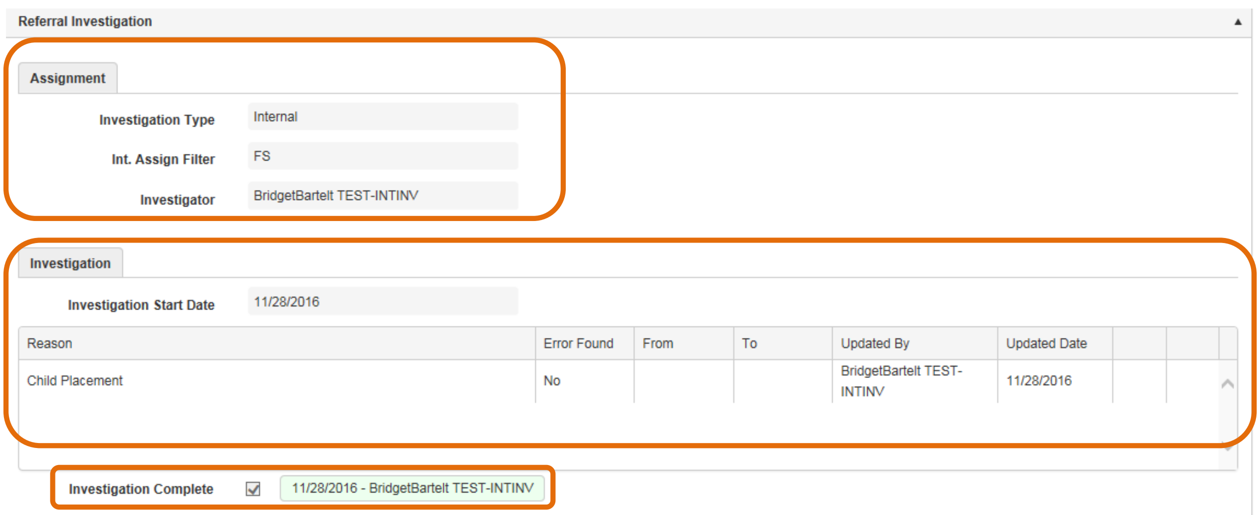


Figure 41 Referral Detail Page – Referral Investigation Panel – Internally Assigned

6.6.1 Assignment Sub-section

Assignment fields

1. Investigation Type
   The Investigation Type field will display the selected type: Internal, External, or DHS – OIG. (If logged in as a Help-Desk or State Limited User, PACU will be an option for selection.)

2. Int. Assignment Filter (Internal Assignment Filter or IAF)
   The Int. Assign Filter (IAF) field displays the program chosen from a list of all of the programs associated with the case. This field is required when the gatekeeper assigns a referral. By choosing one program for this field, the referral is better directed through the workflow. The program listed in this field determines on whose workload page the referral will display.

3. External Agency/OIG Unit
   The External Agency field is displayed when the Investigation Type is set to External. This field will provide a list of agencies available for selection and display a selected agency.

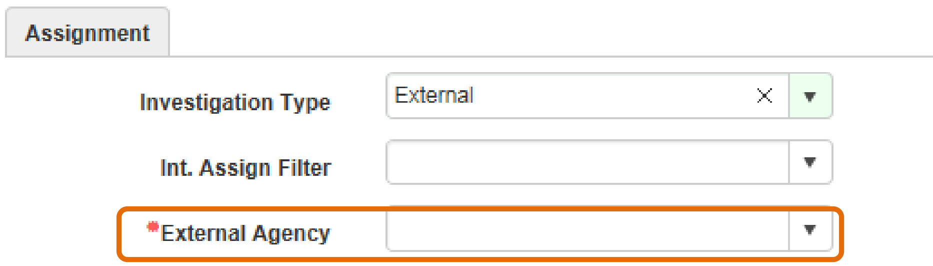


Figure 42 BRITS Referral Detail Page – Referral Investigation Panel – Externally Assigned

4. OIG Unit
   The OIG Unit field is only displayed when the Investigation Type is set to OIG. This field will display the selected OIG Units and provide a list of units available for selection.

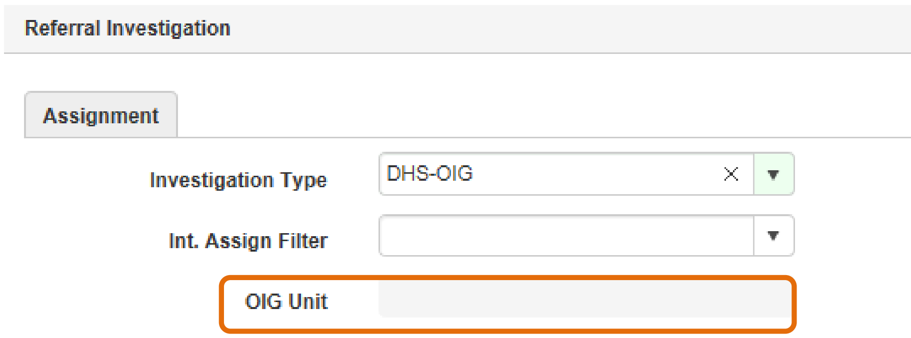


Figure 43 BRITS Referral Detail Page – Referral Investigation Panel – DHS-OIG Assigned

5. Investigator
   The Investigator field will display the assigned investigator or if unassigned, provide a list of investigators that are associated with the Gatekeeper office for the selected Internal Assign Filter.

6.6 Investigation sub-section

6.6.2.1 Investigation Start Date

The Investigation Start Date field displays the date the investigator selected when starting the investigation. The date range available for selection is from the referral creation date to the current date. Enter the date by either using the picker or adding the date in the following format DD/MM/YYYY.

6.6.2.2 Investigation/Reason Grid

Previously selected Investigation Reasons and further information gathered during the investigation are displayed here. This grid also allows additional reasons to be added.

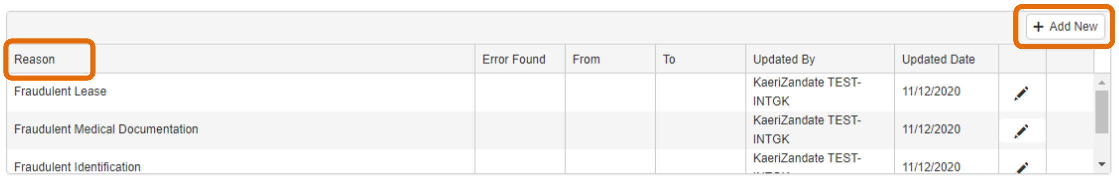


Figure 44 BRITS Referral Detail Page - Investigation Reason Grid

Investigation Reason columns

1. Reason
   The Reason column will display all investigation reasons selected for the referral. All Investigation Reasons that were selected during referral creation will automatically display here. Users can also add additional Reasons by clicking on the Add New button.

2. Error Found
   The Error Found column displays either a "Yes" or "No" after the user chooses the answer to whether the reason caused an error on the case. The user enters the Yes or No after clicking the pencil icon which opens the Error Found pop-up.

3. From
   The From field displays the user entered date the error period began.

4. To
   The To field displays the user entered date the error period ended

5. Updated By
   The Updated By field displays the name of the user who most recently updated the Investigation Reason.

6. Updated Date
   The Updated Date field displays the date when the Investigation Reason was most recently updated.

6.6.2.3 Investigation Complete section

The Investigation Completion section displays a checkbox for a user to mark the investigation as complete. Once an investigation is marked as complete, the section will display the investigation completion date and the first and last name of the user who marked the completion.

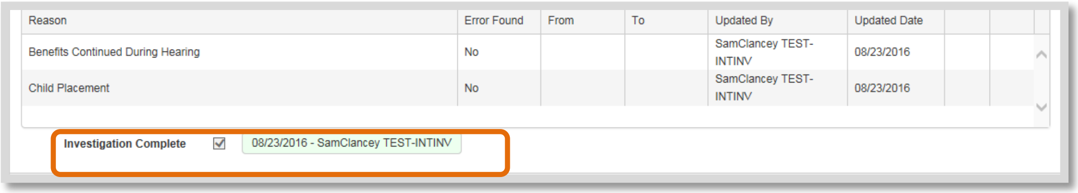


Figure 45 BRITS Referral Detail Page – Referral Investigation Section

6.7 Post Investigation

The Post Investigation section displays each program valid for the current referral. Each program has a separate Post Investigation section as indicated by the program name in the tab. Each section has three regions: Claim Determination, Fraud Determination, and Cost Savings & Completion. *Agency Error Claim referrals do not have a Post Investigation section.*

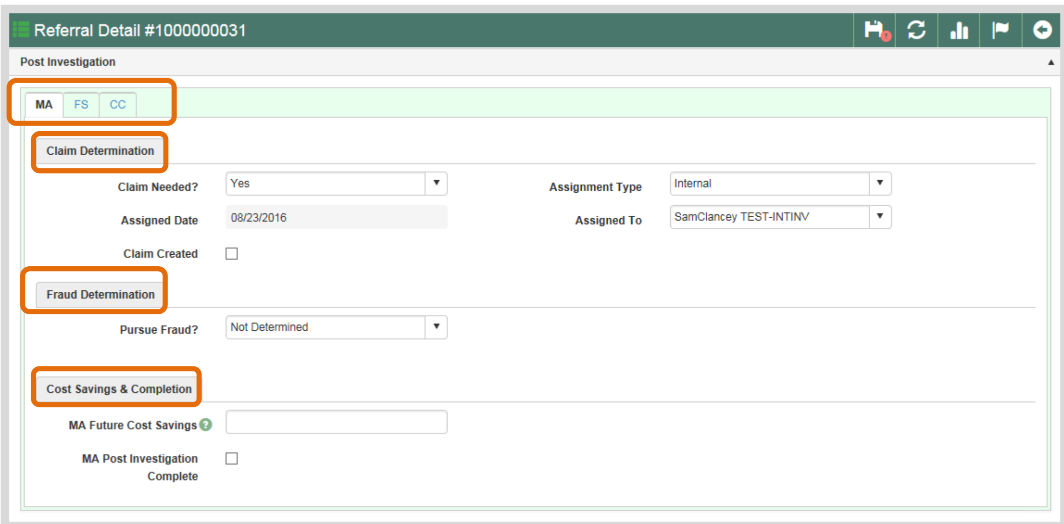


Figure 46 BRITS Referral Detail Page - Post Investigation Panel

6.7.1 Claim Determination

The Claim Determination section allows a user the ability to assign the claim creation process, enter information regarding whether a claim is needed, when it was assigned and when the claim was created. The Claim Determination section will display a combination of fields depending on the program area selected.

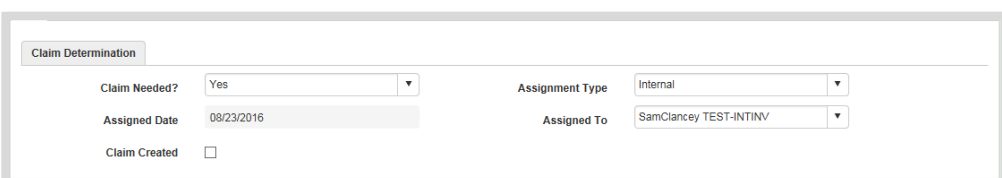


Figure 47 BRITS Referral Detail Page – Claim Determination Section

Claim Determination fields

1. Claim Needed
   The *Claim Needed* field displays "Not Determined" until the user chooses "Yes" or "No" or "Program Invalid" for whether a claim is needed or not. The Program Post Investigation – Claim Determination cannot be completed unless a "Yes", "No" or "Program Invalid" is selected. When *Claim Needed* is set to "Program Invalid", the *Pursue Fraud* subsection will be automatically set to "Program Invalid". Previously entered data will be cleared. The *Future Cost Savings* is set to zero and *Post Investigation Complete* is checked. If the Program is the selected IAF on the Referral, "Program Invalid" shall not be available.

> *As a best practice, if there is existing data in this tab, a worker should verify the correct Program tab and case/referral number prior to selecting Program Invalid*.

> IMPORTANT: Selecting "Program Invalid" for *Claim Needed* does not clear any Claims created in the BV subsystem. Always verify whether Claims have been established for the Referral Program prior to selecting "Program Invalid"

2. Date of Discovery
   The Date of Discovery field displays the date chosen by the user according to the date of discovery as defined in the FoodShare Handbook 7.3.2.1. This field will only be visible under the FoodShare Post Investigation tab.

2. Assigned Date
   The Assigned Date field will generate and display the date the claim was assigned.

3. Claim Created
   The Claim Created checkbox only displays if the Claim needed field is set to yes. When the Claim Created checkbox is selected, BRITS will perform a validation with CARES mainframe to confirm that a claim was created. If a claim does not exist, an error message will be displayed.

4. Assignment Type
   The Assignment Type field only displays when the Claim Needed field is set to yes. The user chooses an assignment type from the following list: Internal, External, PACU, and OIG.

5. External Agency/DHS-OIG Unit
   The External Agency/ DHS-OIG field only displays when the Assignment Type is set to External or DHS – OIG. If the Assignment Type is External, the External Agency field displays. The user must choose the appropriate external agency from the dropdown. If the Assignment Type is DHS-OIG, the OIG Unit field displays for the user to choose PARIS, Investigations, or Trafficking from the drop down.

6. Assign To

   The Assign To field displays when the Claim Needed field is set to yes. The Assign To field provides a list of investigators available for selection, based on the investigation type, to complete the Claim Determination process.

6.7.2 Fraud Determination

The Fraud Determination section provides the user with the ability to select if Fraud should be pursued and by what method. If yes, the Fraud Method chosen determines what additional fields display in this section.

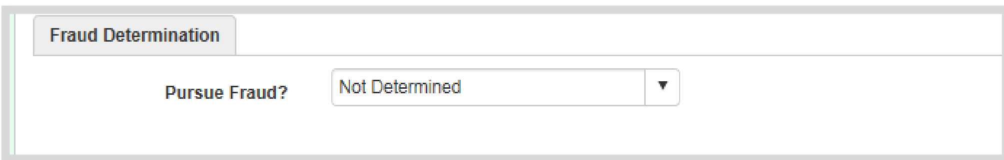


Figure 48 BRITS Referral Detail Page – Fraud Determination Section

Fraud Determination fields

1. Pursue Fraud

   The Pursue Fraud field displays "Not Determined" until the user chooses "Yes" or "No or "Program Invalid" for whether fraud should be pursued or not. The Program Post Investigation Fraud Determination cannot be completed unless a "Yes", "No" or "Program Invalid" is selected. When *Pursue Fraud* is set to "Program Invalid", the *Claim Needed* subsection will be automatically set to "Program Invalid". Previously entered data will be cleared. The *Future Cost Savings* is set to zero and *Post Investigation Complete* is checked. If the Program is the selected IAF on the Referral "Program Invalid" shall not be available.

As a best practice, if there is existing data in this tab, a worker should verify the correct Program tab and case/referral number prior to selecting Program Invalid. Check the notes on existing tabs for clarification

IMPORTANT: Selecting "Program Invalid" for Pursue Fraud does not clear any Claims created in the BV subsystem. Always verify whether Claims have been established for the Referral Program prior to selecting "Program Invalid"

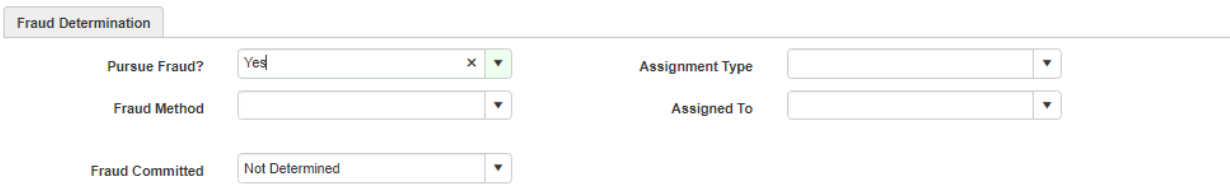


Figure 49 BRITS Referral Detail Page – Fraud Determination Section

2. Assigned Date
   The Assigned Date field is an auto generated date that displays the date when the referral is assigned to an investigator.
3. Assignment Type
   The Assignment Type field provides a list of assignment types for selection (Internal, PACU, External and DHS-OIG).

4. External Agency/DHS-OIG Unit
   The External Agency/ DHS-OIG field only displays when the Assignment Type is set to External or DHS – OIG. If the Assignment Type is External, the External Agency field displays. The user must choose the appropriate external agency from the dropdown. If the Assignment Type is DHS-OIG, the OIG Unit field displays for the user to choose PARIS, Investigations, or Trafficking from the drop down.

5. Assign To
   The Assign To field displays when the Claim Needed field is set to yes. The user chooses a list of investigators determined by the Assignment Type field to assign the Claim Completion to

6. Fraud Method
   The Fraud Method field displays each program area and provides the user with a selection of methods based on the program. There are four potential options: District Attorney (DA), Citation, Administrative Disqualification Hearing (ADH), and Administrative Program Policy (APP). Refer to each program policy guidelines for when each type should be selected.

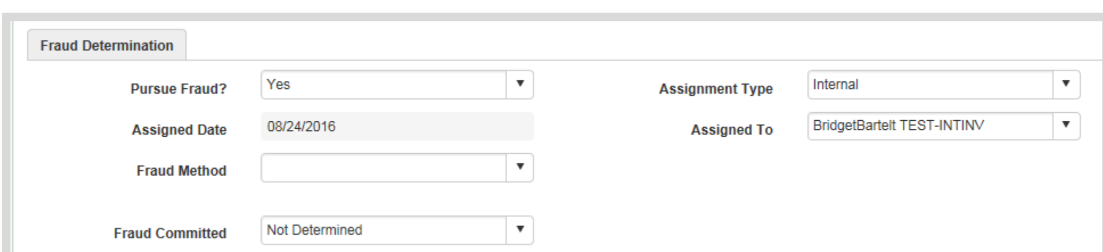


Figure 50 BRITS Referral Detail Page – Fraud Determination Section

6.7.2.1 District Attorney (DA)

The District Attorney Fraud method provides the user with the following fields for tracking and reporting fraud.

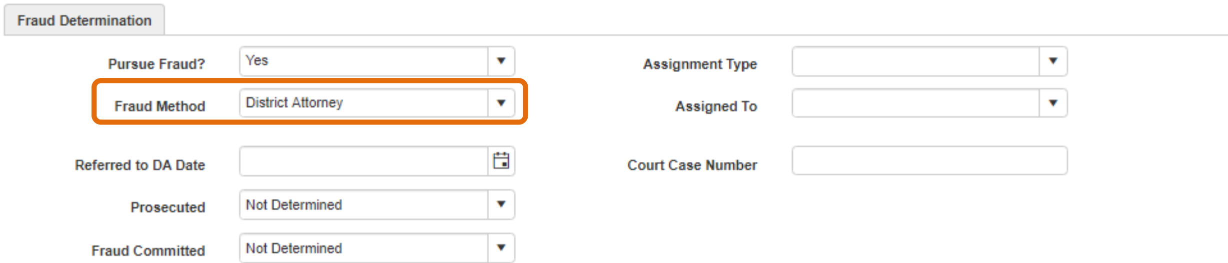


Figure 51 BRITS Referral Detail Page – Fraud Determination Section - District Attorney

District Attorney Fields

1. Referred to DA Date
   The Referred to DA Date field is the date the referral was referred to the DA.

2. Prosecuted
   The Prosecuted field displays the user choice of "Not Determined" "Yes" or "No."

3. Restitution Amount
   The Restitution Amount field displays a dollar amount for any restitution ordered. *This field is only displayed once Prosecuted is answered "Yes".*

4. Court Case Number
   The Court Case Number field displays the number assigned to the fraud investigation. *This field is only displayed once District Attorney is chosen for the fraud method.*

5. Prosecution Outcome/Non-Prosecution Reason
   - The Prosecution Outcome field only displays when the Prosecution field is set to "Yes". The user chooses from the following: Acquittal, Conviction, Dismissal, and Pre-trial Diversion.
   - Non-Prosecution Reason field is displayed when the Prosecution field is set to "No". The user chooses from the following list: DA's Discretion Not to File Charges, Facts Insufficient, Pre-Charge Diversion, Small Amounts Involved, Special Hardship, Unable to Locate, and Voluntary Repayment Agreement.

6. Decision Date
   The Decision Date field displays the date the user enters the date the decision was made as to whether the client is guilty of fraud or not. This field is only displayed once Prosecuted is answered. *The date when the prosecution field is set to No or the date the DA decided if fraud was committed.*

6.7.2.2 Citation

The Citation fraud method provides the user with a place to track and report related information when a citation has been issued.

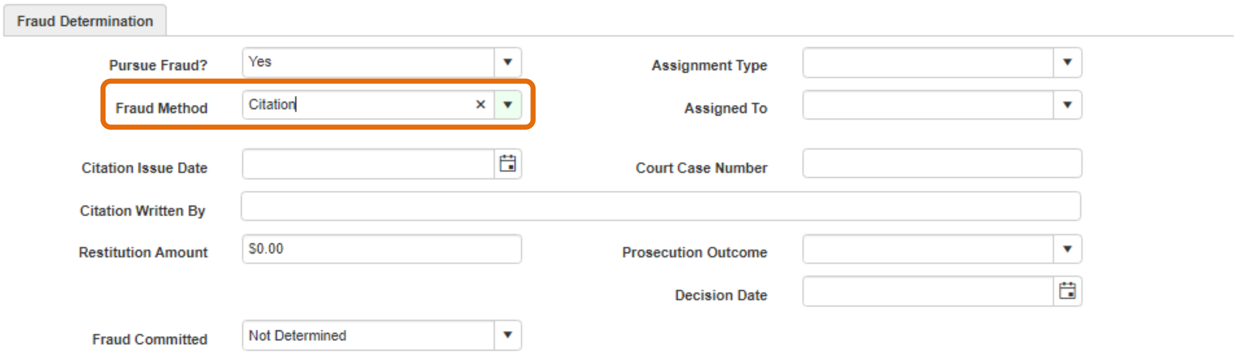


Figure 52 BRITS Referral Detail Page – Fraud Determination Section - Citation

Citation fields

1. Citation Issue Date
   The Citation Issues Date field displays the date the citation was issued.

2. Citation Written By
   The Citation Written By field displays the full name of the person who wrote the citation.

3. Restitution Amount
   The Restitution Amount field displays the dollar amount for any restitution ordered.
4. Court Case Number
   The Court Case Number field displays the court case number associated with the citation issued.

5. Prosecution Outcome
   The Prosecution Outcome field displays the outcome of any prosecution associated with the citation. The options are acquittal, conviction, and dismissal.

6. Decision Date
   The Decision Date field displays the date a decision was made as to whether fraud was committed. *This field should reflect either the date when the prosecution field is set to No or the date the DA decided if fraud was committed.*

6.7.2.3 Administrative Disqualification Hearing (ADH)

The ADH method displays a tracking and reporting grid for information related to the ADH process. This includes all waivers offered to the individuals on the case.

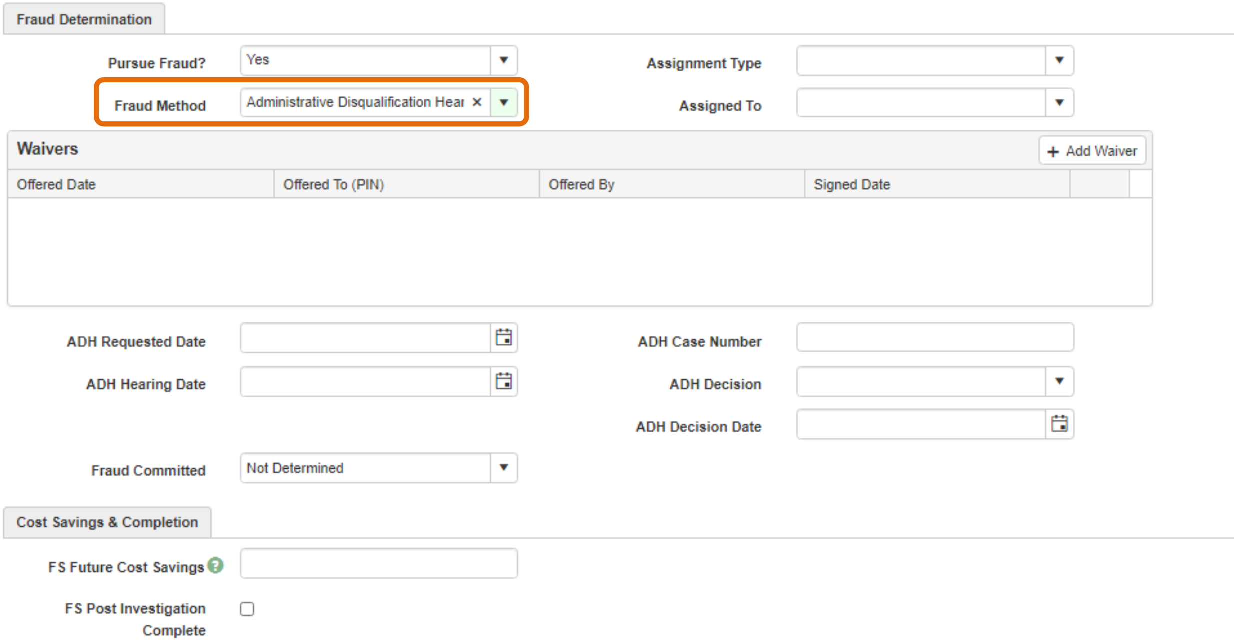


Figure 53 BRITS Referral Detail Page – Fraud Determination Section - ADH

Administrative Disqualification Hearing (ADH) fields

1. Waivers
   The Waiver grid allows users to enter related information when a waiver is issued.

   1.1 Waiver columns

   - Offered Date
     The Offered Date field displays the date the waiver was offered.

   - Offered to (PIN)
     The Personal Identification Number (PIN) field displays the PIN of the person the waiver was offered to.

   - Offered By
     The Offered By field displays the user who offered the waiver.

   - Signed Date
     The Signature Date field will display the date the waiver was signed by the person who's PIN is in the Offered to (PIN) field.

2. ADH Request Date
   The Administrative Disqualification Hearing (ADH) Date field displays the date the ADH was requested.

3. ADH Hearing Date
   The Administrative Disqualification Hearing (ADH) Date field displays the date of the ADH hearing.

4. ADH Case Number
   The Administrative Disqualification Hearing (ADH) Case Number field displays the case number assigned to the ADH.

5. ADH Decision
   The Administrative Disqualification Hearing (ADH) Decision field displays the outcome from the hearing. This field provides the user with a predetermined set of decisions for selection.

6. ADH Decision Date
   The Administrative Disqualification Hearing (ADH) Decision Date field displays the date the ADH made a decision.

6.7.3.4 Administrative Program Policy (APP)

The APP method provides the user with a place to track and report related information to the APP process. There are no additional fields for this fraud type.

Fraud Committed

The Fraud Committed field allows the user the ability to enter "Yes" or "No" as determined by the outcome of the fraud method used to determine fraud. For example, if the fraud method was District Attorney, but the Prosecuted field said No with a non-prosecution reason of Facts Insufficient, the user would enter a No in the Fraud Committed field.

6.7.3 Cost Savings & Completion

The Cost Savings & Completion section must be completed for each valid program on the referral.

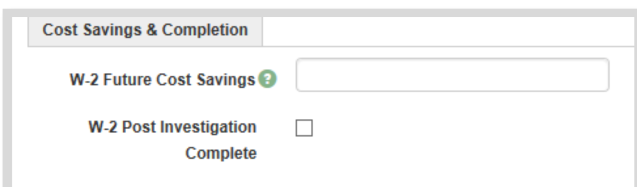


Figure 54 BRITS Referral Detail Page – Cost Savings & Completion Section

Cost Savings & Completion fields

1. Future Cost Savings
   The Future Cost Savings field displays the dollar amount entered by the user that represents cost savings. The tooltip for each program displays how to calculate Cost Savings. This must be filled out for all referrals. If there are no future cost savings, enter "0." Once a Program has been set to

"Program Invalid" in Post Investigation, the Future Cost Savings is automatically set to zero ($0.00) and the Post Investigation Complete is checked.

2. Post Investigation Complete
   When all fields have been entered the Post Investigation section can be selected.

6.8 Comments

Comments allow users to add notes to the referral. These are Case level notes and viewable by all BRITS users. *All migrated referral will have a Pre-BRITS comment displayed.* The Comment section is a sortable grid. For more on sorting Grids see Sorting Grids.

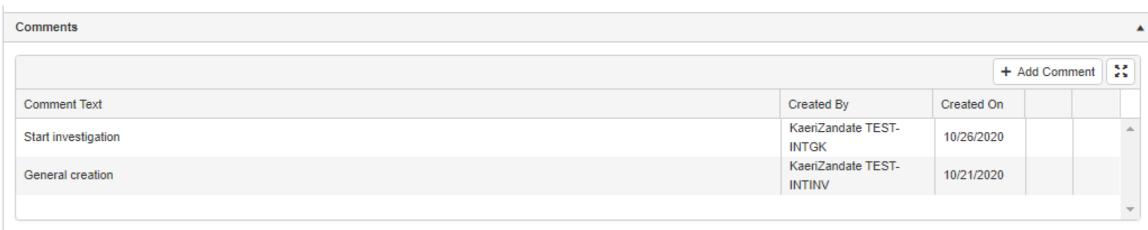


Figure 55 BRITS Referral Detail Page – Comments Grid

Comments columns

1. Comment Text
   The Comment Text column displays the comment with no formatting.

2. Created By
   The Created By column displays the name of the user who created the comment.

3. Created On
   The Created On column displays the date the comment was created on.

4. Edit
   The Edit column displays a pencil icon when the comment can be edited. Comments can only be edited within the first 24 hours and by the user who created the comment.

5. Delete
   The Delete column displays an "X" when the comment can be deleted. Comments may only be deleted by the user who created the comment and only within 24 hours.

6.9 Documents

The document section allows a user to upload a document. For more on sorting Grids see Sorting Grids. For ECF Manual document codes: http://www.emhandbooks.wisconsin.gov/ecf/ecf.htm.

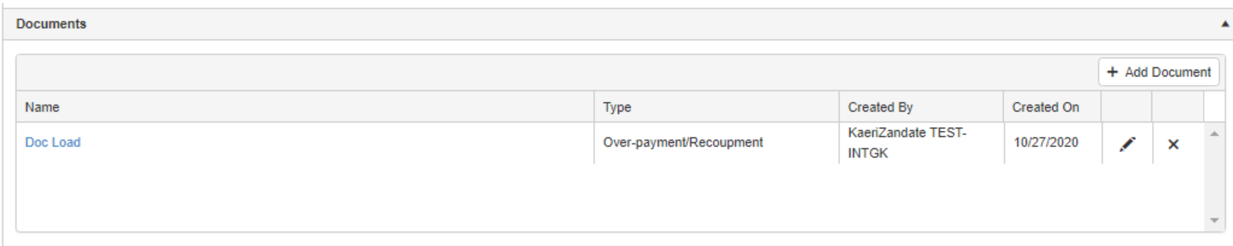


Figure 56 BRITS Referral Detail Page – Documents Grid

Documents column

1. Name - The Name column displays the name given to the file by the user when the document was uploaded.

2. Type - The Type column displays the document type chosen by the user when the document was uploaded. There are three types, Fraud Related Information, Over-payment/Recoupment and Sanctions.

3. Created By - The Created By column displays the name of the user who uploaded the document.

4. Create On - The Created On date column displays the date the document was uploaded.

5. Edit - The Edit field column displays a pencil icon when the document can be edited. Documents can only be edited within the first 24 hours and by the user who uploaded the document.

6. Delete - The Delete column displays an "X" when the document can be deleted from BRITS. Documents can only be deleted within 24 hours by the user who uploaded the document. Deleting a document from BRITS will not remove it from ECF.

7. BRITS Referral Summary

The Referral Summary displays an accumulation of data about the case and current referral.
The Standard referral, Data Exchange referral, and Additional Front End Verification (FEV) Referral summary pages will have the following sections: Case Information, Referral Information, Cost Savings, IPV Sanctions, and Claim Information. Agency Error Claim Referral Summary pages will have the following sections: Case Information, Referral Information, Cost Savings, and Claim Information.

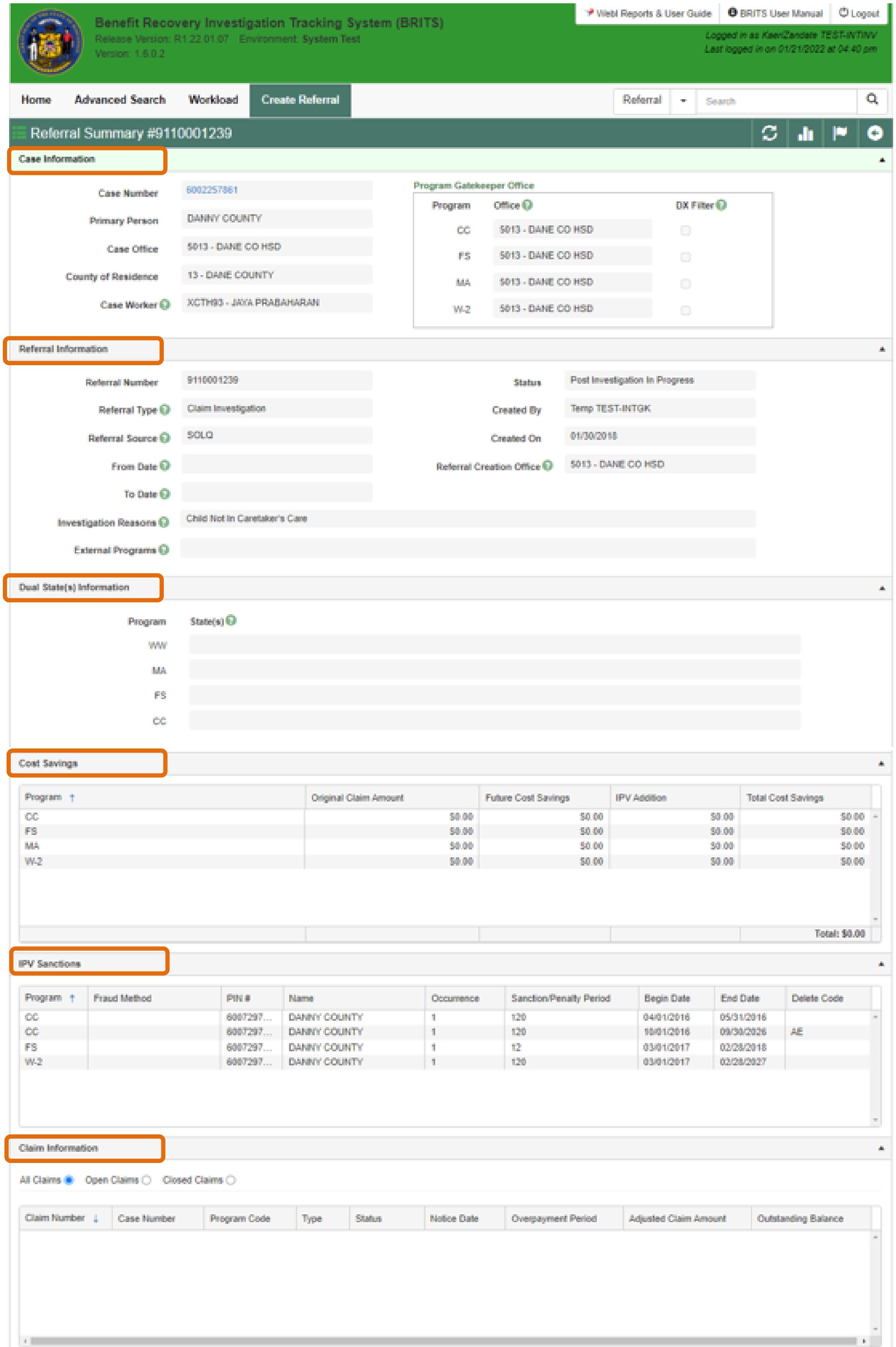


Figure 57 BRITS Referral Summary Page – Standard

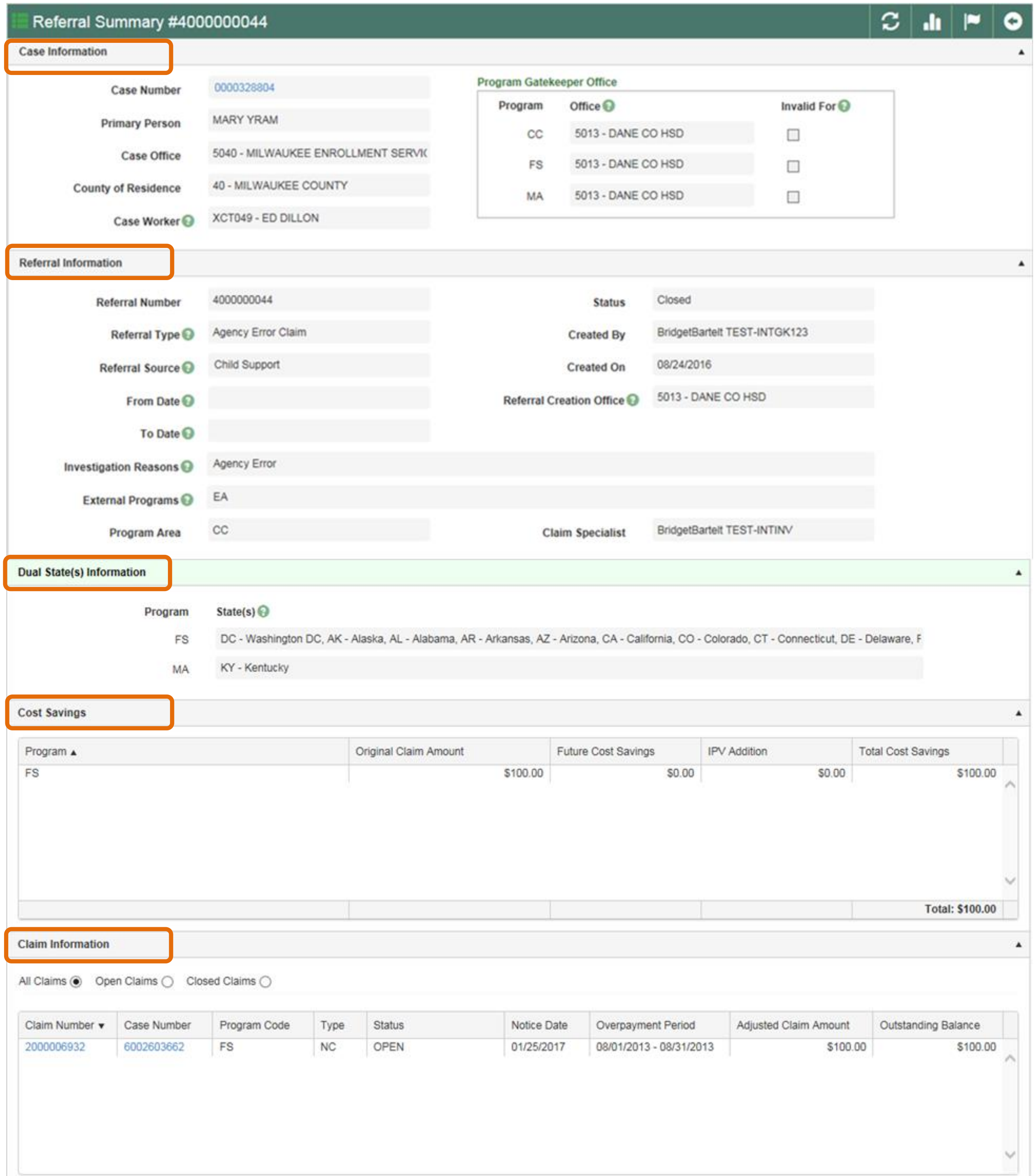


Figure 58 BRITS Referral Summary Page - Agency Error Claim

7.1 Case Information section

The Case Information section displays all of the case information that is associated with the referral. This information is pulled directly from the BRITS Referral Detail Page Case Information section. All fields are carried over to the Referral Summary except the Referral History grid.

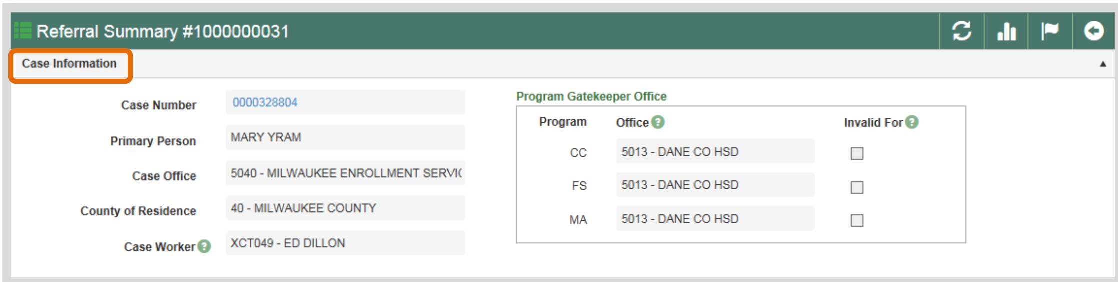


Figure 59 BRITS Referral Summary Page – Case Information Section

7.2 Referral Information section

The Referral Information section will display all the referral information that is associated with the referral. This information is pulled directly from the Referral Detail Page Referral Information subsection. All fields are carried over to the Referral Summary except the Void button.

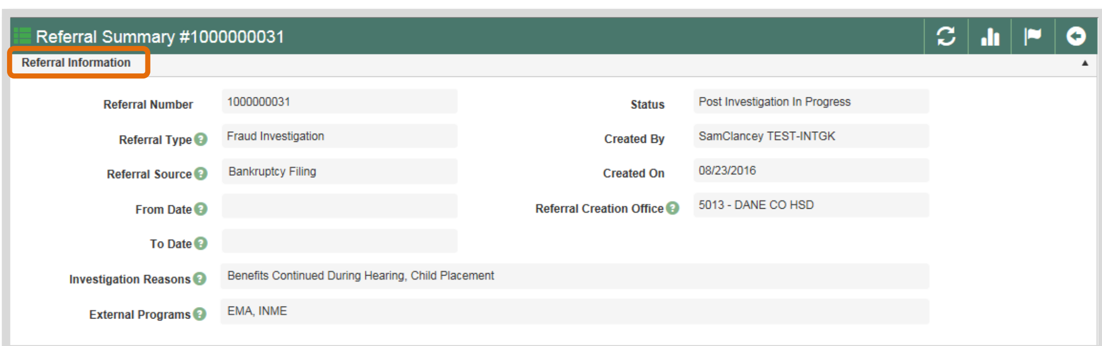


Figure 60 BRITS Referral Summary Page – Referral Information Section

7.3 Dual State(s) Information

The Dual State(s) Information section is collapsed by default and when open, displays the all valid programs and any states that have been selected for each program. For more information on the fields in this section please review the Dual State(s) Information section of the Referral Detail page.

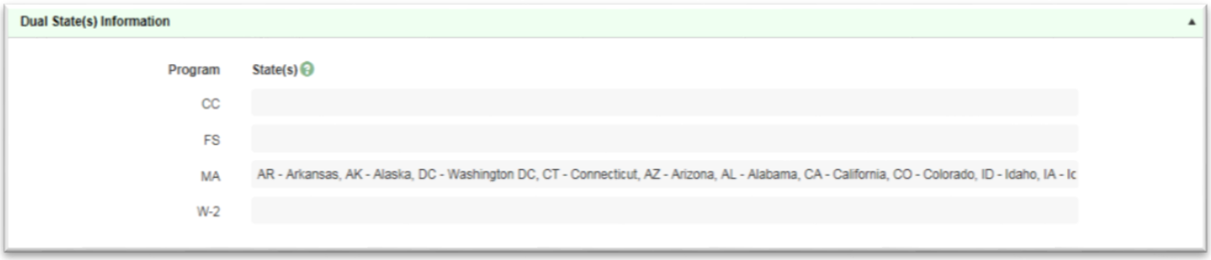


Figure 61 BRITS Referral Summary Page - Dual State(s) Information

7.4 Cost Savings Grid

The Cost Savings Section displays a summarized view of the cost savings associated with each program on a referral. This grid shows any overpayment claim amounts, future cost savings amounts, and IPV additional savings amounts, totaling the amounts in the Total Cost Savings column. The information originates from BRITS and/or CARES/CWW.

The Cost Savings grid is sortable, and the default sort is by program. For more on sorting Grids see Sorting Grids.

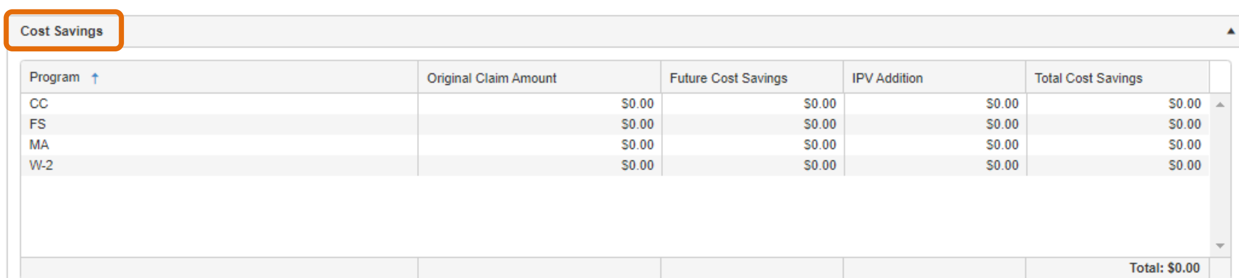


Figure 62 BRITS Referral Summary Page – Cost Savings Grid

Cost Savings columns

1. Program
   The Program column displays a program from a referral. Standard Referrals will display all valid programs. Data Exchange (DX) and Additional Front End Verification (FEV) referrals display all nonfiltered programs and Agency Error Claim referrals will only show the selected Program Area.

2. Original Claim Amount
   The Original Claim Amount(s) column displays a valid program/subprogram is displayed with the sum of the Original Claim Amount(s) for that program/subprogram from CARES/CWW.

   The Original Claim Amount(s) for valid program displays with the sum of the Original Claim Amount(s) for that program from CARES/CWW.

3. Future Cost Savings
   The Future Cost Savings column displays any future cost savings amounts from the Post Investigation section of the referral displays.

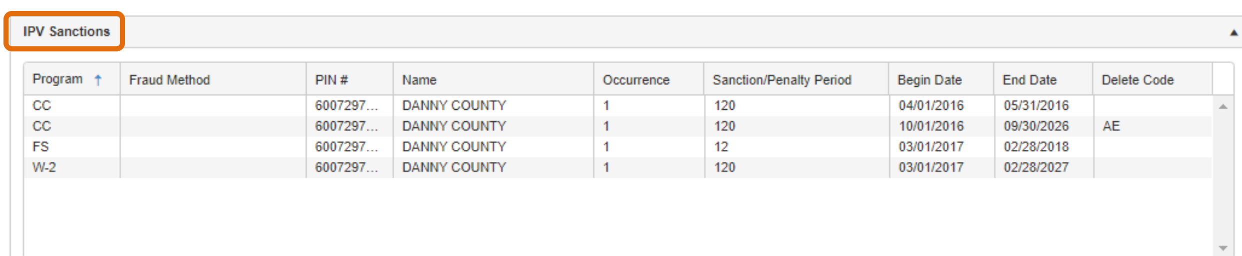
4. IPV Addition
   The Intentional Policy Violation (IPV) Addition column displays a dollar amount for the FoodShare program when an IPV is associated with the referral. This amount is $1000 and is entered here when a “yes” is entered in the Fraud Committed field under the Fraud Determination section of the Post Investigation section.

5. Total Cost Savings
   The Total Cost Savings column displays the sum of the "Original Claim Amount", "Future Cost Savings" and "IPV Addition" amounts for each program.

6. Total
   The Total column displays the summed total of all amounts listed in the Total Cost Savings column.

7.5 IPV Sanctions grid

The IPV Sanctions grid displays any IPV sanction or penalty applied to an individual on the case associated with the referral. All information is retrieved from CARES/CWW and BRITS. The IPV Sanctions grid is sortable, and the default sort is by program. For more on sorting Grids see Sorting Grids.



Program	Fraud Method	PIN #	Name	Occurrence	Sanction/Penalty Period	Begin Date	End Date	Delete Code
CC		6007297...	DANNY COUNTY	1	120	04/01/2016	05/31/2016	
CC		6007297...	DANNY COUNTY	1	120	10/01/2016	09/30/2026	AE
FS		6007297...	DANNY COUNTY	1	12	03/01/2017	02/28/2018	
W-2		6007297...	DANNY COUNTY	1	120	03/01/2017	02/28/2027	

Figure 63 BRITS Referral Summary Page – IPV Sanctions Grid

IPV Sanction columns

1. Program
   The Program column displays a list of programs on this referral that have an IPV sanction or penalty associated with the referral.

2. Fraud Method
   The Fraud Method column displays the selected Fraud Method for each program on the referral.

3. PIN#
   The PIN # column displays the personal identification number for the person on the case who has been given the sanction or penalty.

4. Name
   The Name column displays the name of the person who has been issued the IPV.

5. Occurrence
   The Occurrence column displays the number of IPV sanctions or penalties associated with this individual.

6. Sanction/Penalty Period
   The Sanction/Penalty Period column displays the number of months assigned to the most current sanction or penalty period for this individual.

7. Begin Date
   The Begin Date column displays the date the IPV sanction or penalty period began.

8. End Date
   The End Date column displays the end date of the IPV sanction or penalty period.

9. Delete Code
   The Delete Code column displays the 2 digit code connected to a reason the IPV sanction or penalty was removed or overturned. For a list of all Delete Codes, see Delete Codes.

7.6 Claim Information Grid

The Claim Information Grid displays all the claims and related information associated with a referral. This information originates from the BVCL screen in CARES mainframe. The Claim Information grid is sortable, and the default sort is by claim number. For details on the Claim Information grid see Claim Information under Case Detail Page. For more on sorting Grids see Sorting Grids.

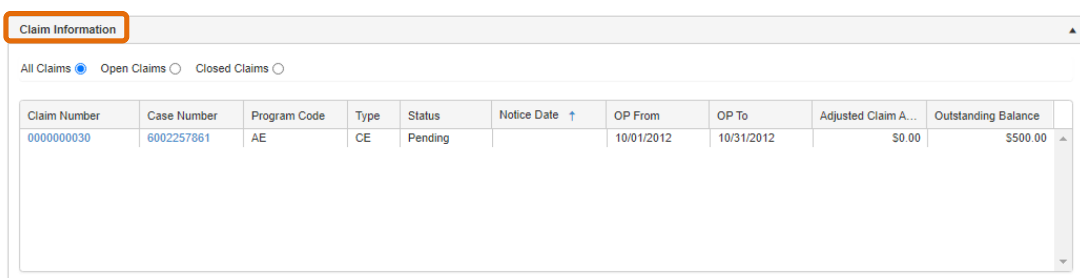


Figure 64 BRITS Referral Summary page – Claim Information Grid

8. BRITS Case Detail Page

The Case Detail Page is a read-only page that provides a high-level summary of case information including case details, referrals associated with the case, and claim information on the case. The page consists of three sections: Case Information, Referral Information, and Claim Information. Users can access the Case Detail by clicking on any case number hyperlink from within BRITS.

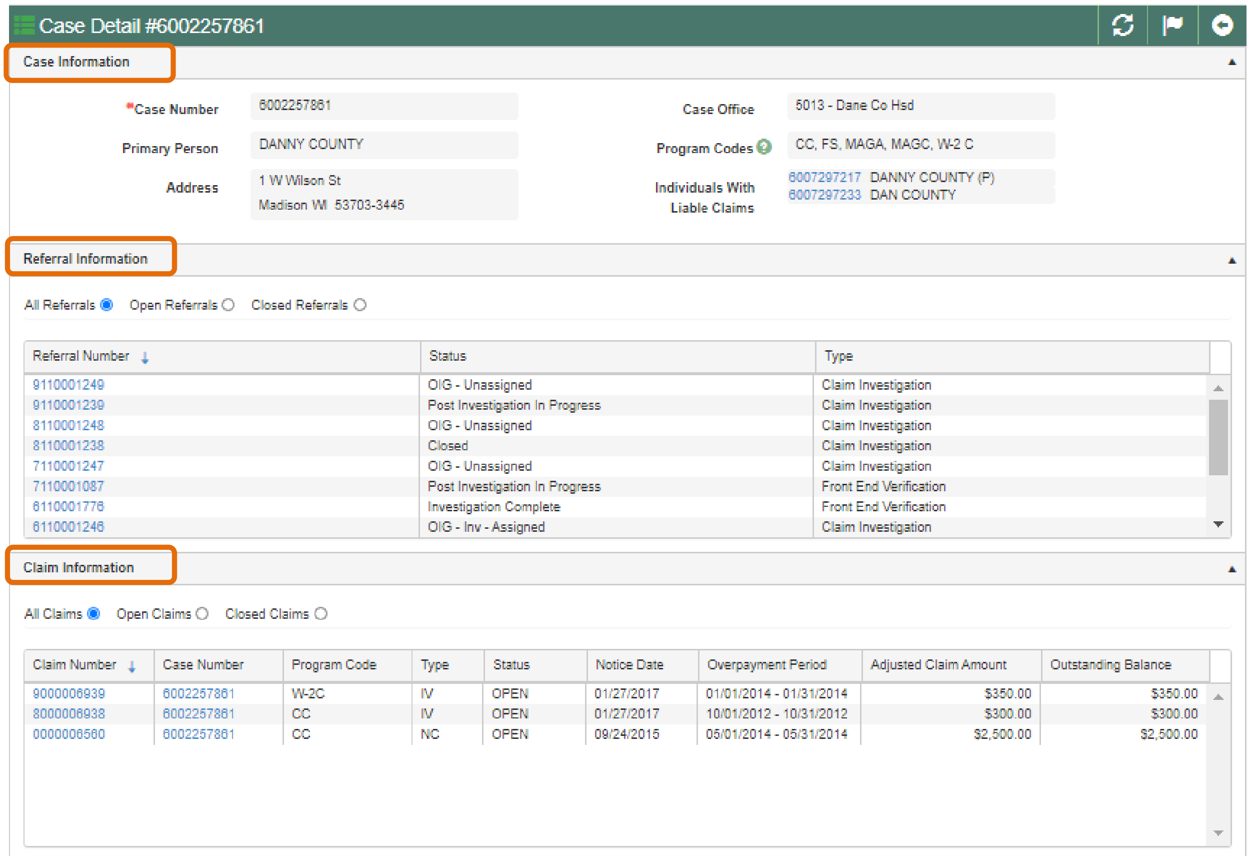


Figure 65 BRITS Case Detail Page

8.1 Case Information section

The Case Information section provides related information about the case.

Figure 66 BRITS Case Detail Page – Case Information Panel

Case Information fields

1. Case Number
   The Case Number field displays the case number of the case the user is viewing.

2. Primary Person
   The Primary Person field displays the primary person listed on the case.

3. Address
   The Address field displays the primary person's address at referral creation.

4. Case Office
   The Case Office field displays the office number the case currently resides in.

5. Program Codes
   The Program Codes field displays a list of all programs and subprograms currently open on the case.

6. Individuals with Liable Claims
   The Individuals with Liable Claims field displays the PIN and name of all individuals on the case who are liable for an overpayment claim. If the individual is the primary person on the case, a P will show in parenthesis at the end of the name.

8.2 Referral Information Section

The Referral Information section provides a list of all referrals associated with the case. The Referral Information section is sortable, and the default sort is by referral number. For more on sorting Grids see Sorting Grids.

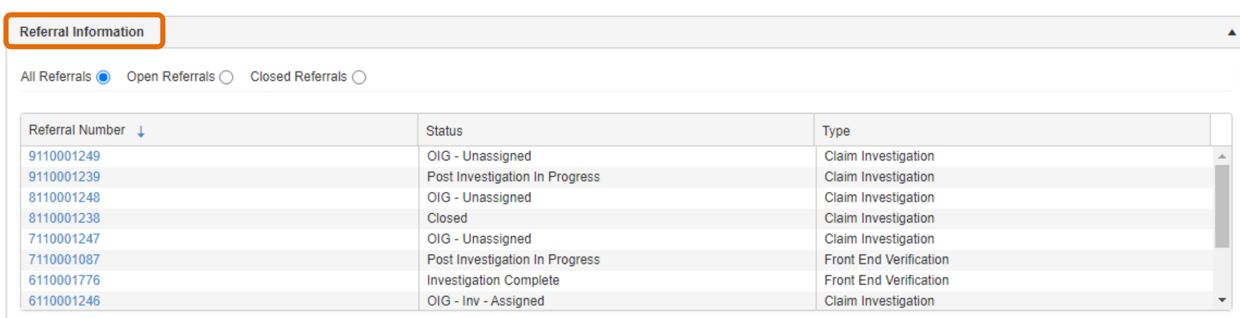


Figure 67 BRITS Case Detail Page – Referral Information Panel

Referral Information columns

1. Referral Information Display Option
   By clicking on the radio button beside the desired display option, a user can display all referrals, open referrals, or closed referrals.

2. Referral Number
   The Referral Number column displays all referrals associated with the case.

3. Status
   The Status column displays the current status of the referral.

4. Type
   The Type column displays the referral type selected for each referral.

8.3 Claim Information Grid

The Claim Information Grid displays all of the claims and related information associated with a case. This information is pulled directly from CARES/CWW. The Claim Information grid is sortable, and the default sort is by claim number. For more on sorting Grids see Sorting Grids.

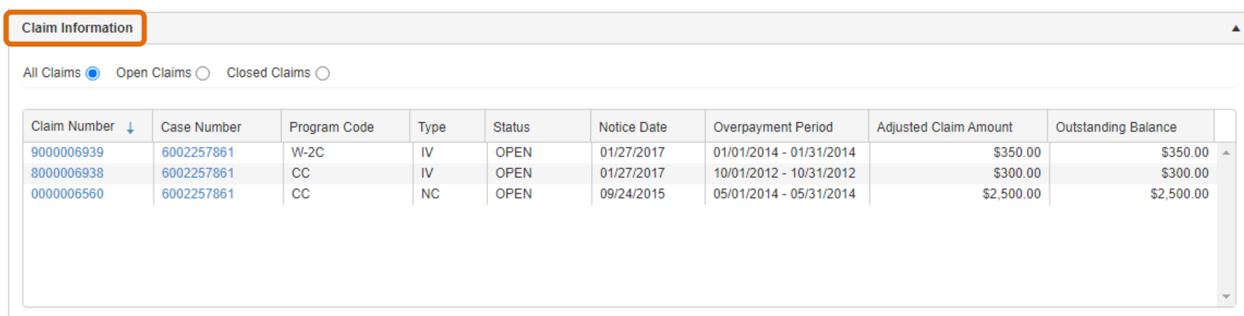


Figure 68 BRITS Case Detail Page – Claim Information Panel

Claim Information columns

1. Claim Information Display Options
   By clicking on the radio button beside the desired display option, a user can display all claims, open claims, or closed claims.

2. Claim Number
   The Claim Number column displays any claim number associated with the case.

3. Case Number
   The Case Number column displays the case number associated with the claim listed.

4. Program Codes
   The program code displays the program and subprogram associated with the claim.

5. Type
   The Type column displays the code for the claim type as entered on BVCL in the CARES Mainframe.

6. Status
   The Status column displays the status of the claim – Open or Closed.

7. Notice Date
   The Notice Date column displays the date the overpayment notice was mailed.

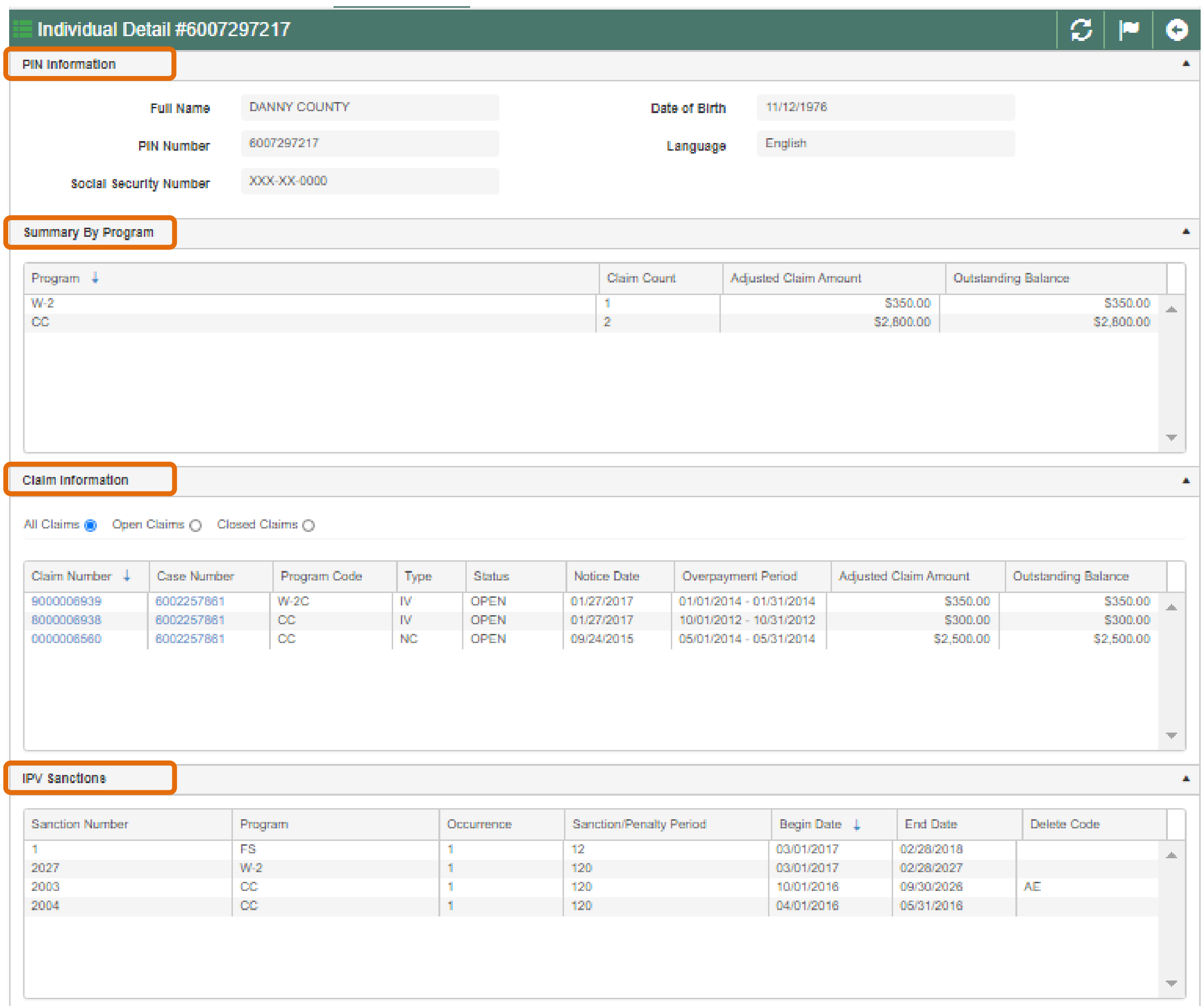
8. Overpayment Period
   The Overpayment Period column displays the beginning and end dates for the overpayment.

9. Adjusted Claim Amount
   The Adjusted Claim Amount field displays the claim amount after any adjustments are made. This is the total amount the liable individual(s) will pay on the overpayment.

10. Outstanding Balance
    The Outstanding Balance column displays the current amount owed on the claim.

9. BRITS Individual Detail Page

The individual Detail Page is a read-only page that summarizes information about a specific individual that was captured in CARES. The page consists of four sections: PIN Information, Claim Information, Summary by Detail, and IPV Sanctions. Each section of the page is read-only to all users.


Individual Detail #6007297217

PIN Information

Full Name	DANNY COUNTY	Date of Birth	11/12/1976
PIN Number	6007297217	Language	English
Social Security Number	XXX-XX-0000		

Summary By Program

Program	Claim Count	Adjusted Claim Amount	Outstanding Balance
W-2	1	$350.00	$350.00
CC	2	$2,800.00	$2,800.00

Claim Information

All Claims Open Claims Closed Claims

Claim Number	Case Number	Program Code	Type	Status	Notice Date	Overpayment Period	Adjusted Claim Amount	Outstanding Balance
9000006939	6002257861	W-2C	IV	OPEN	01/27/2017	01/01/2014 - 01/31/2014	$350.00	$350.00
8000006938	6002257861	CC	IV	OPEN	01/27/2017	10/01/2012 - 10/31/2012	$300.00	$300.00
0000006560	6002257861	CC	NC	OPEN	09/24/2015	05/01/2014 - 05/31/2014	$2,500.00	$2,500.00

IPV Sanctions

Sanction Number	Program	Occurrence	Sanction/Penalty Period	Begin Date	End Date	Delete Code
1	FS	1	12	03/01/2017	02/28/2018	
2027	W-2	1	120	03/01/2017	02/28/2027	
2003	CC	1	120	10/01/2016	09/30/2026	AE
2004	CC	1	120	04/01/2016	05/31/2016	

Figure 69 BRITS Individual Detail Page

9.1 PIN Information

The PIN Information section displays related information from CARES/CWW about an individual who is the primary person on a case.

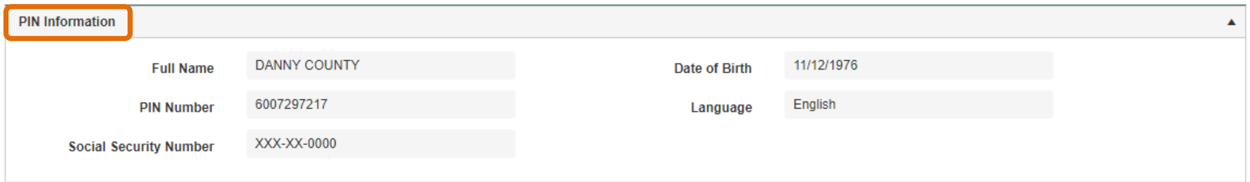


Figure 70 BRITS Individual Detail Page – PIN Information Panel

PIN Information fields

1. Full Name
   The Full Name field displays the full name of the individual.

2. PIN Number
   The PIN Number field displays the personal identification number for the individual.

3. Social Security Number
   The Social Security field displays the social security number for the individual.

4. Date of Birth
   The Date of Birth field displays the primary person's date of birth.

5. Language
   The Language field displays the primary language for the individual.

9.2 Summary By Program

The Program By Summary grid display related detailed information about the active programs an individual is associated with. The default sort for this grid is Program. For more on sorting Grids see Sorting Grids.

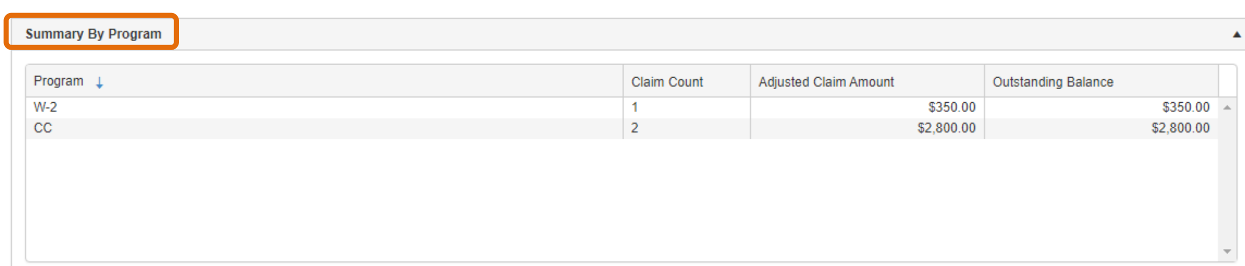


Figure 71 BRITS Individual Detail Page – Summary By Program Panel

Summary By Program columns

1. Program
   The Program column displays a list of programs associated with the primary person.

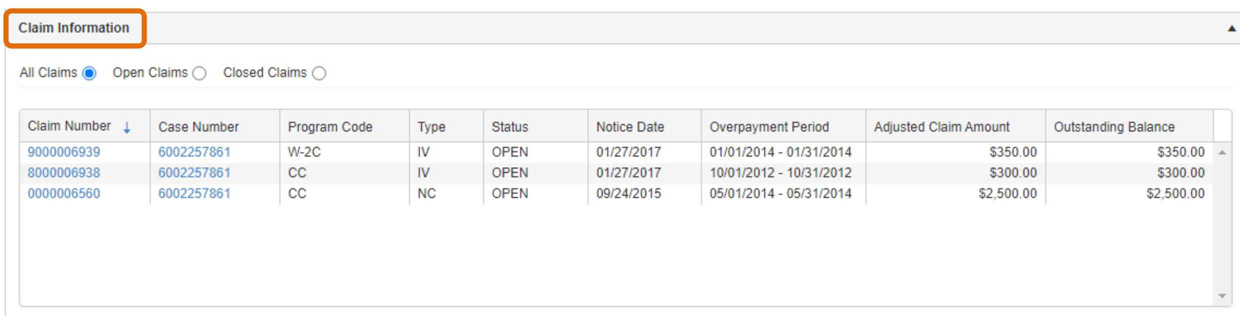
2. Claim Count
   The Claim Count column displays the total number of claims associated with each program.

3. Adjusted Claim Amount
   The Adjusted Claim Amount column displays the claim amount after any adjustments are made for each program.

4. Outstanding Balance
   The Outstanding Balance column displays the amount still owed on each claim.

9.3 Claim Information

The Claim Information grid will display all the claims and related information that is associated with an individual. This information is pulled directly from the Case Detail Page Claim Information section. The default sort for the Claim Information grid is Claim Number.


Claim Information

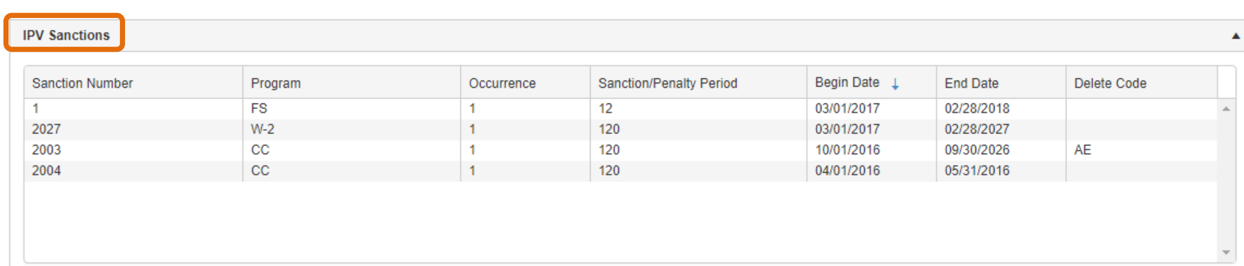
All Claims Open Claims Closed Claims

Claim Number	Case Number	Program Code	Type	Status	Notice Date	Overpayment Period	Adjusted Claim Amount	Outstanding Balance
9000006939	6002257861	W-2C	IV	OPEN	01/27/2017	01/01/2014 - 01/31/2014	$350.00	$350.00
8000006938	6002257861	CC	IV	OPEN	01/27/2017	10/01/2012 - 10/31/2012	$300.00	$300.00
0000006560	6002257861	CC	NC	OPEN	09/24/2015	05/01/2014 - 05/31/2014	$2,500.00	$2,500.00

Figure 72 BRITS Individual Detail Page – Claim Information Panel

9.4 IPV Sanctions

The IPV Sanction grid displays all sanctions related to the valid program on a case where the individual is the primary person. All information is retrieved from CARES/CWW. The default sort for the IPV Sanction grid is Sanction Number. For more on sorting Grids see Sorting Grids.


IPV Sanctions

Sanction Number	Program	Occurrence	Sanction/Penalty Period	Begin Date	End Date	Delete Code
1	FS	1	12	03/01/2017	02/28/2018	
2027	W-2	1	120	03/01/2017	02/28/2027	
2003	CC	1	120	10/01/2016	09/30/2026	AE
2004	CC	1	120	04/01/2016	05/31/2016	

Figure 73 BRITS Individual Detail Page – IPV Sanction Grid

IPV Sanction columns

1. Sanction Number
   The Sanction Number column displays the number assigned to each sanction generated in CARES/CWW.

2. Program
   The Program column displays a list of programs on the referral that have a sanction or IPV associated with the referral.

3. Occurrence
   The Occurrence column displays the number of sanctions for each program.

4. Sanction/Penalty Period
   The Sanction/Penalty Period column displays the number of months for each sanction/penalty.

5. Begin Date
   The Begin Date column displays the date the sanction began.

6. End Date
   The End Date column displays the date the sanction will end.

7. Delete Code
   The Delete Code column displays the 2 digit code connected to a reason the sanction was removed or overturned.

10. BRITS Claim Detail Page

The Claim Detail Page is a read-only page that displays all related information about a claim. The sections included: Claim Information, Liable Individuals, Payment History, Recoupment History and Refund Information.

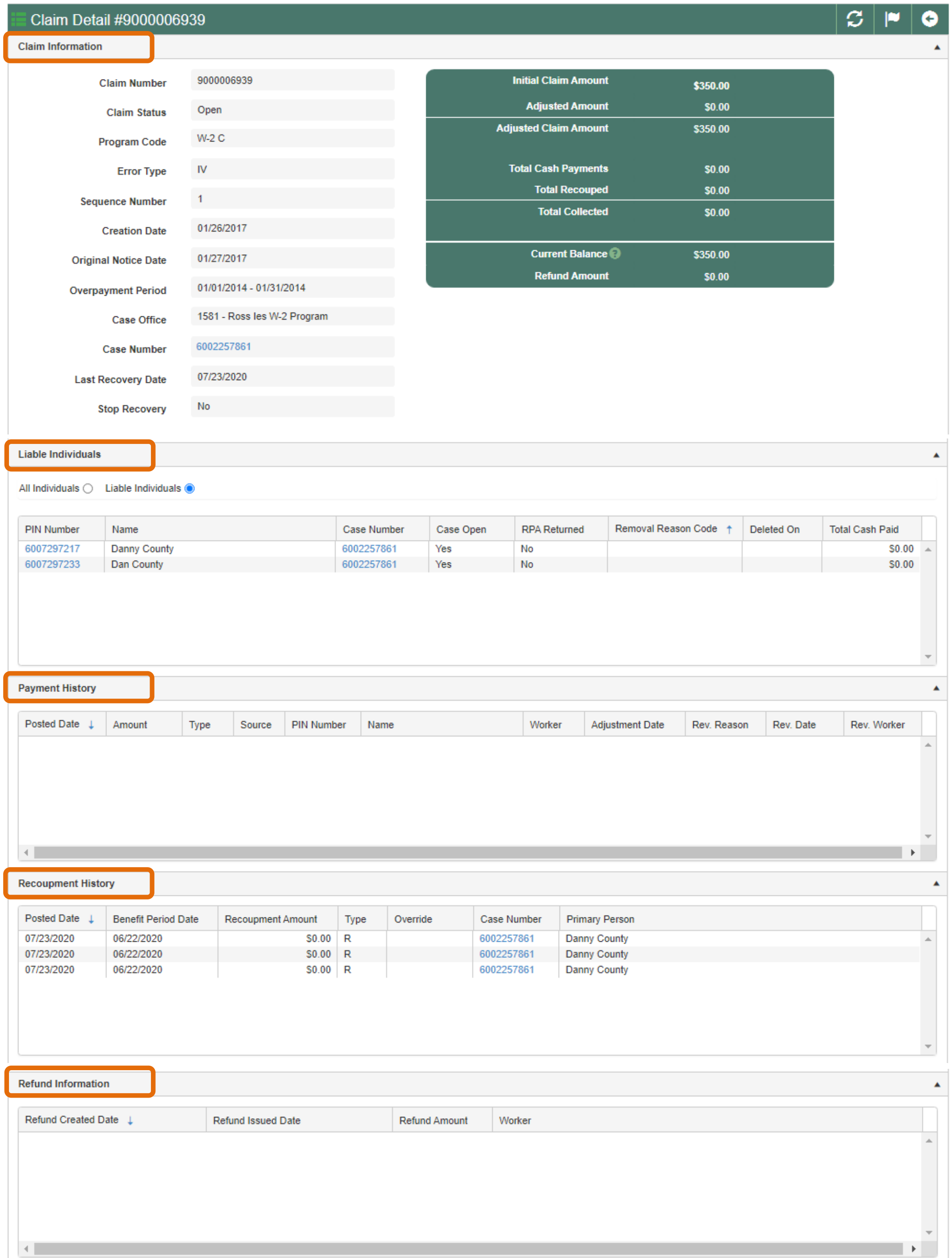


Figure 74 BRITS Claim Detail Page

10.1 Claim Information Section

The Claim Information section provides detailed information about either a Standard claim or JAL (Job Access Loan) Claim. This section is divided into two sub-sections: The Claim information section and the financial section.

10.1.1 Claim Info Subsection

10.1.1.1 Standard Claim Information

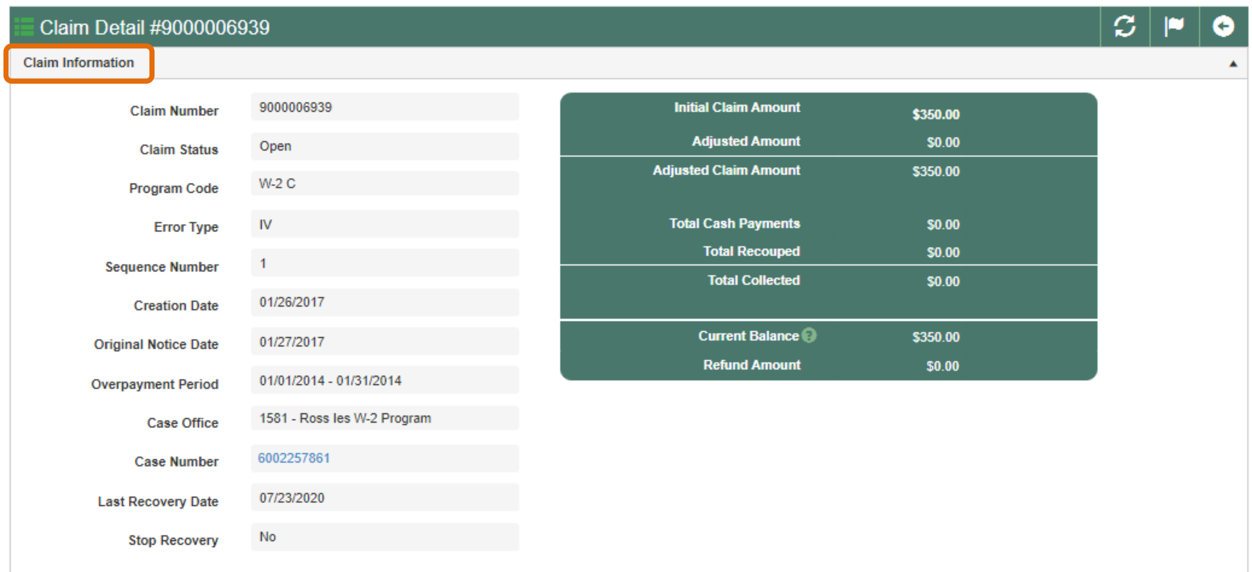


Figure 75 Claim Detail Page – Claim Information Panel - Standard

Claim Information fields – Standard referral

1. Claim Number
   The Claim Number field displays a unique auto-generated 10 digit number assigned to each claim.

2. Claim Status
   The Claim Status field displays the current status of the claim. Claim Statuses

3. Program Code
   The Program Code field displays the program and sub-program code(s) the claim is associated with. Program Codes

4. Error Type
   The Error Type field displays the error code that triggered the claim. Error Type

5. Sequence Number
   The Sequence Number field displays the most current sequence of the claim.

6. Creation Date
   The Creation Date field displays the date the claim was created.

7. Original Notice Date
   The Original Notice Date field displays the date the original notice went out.

8. Overpayment Period
   The Overpayment field contains the overpayment period dates.

9. Case Office
   The Case Office field displays the claim originating office number and the office name.

10. Case Number
    The Case Number field displays the 10-digit case number as a hyperlink.

11. Last Recovery Date
    The Last Recovery Date displays the date the claim was last recovered.

12. Stop Recovery
    The Stop Recovery field displays either a "Yes" or "No". The field is answering the question, is there an existing Stop Recovery or not associated with the claim.

10.1.1.2 JAL (Job Access Loan) Claim Information Comments

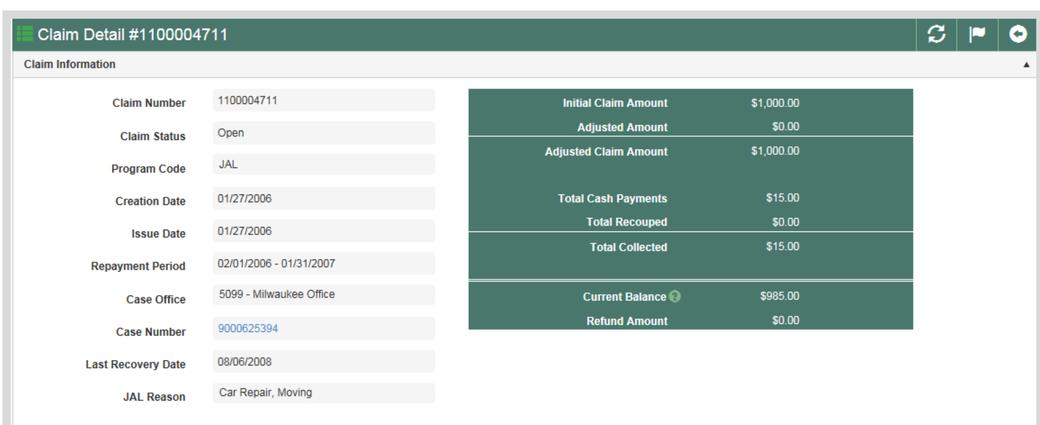


Figure 76 Claim Detail Page – Claim Information Panel - JAL

Claim Information fields – JAL

1. Claim Number
   The Claim Number field is a unique auto generated number assigned to each claim.

2. Claim Status
   The Claim Status field displays the current status of the claim. Claim Statuses

3. Program
   The Program code field displays the program the claim is associated with. Program Codes

4. Creation Date
   The Creation Date field displays the date the claim was created.

5. Issue Date (similar to Original Notice Date)
   The Issue Date field displays the date the notice went out.

6. Repayment Period (similar to Overpayment Period)
   The Repayment field contains the repayment period dates.

7. Case Office
   The Case Office field displays the claim originating office number and the office name.

8. Case Number
   The Case Number field displays the case number the claim is attached to.

9. Last Recovery Date
   The Last Recovery Date displays the date the claim was last recovered.

10. JAL Reason
    The JAL Reason field displays all the JAL reasons associated and listed in the CARES/CWW database.

10.1.2 Financial Info

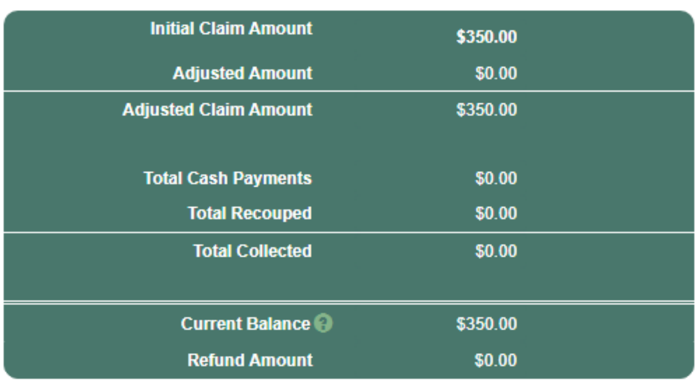


Figure 77 BRITS Claim Detail Page – Financial Information Sub-section

Claim Information fields - Financial Information

1. Initial Claim Amount
   The Initial Claim Amount displays the initial amount of the claim

2. Adjusted Amount
   The Adjusted Amount displays the difference between the initial claim amount and the adjusted claim amount.

3. Adjusted Claim Amount
   The Adjusted Claim Amount displays the difference between the Initial Claim Amount and any Adjustments made. When the Adjusted Claim Amount is less than the Initial Claim Amount, the Adjusted Amount will have a negative indicator.

4. Total Cash Payments
   The Total Cash Payment field displays a total of all cash payments made for the claim.

5. Total Recoupment
   The Total Recoupment field displays the total of all monies recouped for the claim.

6. Total Collected
   The Total Collected field displays the sum of the Total Cash Payment amount and the total recouped amount, less any payment reversal amount(s).

7. Current Balance
   The Current Balance field displays the remaining amount owed, current balance, from the CARES DB for the claim.

8. Refund Amount
   The Refund amount displays any refunded amounts, when there is a value in the refund amount; the Current balance field is zero dollars.

10.2 Liable Individuals

The Liable Individual section will display all liable individuals for the claim. The default sort for this grid is the Removal reason code. For more on sorting Grids see Sorting Grids.

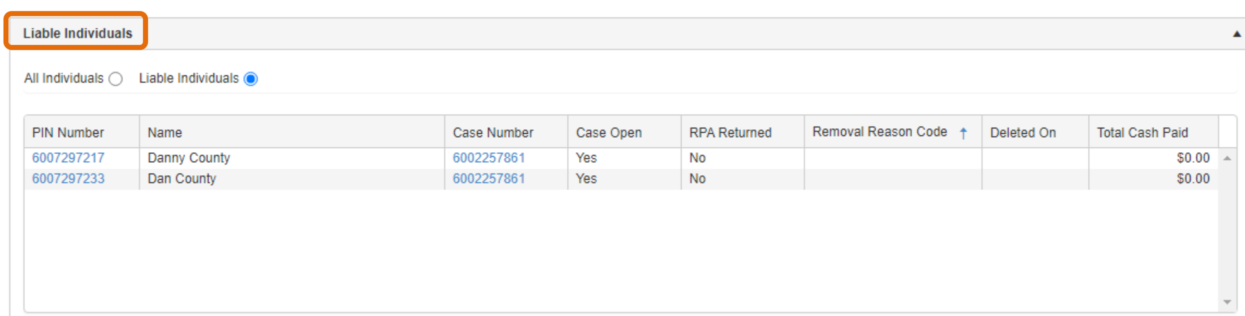


Figure 78 BRITS Claim Detail Page – Liable Individual Panel

Liable Individual

1. Liable Individuals Display Option
   By clicking on the radio button beside the desired display option, a user can display all claims, open claims, or closed claims.

2. PIN Number
   The PIN Number field displays the full 10 digit PIN of the liable individual

3. Name
   The Name field displays the First, Middle initial, Last name, and suffix of the client

4. Case Number
   The Case Number field displays the full 10 digit Case Number the claim is attached to

5. Case Open
   The Case Open field displays “Yes” or “No” if the individual is currently eligible for benefits within the program of the claim.

6. RPA Returned
   The Repayment Agreement Returned field displays a "Yes" if the individual has returned a signed agreement to make payments or display a "No" if the individual has not returned a signed agreement to make payments and display nothing if the repayment agreement has not been sent to the client.

7. Removal Reason Code
   The Removal Reason Code displays the code which represents the reason why the individual was removed from the claim. This field may or may not have data displayed – Hover for description.

8. Delete On
   The Delete On field displays the date the person was deleted from the claim. (The field is blank unless a removal code exists.)

9. Total Cash Paid
   The Total Cash Paid field displays each individual's total cash paid to date on this claim.

10.3 Payment History

The Payment History section will contain the following information the user will see a list for each payment made over the life of the claim. Default sort is by most recent column. For more on sorting Grids see Sorting Grids.

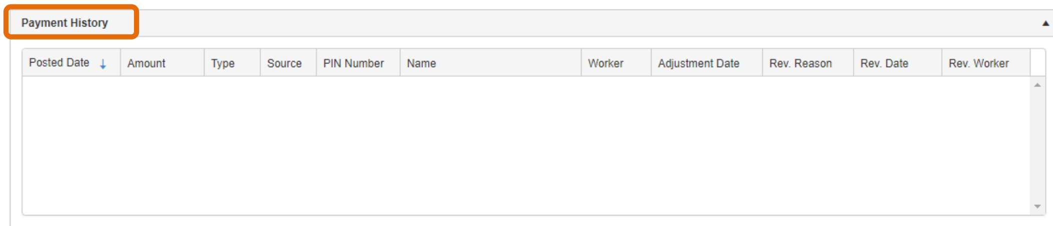


Figure 79 BRITS Claim Detail Page – Payment History Panel

Payment History columns

1. Posted Date
   The Posted Date column displays the date of each payment.

2. Amount
   The Amount column displays the amount of each payment made on this claim

3. Type
   The Payment Type column displays the code related to the source of payment.

4. Source
   The Source column displays the Payment Source of each payment. The source is how they received the payment.

5. PIN Number
   The PIN column displays the PIN of the individual who made each payment.

6. Name
   The Name column displays the name of the liable individual who made the payment.

7. Worker
   The Worker column displays the code of the worker. When a user hovers over the name a user will see the first and last name of the worker.

8. Adjustment Date
   The Adjustment Date column displays a list the date the payment was actually received.

9. Rev. Reason
   The Reversal Reason column displays the reversal code and when hover will display the description.

10. Rev. Date
    The Reversal Date column displays the date of the reversal of the payment.

11. Rev. Worker
    The Reversal Worker column displays the worker's ID and name who entered the reversal information of the payment – display code and when hover display first and last name.

10.4 Recoupment History

The Recoupment History grid will contain the recoupment history of the claim and display the following information for each individual liable for the regular claims for W-2, CC, ADC, and FS. (The data for these fields can be found in the CARES/CARES (DB) Worker Web):
The default sort for the Recoupment History grid is by most recent posted date. For more on sorting Grids see Sorting Grids.

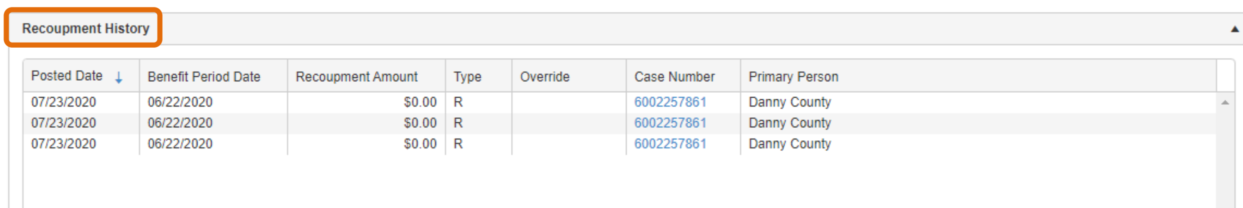


Figure 80 BRITS Claim Detail Page – Recoupment History Panel

Recoupment History column

1. Posted Date
   The Posted Date column displays the date the recoupment was entered into the system.

2. Benefit Period Date
   The Benefit Period Dare column displays the date range of the period of time the individual received incorrect benefits.

3. Recoupment Amount
   The Recoupment Amount column displays either R (recoupment) or O (overpayment).

4. Type
   The Type column displays the Type of recoupment payment.

5. Override
   The Override column displays whether or not an Override exists on the recoupment

6. Case Number
   The Case Number column displays the 10 digit case number.

7. Primary Person
   The Primary person column displays that the recoupment amount was withheld from.

10.5 Refund Information

The default sort is by most recent Refund Created Date column. For more on sorting Grids see Sorting Grids.

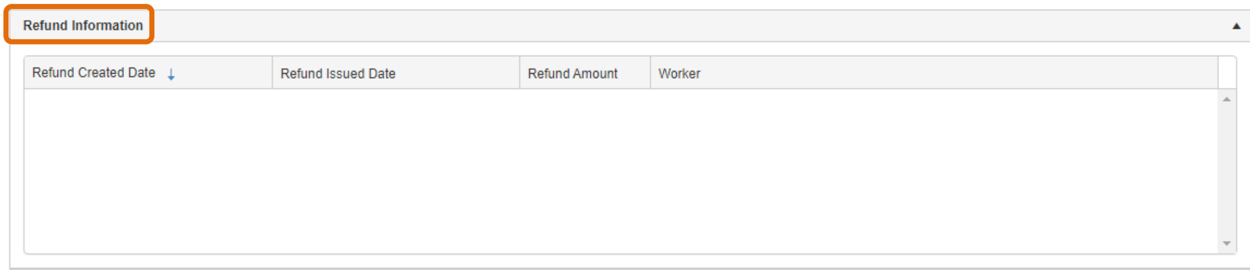


Figure 81 BRITS Claim Detail Page – Refund Information Panel

Refund Information columns

1. Refund Created Date
   The Refund Creation Date column displays the date of any refund against this claim.

2. Refund Issued Date
   The Refund Date column displays the date any refund was issued.

3. Refund Amount
   The Refund Amount column displays the dollar amount of the refund issued.

4. Worker
   The Worker column displays the code associated with the worker who issued the refund and when a user hovers over the code the first and last name of the worker displays.

IV. REFERRAL WORKFLOW

11. Referrals

11.1 Referrals

All referrals in BRITS are associated with a case. The investigation is for the entire case and not just an individual program.

All referrals in BRITS have either been created in BRITS or are migrated referrals from CARES. Migrated BVIR referrals are noted by a Migration banner.

Only one Standard Referral can be in an Open Investigation class. Once a Standard Referral moves to Post Investigation in Progress another Standard Referral can be created. More than one Data Exchange and Agency Error Claim referrals can be open at the same time on a case. These referrals are program specific due to program timelines.

11.2 Referral Groups

All referrals in BRITS are categorized into one of the following categories: Standard, Additional Front End Verification (FEV), Data Exchange (DX) or Agency Error Claim.

Category	Referral type	Referral Source	How many referrals can be created
Standard Referral	Fraud Investigation or Claim Investigation	All, except "Interstate UCB Match", "SWICA", "Prisoner Match", "SOLQ", "Unemployment Insurance Match", “DCF PARIS Reports” and “DHS PARIS Reports”	1
Standard Referral	Front End Verification	All, except "New Program"	1
Data Exchange Referral	Fraud Investigation, Claims Investigation, Front End Verification or Agency Error Claim Referral	"Interstate UCB Match", "SWICA", "Prisoner Match", "SOLQ", "Unemployment Insurance Match", “DHS PARIS Reports” or “DCF PARIS Reports”	Multiple
Additional Front End Verification Referral	Front End Verification	“New Program”	Multiple
Agency Error Claim	Agency Error Claim	All	Multiple

Table 17 Referral Groups

11.3 Navigate to a referral

A user can navigate to a referral using the hyperlinks. Whenever a referral number, case number, claim number or pin number is displayed it is a hyperlink and a user can select the link and be direct to the page. When entering the referral number in quick search the referrals full number must be entered and the user is directed to the Detail Page.

11.4 View

A user's ability to view a referral will depend on the level of privileges, roles and security they have been issued. All non-confidential referrals can be viewed by any user. When a referral is associated with a confidential case, only authorized users are able to view the referral and Cases Detail Page.

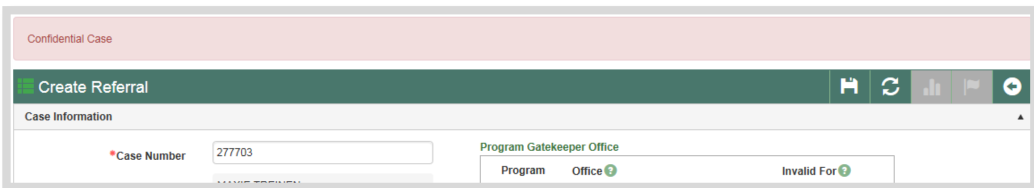


Figure 82 Referral Detail Page - Case Information Panel

12. Referral Creation

Purpose: Creating a referral provides users with a tool to track the work necessary to create a claim for overpayments or fraud in a single location so that information can be easily shared across programs. For more information on who can create a referral please see Roles.

Required Fields: To create a referral the following fields are required: Case Number, Program Gatekeeper Office, Referral Type, Referral Source, Investigation Reasons and Comment.

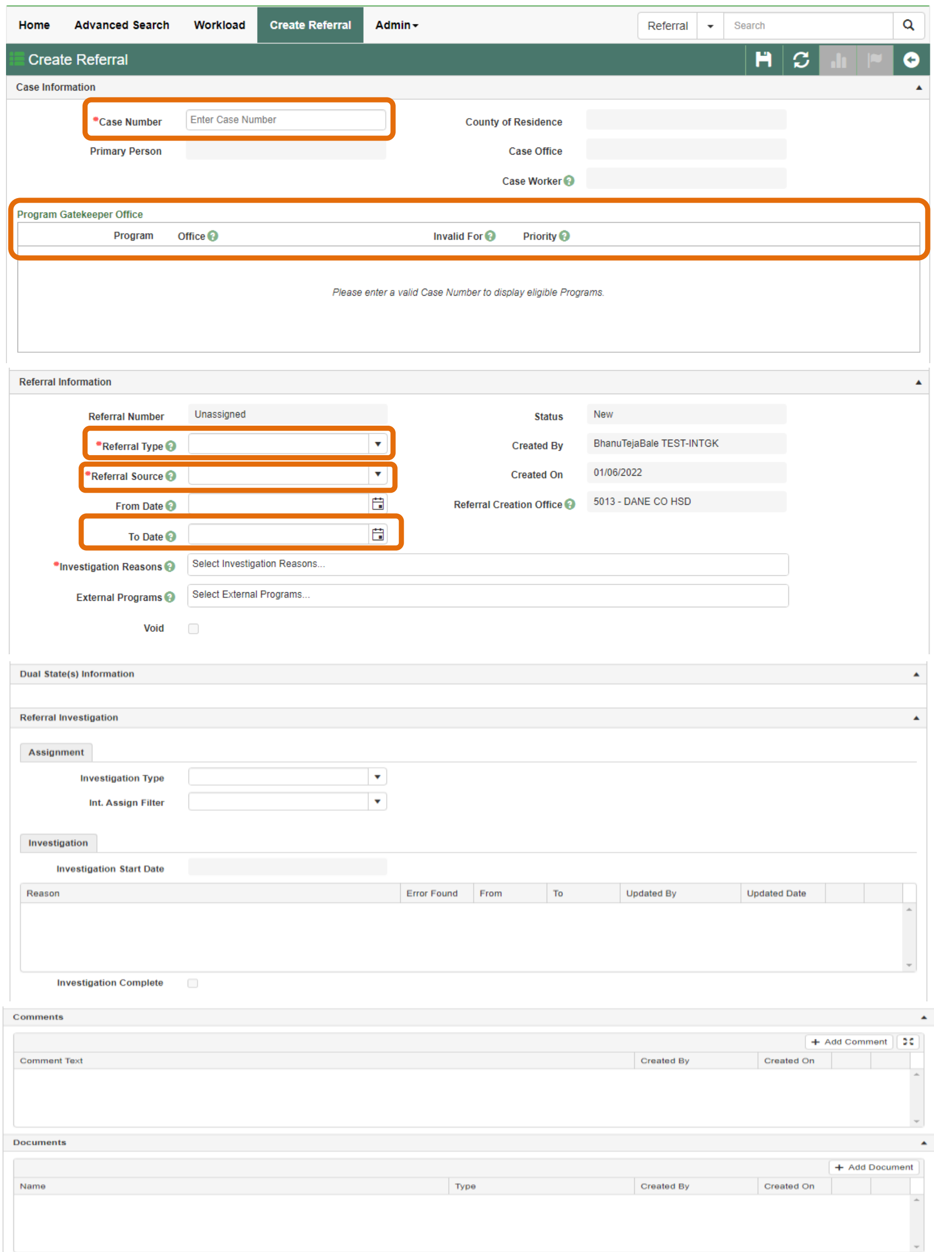


Figure 83 Referral Detail Page

12.1 Case Information Section

All users who have the ability to create a referral will see the Create Referral tab. When creating a referral, they will be required to enter the required fields in order to save the referral. *BRITS does not support referrals for Emergency Assistance (EA) and Job Allocation Loan (JAL) when W-2 has not been established on a case within the last 6 years.*

Step 1 From the Home page, select the Create Referral tab.

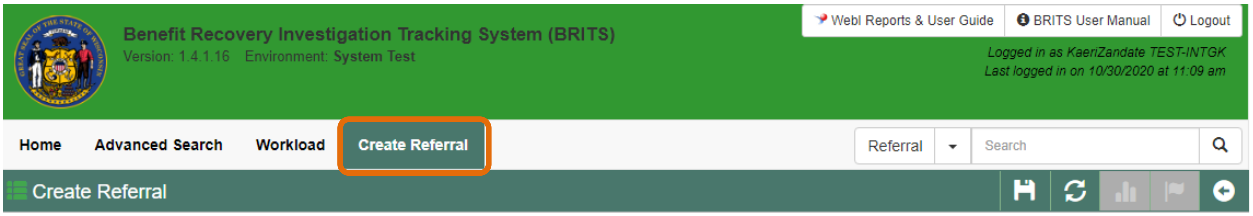


Figure 84 Home Page - Create Referral Tab

Step 2 Enter required fields in the Case Information section.

I. Enter a valid CARES/CWW case number in the Case Number field.

When a Case Number is entered, the Case Information section automatically populates (Primary Person, Case Office, County of Residence, Case Worker and Programs active in the past 6 years fields) with related case information from CARES/CWW.

The Case Number field is validated through communication between BRITS and CARES to determine if the case meets the following criteria:

- Case number exists in CARES/CWW.
- Case number has at least one program with open, deductible or pending eligibility within the last 6 years or currently has an application pending.

When a Case Number is entered and validated, the Case Information section automatically populates (Primary Person, Case Office, County of Residence, Case Worker and Programs active in the past 6 years fields) with related case information from CARES/CWW.

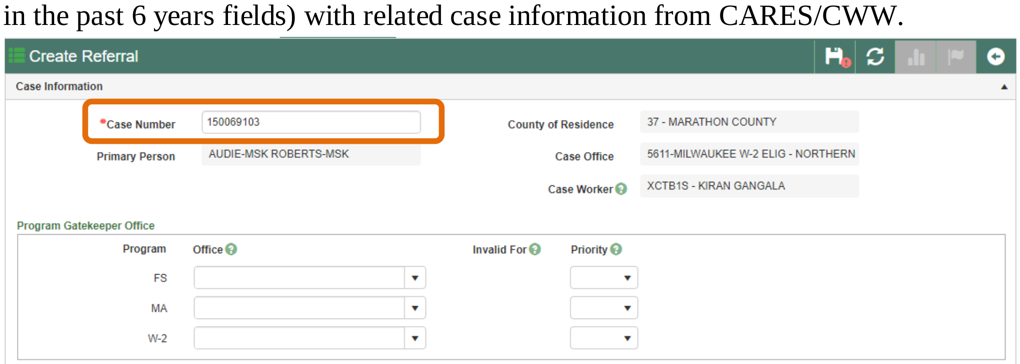


Figure 85 Referral Detail Page – Case Information Panel

Error Message - Invalid Case Number: When an invalid case number is entered the following Error message is displayed.

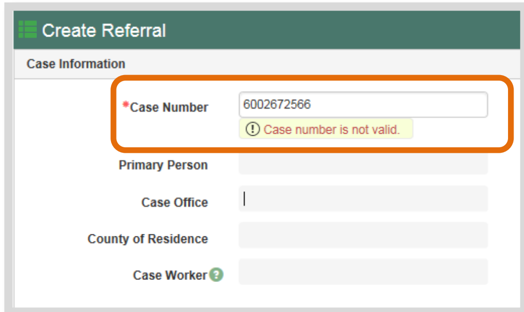


Figure 86 Referral Detail Page – Invalid Case Number

Error Message - No program eligibility: When the entered Case Number does not have program that has been open within the last 6 years or is currently pending, the following error message is displayed.

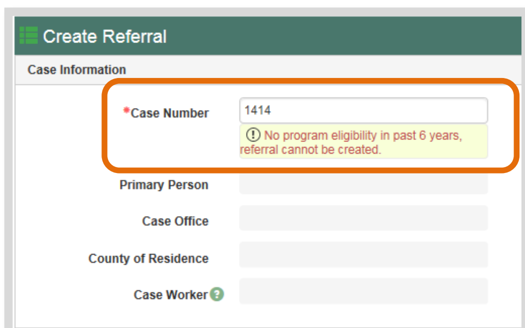


Figure 87 Home Page – No Eligible Program

II. Select the Program Gatekeeper Office. Enter an office for at least one program area.

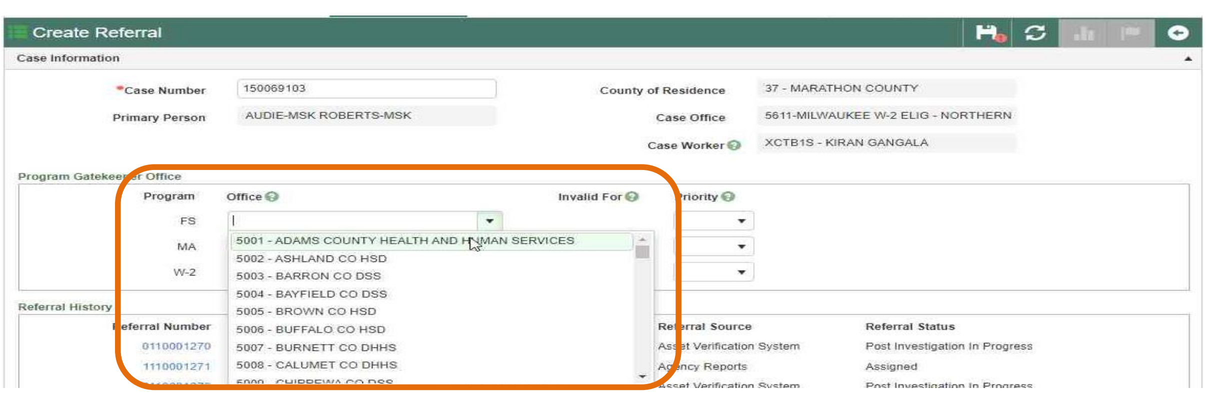


Figure 88 Referral Detail Page – Case Information

Not sure which Program Gatekeeper Office to select? Select the same office as the Case Office.

If at least one program does not have an office number, the user will receive the following Error message:

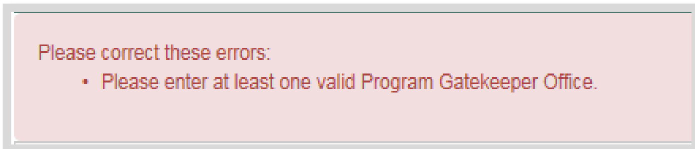


Figure 89 Error Message- Referral Detail Page – Program Gatekeeper Office

If the user accidentally chose the wrong office, the "x" to the right of the referral is selected to blank out the field. Then the correct office may be chosen to correctly populate the field.

Step 3 Enter required fields in the Referral Information section

The Referral Information section collects detailed information about the referral. This section determines the kind of referral the user is creating, for more information please see [Referral Groups](). All required fields need to be completed to create the referral.

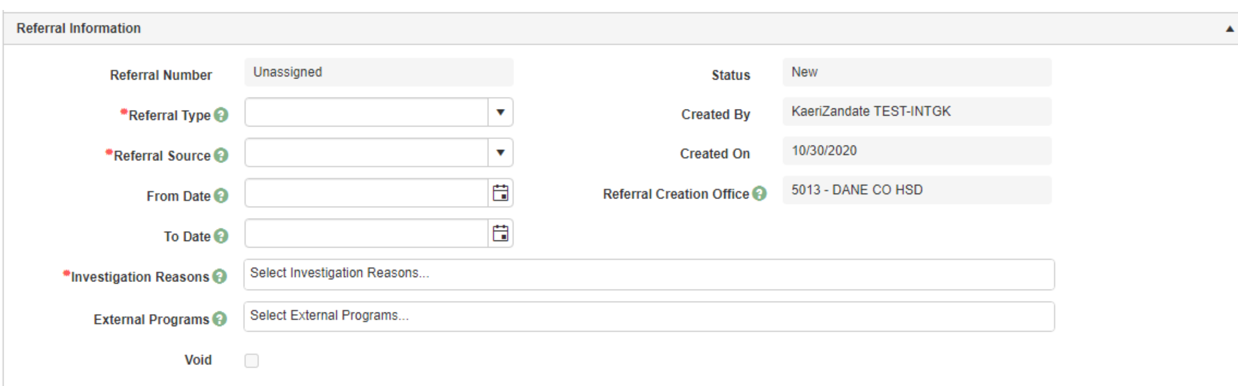


Figure 90 Referral Detail Page – Referral Information Panel

The current referral groups and Steps to complete the Referral Information section are listed below.

I. Standard Referral

A Standard Referral workflow is the most common referral. The valid program areas will share investigation information and each program area will complete their own post investigation tab. One program area will create the referral, assign the referral, complete the investigation, and complete the post investigation outcome. This single multi-program area workflow was created to streamline workloads among program areas and share information based on each case. For more on Referral Grouping/Types, see Referral Groups

Enter required fields in the Referral Information section.

a. Select a Referral Type (Claim Investigation, Fraud Investigation, or Front End Verification).

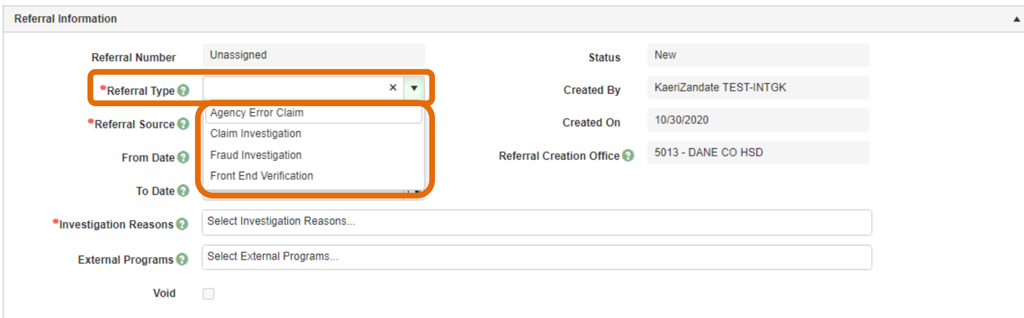


Figure 91 Referral Detail Page – Referral Information Panel

b. Select a Referral Source. Only one Referral Source can be entered.

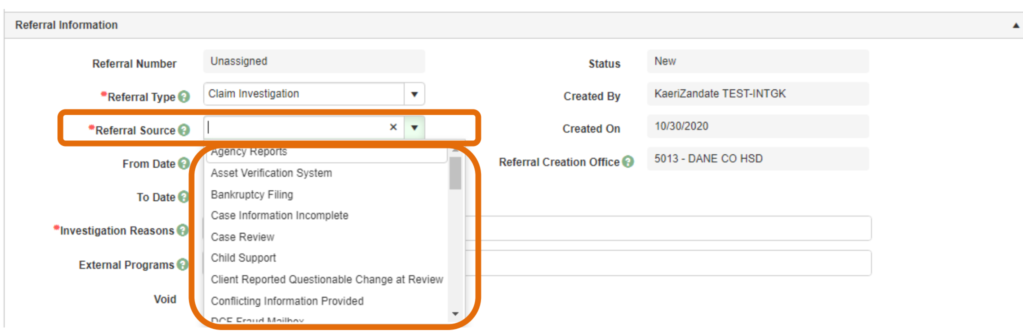


Figure 92 Referral Detail Page – Referral Information Panel

***Error Message** – Referral already exists. If the Case Number entered has a Standard Referral associated with it, the user will see the following notification message and be unable to complete the referral. Please review Referral Groups.*

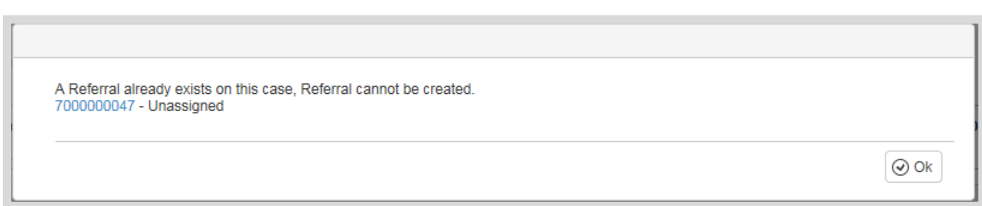


Figure 93 Error Message - Standard Referral already exist

c. Set the Referral Investigation Reason(s). Multiple Investigation Reasons can be added to the referral until the referral's investigation is complete.

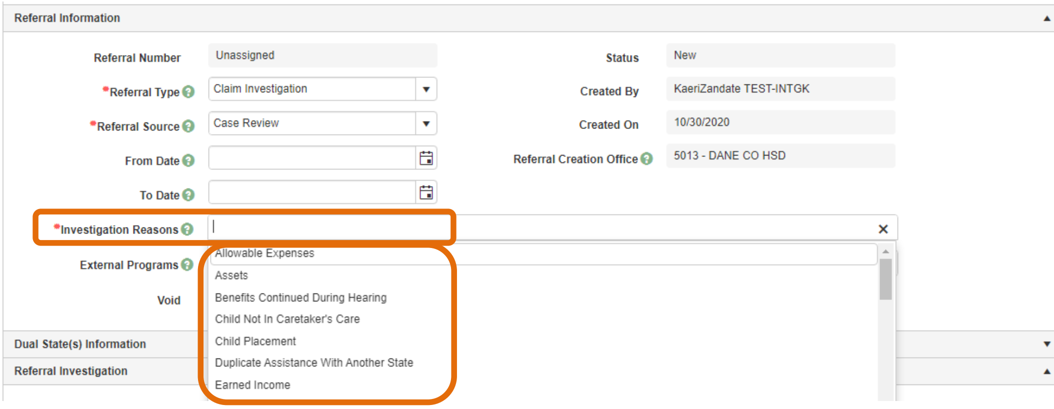


Figure 94 Referral Detail Page – Referral Information Panel

II. Agency Error Claim Referral

Agency Error Claim workflow is similar to a Standard Referral workflow; however, it does not have an investigation or post investigation portions. This is because the agency (i.e. Consortia, County, Tribe, or W-2 Agency) has created the BRITS referral and has identified that the agency committed the error; thus, the referral does not require an investigation. For example, W-2 participation sanctions were entered into the system after the W-2 Benefit Issuance Pulldown (BIP) date and the W-2 agency determined that an overpayment is issued to the participant. The agency failed to update nonparticipation timely on the case which caused the wrong W-2 benefit to be issued.

Enter required fields in the Referral Information section.

a. Referral Type set to Agency Error Claim

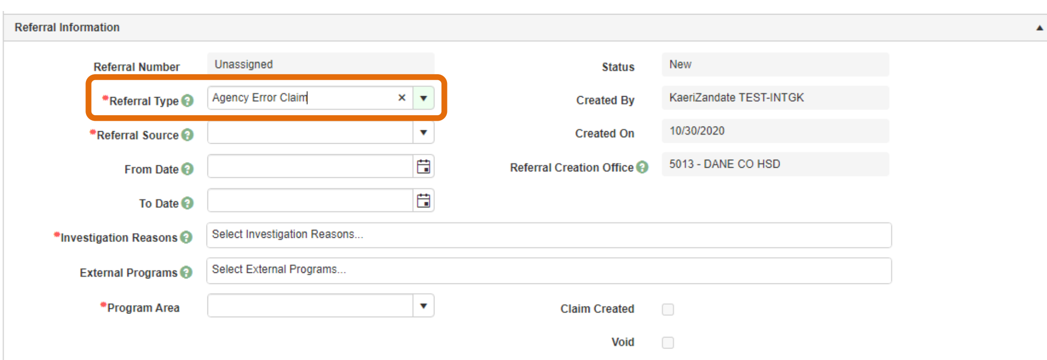


Figure 95 Referral Detail Page – Referral Information Panel

When Agency Error is selected as the Referral Type: the Program Area field, Claim Specialist field and Claim Created field is displayed. There is no Post Investigation for Agency Error Claim referrals.

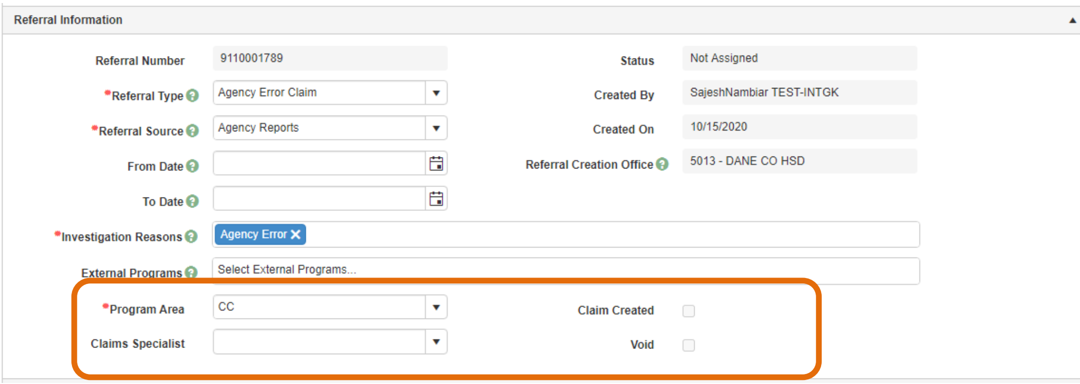


Figure 96 Agency Error Claim Referral

b. Select a Referral Source

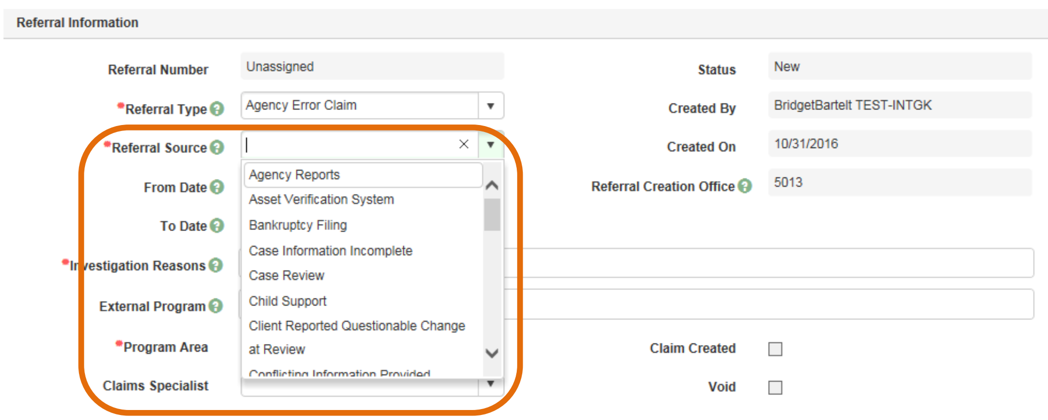


Figure 97 Referral Detail Page – Referral Information Panel

Notification Message *- If the Case Number entered already has an Agency Error Referral associated with it, the user will see the following notification message and be able to complete the referral. Please review [Referral Groups](#).*

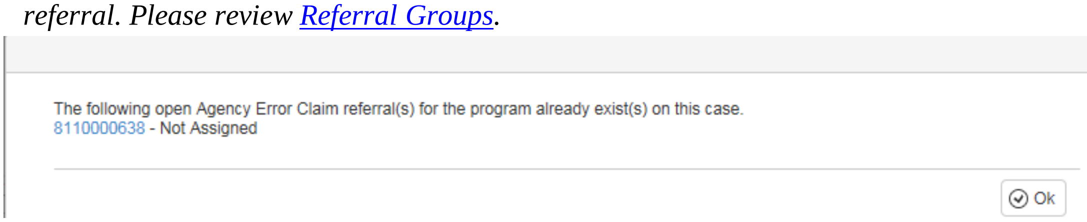


Figure 98 Referral Detail Page – Agency Error - Referral Information Panel

c. Set Referral Investigation Reasons to Agency Error Claim.

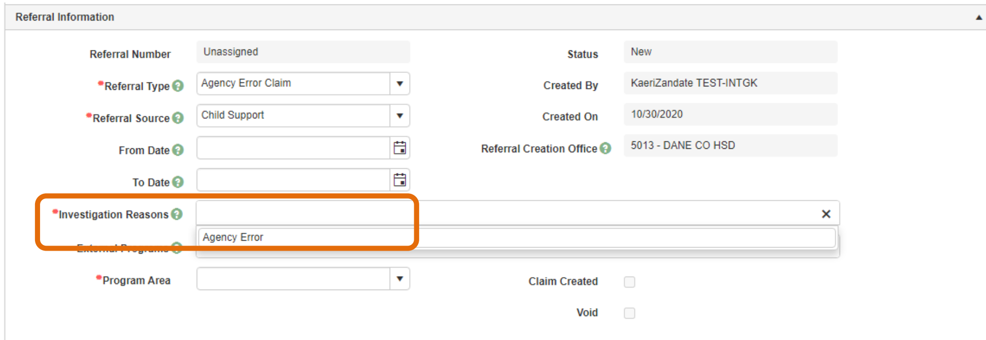


Figure 99 Referral Detail Page – Referral Information Panel

Agency Error is the only Investigation Reason available for selection on an Agency Error Claim Referral.

d. Select Program Area.
The Program Area field will display the valid programs on the referral.

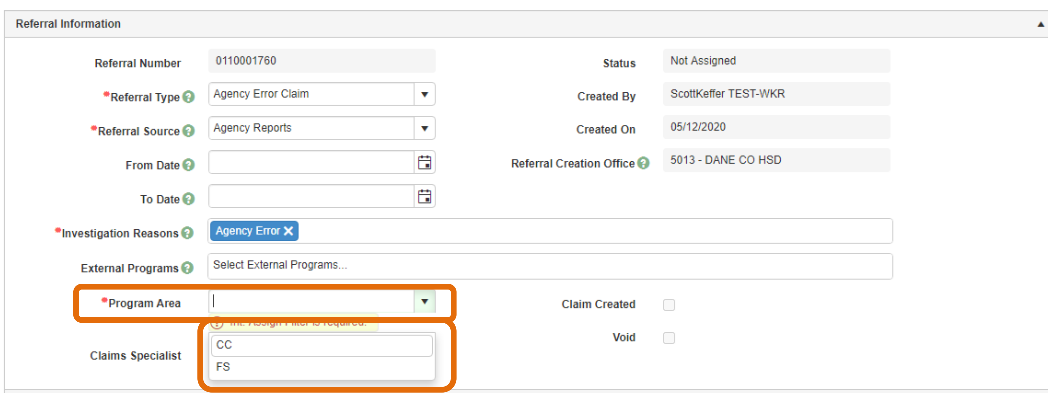


Figure 100 Referral Detail Page – Referral Information Panel

The Program Area field for an Agency Error Claim referral will never display MA as a program area selection. If the referral has MA in the Program Area, a gatekeeper office is still required for assignment.

III. Data Exchange (DX) Referral

Enter required fields in the Referral Information section.

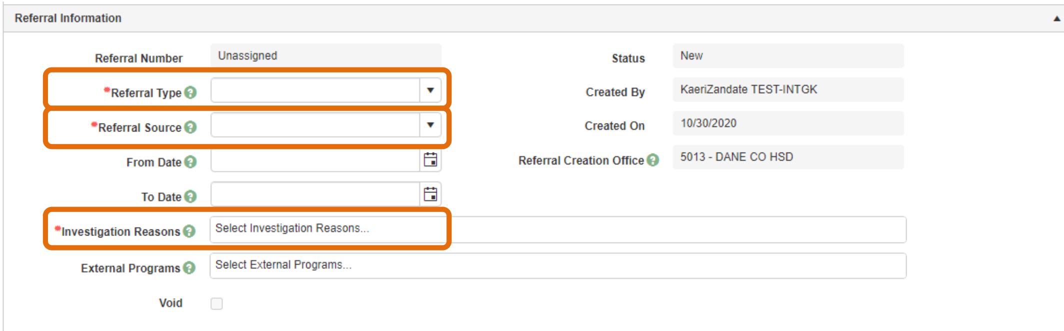


Figure 101 Referral Detail Page – Referral Information Panel

a. Select a Referral Type (Claim Investigation, Fraud Investigation, Front End Verification)

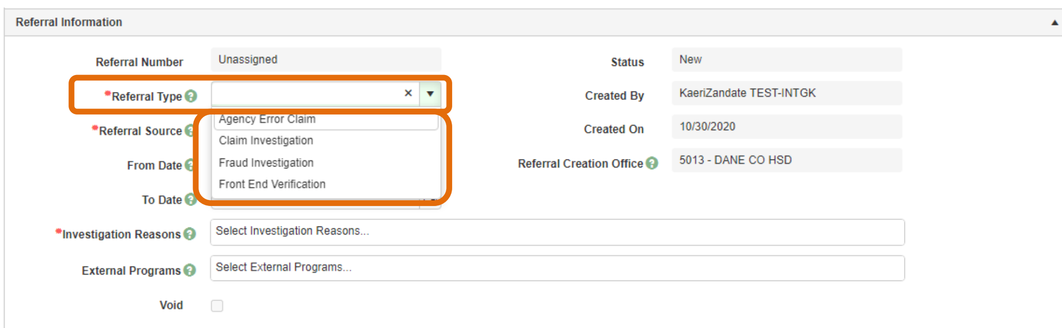


Figure 102 DX - Referral Type

b. Select one of the following Data Exchange Referral Source: Interstate UCB Match, SWICA, Prisoner Match, SOLQ, Unemployment Insurance Match, DCF PARIS Reports or DHS PARIS Reports

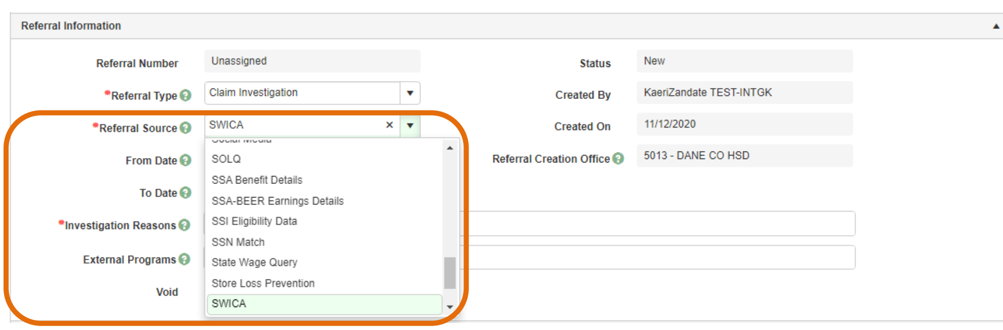


Figure 103 DX Referral Source

***Notification Message**: When creating a Data Exchange referral and one already exists with the same Referral Source, the following notification message appears. This will not stop the user from completing the referral creation process.*

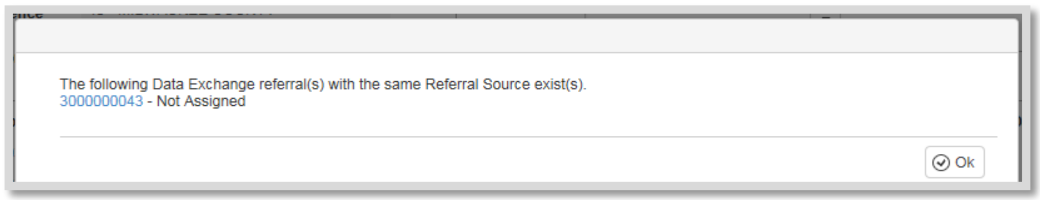


Figure 104 Referral Detail Page – Referral Information Notification

c. Set the Referral Investigation Reason(s). Note: more than one Investigation Reasons can be selected and added up until Investigation Complete status.

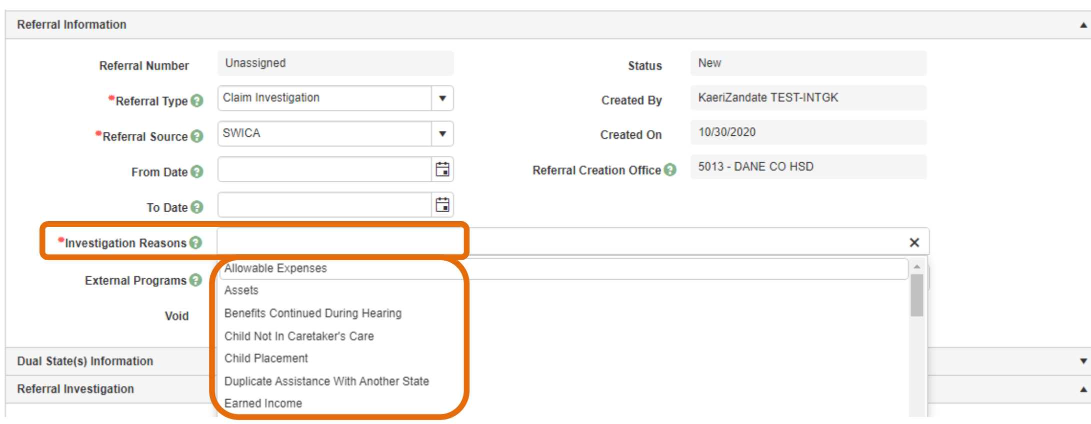


Figure 105 Referral Detail Page – Referral Information Panel

IV. Additional Front End Verification (FEV)
Enter required fields in the Referral Information section.

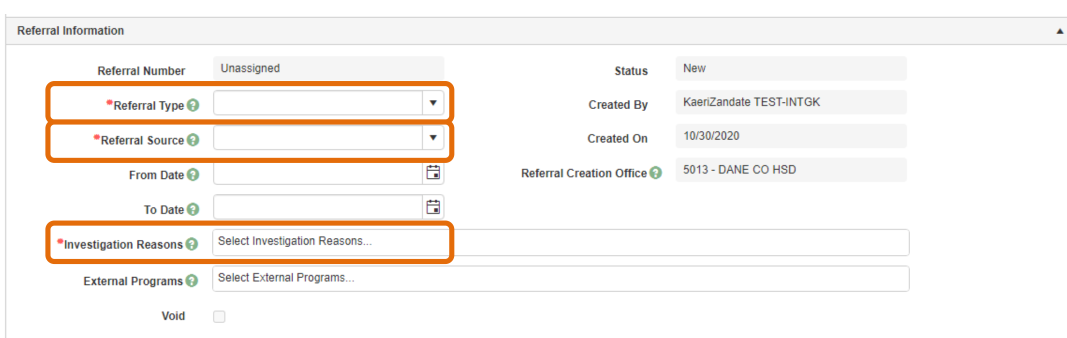


Figure 106 Referral Detail Page - Additional FEV referral

a. Set the Referral Type to Front End Verification

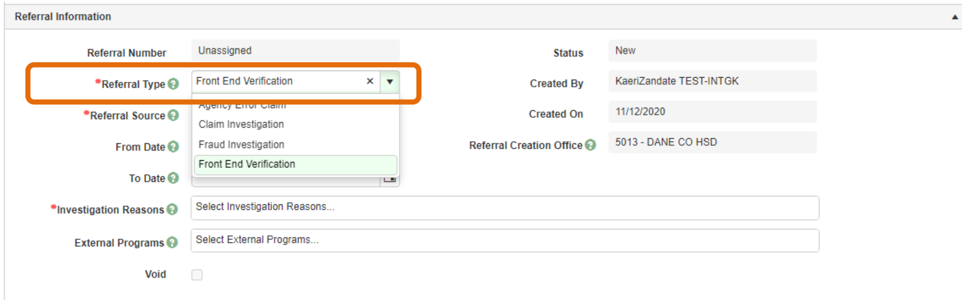


Figure 107 Referral Detail Page – Additional FEV

b. Select Referral Source: New Program

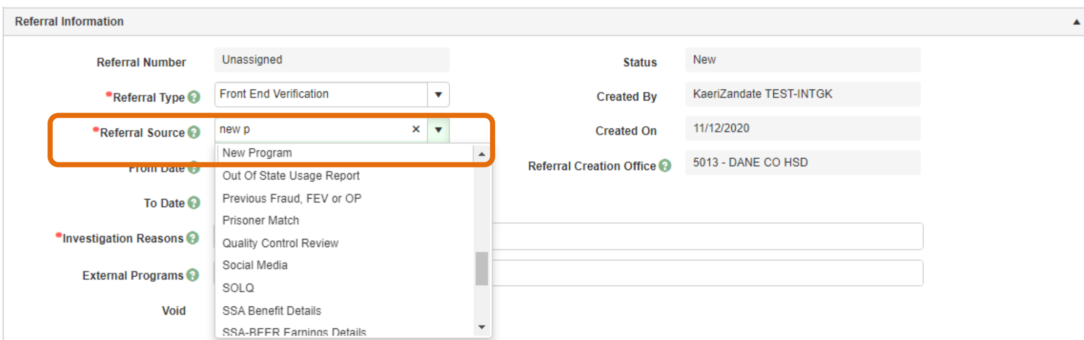


Figure 108 Referral Detail Page – Additional FEV

***Notification Message**: When creating an Additional FEV referral and another one already exists with the same Referral Source, the following notification message appears. This will not stop the user from completing the referral creation process.*

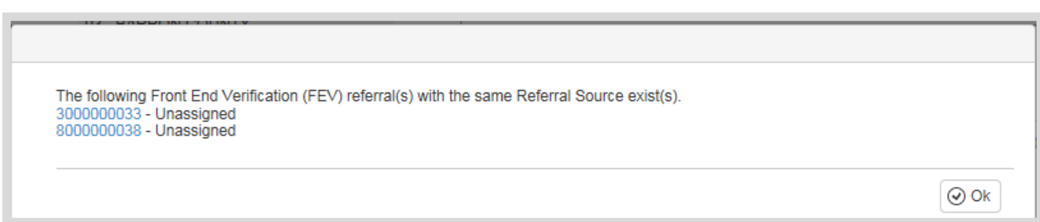


Figure 109 Referral Detail Page – Referral Information Notification

c. Set the Referral Investigation Reason(s). Note: more than one Investigation Reasons can be selected and added up until Investigation Complete status.

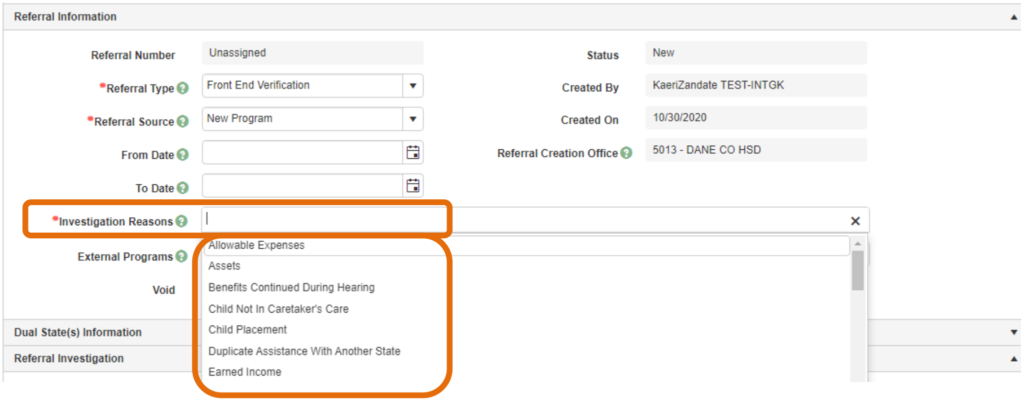


Figure 110 Referral Detail Page – Referral Information section

Step 4 Enter a Comment

A comment is a required field during the initial referral creation process. It must include details on why the referral is being created and/or other pertinent information.

For additional information on comments see Comment.

Figure 111 Referral Detail Page –Comments Panel

Step 5 Save the Referral

I. After all required information has been entered, select Save from the Navigation Bar. The Save button will have a red explanation point indicating the new referral will need to be saved in order to move to the next Step(s).

Figure 112 Action Toolbar

Error message: *An Error message displays when attempting to "Save" the referral before all required information is entered. The missing field(s) will need to be completed before the new referral can be saved:*

- *Please enter at least one valid Program Gatekeeper Office.*
- *Add a comment before saving the referral.*
- *Referral type is required*
- *Referral source is required.*
- *Investigation Reason(s) is required.*

Figure 113 Referral Detail Page - Error Message

Any required fields left blank will display an error message below the missing field. (Comments/Program Gatekeeper Office do not display this message)

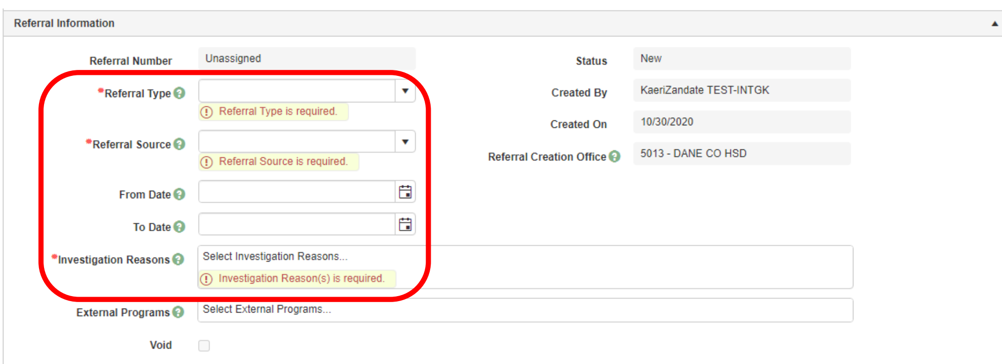


Figure 114 Referral Detail Page

II. Once the referral is saved, the Create Referral page is replaced with the Referral Detail page and is populated with the information the user entered to create the referral. The Referral Detail page displays a banner stating the referral has been saved along with the referral number. The status of the referral becomes "Not Assigned."

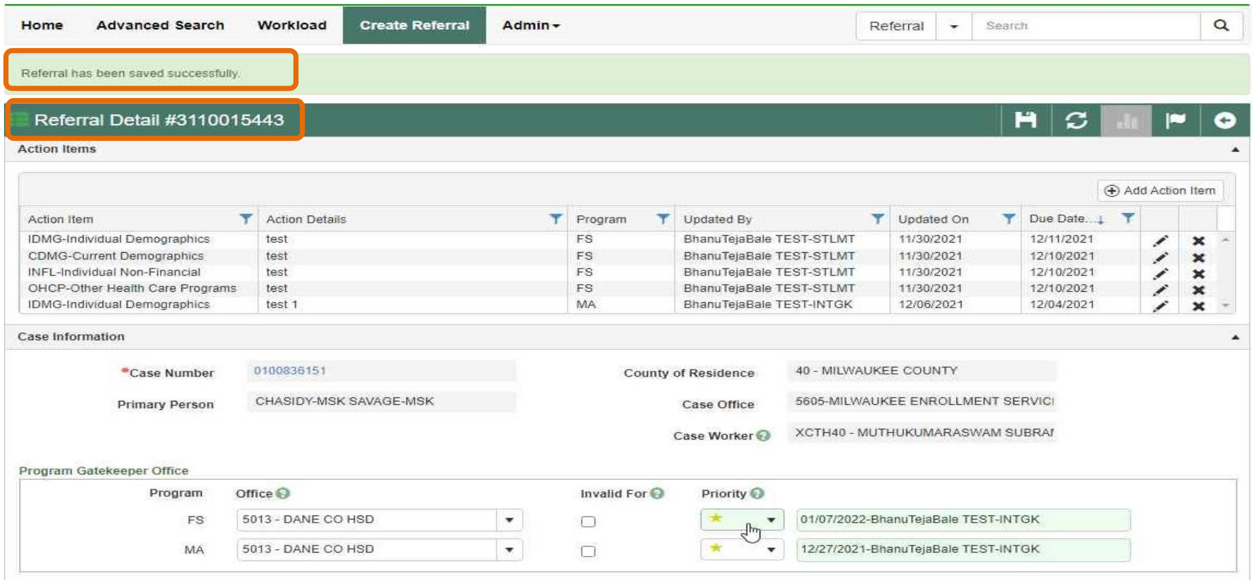


Figure 115 Referral Detail Page – Save Success Message

12.2 Additional Fields

Some fields on the Referral Detail page can be added at any time before closing the referral, including creation. These fields include: External programs, Dual State(s) information and Documents. Please see additional sections on entering data into the fields.

12.3 Additional Options

1. TO CANCEL REFERRAL CREATION
   There are two ways to cancel a referral before saving: Select the Refresh or the Go Back button.

   a. REFRESH
      Select the Refresh button before completing the referral. A confirmation message is displayed. After selecting "Leave this page" all entered data is removed and a blank referral page remains.

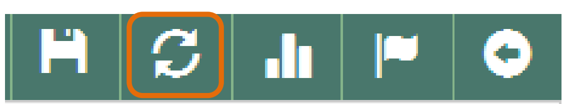


Figure 116 Action Toolbar – Refresh Page

   b. GO BACK
      To go back select the back arrow button on the navigation bar. A confirmation message is displayed. After selecting "Leave this page" the user is taken to their previous page.

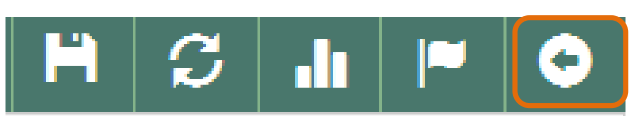


Figure 117 Action Toolbar – Go Back

2. CONFIRMATION MESSAGE

When cancelling a referral through the Refresh or Go Back method, the Confirmation Message prompts the user to confirm that the user wants to leave the page. The referral is not created.

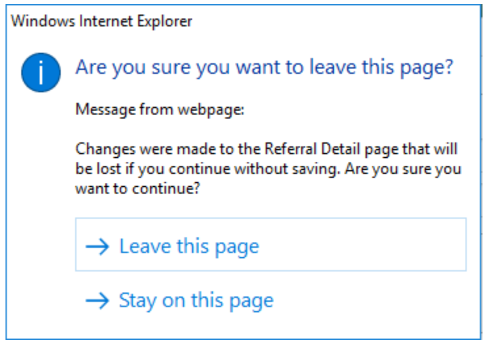


Figure 118 Pop-up Message for Navigation away

> *Selecting another tab or the Logout button will display the same pop-up message.*

13. Updating a Referral

Purpose: Referrals can be updated at different stages and by different users. For more information on who can update a referral please see Roles.

Required Fields: Not all referrals are required to be updated.

A User must select the Save button for any changes to take effect. Once the referral is saved, the page information is updated and the user remains on the Referral Detail page. A banner displays stating the referral has been saved.

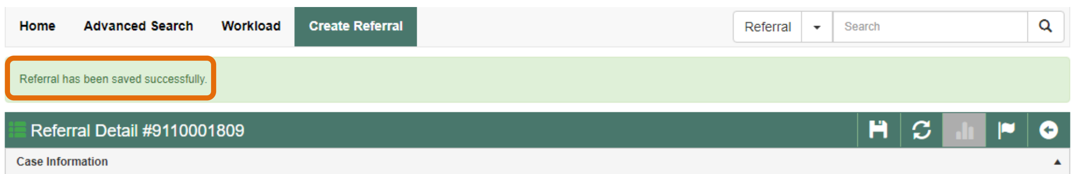


Figure 119 Updating a Referral - Save the Referral

13.1 Update the Referral Detail Page before Assignment

Depending on a Referral Type and user privileges the following fields can be changed or updated:

- Program Gatekeeper Office
- Dual State(s) Information
- Referral Type
- Referral Source
- Investigation Reasons
- From Date
- To Date
- External Program
- Investigation Type
- Int. Assign Filter
- Comments
- Documents

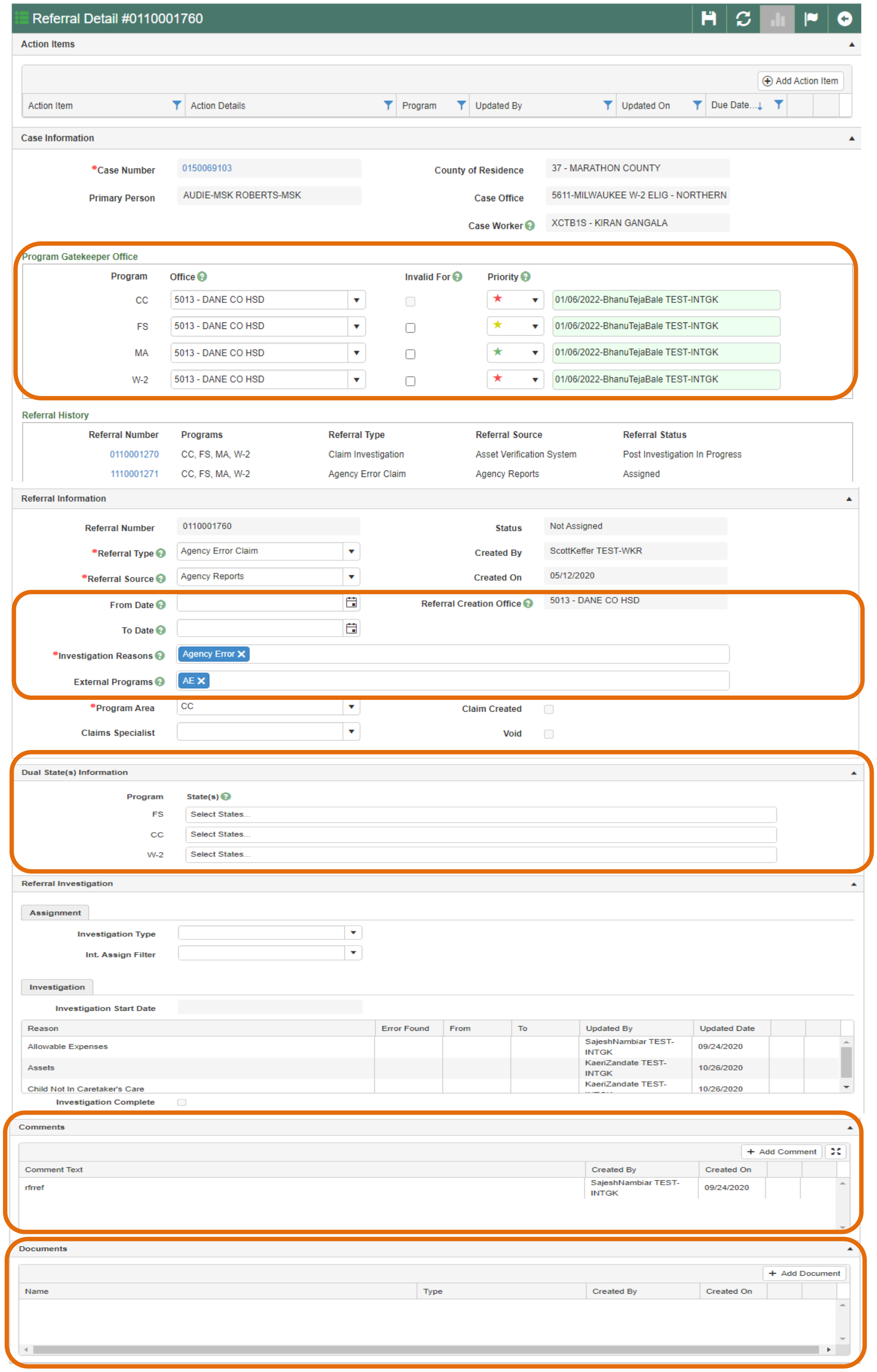


Figure 120 Referral Detail Page

Step 1 Change a field
Select the field the user wants to update/change/delete. (Fields that an updated are listed below)

A. Case Information Section
The Program Gatekeeper Office fields can be updated, deleted and added until the referral is assigned.

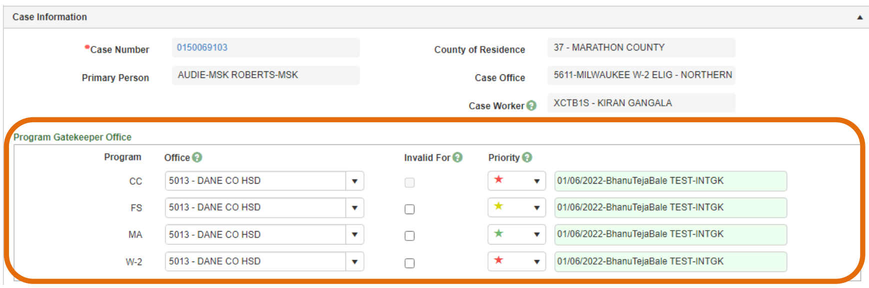


Figure 121 Referral Detail Page - Program Gatekeeper Office

B. Referral Information section

- Standard Referrals have the following fields available for updating: Referral Type, Referral Source, From Date, To Date, Investigation Reason and External Program. The following field can be deleted: From Date, To Date and External Programs.

- Data Exchange (DX) Referral Option the following fields are available for updating: Referral Type, From Date, To Date, Investigation Reason and External Program. The following fields can be deleted: From Date, To Date and External Programs.

- Additional Front End Verification (FEV) Referral Option the following fields are available for updating: From Date, To Date, Investigation Reason and External Program. The following field can be deleted: From Date, To Date and External Programs.

- Agency Error Claim Referral Option the following fields are available for updating: Referral Type, Referral Source, From Date, To Date, Investigation Reason, External Program and Program area. The following fields can be deleted: From Date, To Date and External Programs.

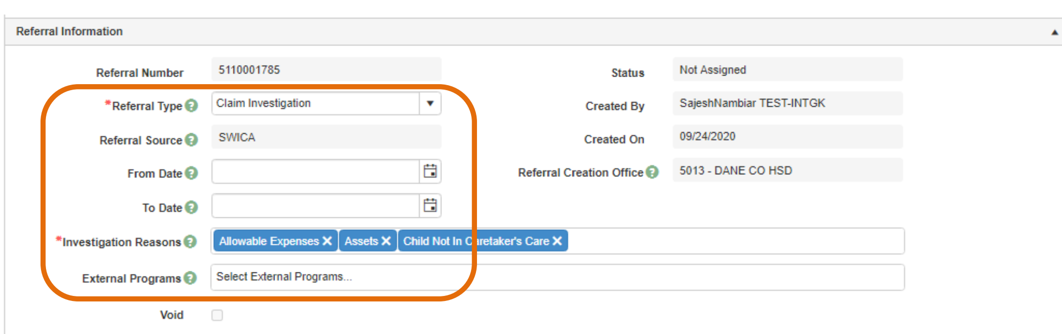


Figure 122 Standard Referral Detail Page – Referral Information Section

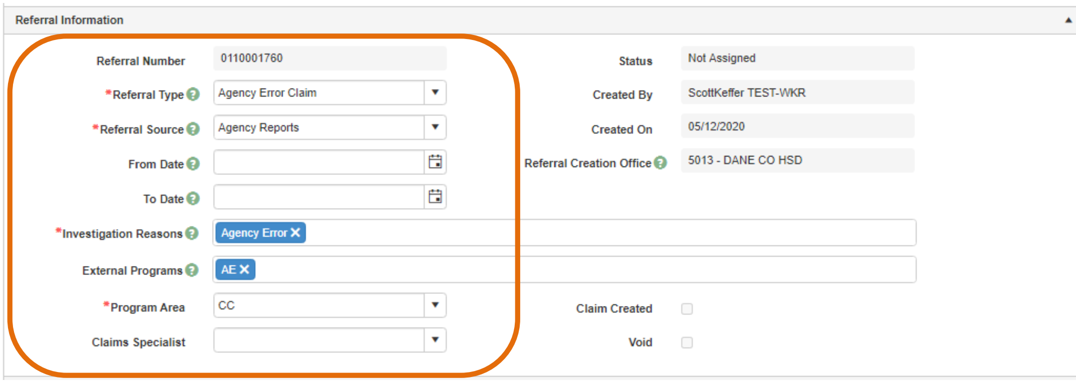


Figure 123 Agency Error Referral Detail page

C. Dual State(s) Information

The Dual State(s) Information section can be updated by any user who can access the referral. To add/edit/delete a Dual State, expanded the collapsed section.

Figure 124 Dual State(s) Information section

Step 1: Select the State drop-down to view the listed of available states for selection.

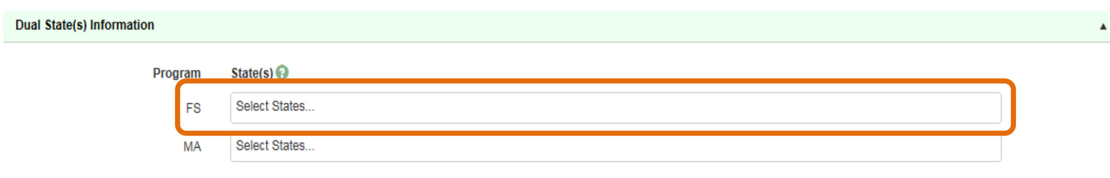


Figure 125 State(s) field

Step 2: To select a state(s), select the drop down and select the state(s).

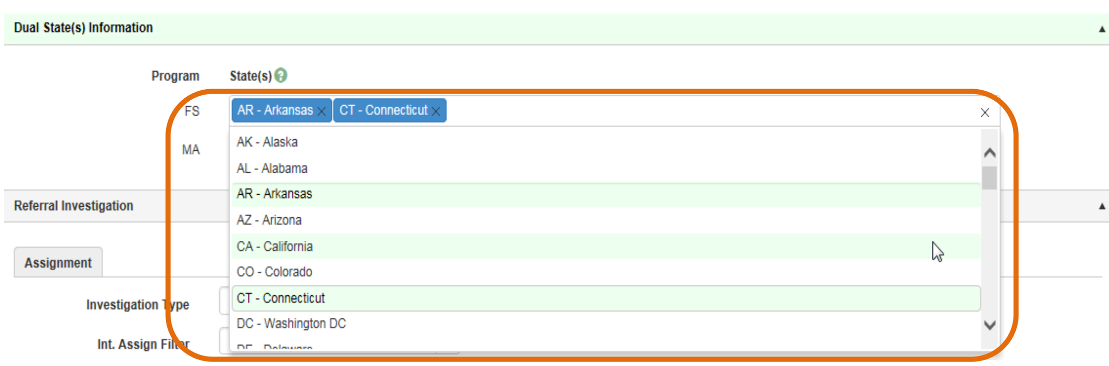


Figure 126 To select a Dual State

Step 3: To remove a state, select the "x" at the end of the state's name. To remove all states select the "x" at the end of the field.

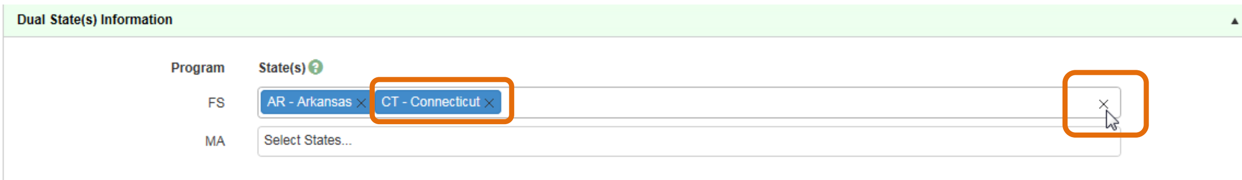


Figure 127 Remove a Dual state

D. Referral Investigation

Referrals can only be assigned by Gatekeepers, State Limited users and Help-Desks.

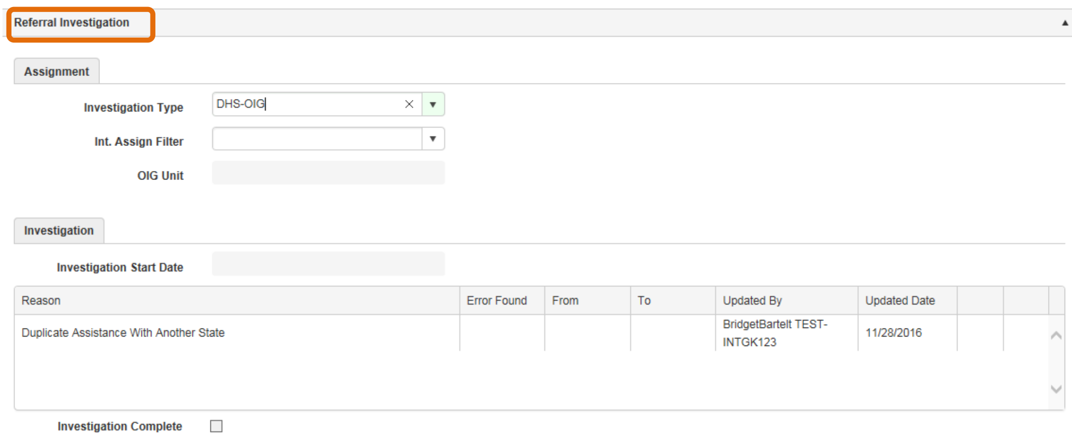


Figure 128 Referral Detail Page – Referral Investigation Section

E. Comments

Depending on user privileges, comments can be added at any time. For editing and deleting see Comment.

Figure 129 Referral Detail Page - Comments

F. Documents

Depending on user privileges, documents can be added at any time. For editing and deleting see Document.

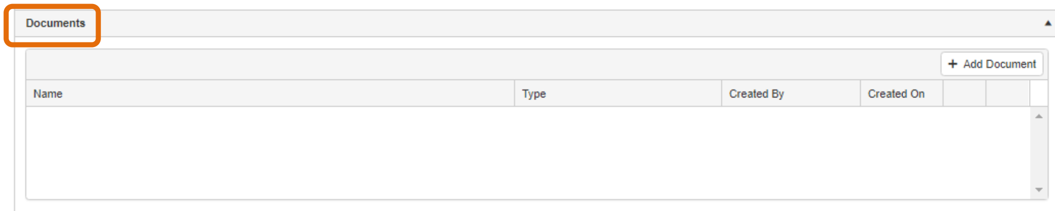


Figure 130 Referral Detail Page - Documents

Step 2 Remove the current information
Once selected, eliminate the current selection by either selecting the data and pressing delete or using the 'X" on the field after selecting the field.

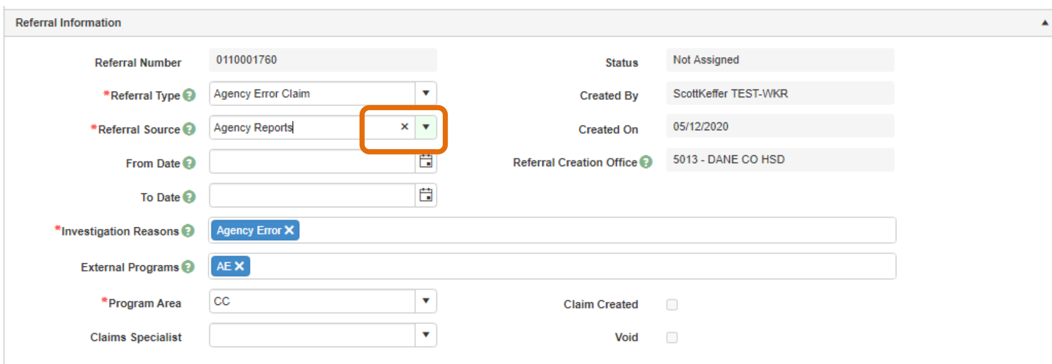


Figure 131 Referral Detail Page - Remove a selection

Step 3 Enter new information
If the field is not required, a user can save the referral after eliminating the information. If the field is required then a selection must be made and the new information must be entered.

Step 4 Save the Referral
A user must select the Save button for any changes to take effect on the referral.

13.2 Update the Referral Detail Page after assignment

Depending on a Referral Type and user privileges the following fields can be changed or updated:

- Non-Int. Assign Filter Program Gatekeeper Office
- Referral Type
- Referral Source
- Investigation Reasons
- From Date
- To Date
- External Programs
- Dual State(s) Information
- Program Area
- Claims Specialist
- Investigation Type
- Int. Assign Filter
- Investigator
- Add New
- Comments
- Documents

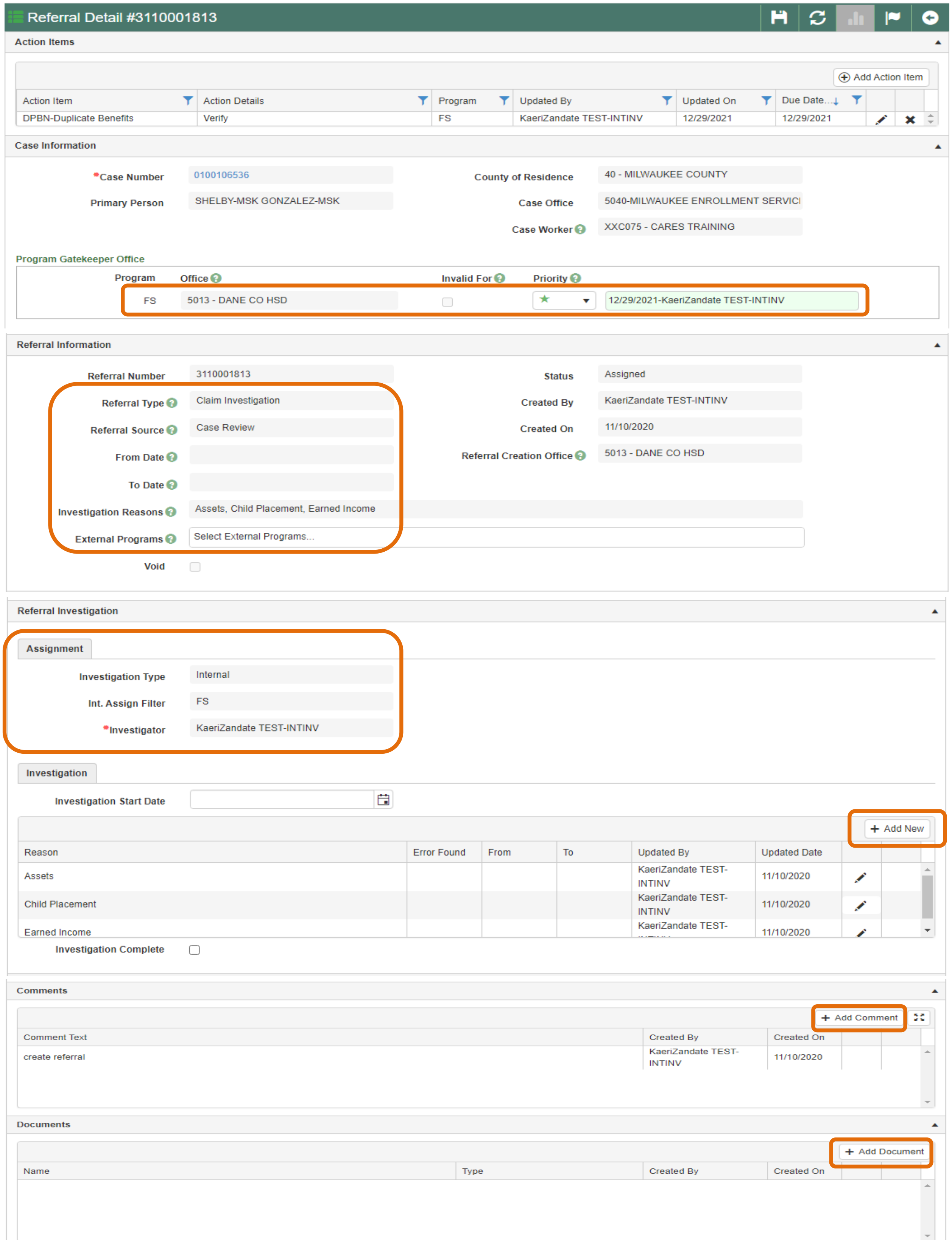


Figure 132 Referral Detail Page – Updatable Sections

Step 1 Select the field the user want to be changed
Select the field the user wants to update/change/delete. (Fields that an updated are listed below)

A. Case Information Section
   Any non-Int. Assignment Filter (IAF) Program Gatekeeper Office fields can be updated.

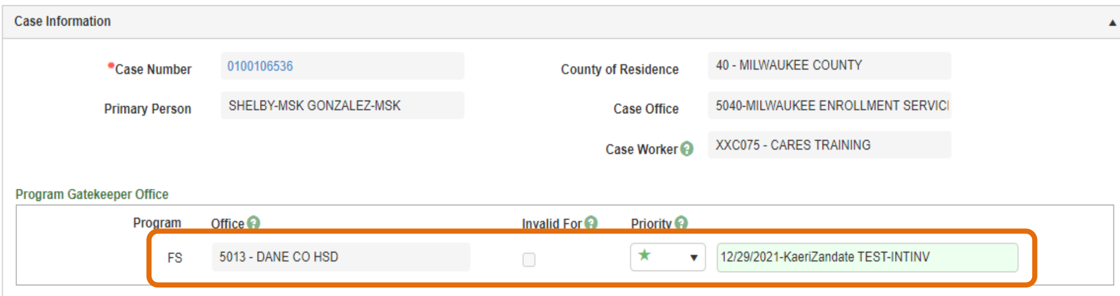


Figure 133 Referral Detail Page - Update/Change Program Gatekeeper Office

B. Referral Information section

- Standard Referral Option the following fields are available for updating: Referral Type, Referral Source, From Date, To Date, Investigation Reason and External Program. The following field can be deleted: From Date, To Date and External Programs.

- Data Exchange (DX) Referral Option the following fields are available for updating: Referral Type, From Date, To Date, Investigation Reason and External Program. The following field can be deleted: From Date, To Date and External Programs.

- Additional Front End Verification (FEV) Referral Option the following fields are available for updating: From Date, To Date, Investigation Reason and External Program. The following field can be deleted: From Date, To Date and External Programs.

- Agency Error Claim Referral Option the following fields are available for updating: Referral Type, Referral Source, From Date, To Date, Investigation Reason, External Program, Program area and Claim Specialist. The following field can be deleted: From Date, To Date and External Programs.

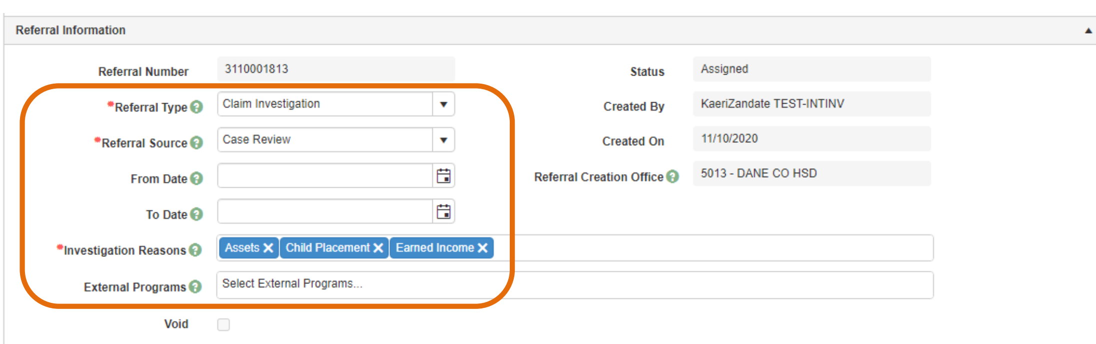


Figure 134 Referral Detail Page - Update/Change Referral Information Section

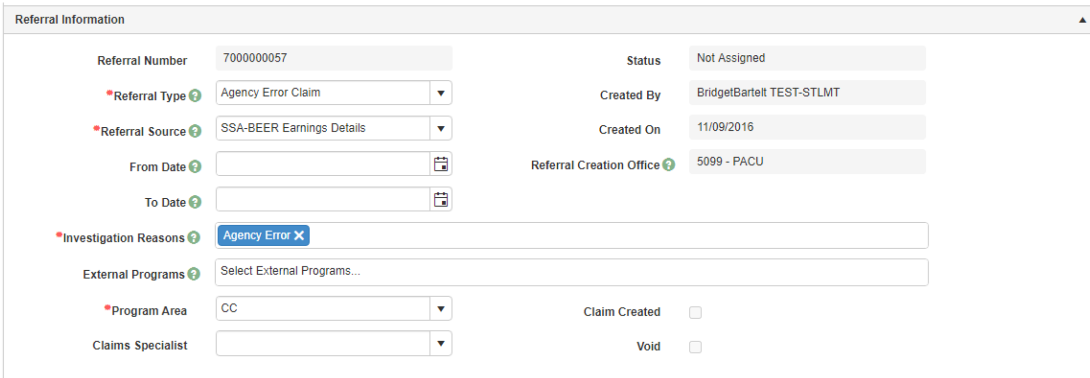


Figure 135 Agency Error Referral Detail page

C. Dual State(s) Information

For more information on Dual State(s), review Updating a referral before Assignment.

D. Referral Investigation

- Referrals can only be reassigned by Gatekeepers, State Limited users and Help-Desks.
- The Add New button is available for Investigators and State Limited users when they are assigned.

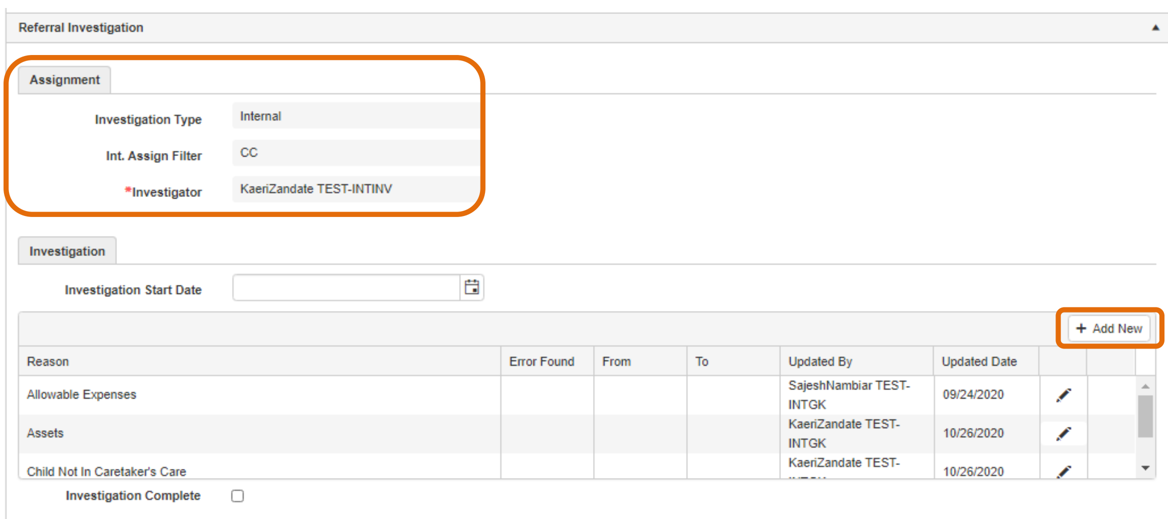


Figure 136 Referral Detail Page - Update/Change Referral Investigation Section

E. Comments

Depending on user privileges, comments can be added at any time. For editing and deleting see Comment.

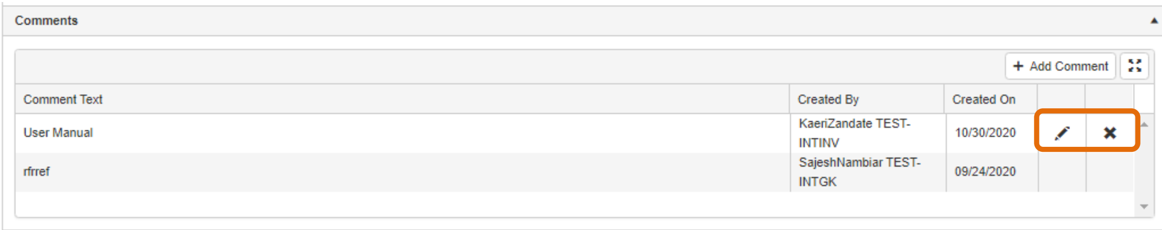


Figure 137 Referral Detail Page - Updates/Changes

F. Documents

Depending on user privileges, documents can be added at any time. For editing and deleting see [Document](#).

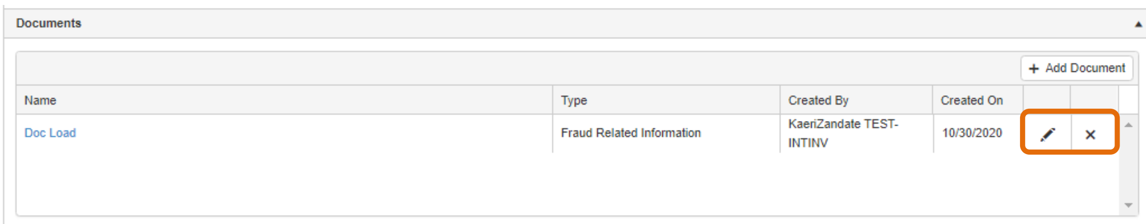


Figure 138 Referral Detail Page - Update/Changes

Step 2 Remove current information

Once selected, the user can eliminate the current selection by either selecting the data and pressing delete or using the 'X" on the field when the user hovers over or in the field.

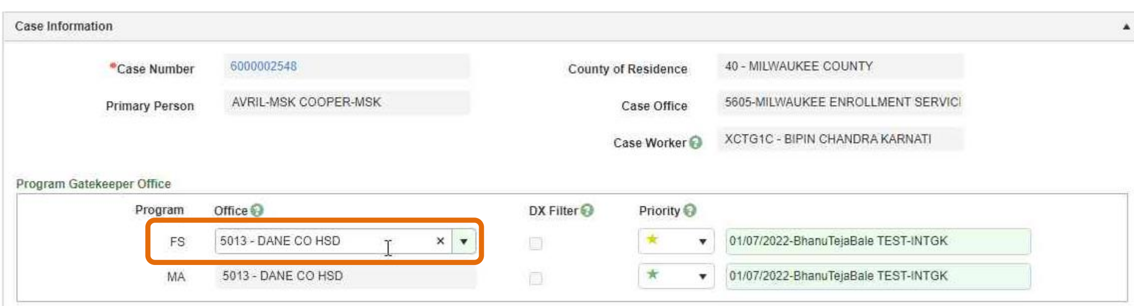


Figure 139 Referral Detail Page – Remove Case Information Section

Step 3 Enter new information

If the field is not a required field a user can save after eliminating the information. If the field is required then a selection must be made and the new information entered.

Step 4 Save the Referral

A User must select the Save button for any changes to take effect.

13.3 Invalidate a Program

Only Gatekeeper/OIG Unit Gatekeeper who are authorized for a program area in the selected offices/units have the ability to invalidate a program during the creation process or on any Unassigned and Not Assigned referral. OIG Unit Investigator can only invalidate FS and MA programs during the referral creation process. The Invalid For field must be selected to invalidate a program.

Step 1 Select a program area to invalidate
Based on a user's credentials, only program area(s) with a white checkbox next to it can be invalidated by the user.

Before selecting Invalid for:

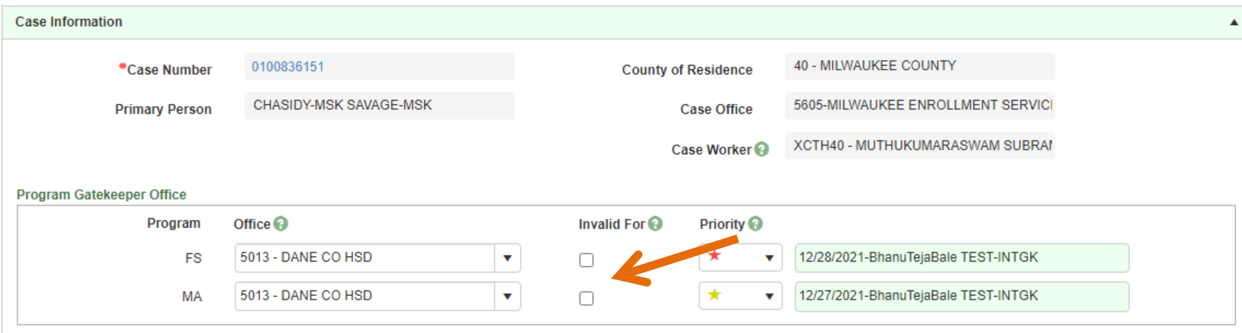


Figure 140 Referral Detail Page – Invalidate a Program Gatekeeper Office

Step 2 Check the box next to the program area
Based on a user's security credentials, when a user selects a program to invalidate, the checkmark(s) becomes visible in the selected box.

***After selecting Invalid for*:**

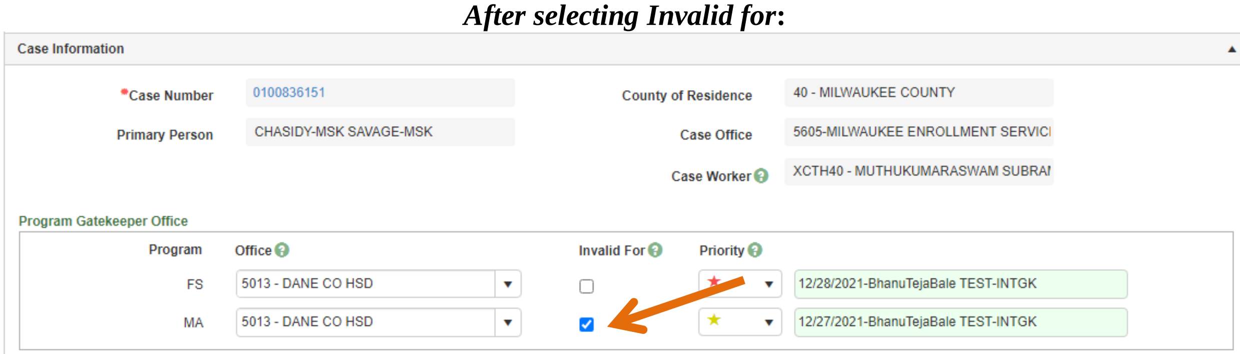


Figure 141 Referral Detail Page – Invalidate a Program Gatekeeper Office

- Unable to invalidate greyed boxes. A box may be greyed out because it is the Int. Assign Filter program area, it has been assigned in Post Investigation or the Gatekeeper is not authorized for the office and program area combination.

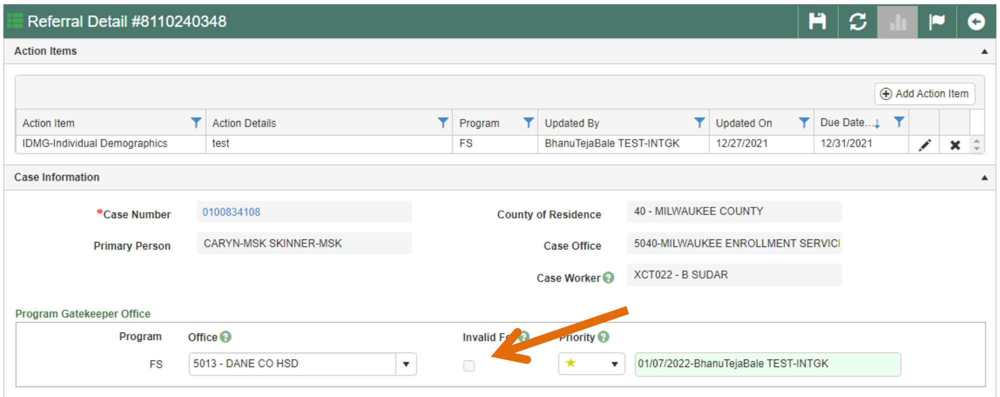


Figure 142 Referral Detail Page – Unable to Invalidate Greyed Boxes

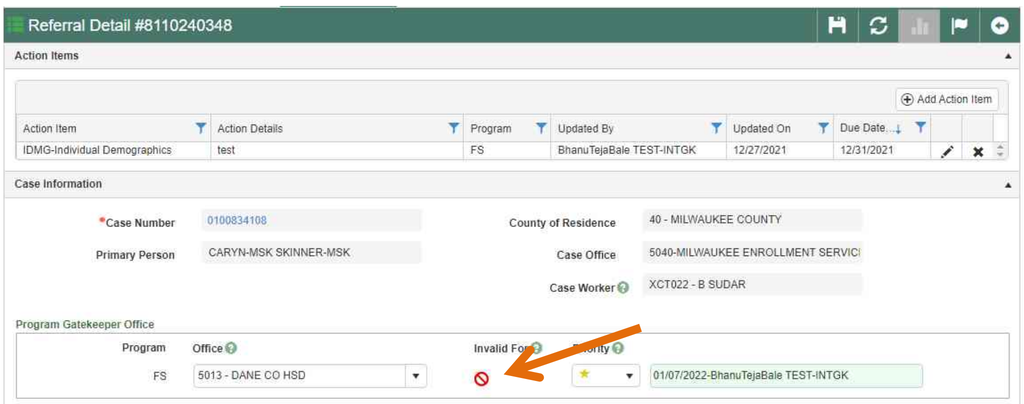


Figure 143 Referral Detail Page – Not Authorized to Invalidate

Step 3 Add a Comment
For Steps on adding a comment please see Comments.

Step 4 Save the referral

13.4 Filter a Program

Only Data Exchange (DX) and Additional Front End Verification (FEV) referrals have the ability to filter a program on a referral. The process for filtering marks the program as not active for this investigation. The Filtered function for a program area must be selected to filter a program.

Step 1 Select a program area to Filter
Based on a user's security credentials, only a program area(s) that have a white box next to it can be filtered by a user.

DX Filter

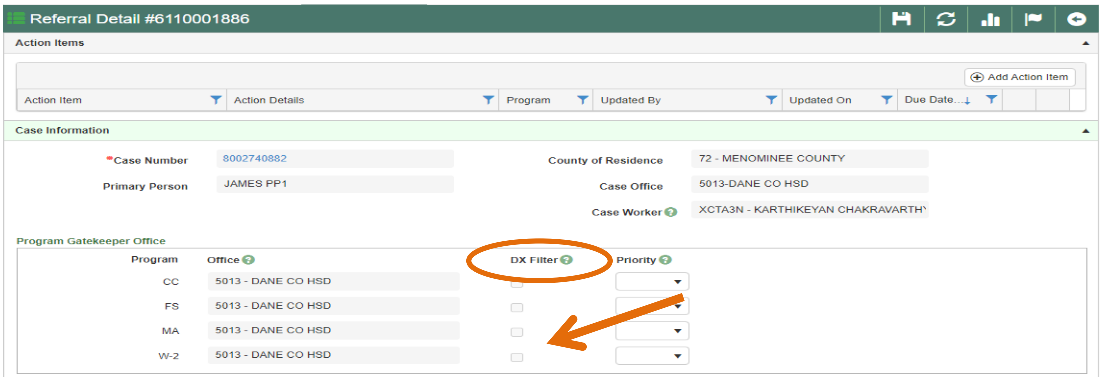


Figure 144 Referral Detail Page – Filter a DX Program Gatekeepers Office

Additional FEV Filter

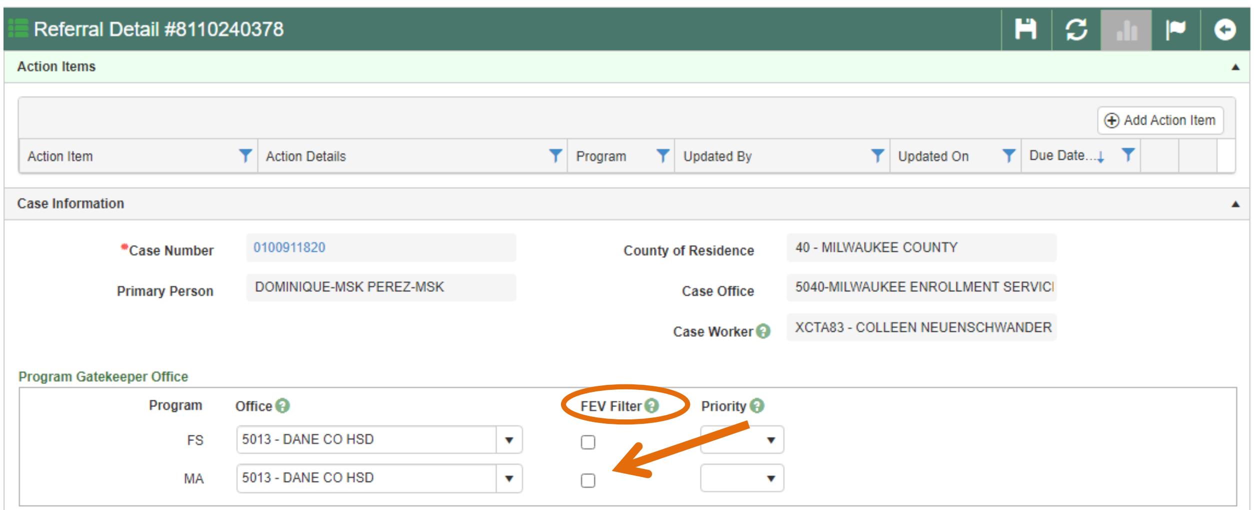


Figure 145 Referral Detail Page – Filter an Additional FEV Program Gatekeepers Office

Step 2 Select the checkbox of the program area the user wants to filter

Based on a user's security credentials, when a user selects a program to filter, the checkmark(s) becomes visible in the selected box.

DX Filter

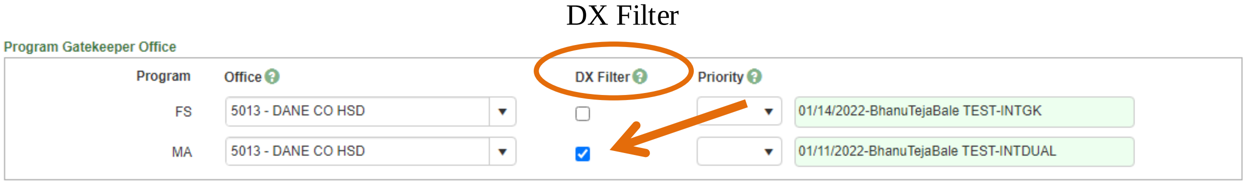


Figure 146 Referral Detail Page – Filtered MA Program Gatekeeper Office

Additional FEV Filter

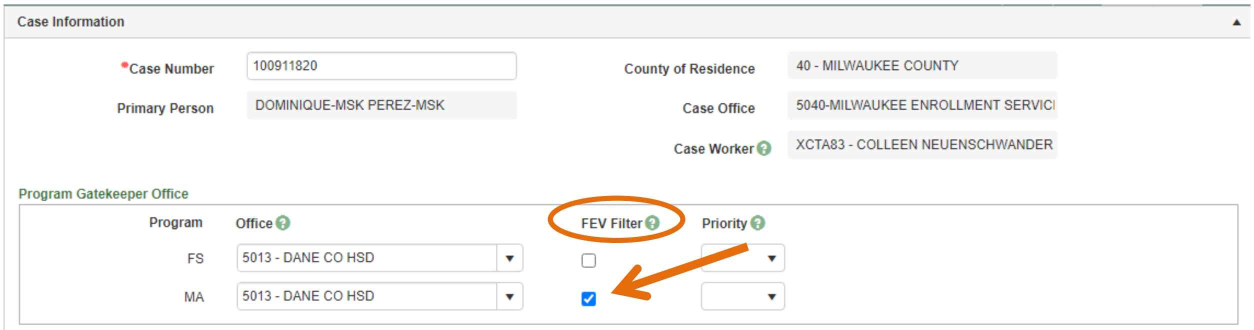


Figure 147 Referral Detail Page – Filtered MA Additional FEV Program Gatekeeper Office

Step 3 Add a comment
For Steps on adding a comment please see Comments.

Step 4 Save the referral

13.5 Remove an Invalidation or Filter

To remove invalidation selection prior to Investigation assignment, and based on a user's security credentials, a user can unselect the checkmark on a Not Assigned or Unassigned referrals where they are the valid Gatekeeper for the program area. When removing the Filter from a program, any gatekeeper can unselect the filtered program area.

Step 1 Select the program to unselect

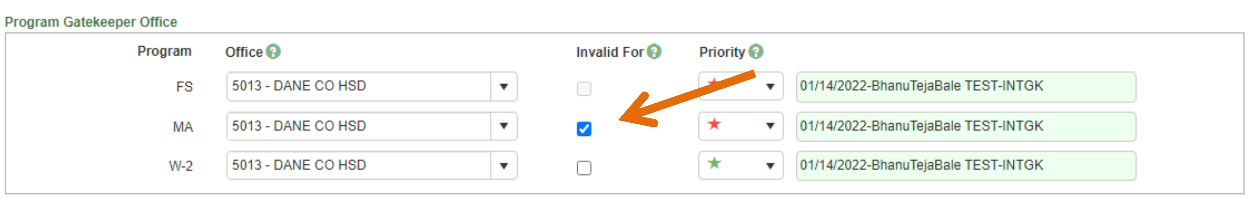


Figure 148 Referral Detail Page – Remove an Invalidation Check Mark

Step 2 Select the check mark
The checkmark is removed.

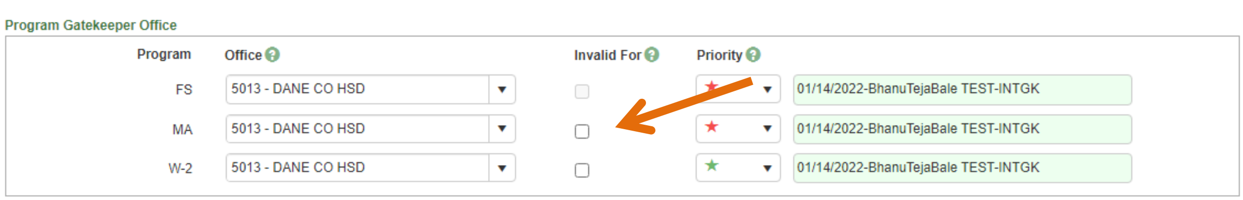


Figure 149 Referral Detail Page – Remove an Invalidation Check Mark

Step 3 Enter a comment
For Steps on adding a comment please see Comments.

Step 4 Save the referral

A program cannot be invalidated when a Referral is in an ***Assigned*** or ***Investigation In Progress*** status. For information on setting "Program Invalid" during Post Investigation, see 17 Post Investigation Claim Determination and 18 Post Investigation Fraud Determination.

14.Referral Assignment

Purpose: When a referral is created it will appear on a Gatekeeper Workload page. The Gatekeeper determines the appropriate action for the referral. If further investigation or post investigation activities are necessary, the Gatekeeper assigns the referral to an Investigator.

Workflow: To create a referral, at least one program office must be completed in the Program Gatekeeper Office section. Once the referral is saved, it will be displayed on a Gatekeeper Workload page. A referral is displayed on a Workload depending on the program area and office selected during referral creation. Any Gatekeeper authorized for the program and office combination that was selected, will see the referral on their workload. A Gatekeeper may assign the referral to an Investigator, select to invalidate the program from further investigation actions, or take no immediate action while another program area completes investigation. If there are other valid programs on the referral, and no office has been assigned, the Gatekeeper who first received the referral must assign offices to add the referral to program Gatekeeper Workload page for review.

Assignment: Referrals may be reviewed and assigned individually from the Referral Detail page, or multiple referrals may be selected and assigned from the Mass Assignment and Mass Reassignment pages accessed from the Admin Tab on the menu bar.

The following assignment and reassignment guidelines apply to individual and mass assignment processes for Investigation and Post Investigation.

Role	Referral Assignment Capability
Internal Gatekeeper (INT)	Assign and reassign referrals to Internal Investigators within the program and office for which they are authorized.
External Gatekeepers (EXT)	Assign and reassign referrals to External Investigators within the office and external agency for which they are authorized.
DHS-OIG Unit Gatekeeper (DHS OIG Unit)	Assign and reassign referrals to the DHS-OIG Unit Investigators within the OIG Unit for which they are authorized.
DHS-OIG Queue Master (DHS OIG QM)	Assign referrals to any DHS-OIG unit. Reassign referrals from one OIG unit to another OIG unit that have not been assigned to an OIG Unit Investigator. Referrals assigned to an OIG Unit Investigator must be reassigned by the DHS-OIG Unit Gatekeeper.
Helpdesk	Assign and reassign investigations and post investigations in any role – Internal Gatekeeper, External Gatekeeper, DHS-OIG Unit Gatekeeper, or DHS-OIG Queue Master.

14.1 Single Assignment – Existing Functionality

Required Fields: The Investigation Type and Int. Assign Filter (IAF) fields are required for all assignment Types (Internal, External, PACU and DHS-OIG)

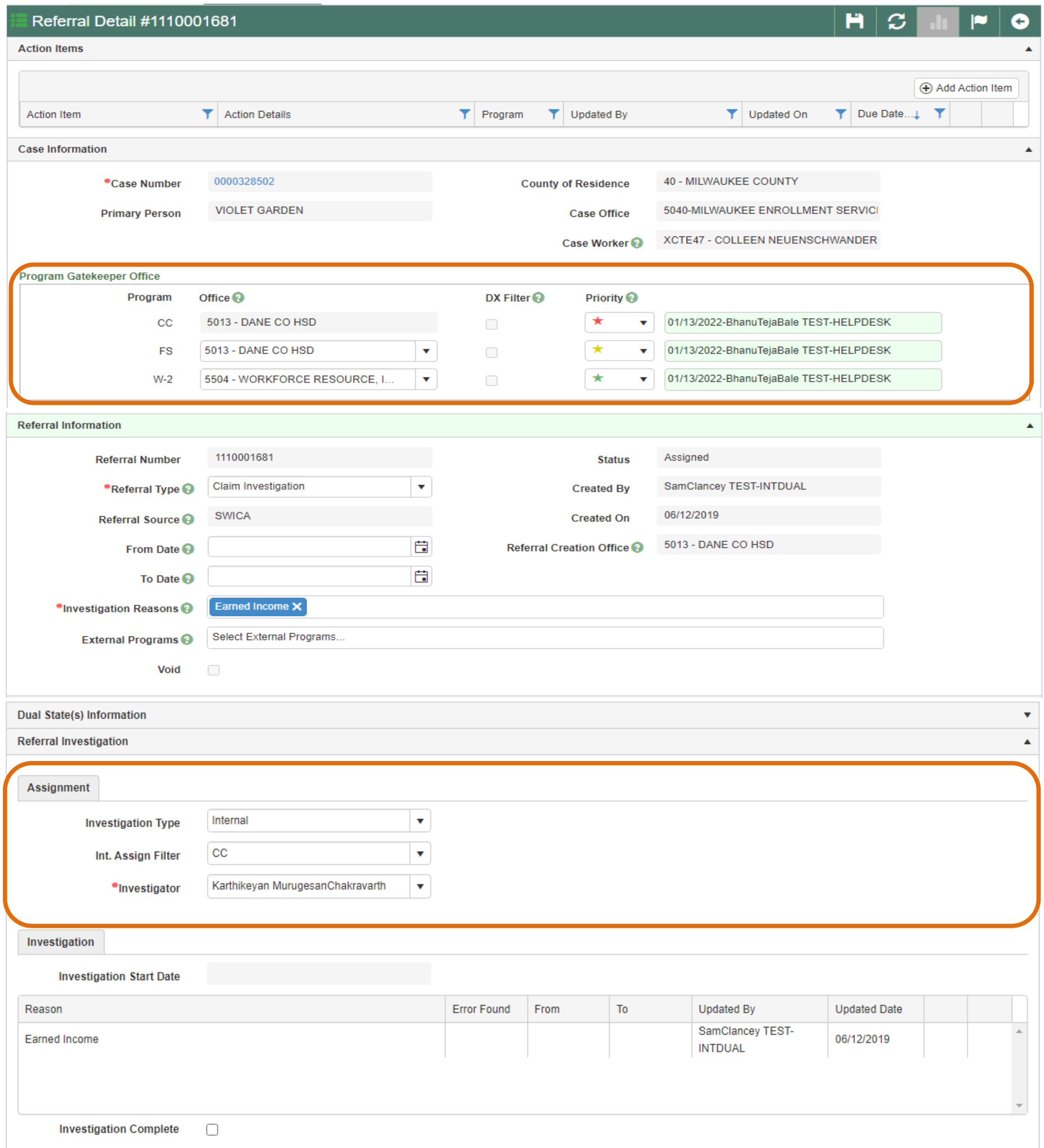


Figure 150 Referral Detail Page – Assignment

14.2 Agency Error Claim Assignment – Existing Functionality

Step 1 Enter all Program Gatekeeper Offices

In the Case Information section, enter all the Program Gatekeeper Offices.

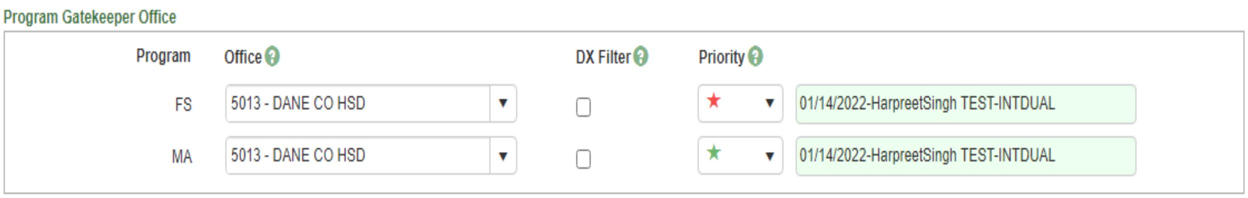


Figure 151 Referral Detail Page – Agency Error Assignment - Program Gatekeeper Office Selection

Not sure which Program Gatekeeper Office to select? Select the same office as the Case Office.

Step 2 Assign the Investigator/Claim Specialist

For Agency Errors, the Referral Information section provides a method for the Gatekeeper to assign the referral to a Claim Specialist.

The user selects a name from the drop-down list of Claim Specialists available in the Gatekeeper's Office associated with the program(s) selected in the Program Area field.

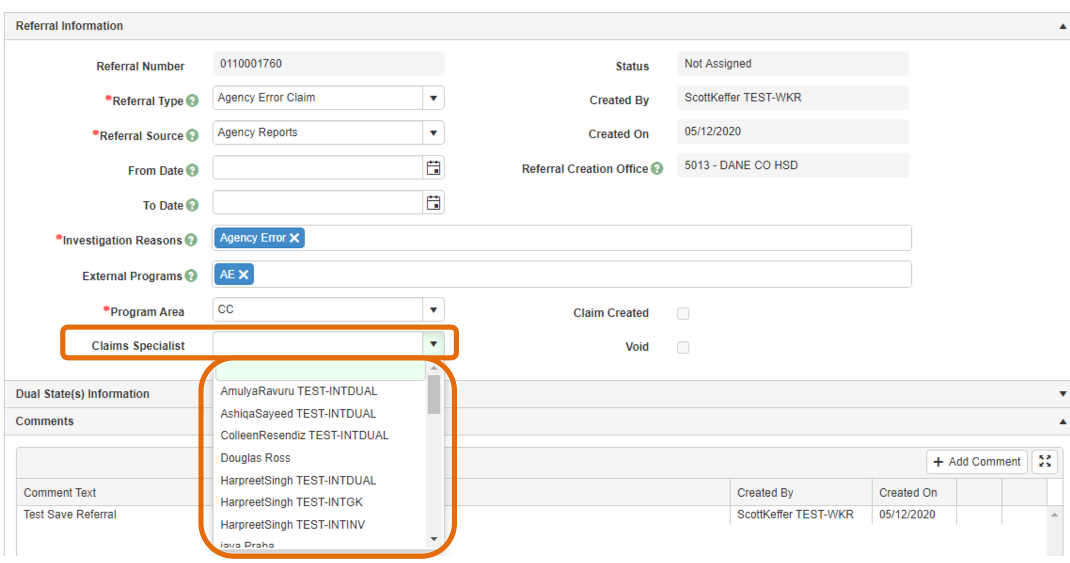


Figure 152 Referral Detail Page – Referral Investigation Selection

Step 3 Save the referral

14.3 Standard Referral Assignment – Existing Functionality

A Standard Referral includes the following referral Types: Claim Investigation, Fraud Investigation and Front-End Verification.

After creation of a referral, Multi-Role users need to save the referral before they can assign a referral.

14.3.1 Assigning an Internal Investigator

The Investigation Type field provides a method for a Gatekeeper to assign the referral to an Internal Investigator. The Required Fields are: Investigation Type, Int. Assignment Filter, and Investigator.

Step 1 Enter all Program Gatekeeper Offices
In the Case Information section, enter all the Program Gatekeeper Offices.

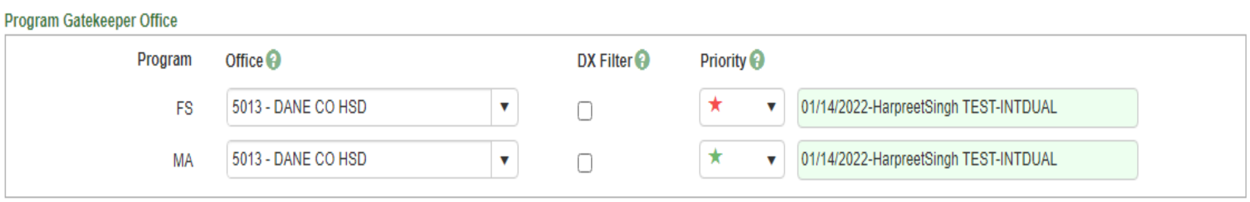


Figure 153 Referral Detail Page – Internal Assignment - Program Gatekeeper Office Selection

Not sure which Program Gatekeeper Office to select? Select the same office as the Case Office.

Step 2 Set the Investigation Type to Internal
In the Referral Investigation – Assignment sub-section enter the Investigation Type and all required fields. There are four ***Investigation Types***: Internal, External, PACU and DHS-OIG. Depending on the users role the Investigation Type list may not contain all four Investigation Types.

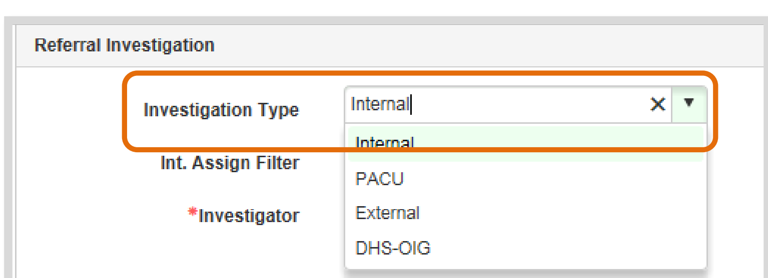


Figure 154 Referral Detail Page – Internal Assignment - Investigation Type Selection

Step 3 Set the Int. Assign Filter (IAF)

All valid program(s) are listed in the Int. Assign Filter field when the Gatekeeper is an authorized Gatekeeper for that program office combination. For example, a Gatekeeper in Dane County may have access to MA and FS, those programs are listed in the drop down box. A selection is required to proceed with assignment.

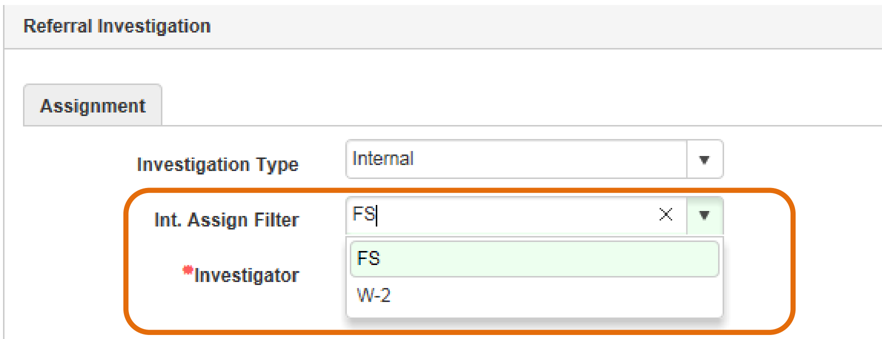


Figure 155 Referral Detail Page – Internal Assignment - Int. Assign Filter Selection

The Int. Assign Filter (IAF) helps determine the investigator list.

Step 4 Assign an Investigator

The Gatekeeper selects a name from the drop down menu of Investigators available in the Gatekeeper's Office associated with the program area selected in the Int. Assign Filter.

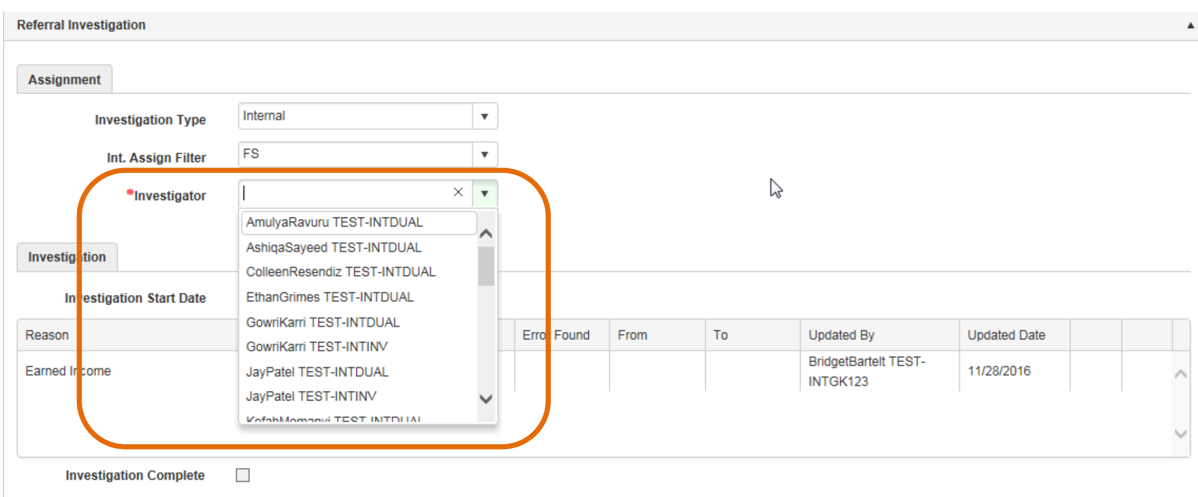


Figure 156 Referral Detail Page – Internal Assignment - Investigator Selection

Step 5 Save the referral

14.3.2 Assigning DHS – OIG Investigation Type

The Investigation Type field provides a method for a gatekeeper or State Limited User to assign the referral to the OIG Investigation Type. The Required Fields are: Investigation Type, Int. Assignment Filter and DHS – OIG Unit.

Step 1 Enter all Program Gatekeeper Offices
In the Case Information section, enter the appropriate Gatekeeper Offices for each program.

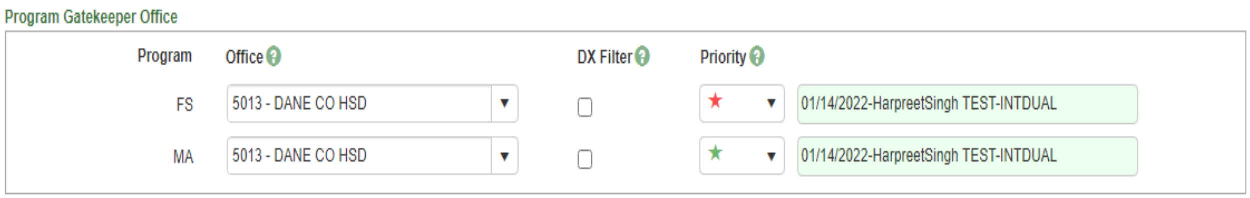


Figure 157 Referral Detail Page – DHS OIG Assignment - Program Gatekeeper Office Selection

Not sure which Program Gatekeeper Office to select? Select the same office as the Case Office.

Step 2 Set the Investigation Type to DHS-OIG
In the Referral Investigation section enters the Investigation Type and all required fields. There are four ***Investigation Types***: Internal, External, PACU and DHS-OIG. Depending on the user's role the Investigation Type list may not contain all four Investigation types.

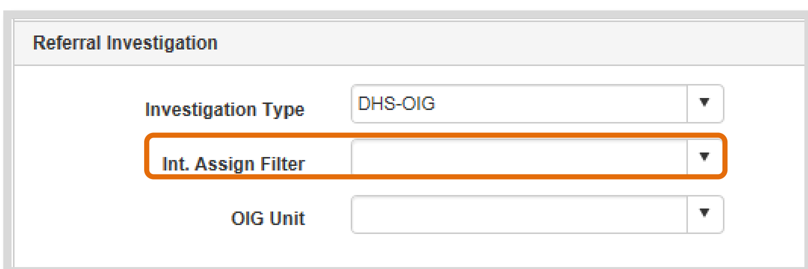


Figure 158 Referral Detail Page – DHS OIG Assignment - Investigation Type Selection

Step 3 Set the Int. Assign Filter (IAF)
All valid program(s) are listed in the Int. Assign Filter field when the Gatekeeper is an authorized Gatekeeper for that program area and office combination.

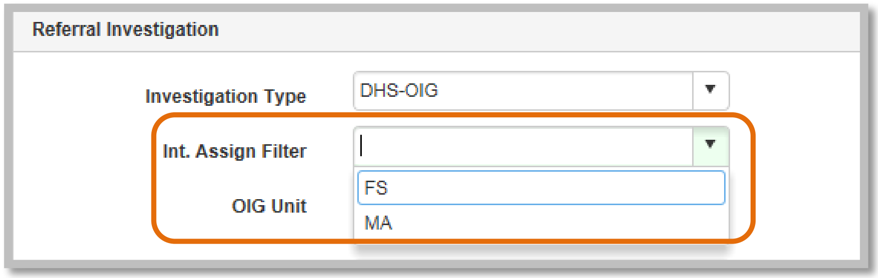


Figure 159 Referral Detail Page – DHS OIG Assignment - Int. Assign Filter Selection

Step 4 Save the referral

14.3.3 Assigning DHS – OIG Unit

When the Investigation Type field is set to DHS-OIG, the Queue Master can assign the referral to a DHS-OIG Unit Gatekeeper. The Required Fields are: Investigation Type, Int. Assign Filter and DHS – OIG Unit.

Step 1 Assigning DHS – OIG Investigation Type

Step 2 Select an OIG Unit

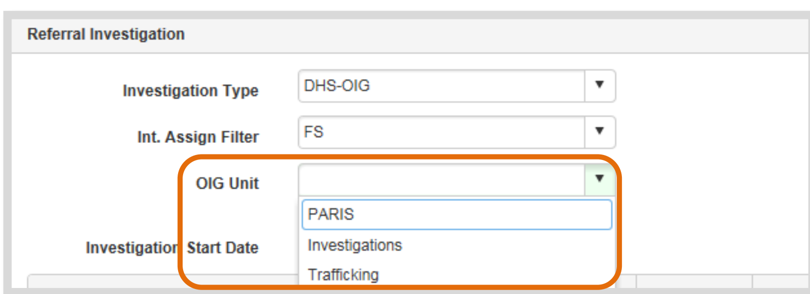


Figure 160 Referral Detail Page - DHS OIG Assignment - Unit Selection

Step 3 Save the referral

14.3.4 Assigning DHS – OIG Unit Investigator

When the Investigation Type field is set to DHS-OIG and the Queue Master has assigned the referral to a DHS-OIG Unit Gatekeeper, the assigned DHS-OIG Gatekeeper can select an Investigator to perform the investigation. The Required Fields are: Investigation Type, Int. Assign Filter and DHS – OIG Unit.

Step 1 Assigning DHS – OIG Unit

Step 2 Select an OIG Unit Investigator

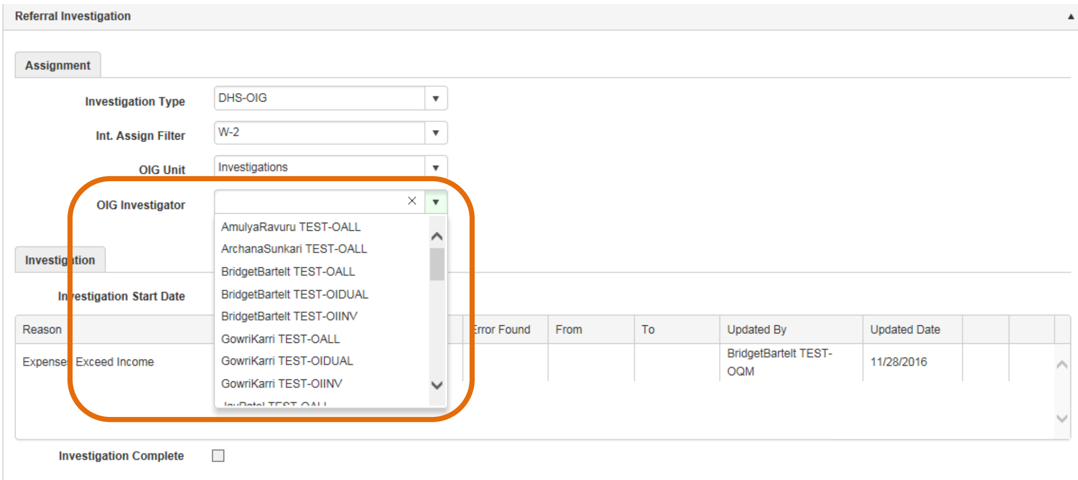


Figure 161 Referral Detail Page - DHS OIG Assignment - Unit Investigator Selection

Step 3 Save the referral

14.3.5 Assigning External Agency

The Investigation type field provides a method for a Gatekeeper to assign the referral to an external agency. The Required Fields are: Investigation Type, Int. Assign Filter and External Agency.

For more information on External users and roles see: External Roles

Step 1 Enter all Program Gatekeeper Offices
In the Case Information section, enter all the Program Gatekeeper Offices.

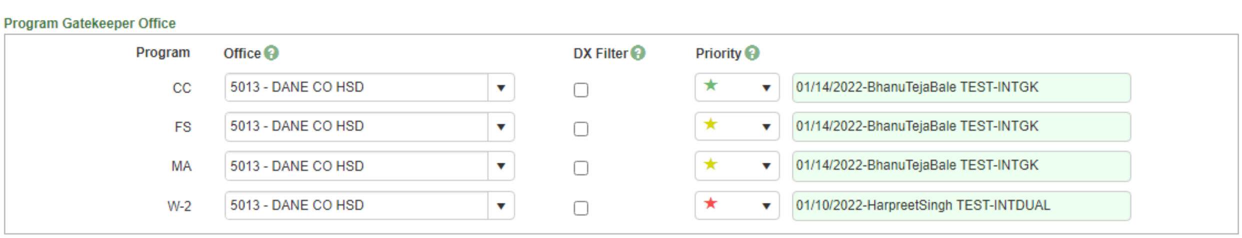


Figure 162 Referral Detail Page – External Assignment - Program Gatekeeper Office Selection

Not sure which Program Gatekeeper Office to select? Select the same office as the Case Office.

Step 2 Set the Investigation Type to External
In the Referral Investigation section enters the Investigation Type and all required fields. There are four ***Investigation Types***: Internal, External, PACU and DHS-OIG. Depending on the user's role the Investigation Type list may not contain all four Investigation Types.

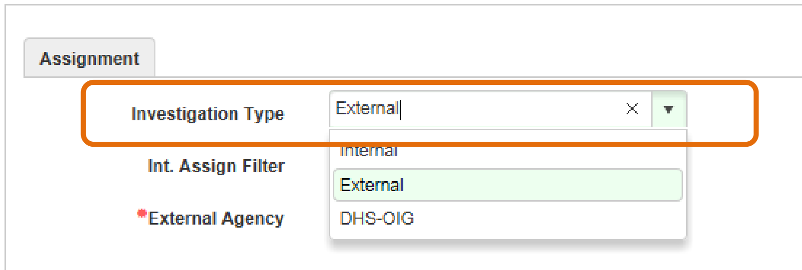


Figure 163 Referral Detail Page – External Assignment - Investigation Type Selection

Step 3 Set the Int. Assign Filter (IAF)
All valid program(s) are listed in the Int. Assign Filter field when the Gatekeeper is an authorized Gatekeeper for that program office combination. A selection is required to proceed.

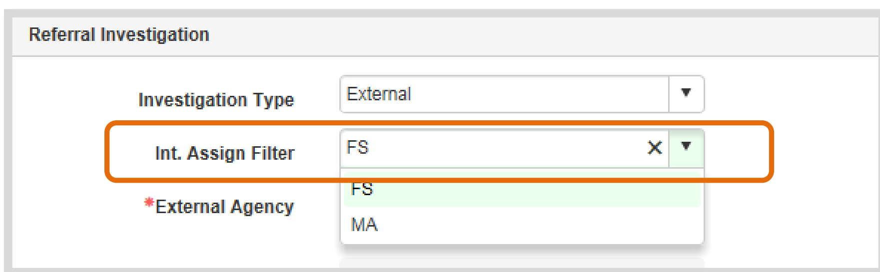


Figure 164 Referral Detail Page – External Assignment - Int. Assign Filter Selection

Step 4 Select an External Agency
Only external agencies for the program area selected are listed in the drop down list.

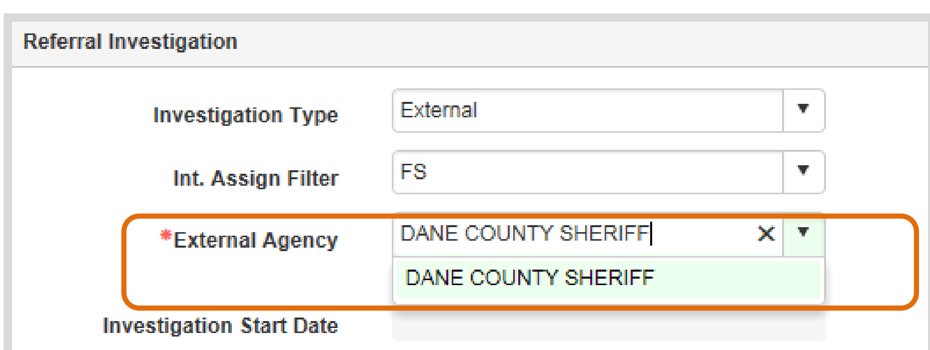


Figure 165 Referral Detail Page – External Assignment - External Agency Selection

Step 5 Save the referral

14.3.6 Assigning External Investigator

Once the Investigation Type field is set to external and an External Agency has been selected, the External Gatekeeper can select an External Investigator. The Required Fields are: Investigation Type, Int. Assign Filter, External Agency and External Investigator.

Step 1 [Assign an External Agency]()

Step 2 Select an External Investigator

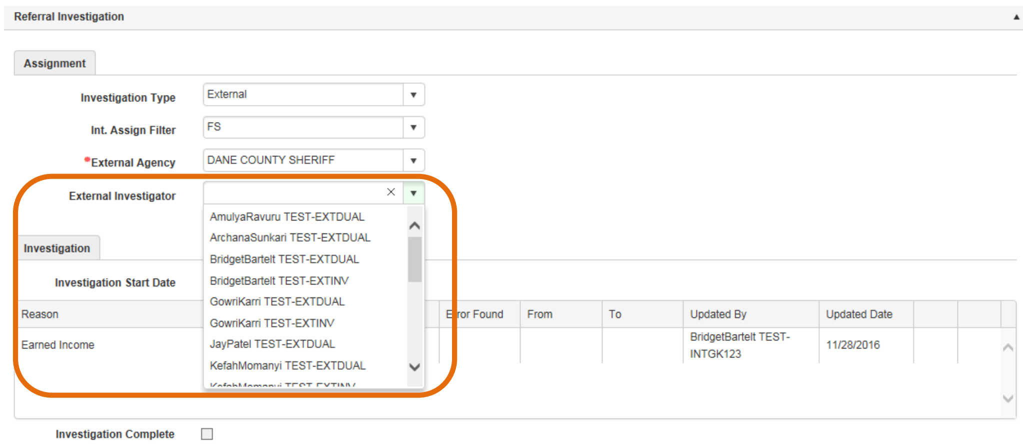


Figure 166 Referral Detail Page – External Assignment - Investigator Selection

Step 3 Save the referral

14.3.7 Assigning PACU

The Investigation Type field provides a method for some users to assign the referral to PACU. The Required Fields are: Investigation Type, Int. Assign Filter and Investigator.

Step 1 Enter all Program Gatekeeper Offices
In the Case Information section, enter all the Program Gatekeeper Offices.

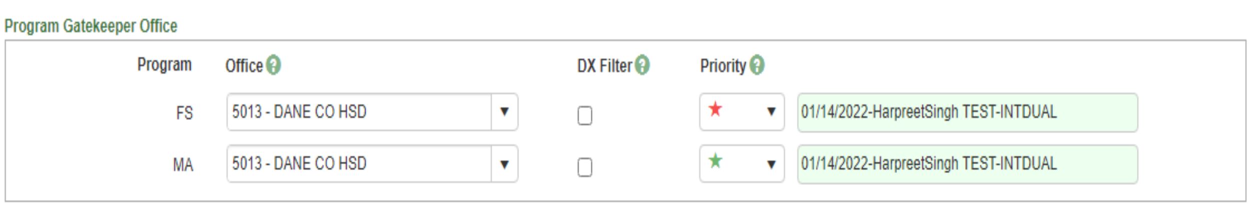


Figure 167 Referral Detail Page – PACU Assignment - Program Gatekeeper Office Selection

Not sure which Program Gatekeeper Office to select? Select the same office as the Case Office.

Step 2 Set the Investigation Type to PACU

In the Referral Investigation section enters the Investigation Type and all required fields. There are four ***Investigation Types***: Internal, External, PACU and DHS-OIG. Depending on the user's role the Investigation Type list may not contain all four Investigation Types.

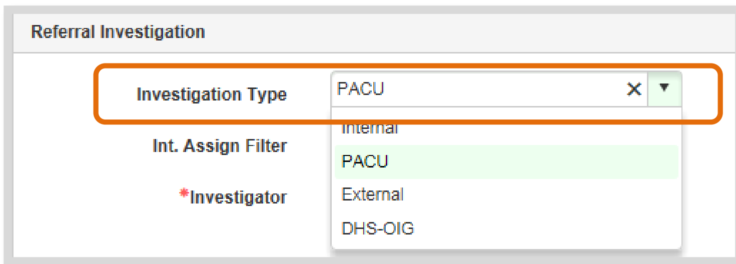


Figure 168 Referral Detail Page – PACU Assignment - Investigation Type Selection

Step 3 Set the Int. Assign Filter (IAF)

All valid program(s) are listed in the Int. Assign Filter field when the Gatekeeper is an authorized Gatekeeper for that program office combination. The Gatekeeper is required to make a selection to proceed in assignment.

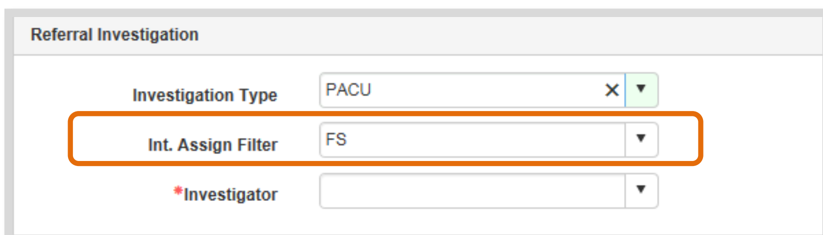


Figure 169 Referral Detail Page – PACU Assignment - Int. Assign Filter Selection

Step 4 Select the Investigator field and select a State Limited user

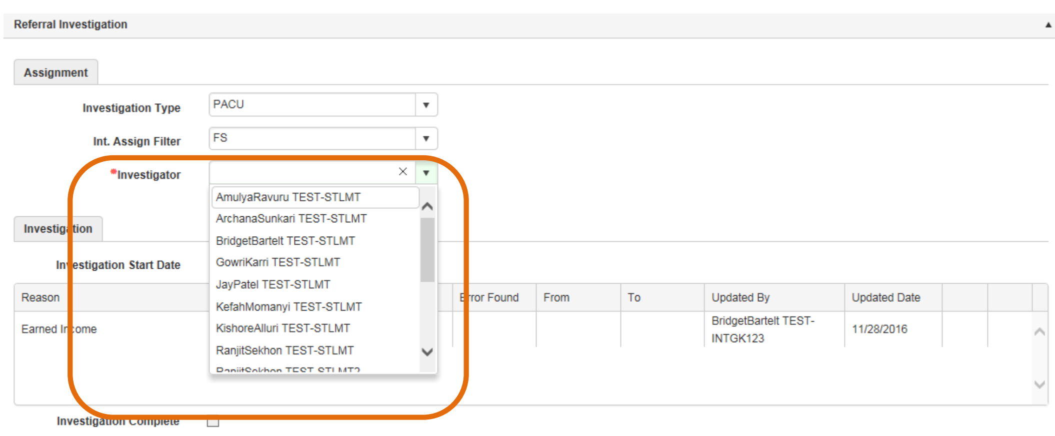


Figure 170 Referral Detail Page – PACU Assignment - Investigator Selection

Step 5 Save the referral

14.4 Assigning Post Investigation – Existing Functionality (relocated from PI Section)

The Post Investigation Claim Determination and Fraud Determination sections can be assigned to an investigator any time after the investigation is complete. Assigning an Assignment Type is similar to assigning the Investigation Type: select Internal, PACU, External or DHS-OIG. Assignment to an investigator is not mandatory to complete Post Investigation for a program area.

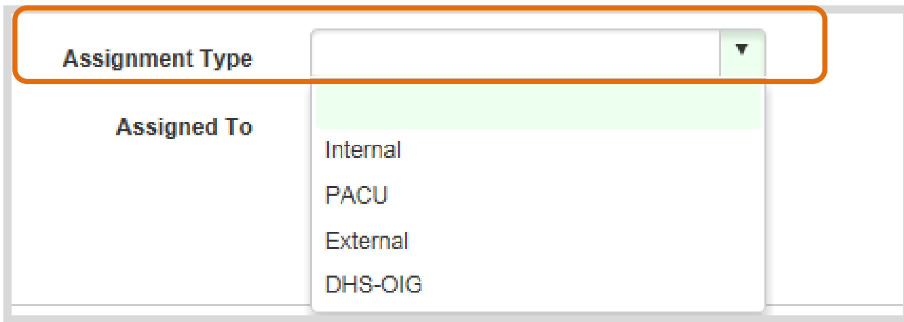


Figure 171 Referral Detail Page – Post Investigation Section

14.4.1 Assigning Internally

Step 1 Select Assignment Type
Set the Assignment Type to Internal.

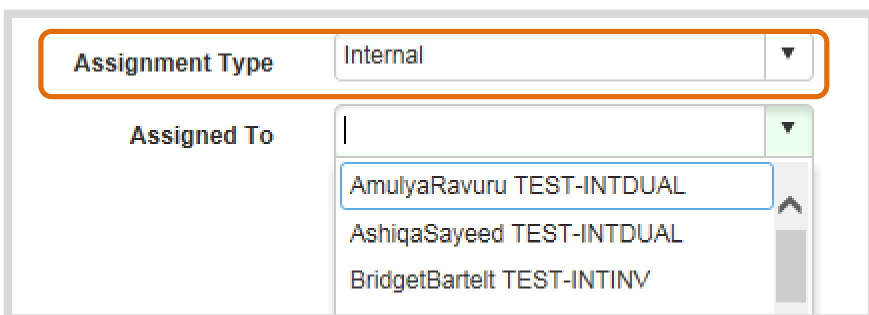


Figure 172 Referral Detail Page – Post Investigation - Internal Assignment Selection

Step 2 Select an Investigator
A list of internal Investigators in the Gatekeeper's Office and program area is displayed

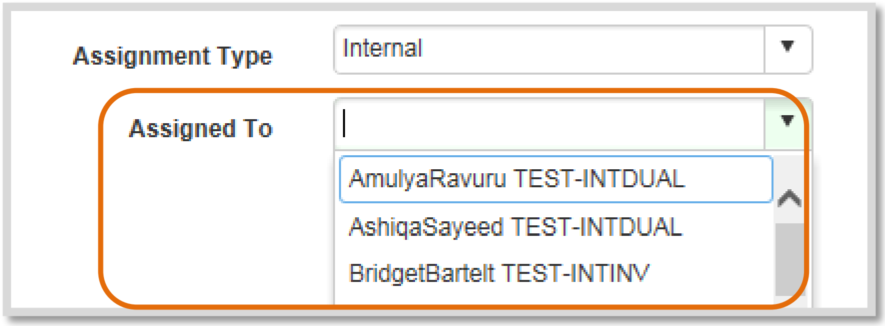


Figure 173 Referral Detail Page – Post Investigation - Internal Assignment Selection

Step 3 Save the referral

14.4.2 Assigning External Agency

Step 1 Select Assignment Type
Set the Assignment Type to External.

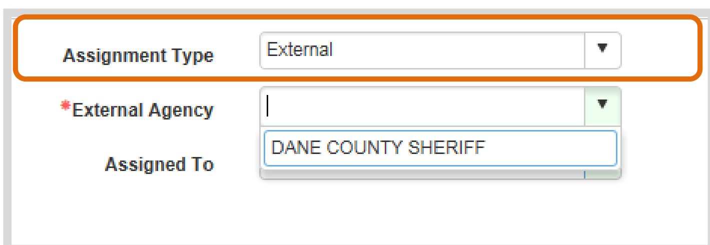


Figure 174 Referral Detail Page – Post Investigation - External Assignment Selection

Step 2 Select an External Agency

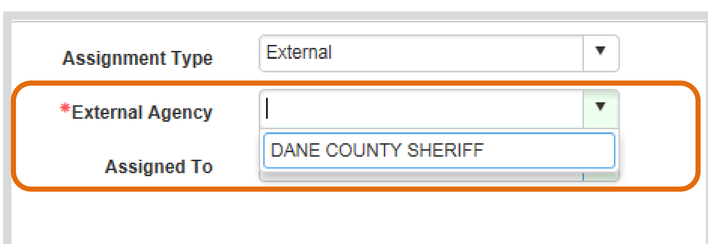


Figure 175 Referral Detail Page – Post Investigation - External Assignment Selection

Step 3 Save the Referral

14.4.3 Assigning External Investigator

Step 1 Assign the External Agency

Step 2 Assign an External Investigator

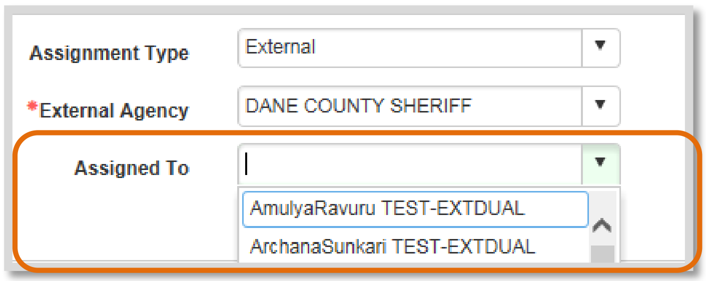


Figure 176 Referral Detail Page – Post Investigation - External Assignment Selection

Step 3 Save the referral

14.4.4 Assigning to PACU

Step 1 Select the Assignment Type
Set the PACU Assignment Type from the list.

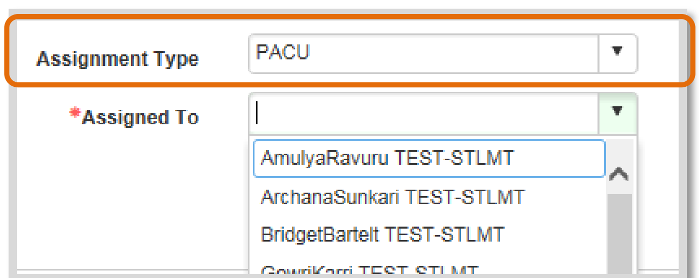


Figure 177 Referral Detail Page – Post Investigation - PACU Assignment Selection

Step 2 Select a State Limited User

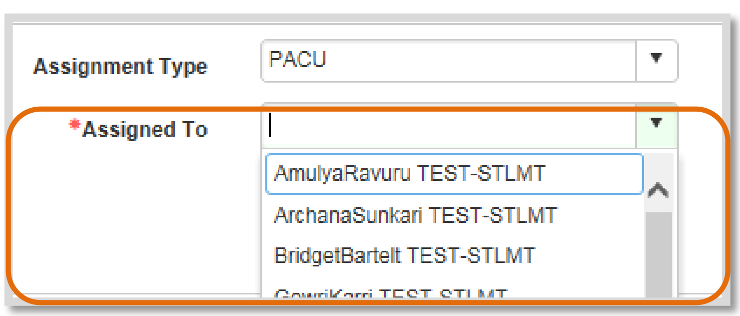


Figure 178 Referral Detail Page – Post Investigation - PACU Assignment Selection

Step 3 Save the referral

14.4.5 Assigning to DHS-OIG Assignment Type

Step 1 Select the Assignment Type
Select DHS-OIG from the Assignment Type list

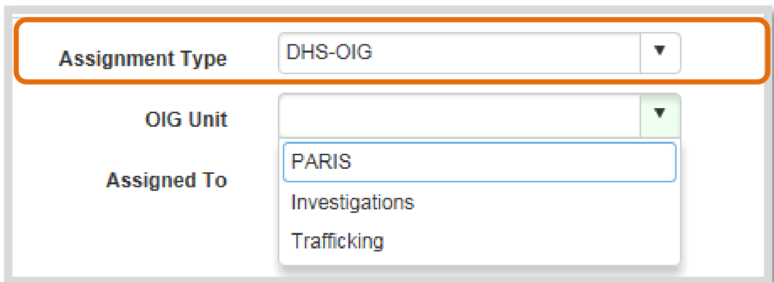


Figure 179 Referral Detail Page – Post Investigation – DHS OIG Assignment Selection

Step 2 Save the referral

14.4.6 Assigning to DHS-OIG Unit

Step 1 Set the Assignment Type to DHS - OIG

Step 2 Select the OIG Unit

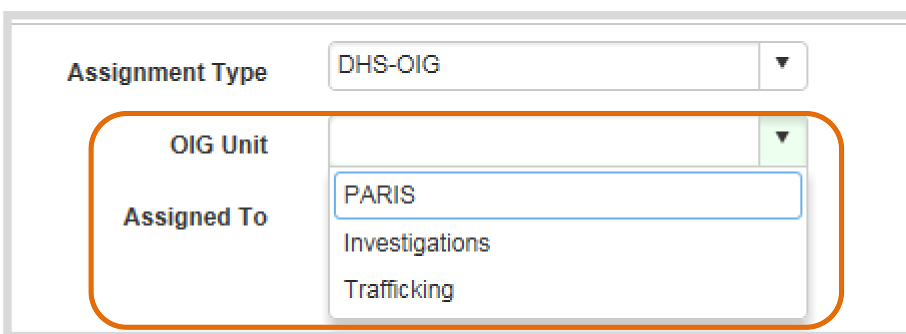


Figure 180 Referral Detail Page – Post Investigation – DHS OIG Assignment Selection

Step 3 Save the referral

14.4.7 Assigning DHS-OIG Unit Investigator

Step 1 Set the Assignment Type to DHS - OIG

Step 2 Set the DHS OIG Unit

Step 3 Select the Unit Investigator

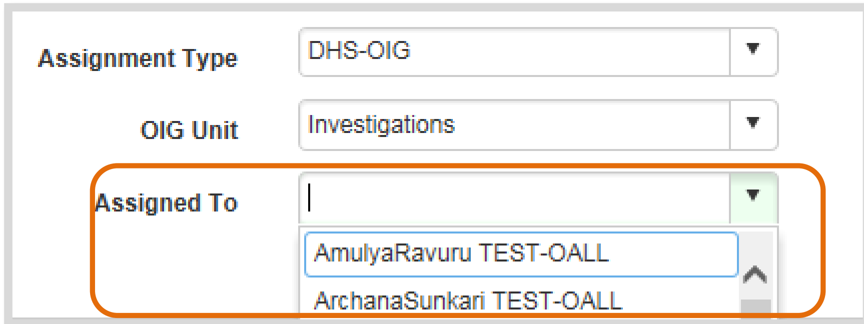


Figure 181 Referral Detail Page – Post Investigation – DHS OIG Assignment Selection

Step 4 Save the referral

14.5 Single Reassignment – Existing Functionality

14.5.1 Reassigning an Internal Investigator/Claim Specialist

Internal Gatekeepers can reassign other Investigators for a program area they are authorized for.

Step 1 Remove the Investigator or Claim Specialist
Delete the investigator's name or select the "x" next to their name.

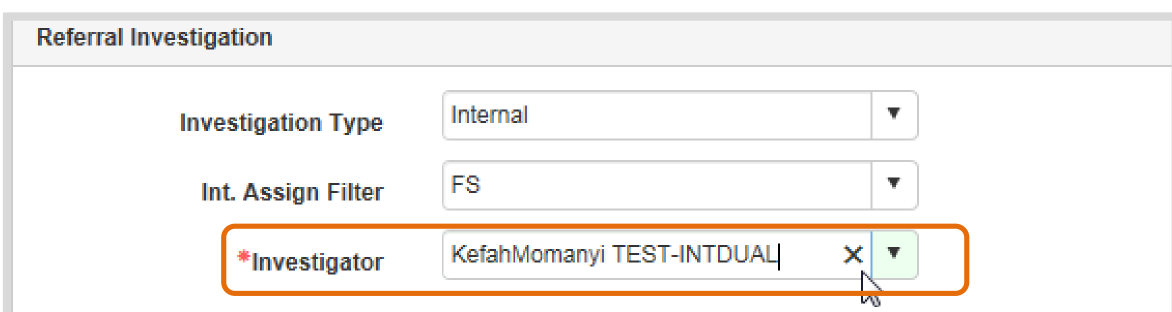


Figure 182 Referral Detail Page - Reassignment of Investigator

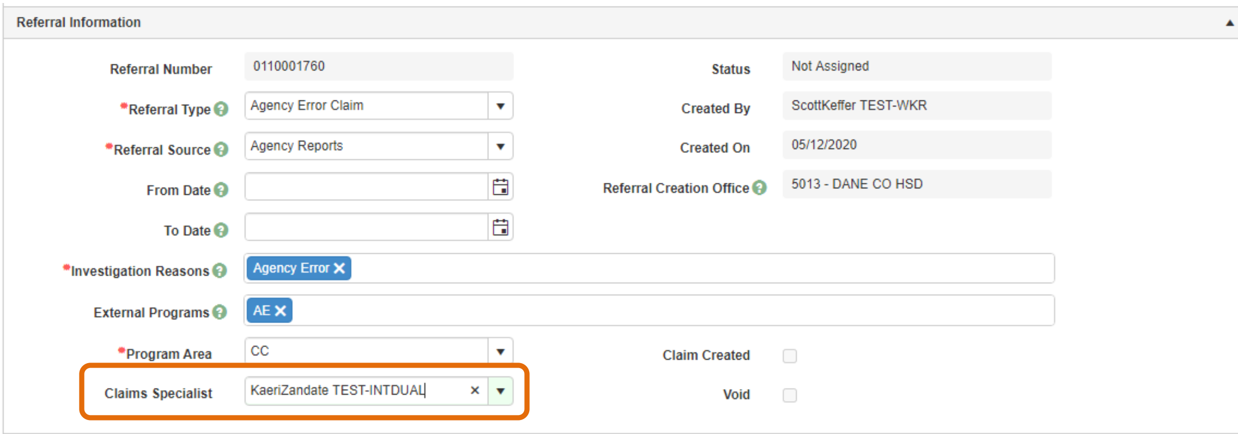


Figure 183 Agency Error Referral Detail page

Step 2 Select an Investigator
From the Investigator list select an Investigator. (This list will only display the Investigators who are authorized for the program area selected.)

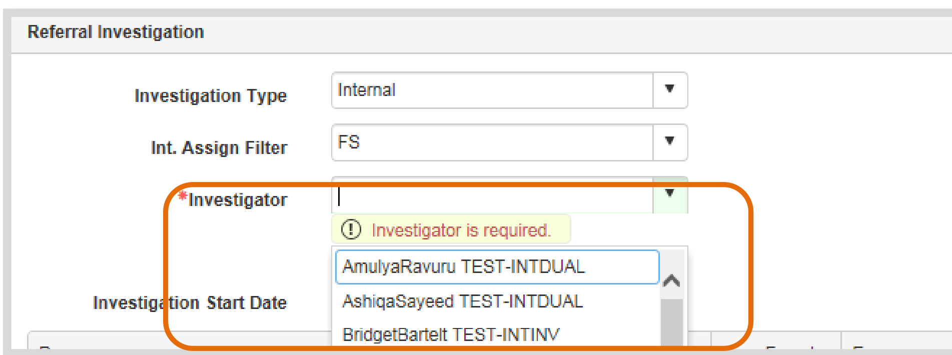


Figure 184 Referral Detail Page - Reassignment of Investigator

Step 3 Save the referral

14.5.2 Reassigning an DHS OIG Unit Investigator

DHS-OIG Gatekeepers can reassign another Unit Investigator

Step 1 Remove the DHS OIG Unit Investigator
Delete the Investigator’s name or select the “x” next to their name.

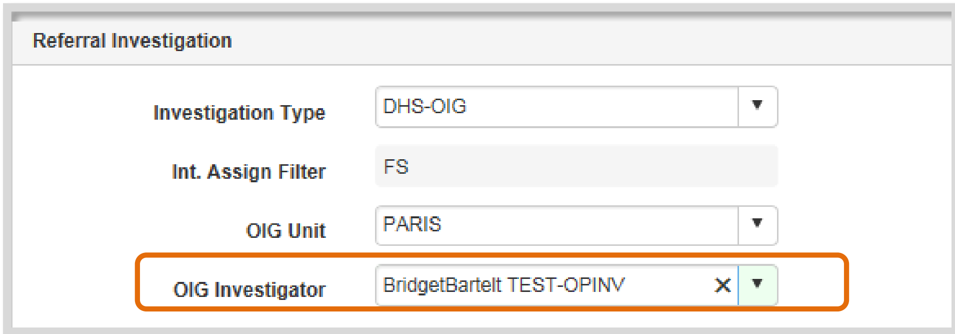


Figure 185 Referral Detail Page - Reassignment of DHS OIG Unit Investigator

Step 2 Select an OIG Unit Investigator
From the OIG Unit Investigator list select the Investigator to reassign the referral.

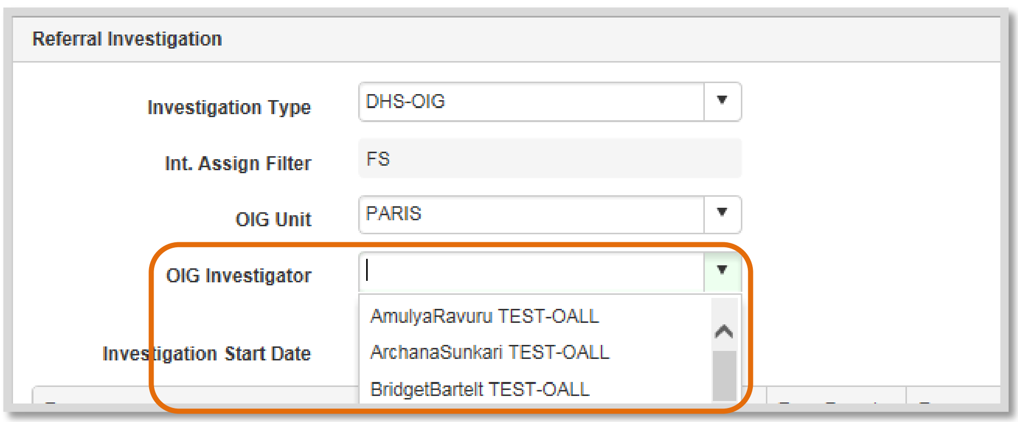


Figure 186 Referral Detail Page - Reassignment of DHS OIG Unit Investigator

Step 3 Save the referral

14.5.3 Reassigning a DHS OIG Unit

DHS-OIG Gatekeepers can reassign to a different Unit

Step 1 Remove the DHS OIG Unit Investigator
Delete the DHS OIG Unit Investigator's name or select the "X" next to the name.

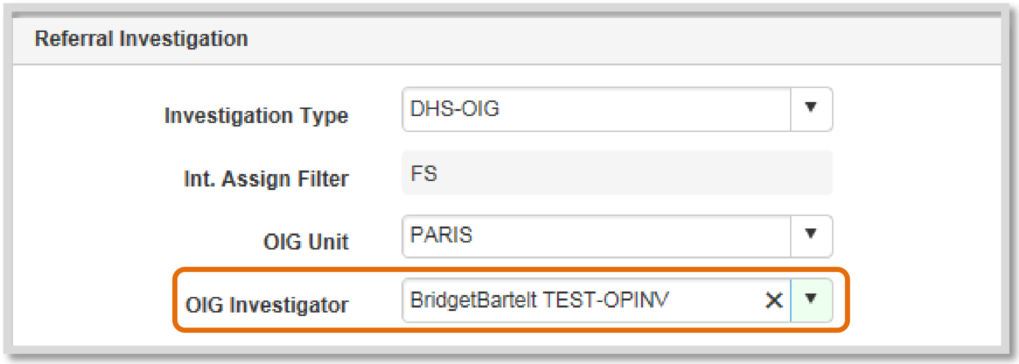


Figure 187 Referral Detail Page - Reassignment of DHS OIG Unit

Step 2 Remove the DHS OIG Unit
Delete the DHS OIG Unit field by selecting the "X" next to the Unit or delete the Unit name.

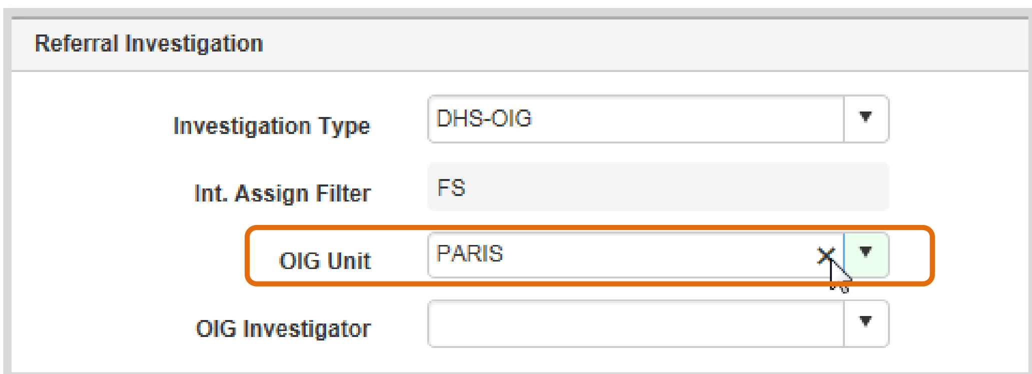


Figure 188 Referral Detail Page - Reassignment of DHS OIG Unit

Step 3 Reassign the DHS OIG Unit
Select the new OIG Unit from the OIG Unit list to reassign the referral to a Unit.

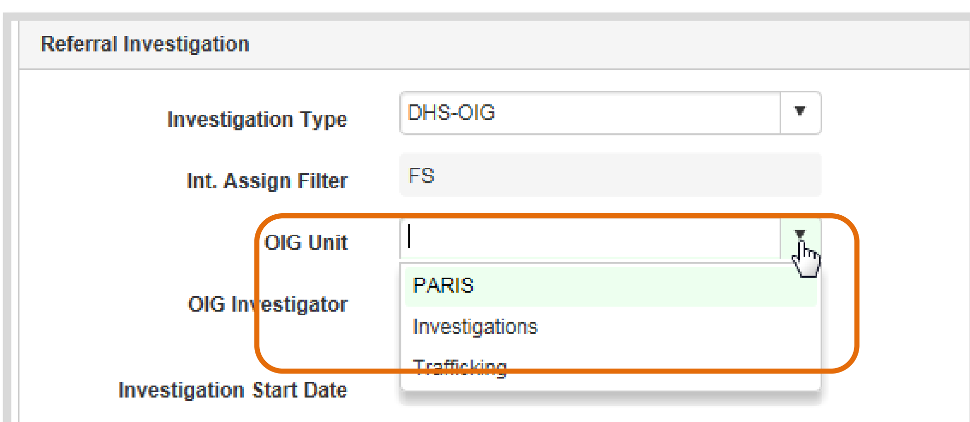


Figure 189 Referral Detail Page - Reassignment of DHS OIG Unit

When the OIG Unit gatekeeper selects a unit for which s/he is not the authorized gatekeeper the DHS-OIG Gatekeeper is unable to select the OIG Investigator.

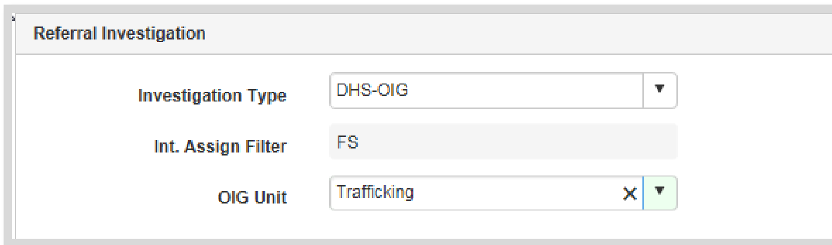


Figure 190 Referral Detail Page - Reassignment of DHS OIG Unit

Step 4 Save the referral

14.5.4 Reassigning an External Agency

Internal Gatekeeper's can re-assigned the referral to a different External Agency attached to the Program Area Gatekeeper Office field.

Step 1 Remove the External Investigator
Delete the External Investigator's name or select the "x" next to their name.

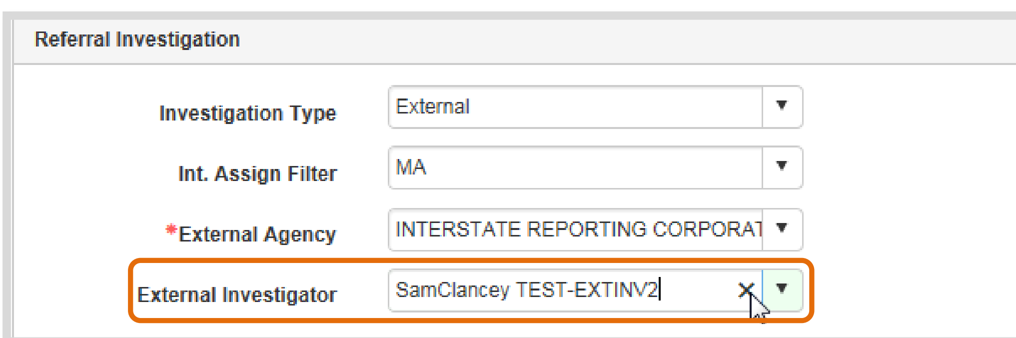


Figure 191 Referral Detail Page - Reassignment of External Agency

Step 2 Remove the External Agency
Delete the External Agency or select the "x" next to the agency.

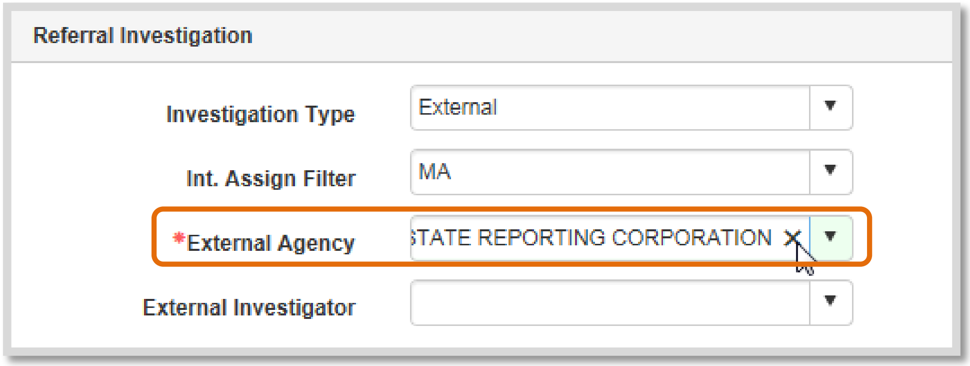


Figure 192 Referral Detail Page - Reassignment of External Agency

Step 3 Assign a new External Agency
Select the new External Agency from the External Agency list to reassign the referral.

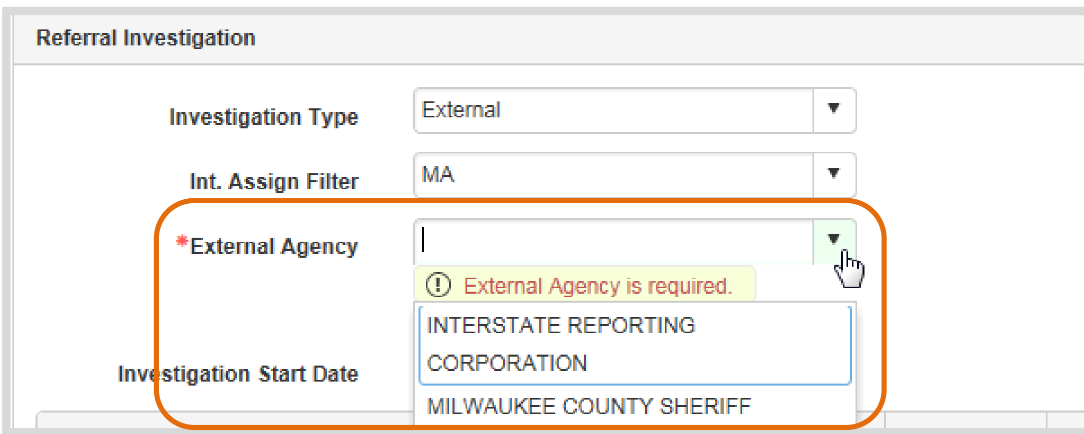


Figure 193 Referral Detail Page - Reassignment of External Agency

Step 4 Save the referral

An internal gatekeeper can only assign to an external agency associated with a Program Gatekeepers Office that s/he is authorized for.

14.5.5 Reassign to an External Investigator

External gatekeepers can reassign to another investigator from the same agency.

Step 1 Remove the External Investigator
Delete the External Investigator's name or select the "x" next to the name

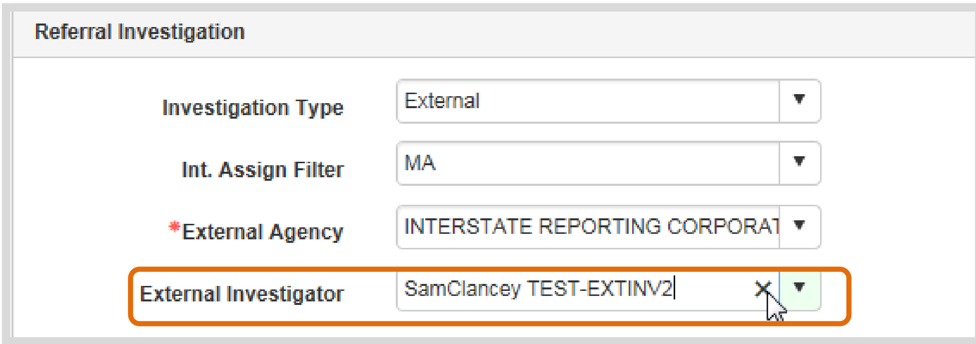


Figure 194 Referral Detail Page - Reassignment of External Investigator

Step 2 Assign a new External Investigator
Select a new External Investigator from the External Investigator list to reassign the referral.

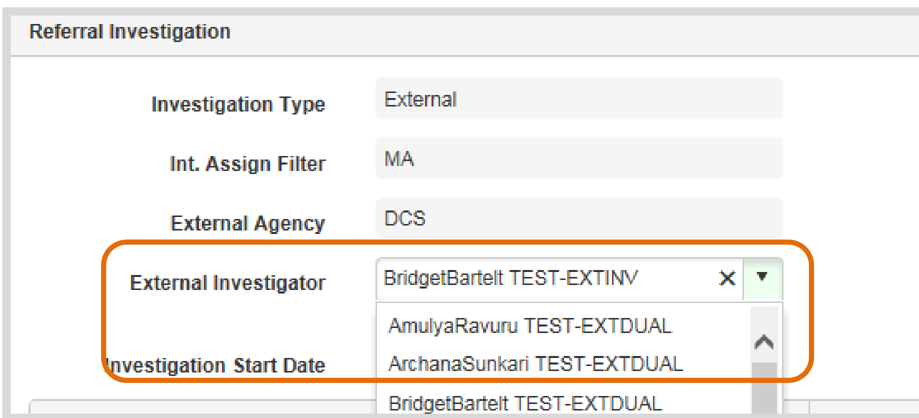


Figure 195 Referral Detail Page - Reassignment of External Investigator

Step 3 Save the referral

An External gatekeeper cannot assign an External investigator who is not associated with the selected external agency and office.

14.5.6 Reassign a State Limited User

State Limited users can only reassign to other State Limited Users.

Step 1 Remove the State Limited user
Delete the user’s name or select the “x” next to their name.

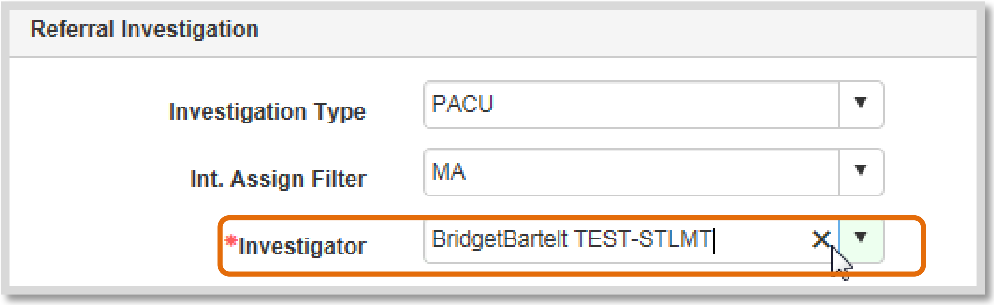


Figure 196 Referral Detail Page - Reassignment of External Investigator

Step 2 Select a new State Limited User
Select a new State Limited User from the Investigator list to reassign the referral.

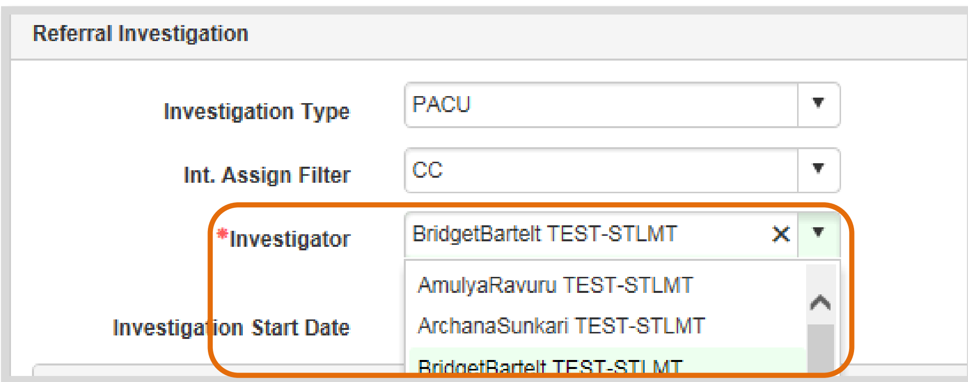


Figure 197 Referral Detail Page - Reassignment of External Investigator

Step 3 Save the referral

A State Limited User can only assign to another State Limited User or themselves.

14.5.7 Reassigning an Investigation Type

Step 1 Remove the Investigator
Delete the Investigator's name or select the "x" next to their name

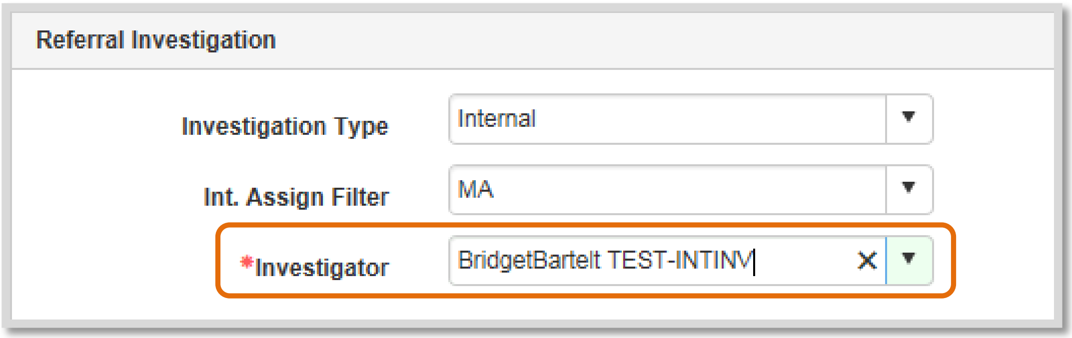


Figure 198 Referral Detail Page - Reassignment Investigation Type

Step 2 Remove the following field

- Remove the External Agency if the referral is externally assigned.

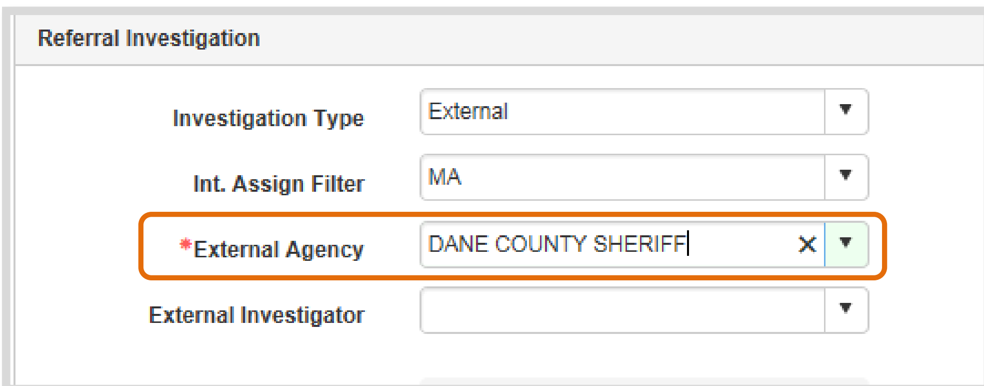


Figure 199 Referral Detail Page - Reassignment Investigation Type

- Remove the DHS OIG Unit if the referral is assigned to DHS-OIG.

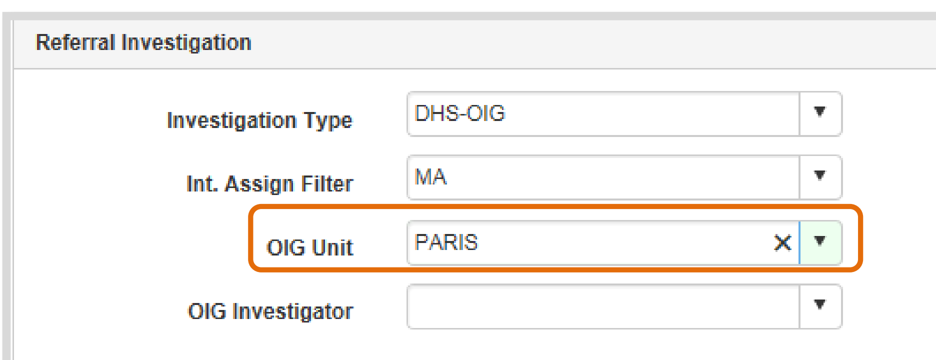


Figure 200 Referral Detail Page - Reassignment Investigation Type

Step 3 Remove the Int. Assign Filter

Delete the program area or select the “x” next to the program area.

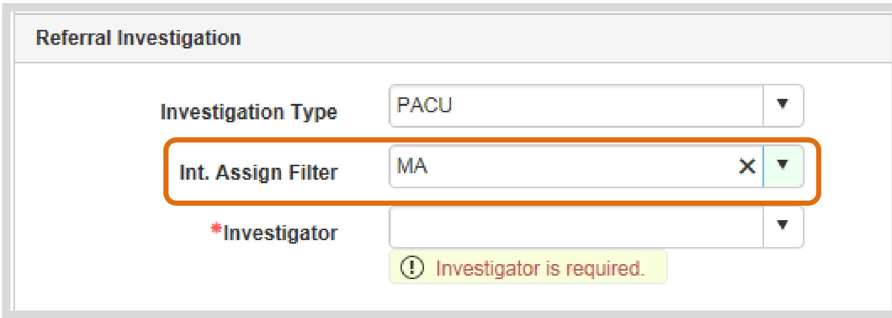


Figure 201 Referral Detail Page - Reassignment Investigation Type

Step 4 Change the Investigation Type

Select a new Investigation Type from the Investigation Type list to reassign to another Investigation Type.

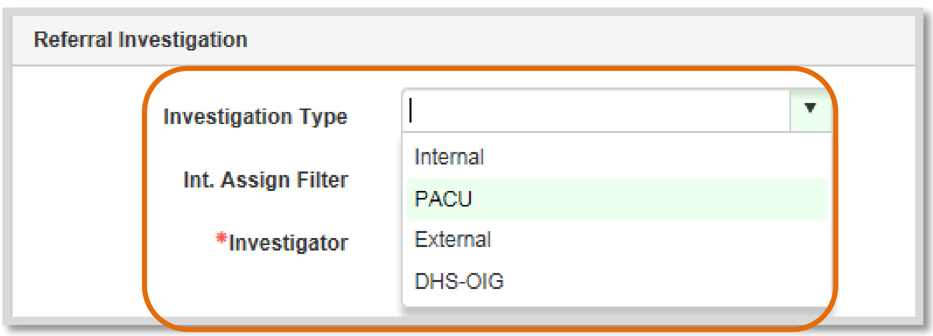


Figure 202 Referral Detail Page - Reassignment Investigation Type

Step 5 Complete any required fields

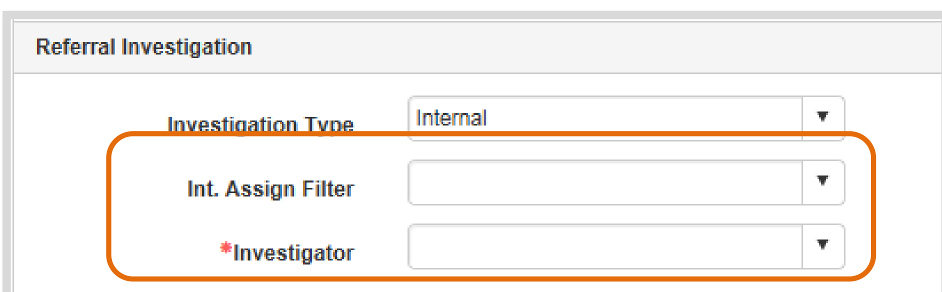


Figure 203 Referral Detail Page - Reassignment Investigation Type

Note: Required fields are noted by the red asterisk.

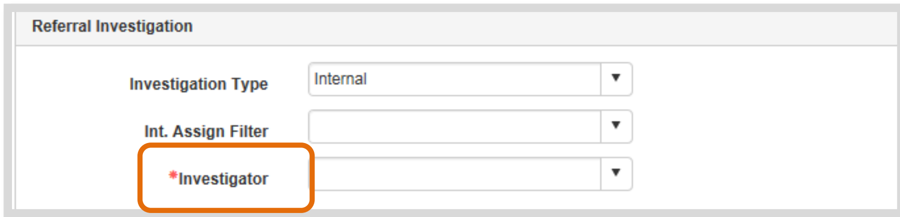


Figure 204 Referral Detail Page – Required Fields

Step 6 Save the referral

14.6 Mass Assignment/Reassignment

Mass assignments are performed on pages accessed from the Admin Tab on the BRITS navigation bar. The Admin Tab will be visible to users with an Internal Gatekeeper, External Gatekeeper, DHS OIG Unit Gatekeeper, DHS OIG Queue Master, or Helpdesk role.

When the Admin tab is clicked, a drop-down list of options for Mass Assignment and Mass Reassignment will be available based on the user's login role. The Helpdesk user can select either option for the roles.

Admin Tab

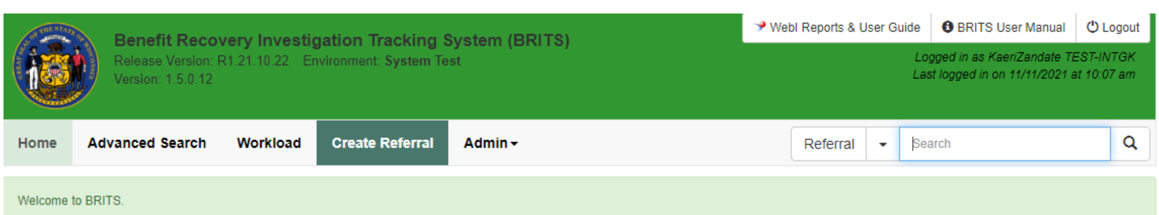
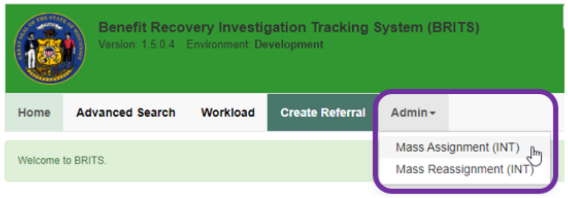


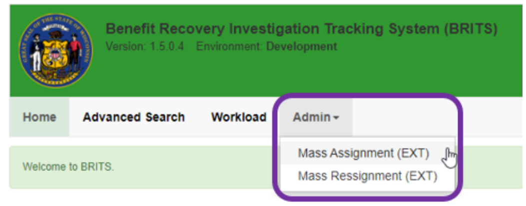
Figure 205 Navigation Bar – Admin Tab

Mass Assignment or Mass Reassignment Page Options Per User Role

Internal Gatekeeper (INT)

External Gatekeeper (EXT)

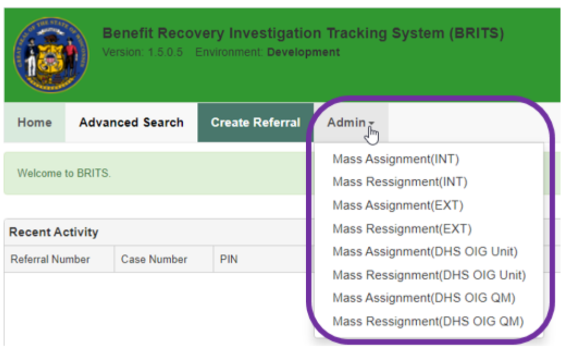




DHS-OIG Unit Gatekeeper (DHS OIG Unit)

DHS-OIG Queue Master (DHS OIG QM)

Help Desk



14.6.1 Mass Assignment/Reassignment Pages

When a user makes a selection from the Admin tab, either a Mass Assignment or Mass Reassignment page is displayed.

A user may perform the following actions on the Mass Assignment or Mass Reassignment pages.

- Select criteria to identify referrals for assignment
- Select an Investigator or a DHS-OIG Unit to assign referrals to
- Select and deselect referrals for assignment
- Perform the mass assignment/reassignment of referrals

The Mass Assignment/Reassignment pages include two sections: Search Criteria and Search Results.

In the Search Criteria section, a user will select criteria to identify referrals for assignment. Search criteria options presented will be based on:

a. User's login role
b. Selecting to perform a Mass Assignment or a Mass Reassignment
c. Selecting to assign for Investigation or Post Investigation

The following figures show which fields will be displayed in the Search Criteria section based on the user role, mass assignment/reassignment being performed, and mass assignment/reassignment type selected.

Mass Assignment Page - Investigation Mass Assignment Type

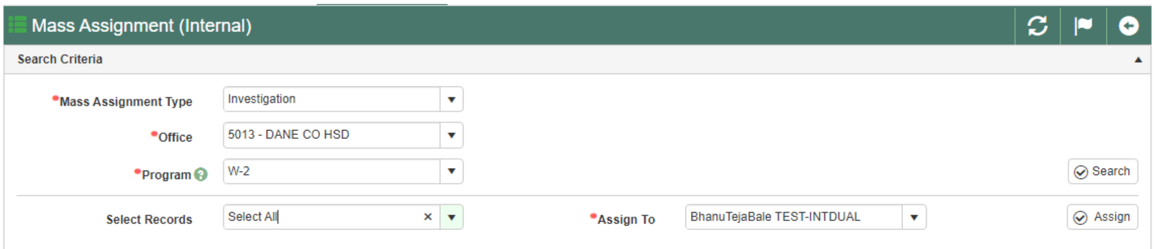


Figure 206 Mass Assignment – Investigation – Internal Gatekeeper

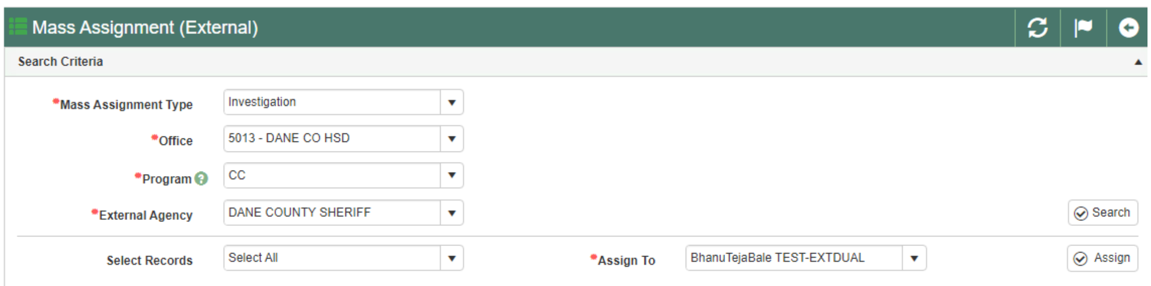


Figure 207 Mass Assignment – Investigation – External Gatekeeper

Figure 208 Mass Assignment – Investigation – DHS OIG Unit Gatekeeper

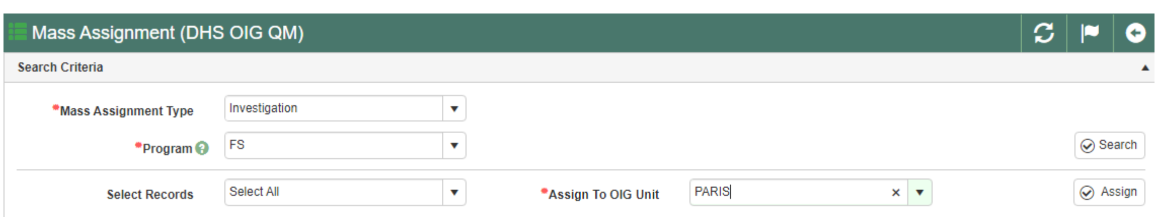


Figure 209 Mass Assignment – Investigation – DHS OIG Queue Master

Mass Assignment Page - Post Investigation Mass Assignment Type

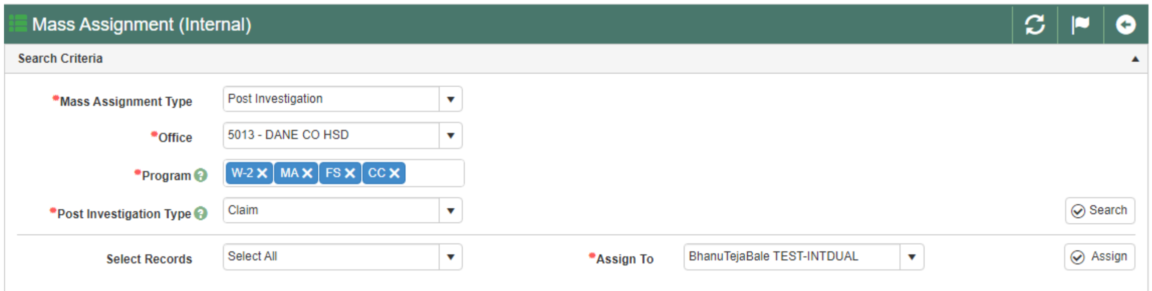


Figure 210 Mass Assignment – Post Investigation – Internal Gatekeeper

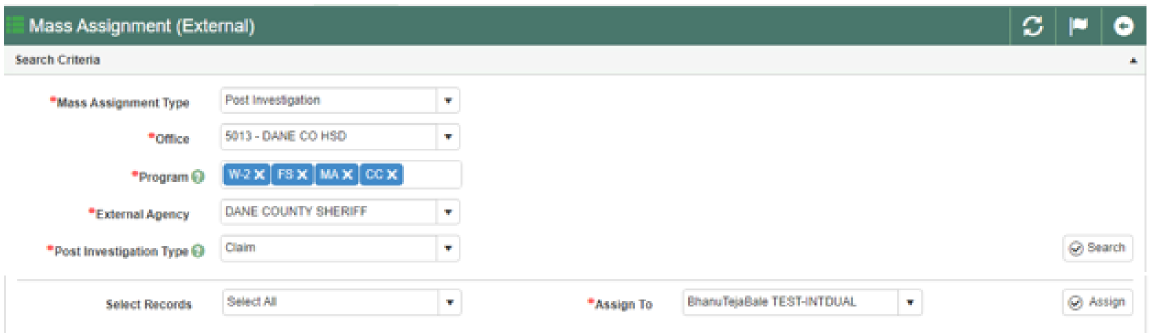


Figure 211 Mass Assignment – Post Investigation – External Gatekeeper

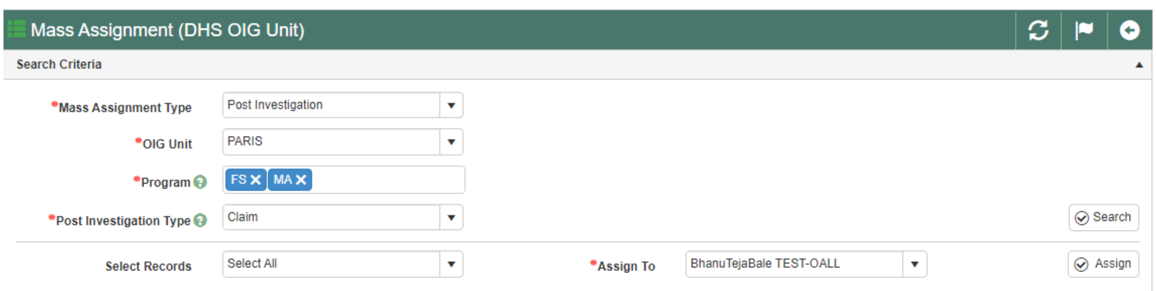


Figure 212 Mass Assignment – Post Investigation – DHS OIG Unit Gatekeeper

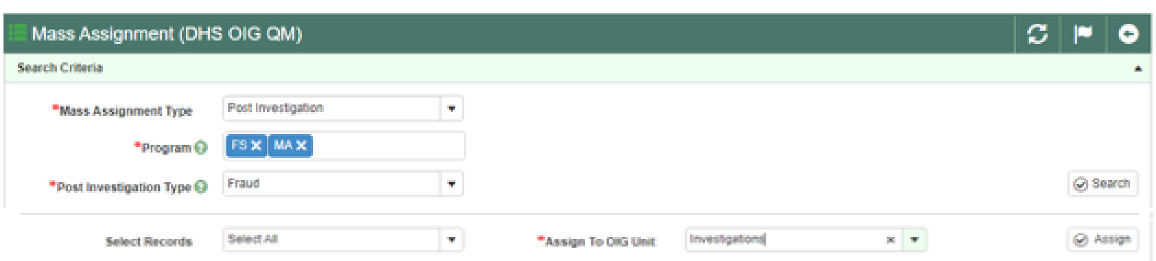


Figure 213 Mass Assignment – Post Investigation – DHS OIG Queue Master

Mass Reassignment Page - Investigation Mass Reassignment Type

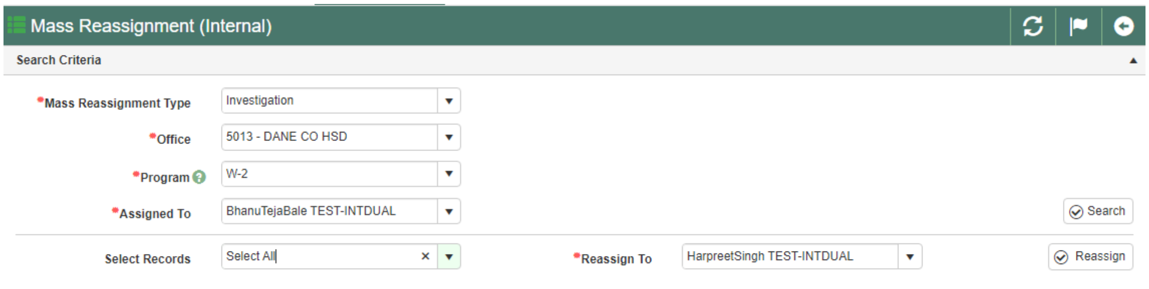


Figure 214 Mass Reassignment – Investigation – Internal Gatekeeper

Figure 215 Mass Reassignment – Investigation – External Gatekeeper

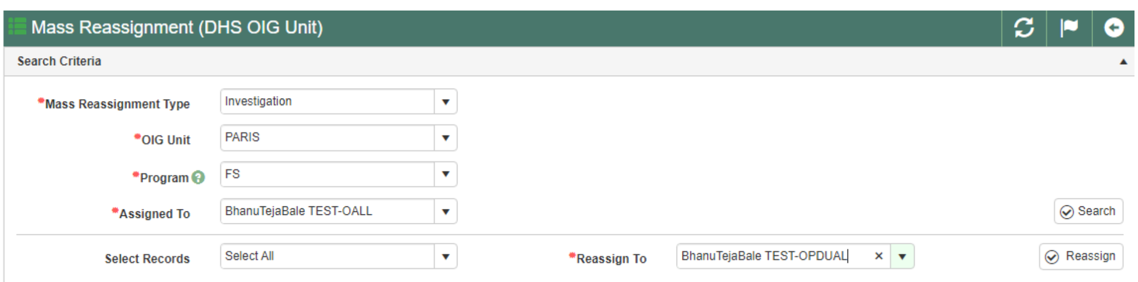


Figure 216 Mass Reassignment – Investigation – DHS OIG Unit Gatekeeper

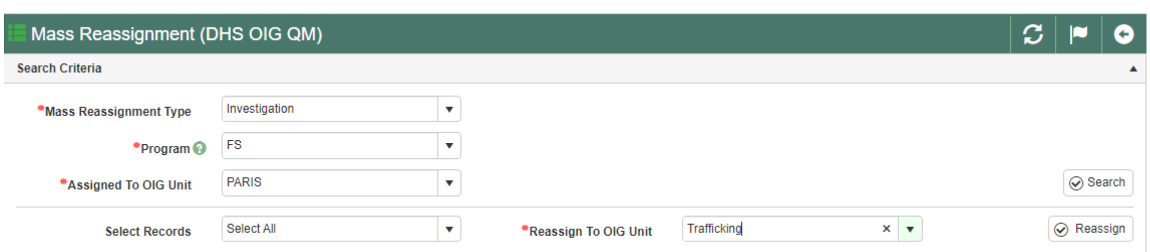


Figure 217 Mass Reassignment – Investigation – DHS OIG Queue Master

Mass Reassignment Page - Post Investigation Mass Reassignment Type

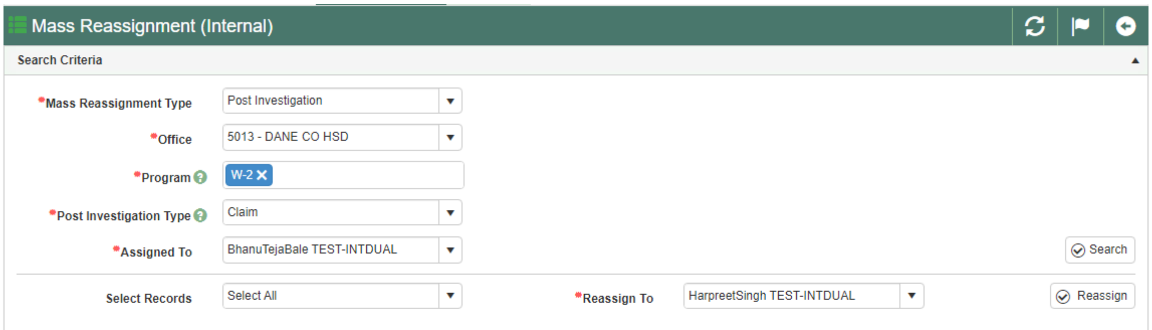


Figure 218 Mass Reassignment – Post Investigation – Internal Gatekeeper

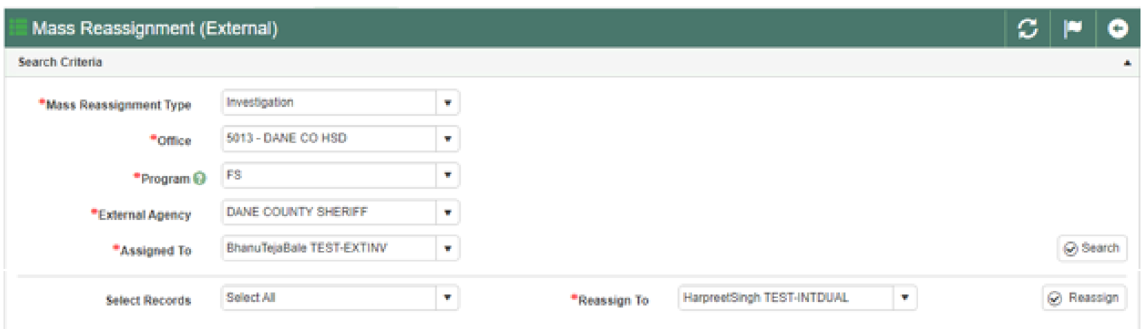


Figure 219 Mass Reassignment – Post Investigation – External Gatekeeper

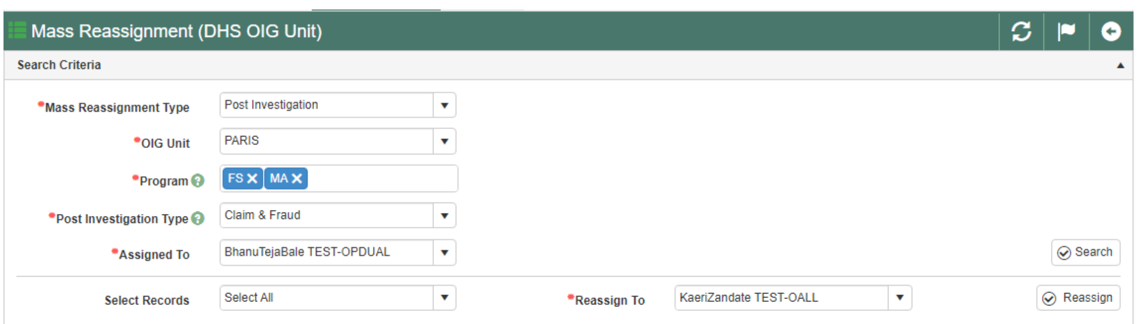


Figure 220 Mass Reassignment – Post Investigation – DHS OIG Unit Gatekeeper

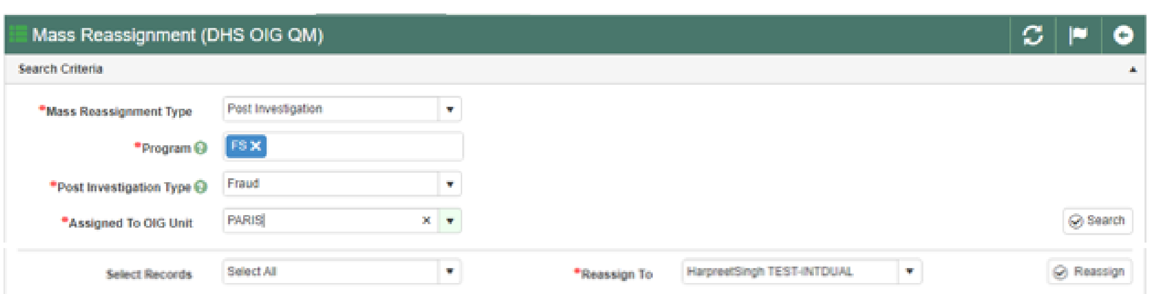


Figure 221 Mass Reassignment – Post Investigation – DHS OIG Queue Master

In the Search Results section, a user will view and select one or multiple records from a list of referrals for assignment/reassignment.

The following components are included on the search results grid. Standard BRITS grid functionality for sorting and filtering is applied.

Grid

- Grid label indicates the number of referrals returned in the search.
- Grid content displays records for referrals returned based on the selected search criteria.

Columns

- **Checkbox** – Used to select and deselect referrals.
- **Referral # -** The number of the referral returned in the search. User can click hyperlink to navigate to the referral.
- **Primary Person** – The primary person listed on the referral.
- **Referral Type** – The type of referral created.
- **Cr. Date** – The date the referral was created. By default, the grid is sorted to display referrals based on the Cr. Date from the oldest to newest.
- **Program** – The program associated to the referral.
- **Office** – The office associated to the referral.
- **Assigned To/Assigned To OIG Unit** – The Investigator or Unit the referral is assigned to. For mass assignment, the field will always be blank because the referrals being identified are unassigned or not assigned. For mass reassignment, the field will be populated with the Investigator or Unit the referral is currently assigned to.

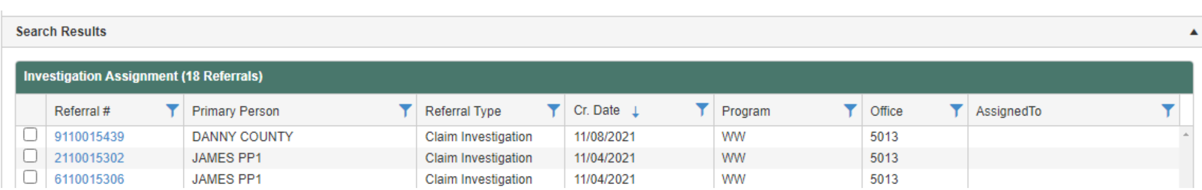


Figure 222 Mass Assignment Page – Search Results Grid

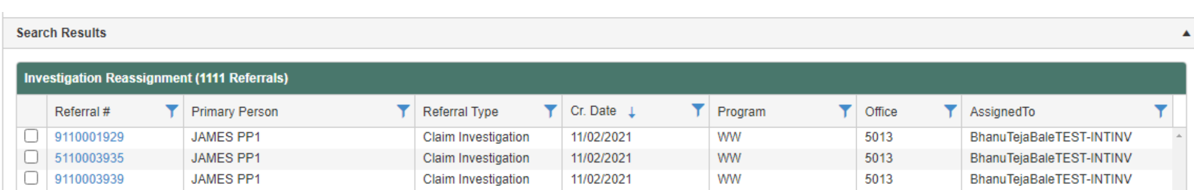


Figure 223 Mass Reassignment Page – Search Results Grid

14.6.2 Perform a Mass Assignment

On a Mass assignment page, a user will select criteria to identify referrals that have not yet been assigned to an investigator or a DHS-OIG Unit. Once a list of referrals has been generated, the user will select referrals and an Investigator or DHS-OIG Unit for assignment.

- Referrals must have a status of 'Unassigned' or 'Not Assigned'.
- Standard referrals may be identified by selecting a Mass Assignment Type of Investigation or Post Investigation.
- Agency Error referrals will be identified by selecting Post Investigation Mass Assignment Type.
- Referrals must be associated to the same program area(s), office(s) and/or DHS-OIG Unit the Gatekeeper or Queue Master is authorized for.

The following tables indicate, by user role, which criteria are used to identify referrals that are pending assignment for Investigation or Post Investigation activities. The Investigation/Post Investigation Steps column indicates what is required to perform a search of referrals. The BRITS Field Populated column indicates which fields on the referral will be updated when the assignment is complete.

Table: Mass Assignment Based on User Role - Investigation

Assignment	Investigation Steps	BRITS Field Populated
Internal Gatekeeper (INT) Role		
Select from authorized program and office **Assign** to Internal Investigator authorized for the selected program and office	• Select Office • Select **Program Area** → • Search • Select Records • Select **Assign To** → • Assign	Int. Assign Filter Internal Investigator
External Gatekeeper (EXT) Role		
Select from authorized office and external agency **Assign** to External Investigator authorized for the selected office and External Agency	• Select Office • Select Program Area • Select External Agency • Search • Select Records • Select **Assign To** → • Assign	External Investigator
DHS OIG Unit Gatekeeper (DHS OIG Unit) Role		
Select from authorized OIG Unit **Assign** to OIG Unit Investigator authorized for the selected OIG Unit	• Select OIG Unit • Select Program Area • Search • Select Records • Select **Assign To** → • Assign	OIG Unit Investigator

DHS OIG Queuemaster (DHS OIG QM) Role		
Assign to any OIG Unit	• Select Program Area • Search • Select Records • Select **Assign To OIG Unit** • Assign	OIG Unit
Helpdesk Role		
Follow steps above based on selected User Role		

Table: Mass Assignment Based on User Role – Post Investigation

Assignment	Post Investigation Steps	BRITS Field Populated
Internal Gatekeeper (INT) Role		
Select from authorized program and office **Assign** to Internal Investigator authorized for the selected program and office	• Select Office • Select Program Area • Select Post Investigation Type • Search • Select Records • Select **Assign To** • Assign	Internal Investigator
External Gatekeeper (EXT) Role		
Select from authorized office and external agency **Assign** to External Investigator authorized for the selected office and External Agency	• Select Office • Select Program Area • Select External Agency • Select Post Investigation Type • Search • Select Records • Select **Assign To** • Assign	External Investigator
DHS OIG Unit Gatekeeper (DHS OIG Unit) Role		
Select from authorized OIG Unit **Assign** to OIG Unit Investigator authorized for the selected OIG Unit	• Select OIG Unit • Select Program Area • Select Post Investigation Type • Search • Select Records • Select **Assign To** • Assign	OIG Unit Investigator
DHS OIG Queuemaster (DHS OIG QM) Role		
Assign to any OIG Unit	• Select Program Area • Select Post Investigation Type • Search • Select Records • Select **Assign to OIG Unit** • Assign	OIG Unit
Helpdesk Role		
Follow steps above based on selected User Role		

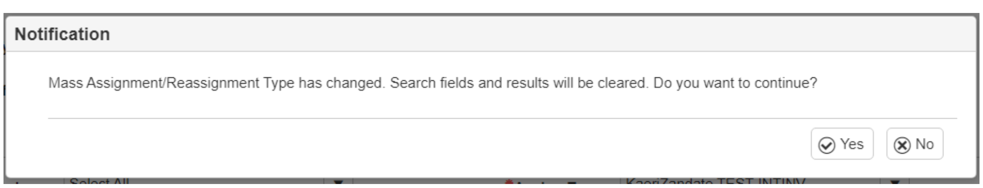
To perform a mass assignment of referrals, complete the following steps.

Step 1: Open Mass Assignment Page
Complete the following steps to open a Mass Assignment page.

1. Click the Admin tab on the navigation bar.
2. Click 'Mass Assignment' from the drop-down list.

Step 2: Search Referrals
Complete the following fields displayed in the Search Criteria section.

Component	Properties and Instruction

Mass Assignment Type Field	Required field for: Internal Gatekeeper, External Gatekeeper, DHS OIG Unit Gatekeeper, DHS OIG Queue Master
	
	User selects Investigation or Post Investigation from drop-down list options.
	• If Investigation is selected, search results will return standard referrals with a status of 'Unassigned' or 'Not Assigned'.
	• If user is an Internal Gatekeeper and Post Investigation is selected, search results will return Agency Error Claim referrals with a status of 'Not Assigned'.
	• If Post Investigation is selected, search results will return Standard referrals that have not been invalidated or Post Investigation has not been completed.
	    o Claim is included until it is assigned or 'Claim Created?' is checked.
	    o Fraud is included until it is assigned or 'Post Investigation Complete' is checked.
	• If Mass Assignment Type is changed, a notification will be displayed for a user to accept or deny the change.
	    o If 'Yes' is selected, any field in the Search Criteria section with a selection, and any records in the Search Results section, will be cleared.
	    o If 'No' is selected, Mass Reassignment Type will revert to the previous value and field selections will be maintained.
	
	

Note: Once an Assignment Type is selected, additional search criteria fields will be displayed based on selected mass assignment type and login role of the user.	

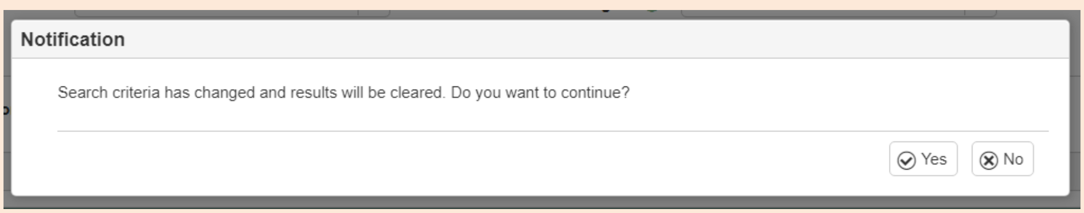
Office Field	Required field for: Internal Gatekeeper or External Gatekeeper User selects a single office from the drop-down list of options filtered based on user authorizations.
Program Field	Required field for: Internal Gatekeeper, External Gatekeeper, DHS OIG Unit Gatekeeper, DHS OIG Queue Master User selects a program from the drop-down list. Program options are based on the Program Gatekeeper office on the referral; and are filtered based on user authorizations. • If a Mass Assignment Type of Investigation was selected, a single program may be selected. • If a Mass Assignment Type of Post Investigation was selected, multiple programs may be selected. • If user is a DHS-OIG Unit Gatekeeper or Queuemaster, available program options are FS and MA. Tooltip: 'Only unassigned referrals that are associated with all selected Program Areas will be displayed on grid.'
External Agency Field	Required field for: External Gatekeeper User selects a single external agency from the drop-down list of options filtered based on user authorizations.
OIG Unit Field	Required field for: DHS OIG Unit Gatekeeper User selects a single OIG Unit from the drop-down list of options filtered based on user authorizations.
Post Investigation Type Field	Required field for: Internal Gatekeeper, External Gatekeeper, DHS OIG Unit Gatekeeper, DHS OIG Queue Master • This field will be displayed if the Mass Assignment Type of Post Investigation was selected. • User selects a single option from the drop-down list. • If the combined 'Claim & Fraud' option is selected, then both Claim and Fraud sections of the referral must be 'Unassigned' or 'Not Assigned' to appear in the Search Results section. Tooltip: 'Only unassigned referrals of selected Post Investigation Type will be displayed on grid.'

<table>
<tr><td>Search Button</td><td>User clicks the Search button when required search criteria fields are complete.

• The Search Results section will display a list of ‘Unassigned’ or ‘Not Assigned’ referrals that match the selection in the Search Criteria section.
• If there are no referrals returned, an error message will be displayed.


</td></tr>
<tr><td colspan="2">Changing Search Criteria fields

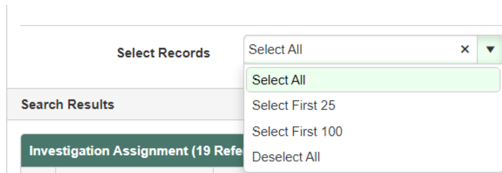
• If the Office selection is changed, before the search results are returned, other Search Criteria fields are cleared.
• If search criteria are changed after the search results are returned, a notification will be displayed for a user to accept or deny the change.
  ○ If ‘Yes’ is clicked, the changed value will be populated, but other Search Criteria fields, and records in the Search Results section, will be cleared, and the Assign button hidden. The ‘Search’ button will need to be clicked to return new search results.
  ○ If ‘No’ is clicked, the changed will not be applied, the edited field will revert to the original selection, and all other Search Criteria fields and records in the Search Results section will be maintained.

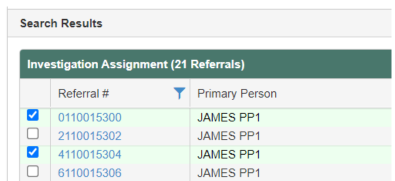

</td></tr>
</table>

Step 3: Select Referrals

Select at least one referral record for assignment.

<table>
<tr><th>Component</th><th>Properties and Instruction</th></tr>
<tr><td>Select Records Field</td><td>User may select a single, or multiple referrals using one of the following methods.

‘Select Records’ field selection
Select an option from the Select Records drop-down list that will auto-check the appropriate checkboxes on the Search Results grid.


Checkbox selection
Select or deselect the checkbox for an individual record in the Search Results grid.


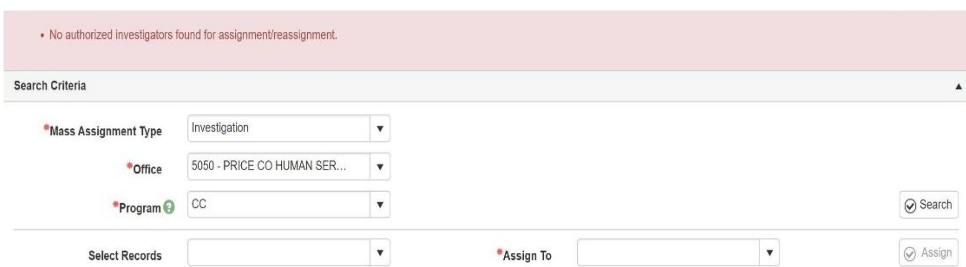
Note: Choosing the Deselect All option in the drop-down list will un-check any selected records in the grid.</td></tr>
</table>

Step 4: Assign Referrals

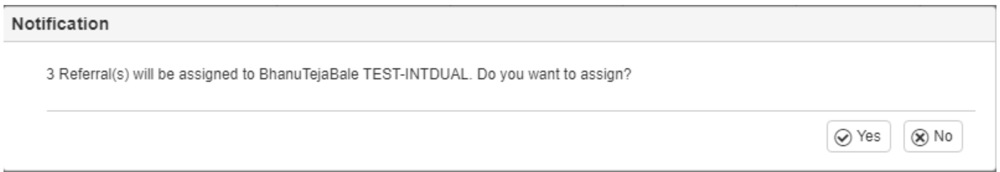
Complete the following steps to complete the referral mass assignment.

<table>
<tr><th>Component</th><th>Properties and Instruction</th></tr>
<tr><td>Assign To or Assign To OIG Unit Fields</td><td>
Assign To is a required field for: Internal Gatekeeper, External Gatekeeper, or DHS OIG Unit Gatekeeper
User selects a single option from the drop-down list of authorized Investigators. Referrals will be assigned to this Investigator.
Assign To OIG Unit is a required field for: DHS OIG Queue Master
User selects a single option from the drop-down list of DHS OIG units. Referrals will be assigned to this DHS OIG Unit.
Notes:

If multiple Programs have been selected, the list of Investigators available for assignment must be authorized for all programs selected.
If Post Investigation type is selected and the combined Claim & Fraud option is selected, the Investigator or DHS-OIG Unit will be assigned to both the Claim and Fraud sections on the Referral.
If the user performing the assignment is a Gatekeeper and Investigator (dual role), they may assign referrals to themselves.
If there are no authorized Investigators for the selected search criteria, the following message will display: “No authorized investigators found for assignment/reassignment.”



</td></tr>
</table>

Assign Button	User clicks the Assign button when an Investigator or DHS OIG Unit and at least one referral record is selected. A notification will be displayed for a user to accept or deny the assignment(s). • If 'Yes' is selected, the notification is closed and the assignment will be applied. • If 'No' is selected, the notification is closed and the assignment will be cancelled. The search criteria, assignment selections, and search grid results will be maintained on the page. 

When the assignment is successfully completed, an informational message will be displayed, and the listed actions will take place systematically.

1. Mass Assignment page is refreshed.
2. Selected search criteria and generated search results are maintained and displayed.
3. Assign To field selection is cleared.
4. Assigned referrals are removed from the search results grid.
5. Assigned referrals are displayed on the Workload of the Investigator or DHS OIG Unit Gatekeeper they are assigned to.
6. Applicable fields are updated on each assigned referral.

A user will remain on the Mass Assignment page and may select additional referrals for assignment based on the previous search selections, change search criteria, or navigate away from the page. When an assignment page is closed, all search criteria and the search results grid are cleared.

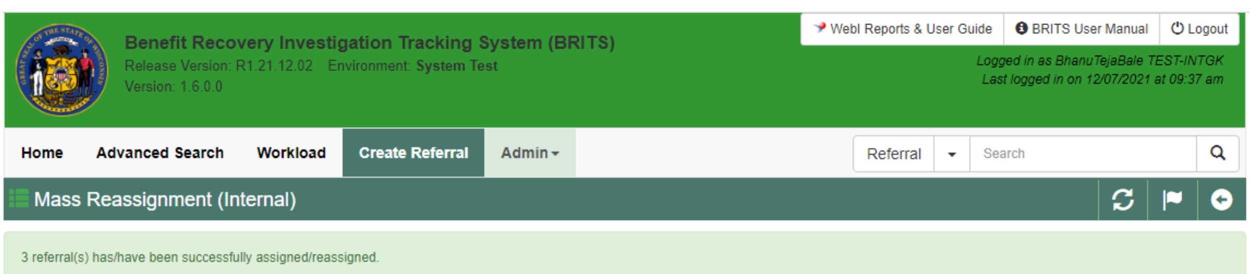


Figure 224 Mass Assignment Page – Success Notification

14.6.3 Perform a Mass Reassignment

On a Mass Reassignment page, a user will select criteria to identify referrals that have been assigned to an Investigator or a DHS-OIG Unit. Once a list of referrals has been generated, the user will select referrals and an Investigator or DHS-OIG Unit so they may be reassigned.

- Referrals must have a status of 'Assigned'
- Referrals may be identified by selecting a Mass Assignment Type of Investigation or Post Investigation.
- Referrals must be associated to the same program area(s), office(s) and/or DHS-OIG Unit the Gatekeeper or Queue Master authorized for.

The following tables indicate, by user role, which criteria are used to identify referrals that may be reassigned for Investigation or Post Investigation activities. The Investigation/Post Investigation Steps column indicates what is required to perform a search of referrals. The BRITS Field Populated column indicates which fields on the referral will be updated when the reassignment is complete.

Mass Reassignment Based on User Role - Investigation

Reassignment	Investigation Steps	BRITS Field Updated
Internal Gatekeeper (INT) Role		
Select from authorized program and office **Reassign** to Internal Investigator authorized for the selected program and office	• Select Office • Select Program Area • Select Assigned To • Search • Select Records • Select **Reassign To** • Reassign	**Internal Investigator** User in 'Assigned To' field is replaced with user in 'Reassign To' field
Note: The following fields will remain unchanged when reassignment occurs • Investigation Fields: Error Found, From Date, To Date • Post Investigation Fields: Claim Needed?, Pursue Fraud?, Future Cost Savings etc.		
External Gatekeeper (EXT) Role		
Select from authorized program and office **Reassign** to External Investigator authorized for the selected program and External Agency	• Select Office • Select Program Area • Select External Agency • Select Assigned To • Search • Select Records • Select **Reassign To** • Reassign	**External Investigator** User in 'Assigned To' field is replaced with user in 'Reassign To' field
Note: The following fields will remain unchanged when reassignment occurs • Investigation Fields: Error Found, From Date, To Date • Post Investigation Fields: Claim Needed?, Pursue Fraud?, Future Cost Savings etc.		

DHS OIG Unit Gatekeeper (DHS OIG Unit) Role		
Select from authorized OIG Unit **Reassign** to OIG Unit Investigator authorized for the selected OIG Unit	• Select OIG Unit • Select Program Area • Select Assigned To • Search • Select Records • Select **Reassign To** → • Reassign	**OIG Unit Investigator** User in 'Assigned To' field is replaced with user in 'Reassign To' field
Note: The following fields will remain unchanged when reassignment occurs • Investigation Fields: Error Found, From Date, To Date • Post Investigation Fields: Claim Needed?, Pursue Fraud?, Future Cost Savings etc.		
DHS OIG Queuemaster (DHS OIG QM) Role		
Reassign to any OIG Unit	• Select Program Area • Select Assigned to OIG Unit • Search • Select Records • Select **Reassign To OIG Unit** • Reassign →	**OIG Unit** Unit in 'Assigned To OIG Unit' field is replaced with unit in 'Reassign To OIG Unit' field
Note: DHS OIG Queuemaster can only perform a reassignment if Investigations/Post Investigations are already assigned to another OIG Unit but **not** assigned to an OIG Unit Investigator		
Helpdesk Role		
Follow steps above based on selected User Role		

Mass Reassignment Based on User Role – Post Investigation

Reassignment	Post Investigation Steps	BRITS Field Updated
Internal Gatekeeper (INT) Role		
Select from authorized program and office **Reassign** to Internal Investigator authorized for the selected program and office	• Select Office • Select Program Area • Select Post Investigation Type • Select Assigned To • Search • Select Records • Select Reassign To → • Reassign	**Internal Investigator** User in 'Assigned To' field is replaced with user in 'Reassign To' field
Note: The following fields will remain unchanged when reassignment occurs • Investigation Fields: Error Found, From Date, To Date • Post Investigation Fields: Claim Needed?, Pursue Fraud?, Future Cost Savings etc.		
External Gatekeeper (EXT) Role		
Select from authorized program and office **Reassign** to External Investigator authorized for the selected program and External Agency	• Select Office • Select Program Area • Select External Agency • Select Assigned To • Select Post Investigation Type • Search • Select Records • Select **Reassign To** → • Reassign	**External Investigator** User in 'Assigned To' field is replaced with user in 'Reassign To' field

Note: The following fields will remain unchanged when reassignment occurs • Investigation Fields: Error Found, From Date, To Date • Post Investigation Fields: Claim Needed?, Pursue Fraud?, Future Cost Savings etc.		
DHS OIG Unit Gatekeeper (DHS OIG Unit) Role		
Select from authorized OIG Unit **Reassign** to OIG Unit Investigator authorized for the selected OIG Unit	• Select OIG Unit • Select Program Area • Select Assigned To • Select Post Investigation Type • Search • Select Records • Select **Reassign To** • Reassign	**OIG Unit Investigator** User in 'Assigned To' field is replaced with user in 'Reassign To' field
Note: The following fields will remain unchanged when reassignment occurs • Investigation Fields: Error Found, From Date, To Date • Post Investigation Fields: Claim Needed?, Pursue Fraud?, Future Cost Savings etc.		
DHS OIG Queuemaster (DHS OIG QM) Role		
Reassign to any OIG Unit	• Select Program Area • Select Assigned to OIG Unit • Select Post Investigation Type • Search • Select Records • Select **Reassign To OIG Unit** • Reassign	**OIG Unit** Unit in 'Assigned To OIG Unit' field is replaced with unit in 'Reassign To OIG Unit' field
Note: DHS OIG Queuemaster can only perform a reassignment if Investigations/Post Investigations are already assigned to another OIG Unit but **not** assigned to an OIG Unit Investigator		
Helpdesk Role		
Follow steps above based on selected User Role		

To perform a mass reassignment of referrals, complete the following steps.

Step 1: Open Mass Reassignment Page

Complete the following steps to open a Mass Assignment page.

1. Click the Admin tab on the navigation bar.
2. Click 'Mass Reassignment' from the drop-down list.

Step 2: Search Referrals

Complete the following fields displayed in the Search Criteria section.

<table>
<tr><th>Component</th><th>Properties and Instruction</th></tr>
<tr><td>Mass Reassignment Type</td><td>Required field for: Internal Gatekeeper, External Gatekeeper, DHS OIG Unit Gatekeeper, DHS OIG Queue Master

User selects Investigation or Post Investigation from drop-down list options.

If Investigation is selected, search results will return assigned referrals as follows.

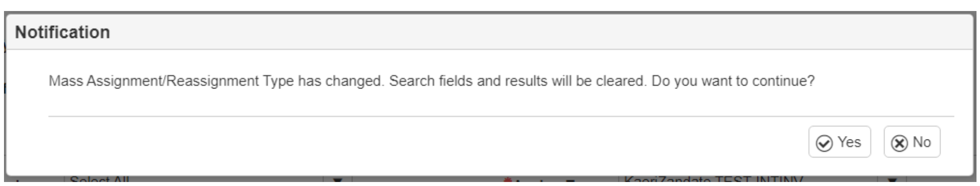
Internal or External Gatekeeper role: Investigator assigned
DHS OIG Gatekeeper role: OIG Unit assigned to an OIG Investigator
DHS OIG Queue Master role: OIG assigned or OIG Unit assigned to an Investigator, OIG, or DHS OIG Unit.

If user is an Internal Gatekeeper and Post Investigation is selected, search results will display Agency Error Claim referrals that are assigned to an Investigator (Claim Specialist).
If Post Investigation is selected, search results will display Standard referrals that have not been invalidated or Post Investigation that has not been completed.

Claim is included when assigned to an Investigator but ‘Claim Created?’ is not checked.
Fraud is included when assigned to and Investigator but ‘Post Investigation Complete’ is not checked.

If Mass Reassignment Type is changed, a notification will be displayed for a user to accept or deny the change.

If ‘Yes’ is selected, any field in the Search Criteria section with a selection, and any records in the Search Results section, will be cleared.
If ‘No’ is selected, Mass Reassignment Type will revert to previous value and field selections will be maintained.



</td></tr>
<tr><td colspan="2">Note: Once a Reassignment Type is selected, additional search criteria fields will be displayed based on selected reassignment type and login role of the user.</td></tr>
<tr><th>Component</th><th>Properties and Instruction</th></tr>
<tr><td>Office Field</td><td>Required field for: Internal Gatekeeper or External Gatekeeper

User selects a single office from the drop-down list of options filtered based on user authorizations.</td></tr>
</table>

Program Field	Required field for: Internal Gatekeeper, External Gatekeeper, DHS OIG Unit Gatekeeper, DHS OIG Queue Master User selects a program from the drop-down list. Program options are based on the IAF filter field on the referral; and are filtered based on user authorizations. • If a Mass Assignment Type of Investigation was selected, a single program may be selected. • If a Mass Assignment Type of Post Investigation was selected, multiple programs may be selected. • If user is a DHS-OIG Unit Gatekeeper or Queuemaster, available program options are FS and MA. Tooltip: 'Only assigned referrals that are associated with all selected Program Areas will be displayed on grid.'
External Agency Field	Required field for: External Gatekeeper User selects a single external agency from the drop-down list of options filtered based on user authorizations.
OIG Unit Field	Required field for: DHS OIG Unit Gatekeeper User selects a single OIG Unit from the drop-down list of options filtered based on user authorizations.
Post Investigation Type Field	Required field for: Internal Gatekeeper, External Gatekeeper, DHS OIG Unit Gatekeeper, DHS OIG Queue Master 1. This field will be displayed if the Mass Reassignment Type of Post Investigation was selected. 2. User selects a single option from the drop-down list. 3. If 'Claim & Fraud' option is selected, both Claim and Fraud sections of the referral must be assigned to the selected Investigator to appear in the Search Results section. Tooltip: 'Only assigned referrals of selected Post Investigation Type will be displayed on grid.'

<table>
<tr>
<td>Assigned To
Or
Assigned To
OIG Unit
Field</td>
<td>
Assigned To is a required field for: Internal Gatekeeper, External Gatekeeper, or DHS OIG Unit Gatekeeper

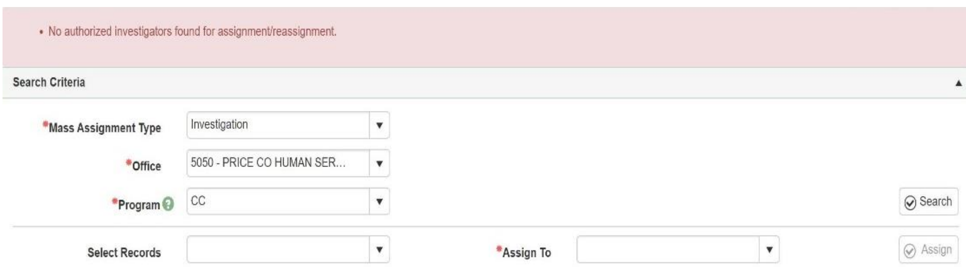
User selects a single option from the drop-down list of authorized Investigators. This is the Investigator the referral is already assigned to.

Assigned To OIG Unit is a required field for: DHS OIG Queuemaster

User selects a single option from the drop-down list of DHS OIG units. This is the unit the referral is already assigned to.

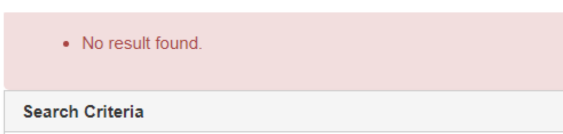
Notes:

If multiple Programs have been selected, the list of Investigators must be authorized for all programs selected.
If Post Investigation type is selected and the combined Claim & Fraud option is selected, the Investigator or DHS-OIG Unit must be assigned to both the Claim and Fraud sections on the Referral.
If the user performing the reassignment is both a Gatekeeper and an Investigator (dual role), they may select referrals assigned to themselves to reassign to another Investigator.
If there are no authorized investigators for the selected search criteria, display “No authorized investigators found for assignment/reassignment.”



</td>
</tr>
<tr>
<td>Search Button</td>
<td>
User clicks the Search button when required search criteria fields are complete.

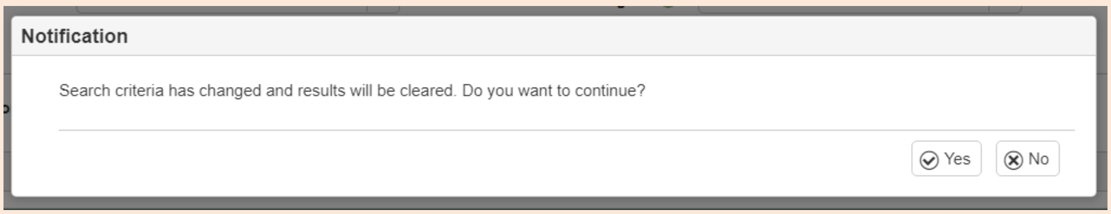
The Search Results section will display a list of assigned referrals that match the selection in the Search Criteria section.
If there are no referrals returned, an error message will be displayed.



</td>
</tr>
</table>

Changing Search Criteria fields

- If the Office selection is changed, before the search results are returned, other Search Criteria fields are cleared.
- If search criteria are changed after the search results are returned, a notification will be displayed for a user to accept or deny the change.
    - If **'Yes'** is clicked, the changed value will be populated, but other Search Criteria fields, and records in the Search Results section, will be cleared, and the Reassign button hidden. The 'Search' button will need to be clicked to return new search results.
    - If **'No'** is clicked, the changed will not be applied, the edited field will revert to the original selection, and all other Search Criteria fields and records in the Search Results section will be maintained.



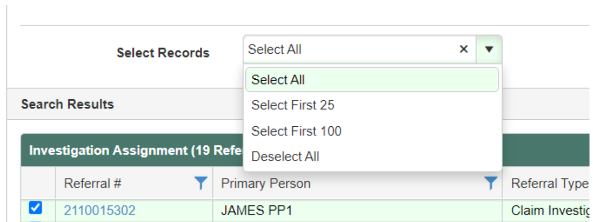
Step 3: Select Referrals

Select at least one referral record for assignment.

<table>
<tr><th>Component</th><th>Properties and Instruction</th></tr>
<tr><td>Select Records</td><td>
User may select a single, or multiple referrals using one of the following methods.

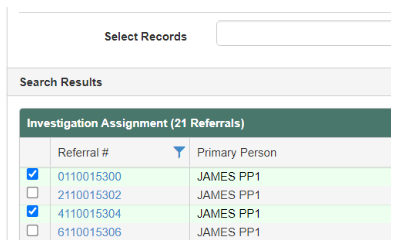
- ‘**Select Records’** field selection

  Select an option from the Select Records drop-down menu that will auto-check the appropriate checkboxes on the Search Results grid.



- **Checkbox** selection

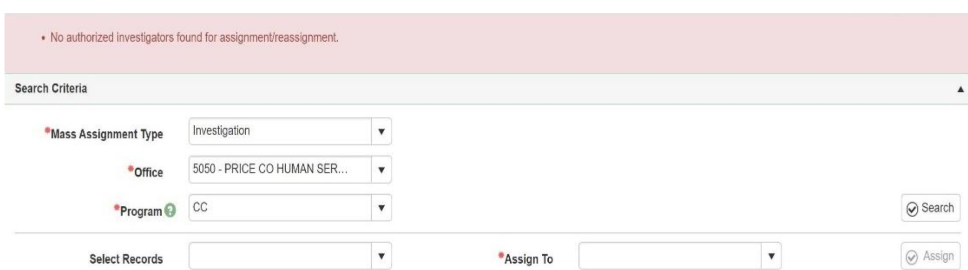
  Select or deselect the checkbox for an individual record in the Search Results grid.

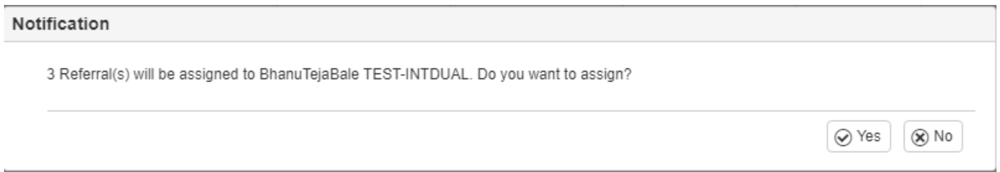


Note: Choosing the Deselect All option in the drop-down list will un-check any selected records in the grid.
</td></tr>
</table>

Step 4: Reassign Referrals

Complete the following steps to complete the referral mass reassignment.

Component	Properties and Instruction
Reassign To or Reassign To OIG Unit Fields	Reassign To is a required field for: Internal Gatekeeper, External Gatekeeper, or DHS OIG Unit Gatekeeper • User selects a single option from the drop-down list of authorized investigators. Referrals will be reassigned to this Investigator. Reassign To OIG Unit is a required field for: DHS OIG Queue Master • User selects a single option from the drop-down list of DHS OIG units. Referrals will be reassigned to this DHS OIG Unit. • A DHS OIG Queuemaster can only perform a reassignment if referrals are already assigned to another OIG Unit but not assigned to an OIG Unit Investigator. Notes: • If multiple Programs have been selected, the list of Investigators available for reassignment must be authorized for all programs selected. • If Post Investigation type is selected and the combined Claim & Fraud option is selected, the Investigator or DHS-OIG Unit will be assigned to both Claim and Fraud sections on the referral. • If the user performing the reassignment is a Gatekeeper and Investigator (dual role), they may reassign referrals to themselves. • If the user performing the reassignment is a Gatekeeper and Investigatory (dual role), and is assigned to a referral, they may reassign that referral to another investigator. • If there are no authorized Investigators for the selected search criteria, the following message will display: "No authorized investigators found for assignment/reassignment." 

Reassign Button	User clicks the Reassign button when an Investigator or DHS OIG Unit and at least one referral record is selected. A notification will be displayed for a user to accept or deny the reassignment(s). • If 'Yes' is selected, the notification is closed and the reassignment will be applied. • If 'No' is selected, the notification is closed and the reassignment will be cancelled. The search criteria, reassignment selections, and search grid results will be maintained on the page. 

When the reassignment is successfully completed, an informational message will be displayed, and the listed actions will take place systematically.

1. Mass Reassignment page is refreshed.
2. Selected search criteria and generated search results are maintained.
3. Reassign To field selection is cleared.
4. Reassigned referrals are removed from the search results grid.
5. Reassigned referrals are removed from the Workload of the Investigator or DHS OIG Unit Gatekeeper they were originally assigned.
6. Reassigned referrals are displayed on the Workload of the Investigator or DHS OIG Unit Gatekeeper they are reassigned to.
7. Applicable fields are updated on each reassigned referral.

A user will remain on the Mass Reassignment page and may select additional referrals for reassignment based on the previous search selections, change search criteria, or navigate away from the page. When a reassignment page is closed, all search criteria and the search results grid are cleared.

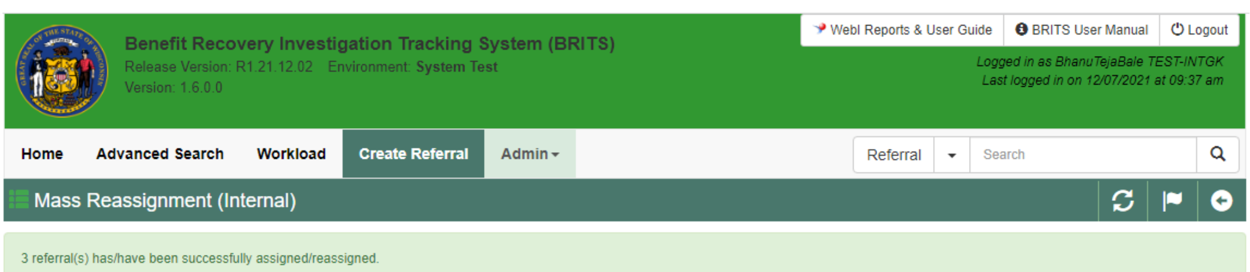


Figure 225 Mass Reassignment Page – Success Notification

14.7 Retracting – Existing Functionality

Retracting a referral removes the Investigation fields to provide the user with the ability to send the referral back to the Internal Gatekeeper.

14.7.1 Retracting from External Investigation Type

Step 1 Remove the Investigator
Delete the Investigator's name or select the "x" next to the name.

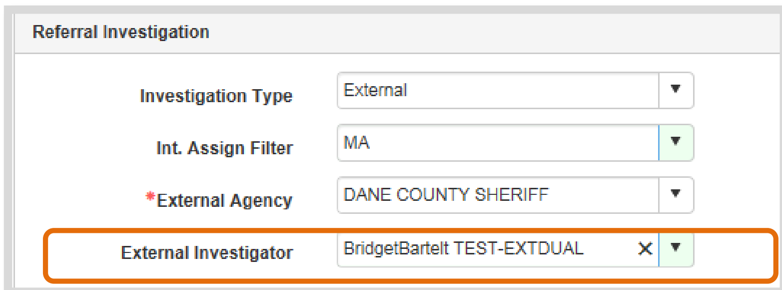


Figure 226 Referral Detail Page - Retracting External Investigation Type

Step 2 Remove the External Agency
Delete the External Agency from the External Agency list.

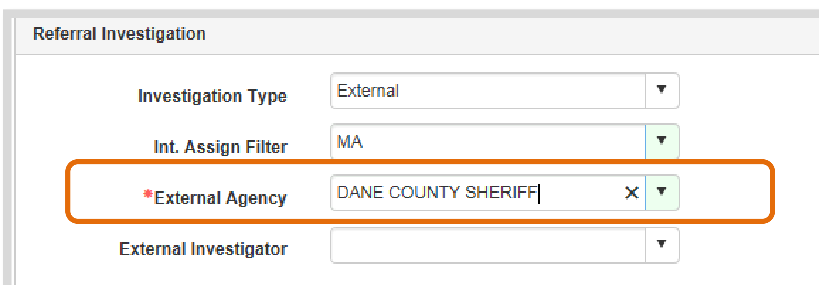


Figure 227 Referral Detail Page - Retracting External Investigation Type

Step 3 Remove the Int. Assign Filter
Delete the program area from the Int. Assign Filter field.

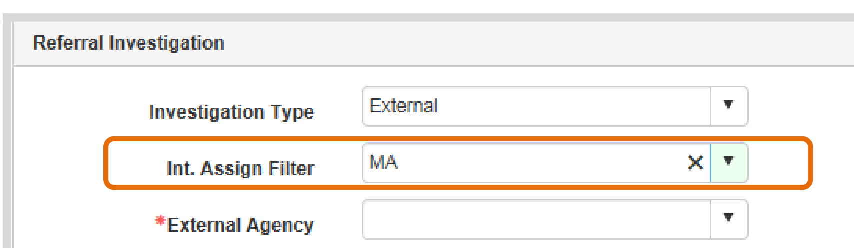


Figure 228 Referral Detail Page - Retracting External Investigation Type

Step 4 Remove External for the Investigation Type
Delete the External Investigation Type.

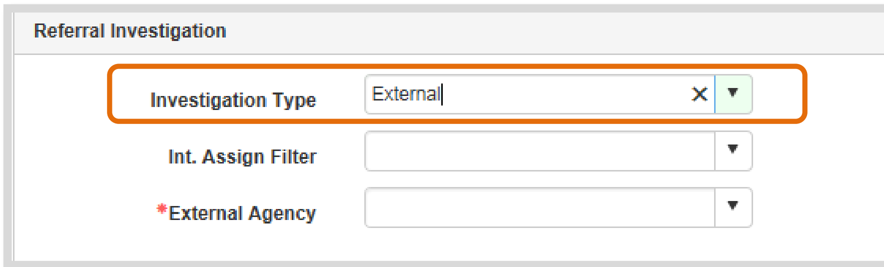


Figure 229 Referral Detail Page - Retracting External Investigation Type

Step 5 Save the referral

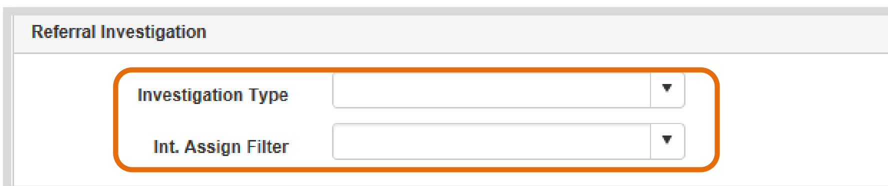


Figure 230 Referral Detail Page - Retracting External Investigation Type

14.7.2 Retracting from OIG Investigation Type

Step 1 Remove the Investigator
Delete the Investigators name or select the “x” next to the name.

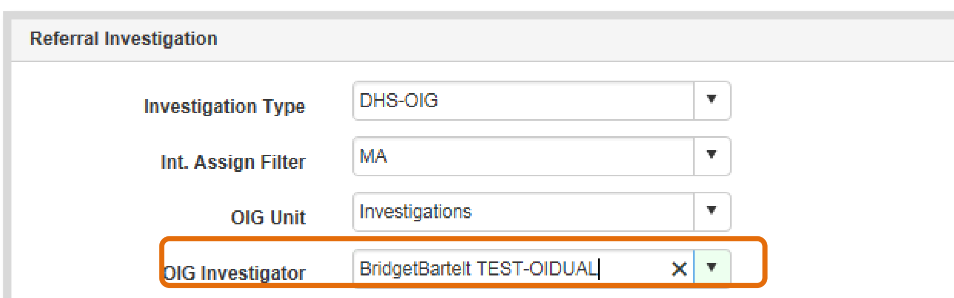


Figure 231 Referral Detail Page - Retracting OIG Investigation Type

Step 2 Remove the Unit
Remove the DHS OIG Unit from the OIG Unit list.

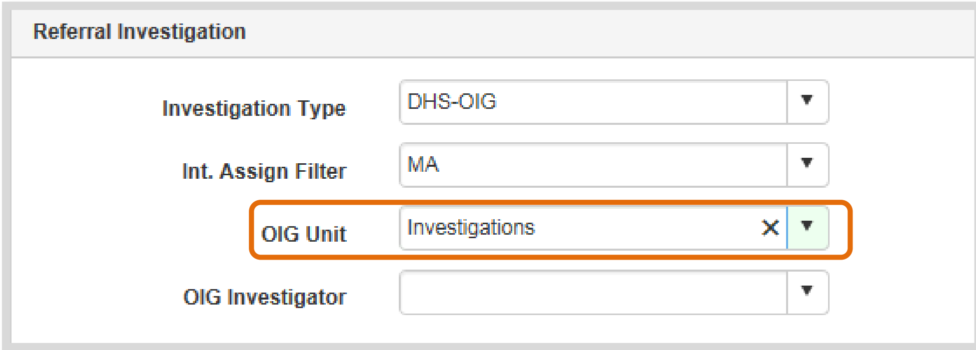


Figure 232 Referral Detail Page - Retracting OIG Investigation Type

Step 3 Remove the Int. Assign Filter

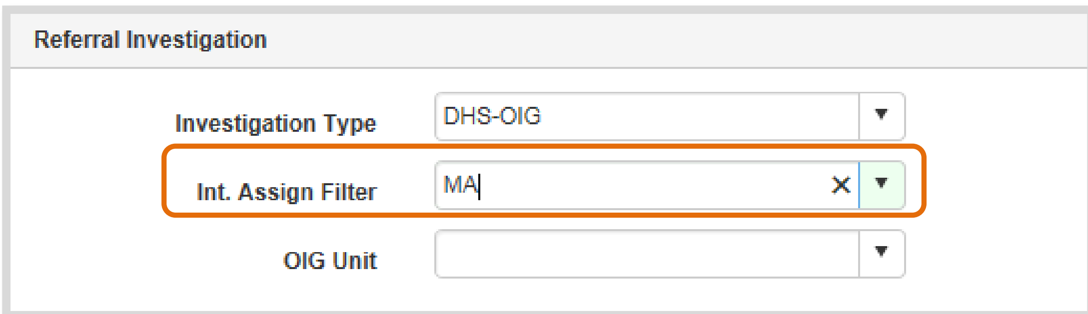


Figure 233 Referral Detail Page - Retracting OIG Investigation Type

Step 4 Remove the Investigation Type

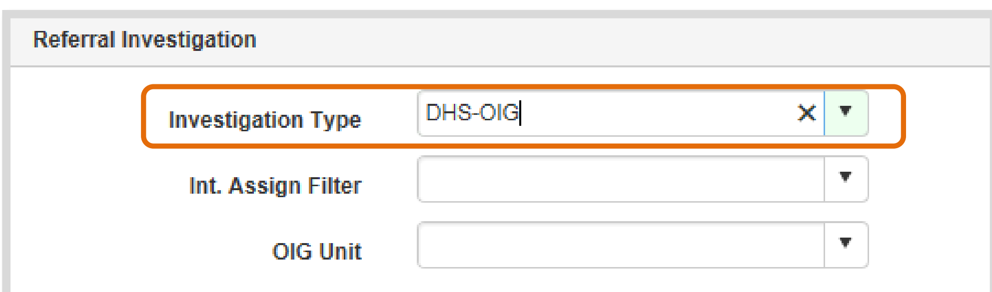


Figure 234 Referral Detail Page - Retracting OIG Investigation Type

Step 5 Save the referral

14.7.3 Retracting an Internal Investigator/Claim Specialist or State Limited user

Step 1 Remove the Investigator
Delete the Investigators name or select the “x” next to the name

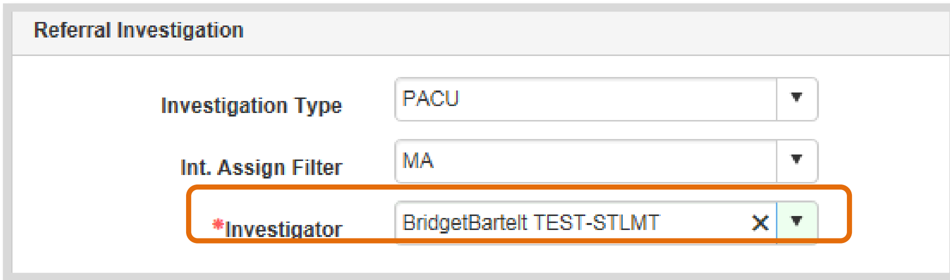


Figure 235 Referral Detail Page - Retracting OIG Investigation Type

Step 2 Remove the Int. Assign Filter

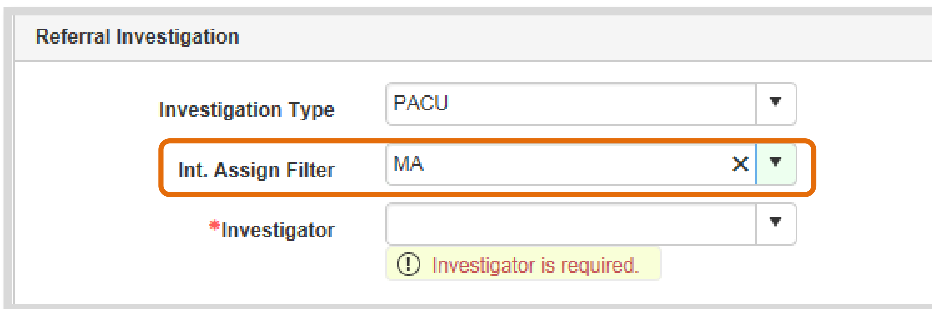


Figure 236 Referral Detail Page - Retracting OIG Investigation Type

Step 3 Remove the Investigation Type

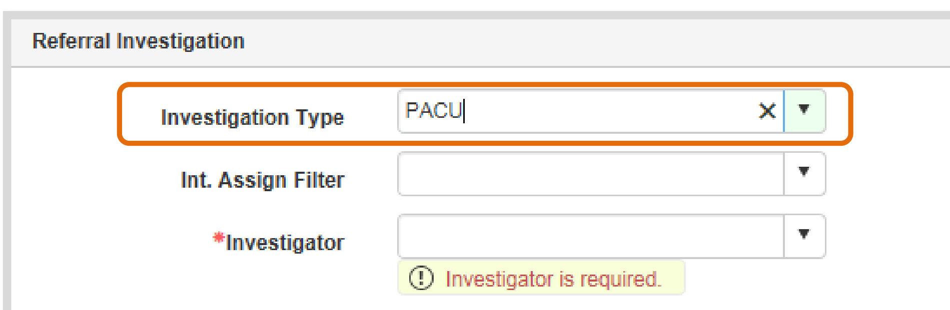


Figure 237 Referral Detail Page - Retracting OIG Investigation Type

Step 4 Save the referral

15.Referral Investigation

Purpose: The referral assignment and investigation section of the referral page track assignments, investigation dates, and the findings related to each of the investigation reasons. For more information on who can investigate a referral please see Roles.

Required Fields: Investigation Start Date, Error Found and Investigation Complete.

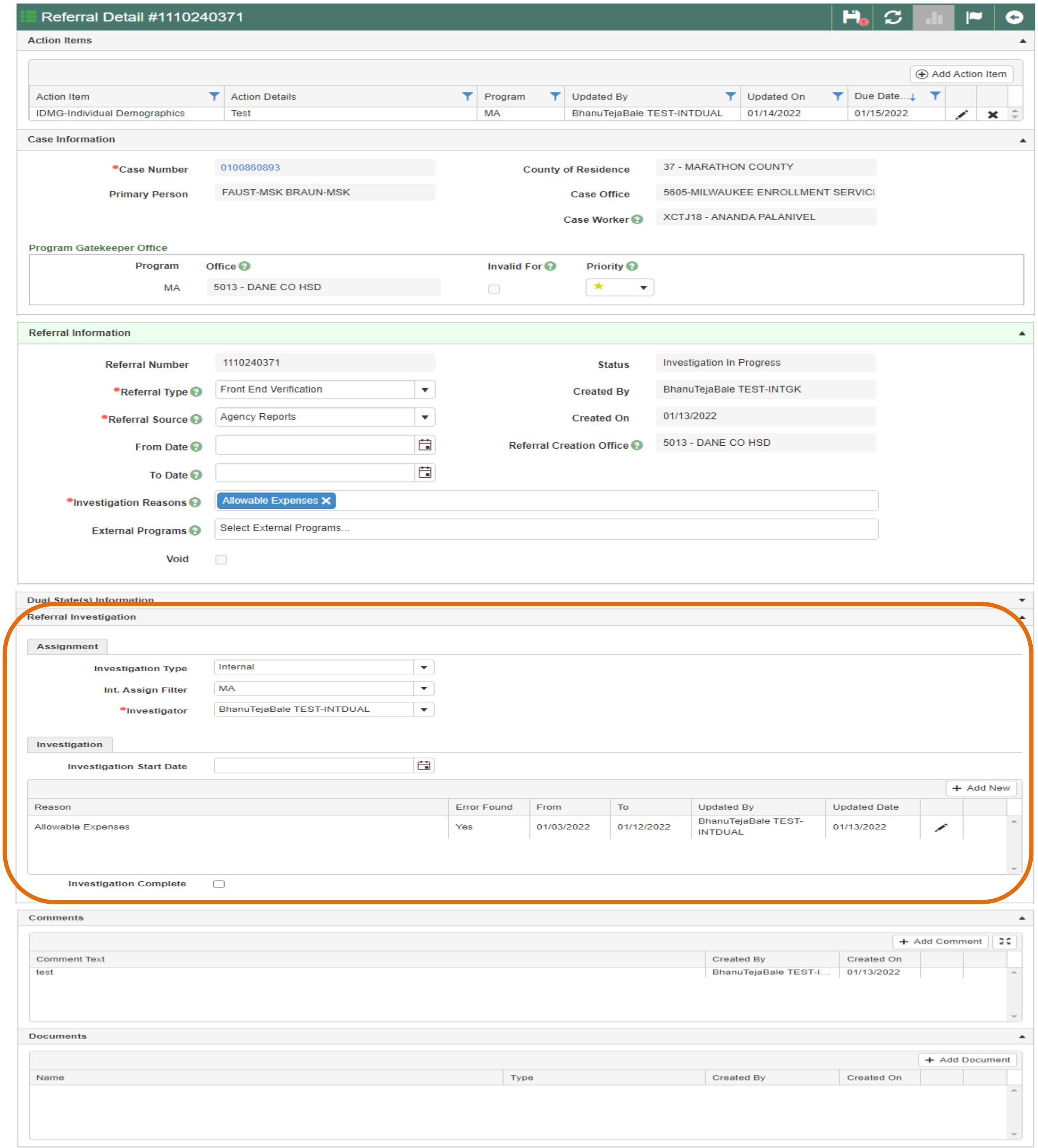


Figure 238 Referral Detail Page – Referral Investigation

15.1 Investigation Start Date

To start an investigation the Investigation Start Date must be entered. The date entered cannot be a date before the referral was created and no future date can be entered.

Enter the Investigation Start Date

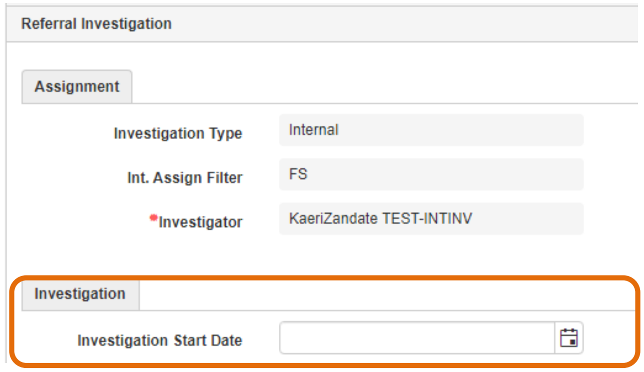


Figure 239 Referral Detail Page – Investigation Start Date

Updating or adding additional findings before entering the start date will prompt a message requiring the user to enter the start date of the investigation before the referral can be saved.

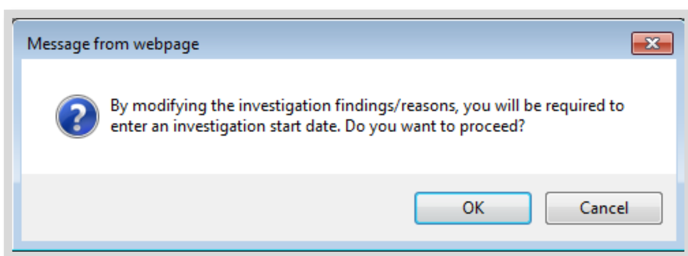
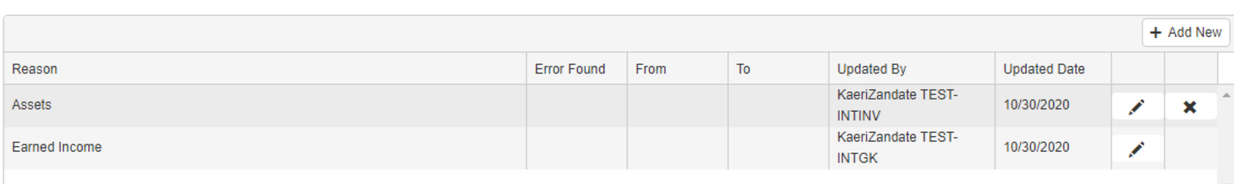


Figure 240 Referral Detail Page – Notification Message for Investigation Start Date

15.2 Investigation Reasons and Findings

Investigation Reasons selected before referral assignment displays in the Referral Investigation section grid as default reasons. These investigation reasons need to be answered before a user/Investigator can complete an investigation. The Investigator has the option to enter additional findings if applicable under the referral investigation section. Investigators enter findings on the specified investigation reasons.



Reason	Error Found	From	To	Updated By	Updated Date
Assets				KaeriZandate TEST-INTINV	10/30/2020
Earned Income				KaeriZandate TEST-INTGK	10/30/2020

Figure 241 Referral Detail Page – Investigation Reasons/Findings

15.2.1 Add additional Findings

During an investigation additional finding may be added.

Step 1 Select the Add New button

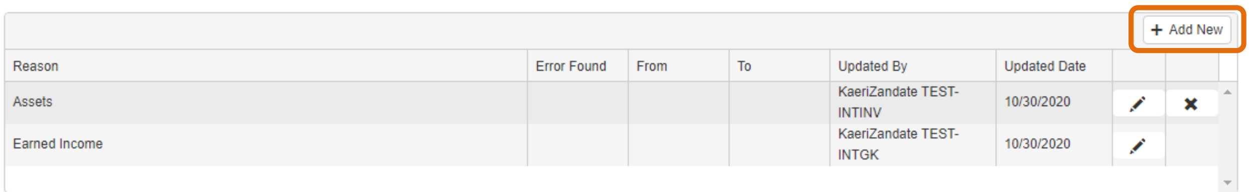


Figure 242 Referral Detail Page – Investigation Add Finding

Step 2 Select an Investigation Reason

When entering an additional finding the Error Found field, From Date and To Date can be filled in at a later time.

Figure 243 Referral Detail Page – Investigation Reasons

Step 3 Select Update or Cancel

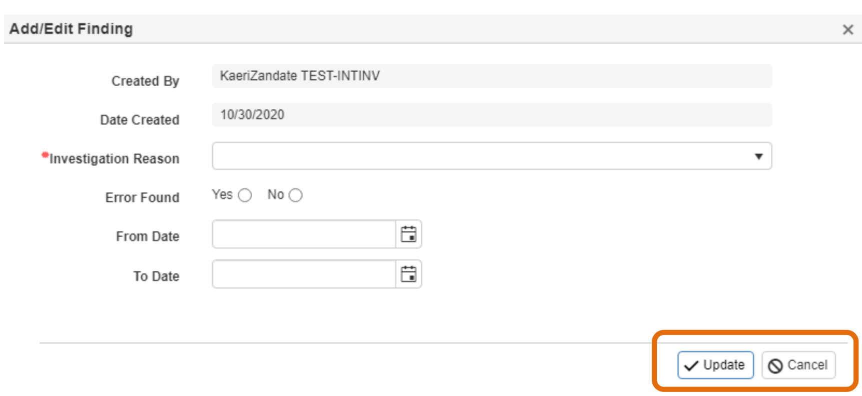


Figure 244 Referral Detail Page –Enter Investigation Reasons/Findings

15.2.2 Completing a Finding

To complete the investigation reasons select the reason from the grid and answer the question.

Step 1 Select the Edit icon
To enter findings for an investigation reason, simply select the pencil icon to open the Add/Edit Findings window.

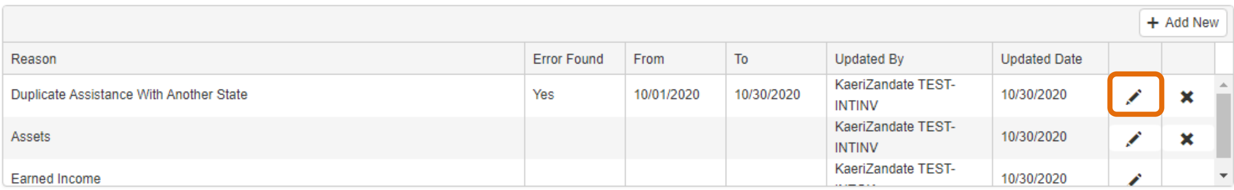


Figure 245 Referral Detail Page –Edit Findings

Step 2 Enter if an error is found
Enter whether an error has been found by selecting the 'Yes" or "No" radio button.

If an error is found, then the Date From and Date To fields are also required fields.

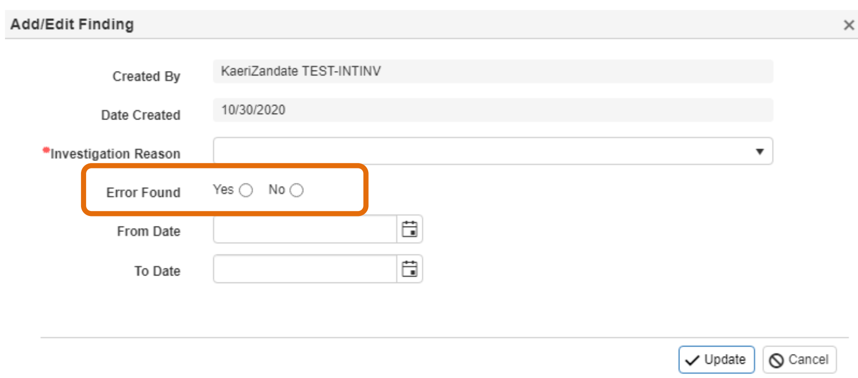


Figure 246 Referral Detail Page – Enter Findings

Step 3 Enter the From Date and To Date fields
The User is able to enter a past date or current date in the "From Date" and "To Date" fields. The User is able to enter a future date up to 2 (two) months beyond the current date within the "To Date" field.

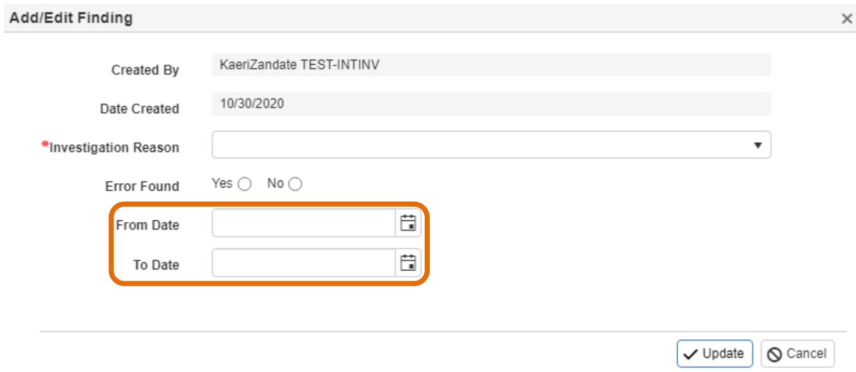


Figure 247 Referral Detail Page – Enter Reasons/Findings

The Adverse Action (AA) date will set limits on the future date the User can select.

- ***e.g.:*** *If the AA date is October 16, and the current date is October 16 or prior, then the latest future date that can be selected is November 30*
- ***e.g.:*** *If the AA date is October 16, and the current date is October 17 or later, then the latest future date that can be selected is December 31.*

Error Message *- If a "To Date" is entered that is beyond the future date allowed by Adverse Action criteria then an error message displays when the Investigation Finding is updated.*

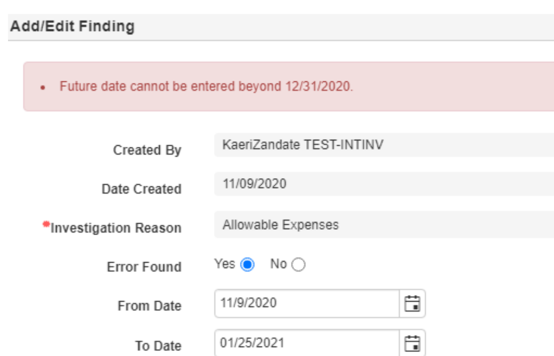


Figure 248 Referral Investigation - Completing a Finding

Step 4 Select the Update button

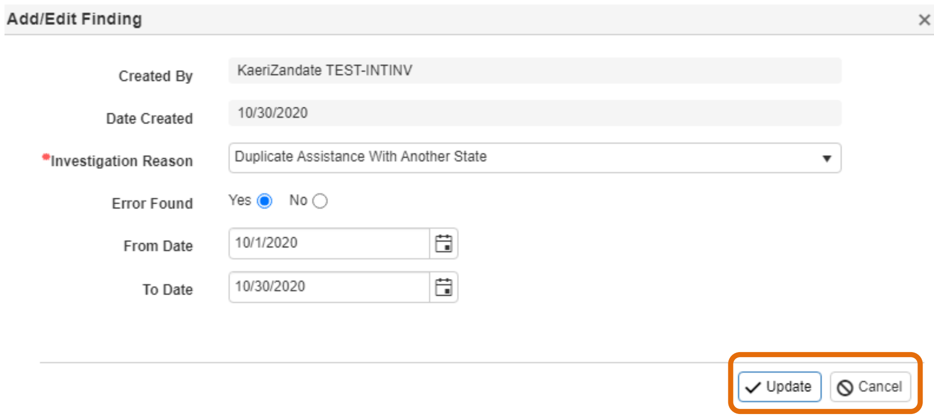


Figure 249 Referral Detail Page – Enter Reasons/Findings

Step 5 Save the referral

15.2.3 Remove an investigation Reason

Additional Finding/Reasons can be deleted from the Reason grid by the assigned investigator.

Step 1 Select the Delete icon
To remove findings for an investigation reason, select the “X” icon.

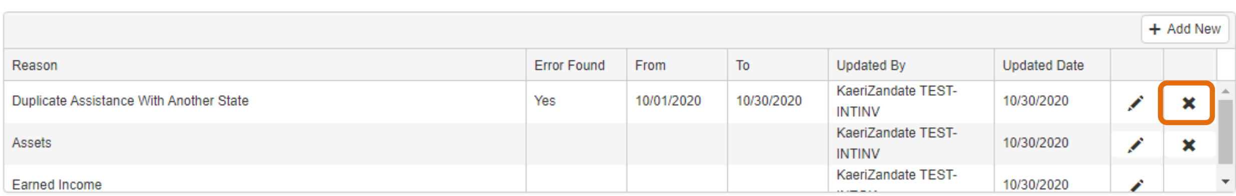


Figure 250 Remove an Investigation Reason

Step 2 Select “Yes”

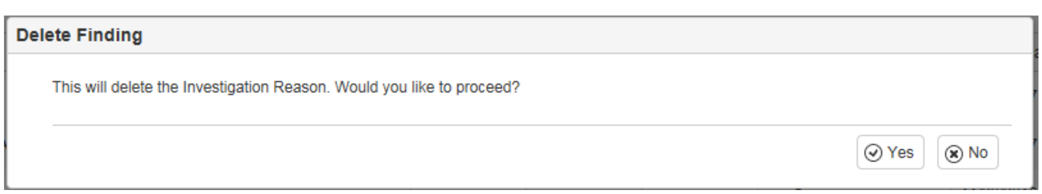


Figure 251 Delete findings pop-up

Step 3 Save the referral

15.3 Complete Investigation

15.3.1 Complete an Agency Error Referral Type

To complete an Agency Error Claim Referral Type, create a claim in the Benefit Recovery system. After this is done, select the Claim Created checkbox and save the referral.

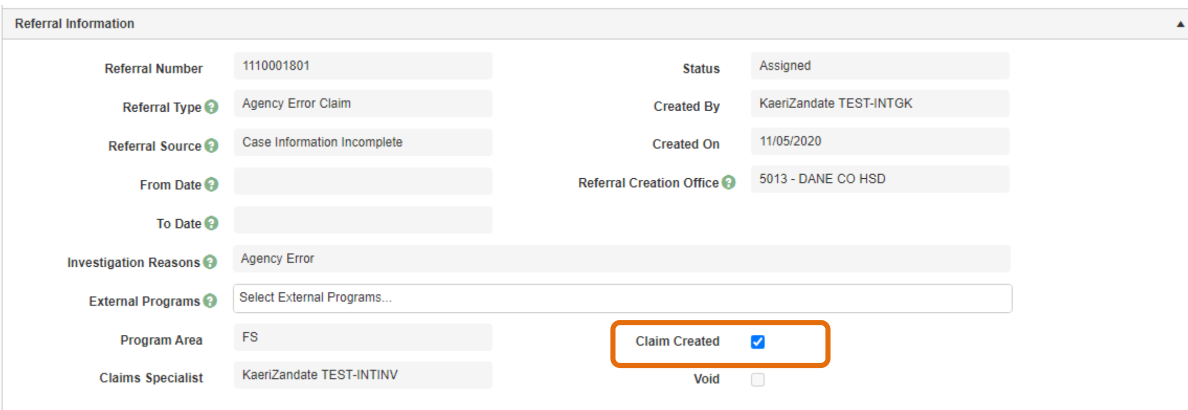
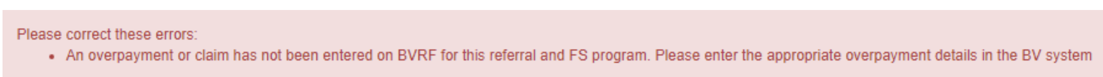


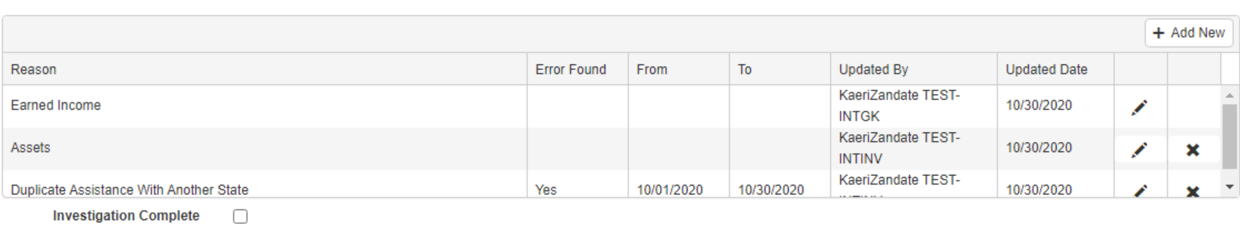
Figure 252 Complete an Agency Error Claim

***Error Message** - If the claim created checkbox is selected and there is no claim created for the program then an error message displays when the Referral is saved.*



15.3.2 Complete Standard, Additional FEV and DX Referral Type Investigation

To complete an investigation, all investigation reasons need to be completed. The referral is no longer on the Investigator's workload page once the Investigation Complete checkbox has been checked and the referral has been saved. Once the Investigation Complete box is checked, additional Reasons cannot be added. All information in the Referral Investigation section should be final before the Investigation is completed.



Reason	Error Found	From	To	Updated By	Updated Date
Earned Income				KaeriZandate TEST-INTGK	10/30/2020
Assets				KaeriZandate TEST-INTINV	10/30/2020
Duplicate Assistance With Another State	Yes	10/01/2020	10/30/2020	KaeriZandate TEST-	10/30/2020

Figure 253 Referral Detail Page - Investigation Complete checkbox

Step 1 Investigator need to select the Investigation Complete checkbox

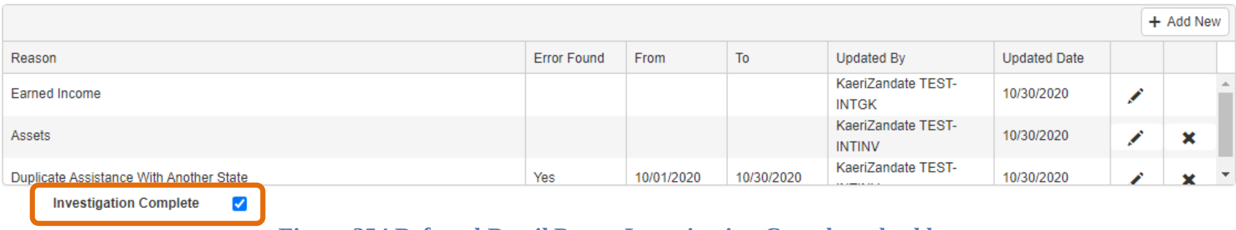


Figure 254 Referral Detail Page - Investigation Complete checkbox

Step 2 Save the referral

If the Investigation date and/or Error Found are incomplete, an error message is displayed.

Figure 255 Referral Detail Page – Error Message for investigation complete

16. Post Investigation

Purpose: The post investigation section provides input fields for users to enter whether fraud was committed, the issue type, and any other information specific to Citation, District Attorney (DA), and Administrative Department Hearings (ADH). Multi-Role Users need to save the referral after completing the investigation before Post Investigation is displayed. For more information on who can perform Post Investigation tasks on a referral please see Roles.

Required Fields: Required fields depend on the outcome of each determination section per program area.

16.1 Post Investigation Overview

Every valid program on the referral has a tab in the post investigation section of the referral Detail Page. Each program area has an opportunity to enter their post investigation data and must complete their program area tab to completely close the BRITS referral. Once all Post Investigation information is complete for all program areas the BRITS referral status changes to "Closed" and the referral no longer appear on the Gatekeeper Workload page. Until all programs complete their post investigation, the BRITS referral status states "Post Investigation In Progress."

There is a tab for each valid program on the referral

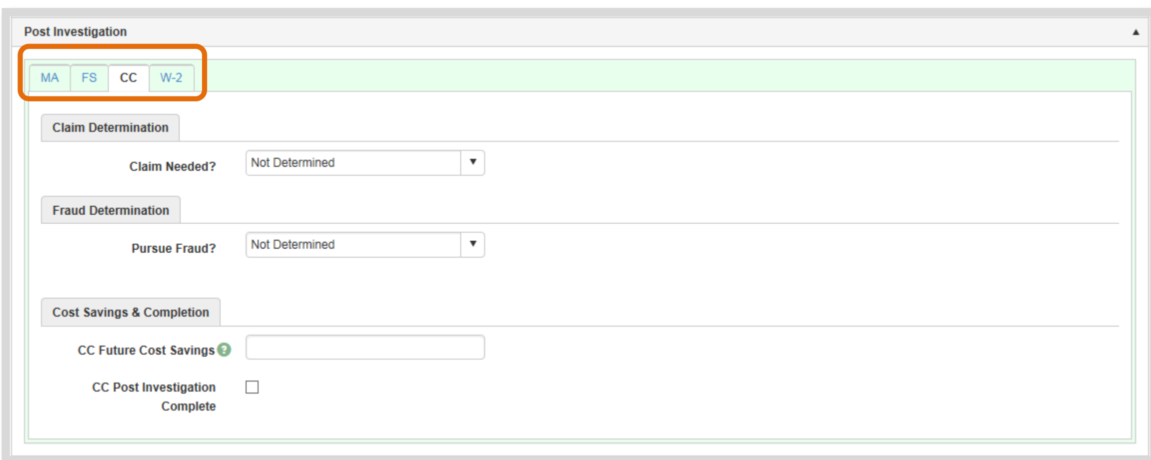


Figure 256 Referral Detail Page – Post Investigation Section

Each program tab contains a Claims Determination, Fraud Determination and Cost Savings & Completion section. Assignment to an investigator is not mandatory to complete Post Investigation for a program area.

16.2 Perform Post Investigations

To complete Post Investigation, three sections for each program area must be completed: Claim Determination, Fraud Determination and Cost Savings & Completion.

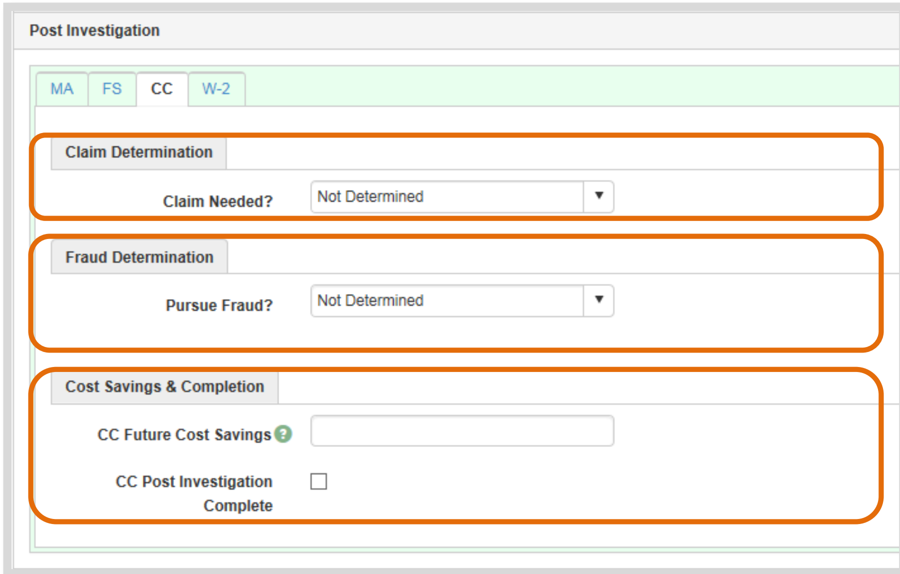


Figure 257 Referral Detail Page – Perform Post Investigation

17.Post Investigation Claim Determination

Purpose: The Post Investigation sub-section provides an area to enter whether a claim is needed and when a claim is created. To complete and close a referral, Claim Needed must be answered for all valid program areas on the referral. Alternately, “Program Invalid” may be selected on the Claim Needed subsections of each Post Investigation Program tab, unless the Program is the IAF on the Referral. The default selection is “Not Determined”. All valid program areas have a Claim Determination subsection. The fields may vary by program area. For more information on who can perform Claims Post Investigation tasks a referral please see Roles.

Required Fields: Claim Needed and if Claim Needed is “Yes” the check mark is needed when the claim is created.

FS Claim Determination section (The FS Claim Determination section has an additional field “Date of Discovery”.

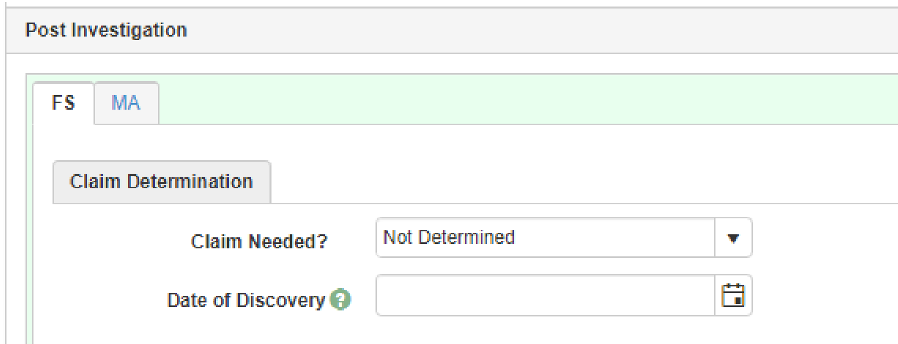


Figure 258 Referral Detail Page – Perform Post Investigation – Claim Determination

MA, CC, W-2 Claim Determination section

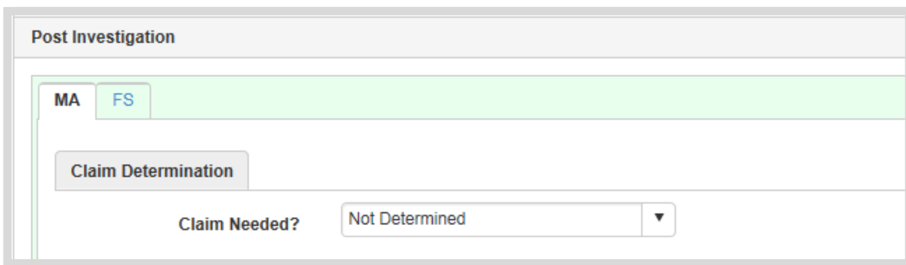


Figure 259 Referral Detail Page – Perform Post Investigation – Claim Determination

The default setting is not determined and the drop down list provides the following options: “Not Determined”, “Yes”,“No” and “Program Invalid”.

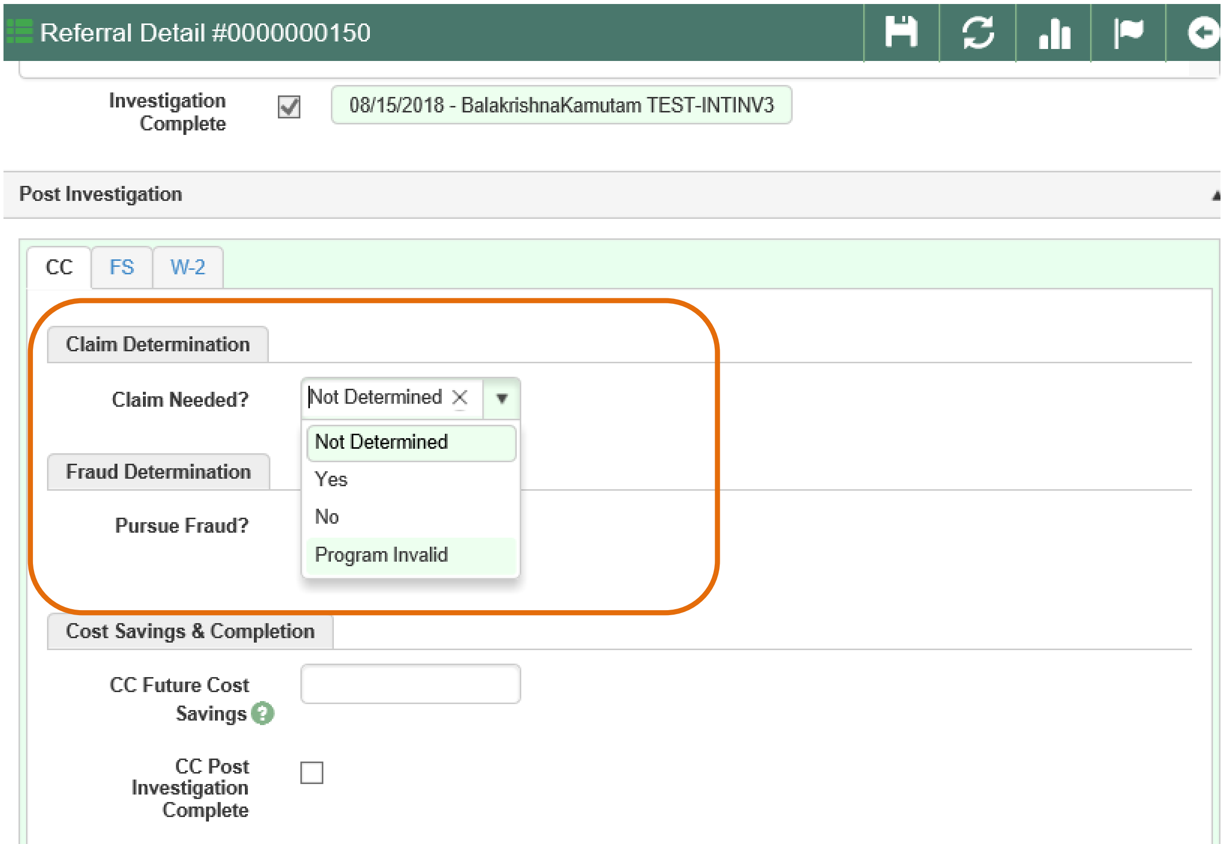


Figure 260 Referral Detail Page – Perform Post Investigation – Claim Determination

17.1 When the Program is Invalid for a Referral

There are times when an investigation did occur that was not applicable for a program area. Such a program maybe set to “Program Invalid” for a Referral. If the Program is the selected IAF on the Referral “Program Invalid” shall not be available.

Step 1 Set the *Claim Needed* field to “Program Invalid”

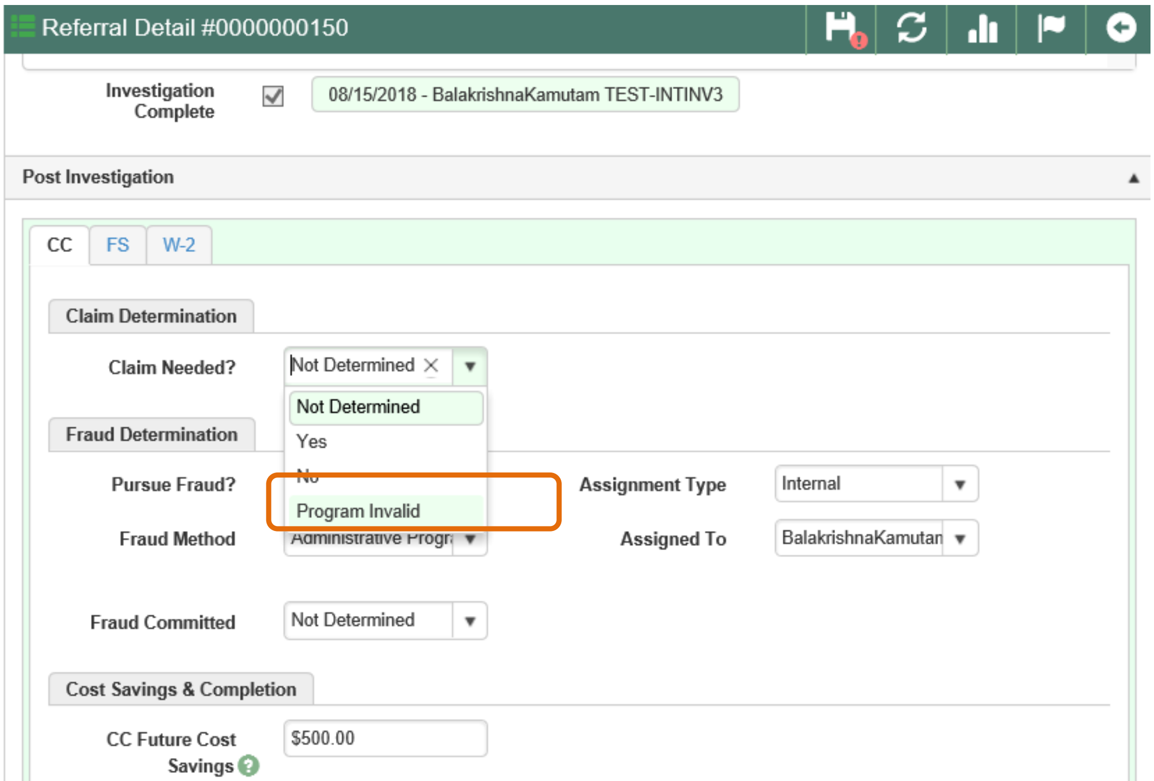


Figure 261 Referral Detail Page – Claim Needed? –Select Program Invalid

As a best practice, if there is existing data in this tab, a worker should verify the correct Program tab and case/referral number prior to selecting Program Invalid. Check the notes on existing tabs for clarification.

IMPORTANT: Selecting “Program Invalid” for Claim Needed does not clear any Claims created in the BV subsystem. Always verify whether Claims have been established for the Referral Program prior to selecting “Program Invalid”

When *Claim Needed* is set to "Program Invalid", the *Pursue Fraud* subsection will be automatically set to "Program Invalid". Previously entered data will be cleared. The *Future Cost Savings* is set to zero and *Post Investigation Complete* is checked.

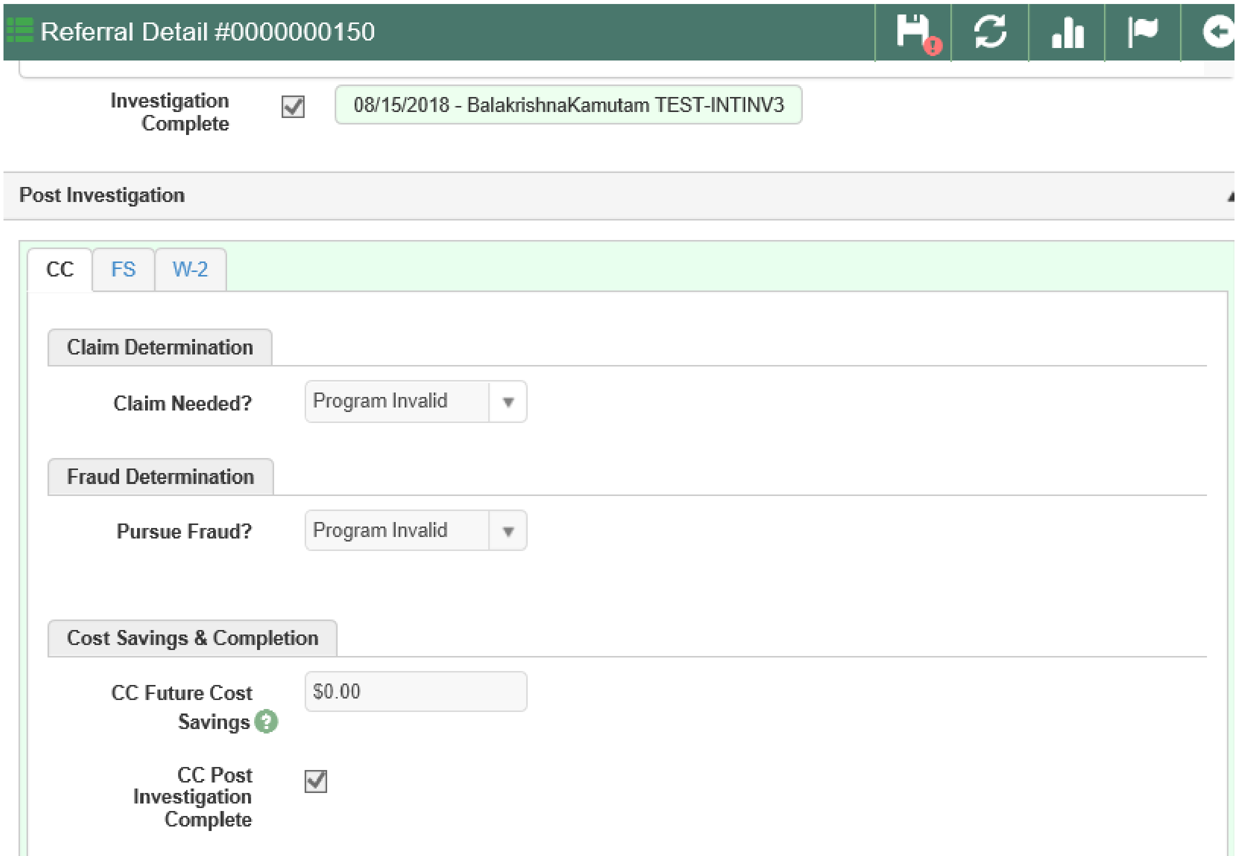
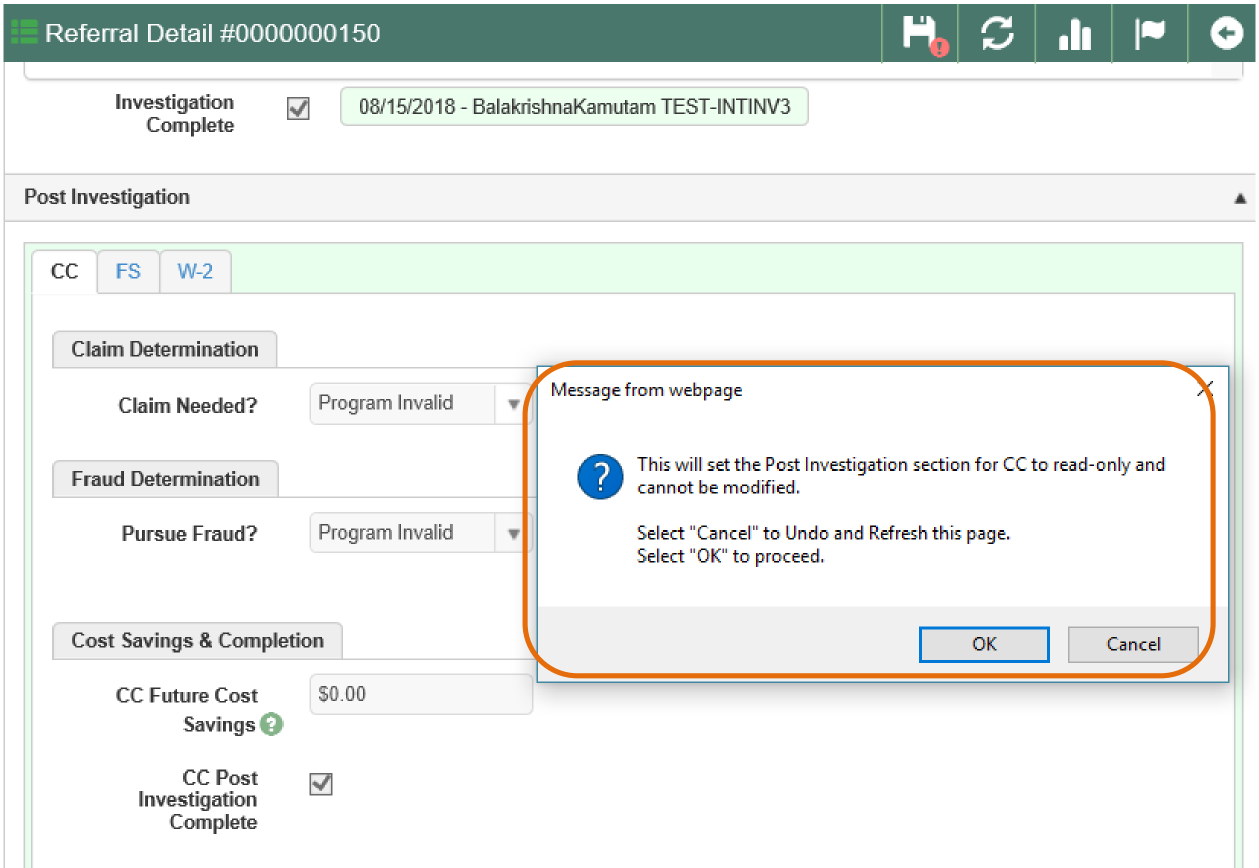


Figure 262 Referral Detail Page - Perform Post Investigation – Set to Program Invalid

Step 2 Save the referral

Step 3 A Confirmation message will display



The User may restore data by selecting ”Cancel” to refresh the Program’s Post Investigation sections with any previous data on the tab”

Selecting “OK” will irreversibly set the Program to “Program Invalid”. The program tab displays with a yellow highlight

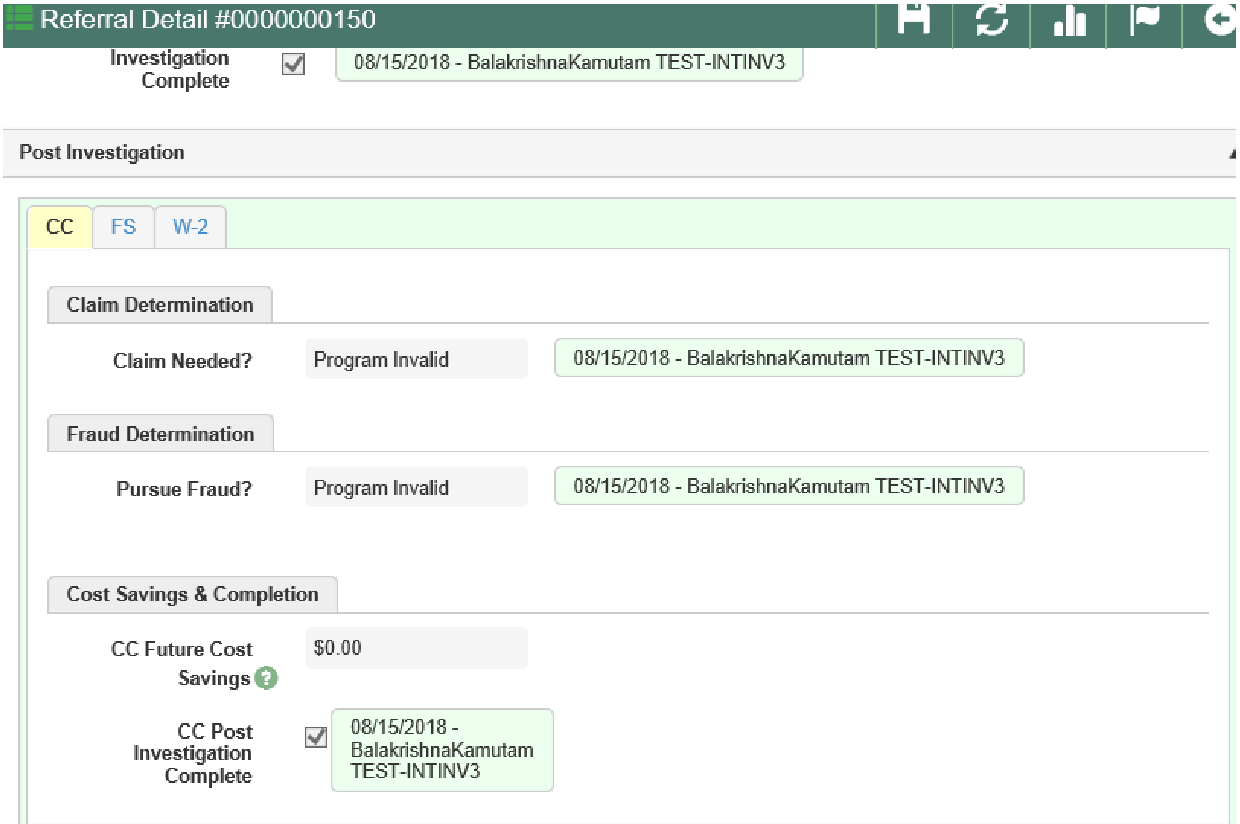


Figure 263 Referral Detail Page – Claim Needed? – Program Invalid Set

The Help Desk role will not be able to reopen the tab. If the program tab was invalidated in error, the Program will need to create a new BRITS Referral and re-process.

Note: When a user saves a response, the name and date of the user who made the selection is displayed.

17.2 When a Claim is not needed

There are times when an investigation did occur that was applicable for a program area and a claim is not needed for the program area.

Step 1 Set the Claim Needed field to "No"

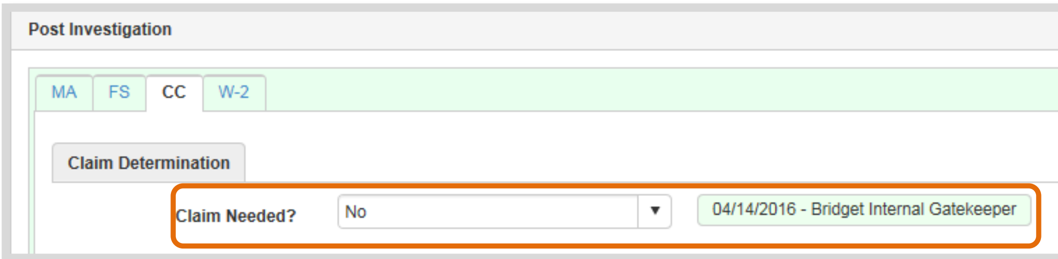


Figure 264 Referral Detail Page – Perform Post Investigation – Claim Determination

Note: When a user saves a response, the name and date of the user who made the selection is displayed.

Figure 265 Referral Detail Page – Perform Post Investigation – Claim Determination

Step 2 Save the referral

17.3 When a Claim is needed

When performing the Claim determination, the user needs to create the claim on BVRF in the CARES Mainframe BV subsystem before selecting the Claim Created checkbox.

Step 1 Set the Claim Needed field to "Yes"

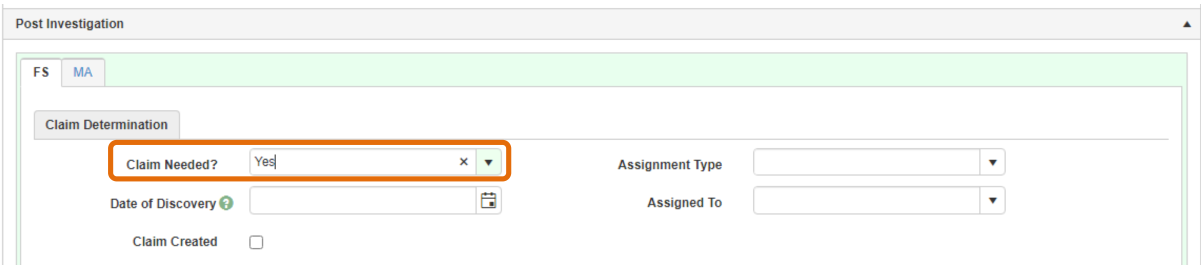


Figure 266 Referral Detail Page – Perform Post Investigation – Claim Determination

Step 2 Assign the Claim Determination to an [Assignment Type] (this is an optional Step)

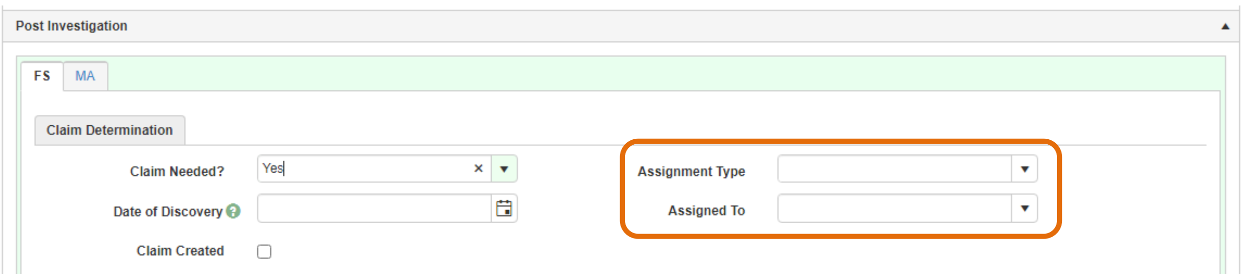


Figure 267 Referral Detail Page – Perform Post Investigation – Claim Determination

Step 3 Set the Date of Discovery (this field is only required for FS program area)

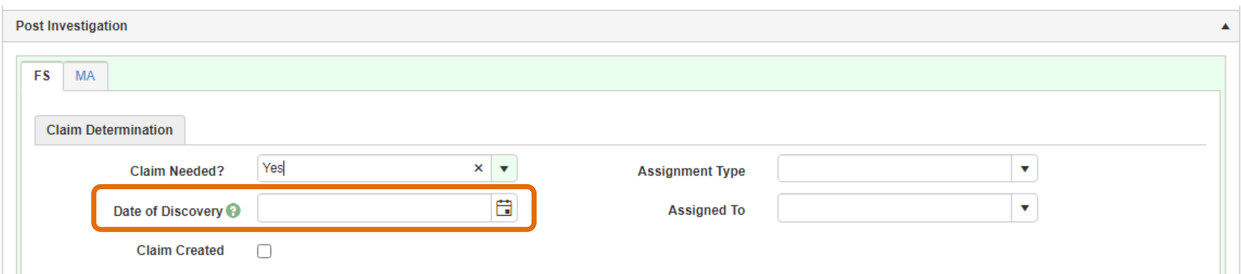


Figure 268 Referral Detail Page – Perform Post Investigation – Claim Determination

Step 4 Create a Claim in the Benefit Recovery system

Step 5 Complete the Claim Determination section by selecting the Claim Created checkbox

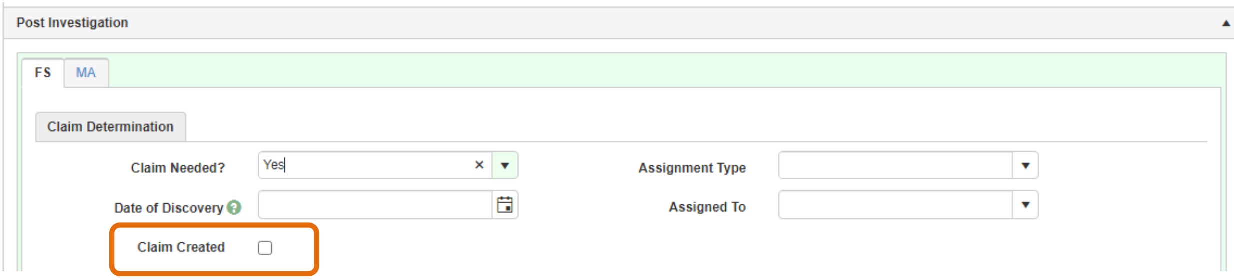
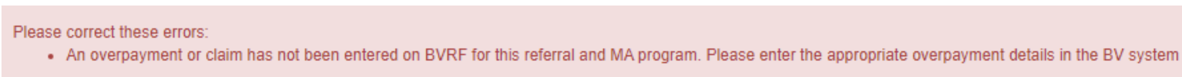


Figure 269 Referral Detail Page – Perform Post Investigation – Claim Determination

Step 6 Save the referral

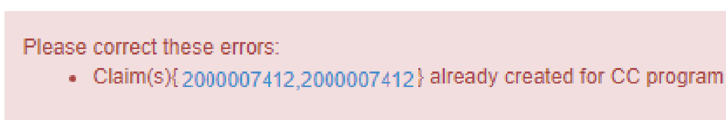
Error Message *- If the claim created checkbox is selected and there is no claim created for the program then an error message displays when the Referral is saved.*

Figure 270 Referral Detail Page – Perform Post Investigation – Claim Error Message



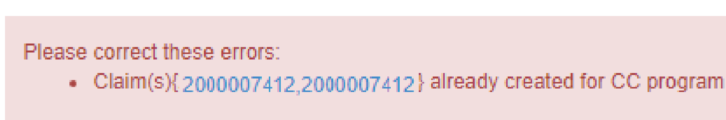
Error Message *- If the Claim Needed? option is changed from "Yes" to "No" and there exists a claim for the referral and specific program, an error message will be displayed when saved.*

Figure 271 Referral Detail Page – Perform Post Investigation – Claim Error Message



Error Message *- If the Claim Needed? option is selected as "No" and there exists a claim on BVRF for the referral and specific program, an error message will be displayed when saved.*

Figure 272 Referral Detail Page – Perform Post Investigation – Claim Determination



18. Post Investigation Fraud Determination

Purpose: The Post Investigation section provides input fields to enter whether fraud was committed, the issue type, and other information specific to Administration Program Policy (APP), Citation, District Attorney (DA), and Administrative Disqualification Hearing (ADH) fraud determination methods. For more information on who can perform Fraud Post Investigation tasks to a referral please see Roles.

Required Fields: See each Fraud Method for required fields.

There are four Fraud Methods available for selection based on the program area. See Table 18 Fraud Method Table for a complete list of available options.

- Child Care (CC) - District Attorney, Administration Program Policy
- Food Share (FS) – Administrative Disqualification Hearing, Citation
- Medical Assistance (MA) – Citation
- Wisconsin Works (W-2) - District Attorney, Citation, Administration Program Policy

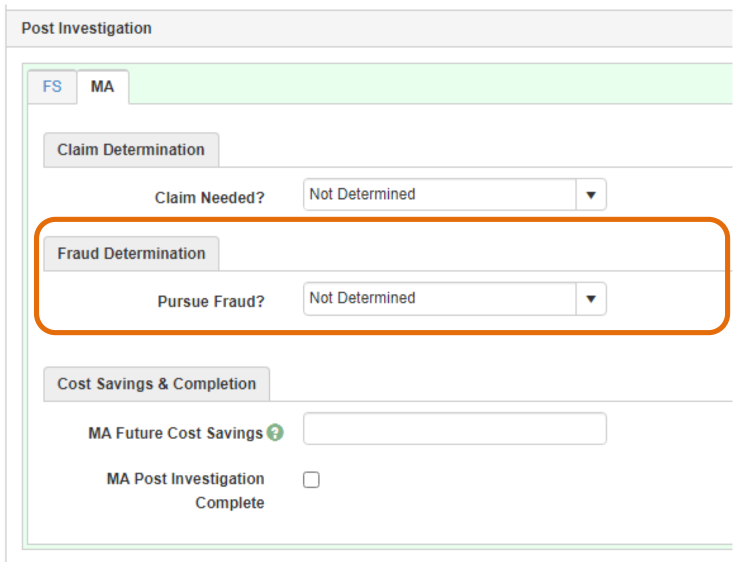


Figure 273 Referral Detail Page – Perform Post Investigation – Fraud Determination

18.1 When the Program is Invalid for a Referral

There are times when a program area is Invalid for a Referral. If the Program is the selected IAF on the Referral “Program Invalid” shall not be available.

Step 1 Set the Pursue Fraud field to “Program Invalid”

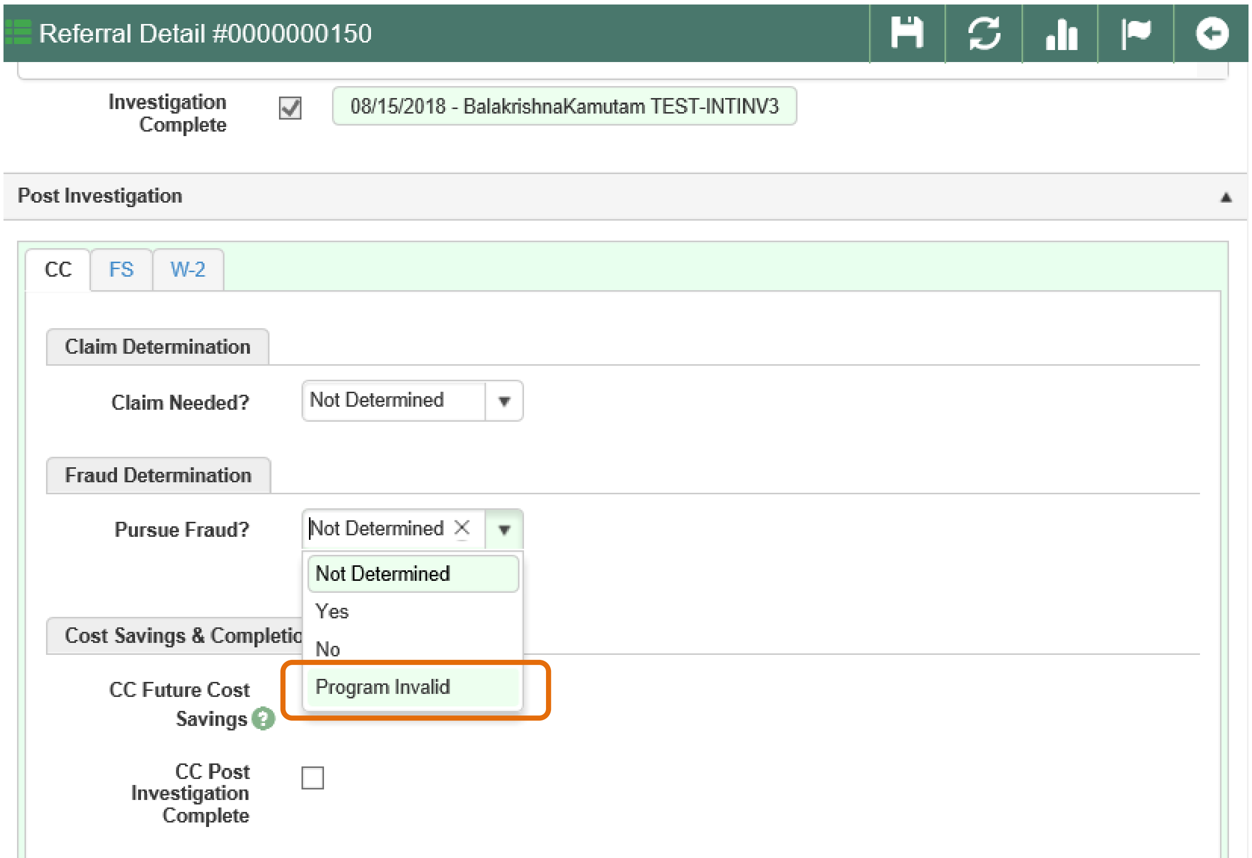


Figure 274 Referral Detail Page – Pursue Fraud? – Program Invalid

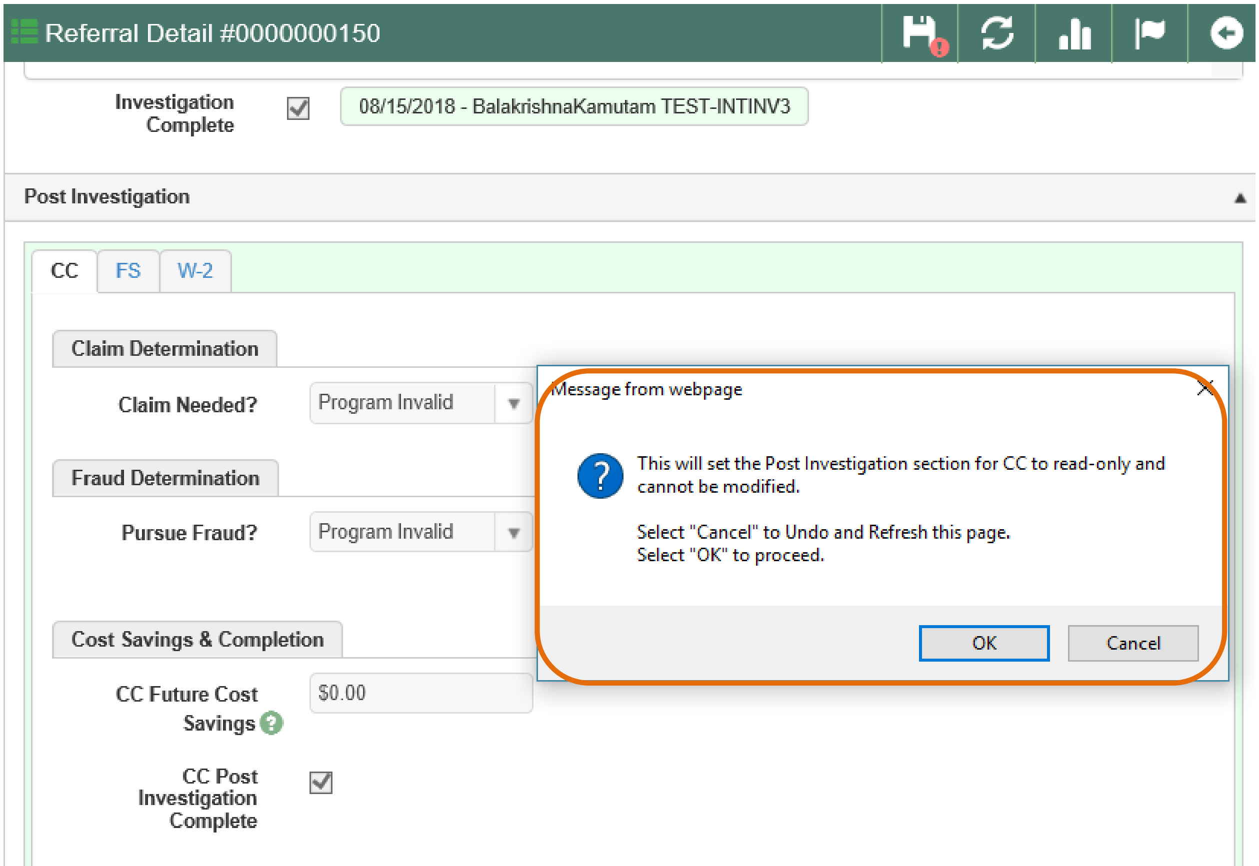
When *Pursue Fraud* is set to “Program Invalid”, the *Claim Needed* subsection will be automatically set to “Program Invalid”. Previously entered data will be cleared. The *Future Cost Savings* is set to zero and *Post Investigation Complete* is checked.

Note: *As a best practice, if there is existing data in this tab, a worker should verify the correct Program tab and case/referral number prior to selecting Program Invalid. Check the notes on existing tabs for clarification.*

IMPORTANT: Selecting “Program Invalid” for Pursue Fraud does not clear any Claims created in the BV subsystem. Always verify whether Claims have been established for the Referral Program prior to selecting “Program Invalid”

Step 2 Save the referral

Step 3 A Confirmation message will display



The User may restore data by selecting "Cancel" to refresh the Post Investigation sections with any previous data on the tab

Selecting "OK" will irreversibly set the Program to "Program Invalid". The program tab displays with a yellow highlight.

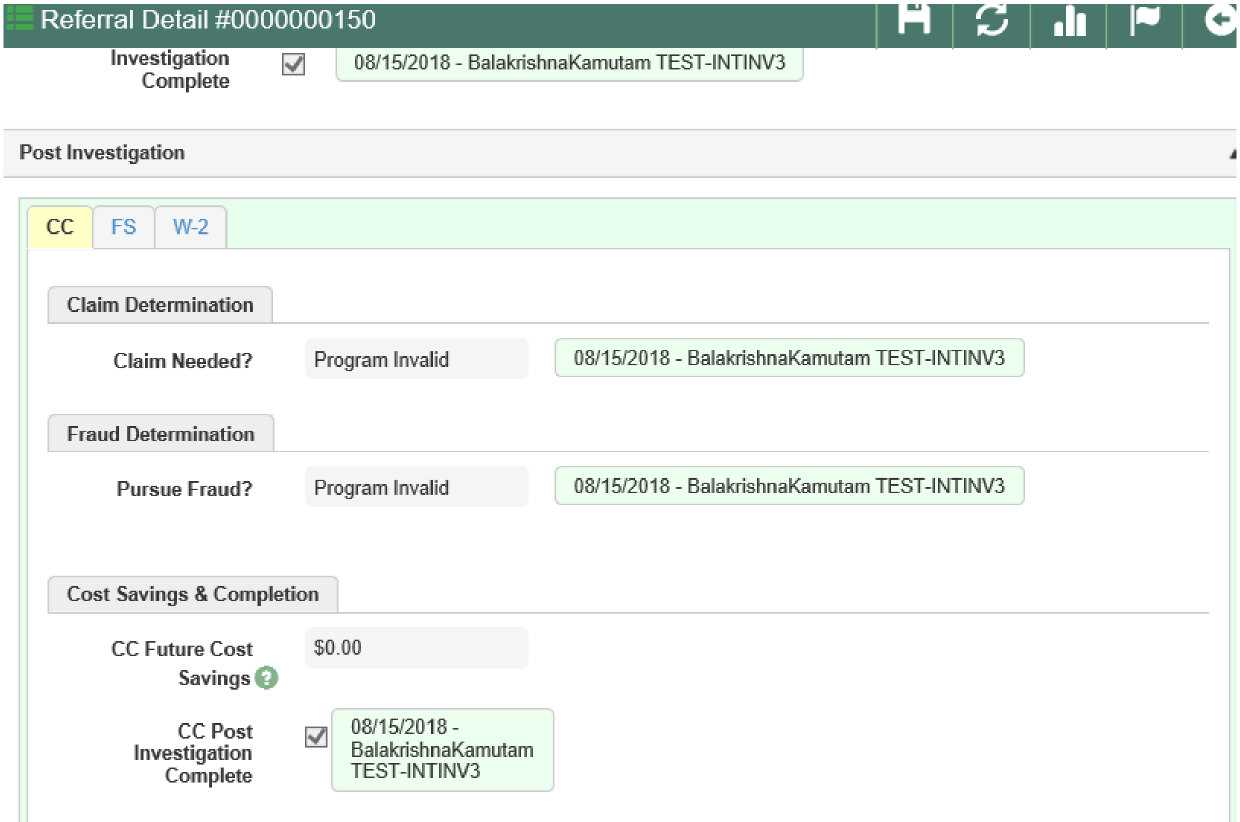


Figure 275 Referral Detail Page – Pursue Fraud? – Program Invalid Set

The Help Desk role will not be able to reopen the tab. If the program tab was invalidated in error, the Program will need to create a new BRITS Referral and re-process.

Note: When a user saves a response, the name and date of the user who made the selection is displayed.

18.2 Fraud Pursuit is Not Needed

There are times when an investigation did occur that was applicable for a program area, however fraud is not pursued for this program area.

Step 1 Set the Pursue Fraud field to “No”

Figure 276 Referral Detail Page – Perform Post Investigation – Fraud Determination

Step 2 Save the referral

Note: When a user saves a response, the name and date of the user who made the selection displays.

18.3 Fraud Pursuit is Needed

Step 1 Set Pursue Fraud to “Yes”

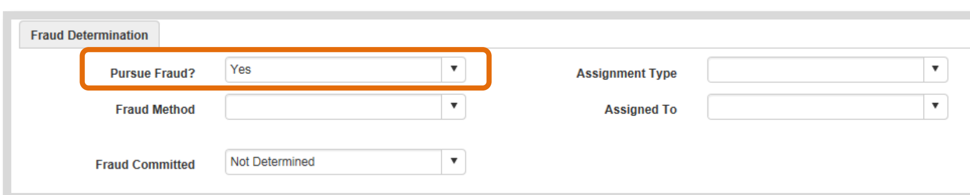


Figure 277 Referral Detail Page – Perform Post Investigation – Fraud Determination

Step 2 Select an Assignment Type (OPTIONAL)

Step 3 Select a Fraud Method

Fraud Methods

W-2	MA	CC	FS
District Attorney (DA)	District Attorney (DA)	District Attorney (DA)	District Attorney (DA)
Citation	Citation	Administration Program Policy(APP)	Citation
Administration Program Policy(APP)			Administrative Disqualification Hearing (ADH) & Waiver

Table 18 Fraud Method Table

18.3.1 District Attorney Fraud Determination method for W-2 & CC

The required fields for the DA Fraud Determination method are: Referred to DA Date, Court Case Number, Prosecuted, Prosecuted/Non-Prosecuted reason, Decision Date and any Restitution Amount.

Figure 278 Referral Detail Page – Perform Post Investigation – Fraud Determination – District Attorney

A. Set the Fraud Method to District Attorney (DA)
B. Enter the Referred to DA Date
C. Enter the Court Case Number
D. Enter whether the case was prosecuted in the Prosecuted field
E. Enter additional fields based on if the case was prosecuted.
   a) If Prosecuted is "No"
      - Enter the Non Prosecution Reason
      - Enter the Decision Date

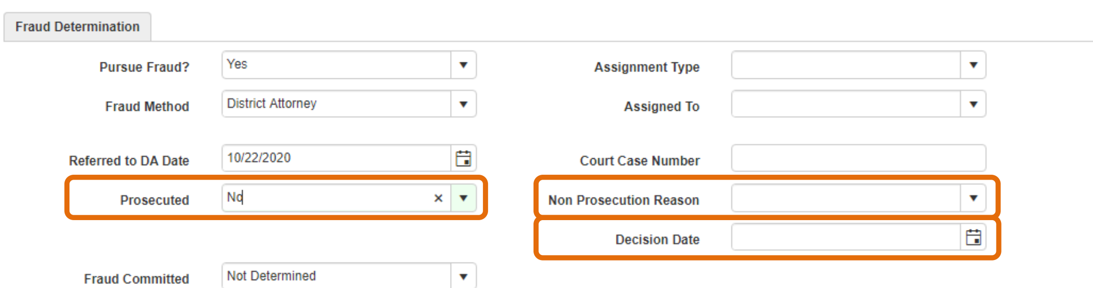


Figure 279 Referral Detail Page – Perform Post Investigation – Fraud Determination – District Attorney

   b) If Prosecuted is "Yes"
      - Enter any Restitution Amount
      - Enter Prosecution Outcome
      - Enter Decision Date

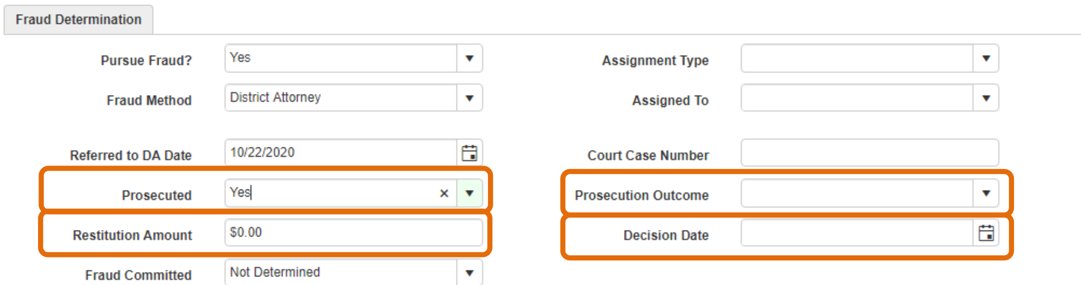


Figure 280 Referral Detail Page – Perform Post Investigation – Fraud Determination – District Attorney

F. Enter if Fraud is Committed
Once Fraud Committed is answered all other fields in the Fraud Determination section for the program area are required.

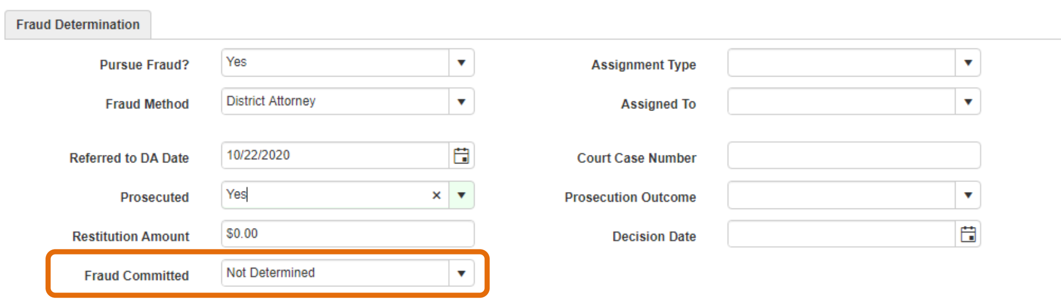


Figure 281 DA Fraud Method

a) If Prosecuted field is set to “Yes” and the Prosecution Outcome field is set to either “Pre-Trial Diversion” or “Conviction” then the Fraud Committed field is set to “Yes”

b) If Prosecution field is set to “Yes” and the Prosecution Outcome is set to “Unable To Complete Prosecution”, “Acquittal” or “Dismissal” then the Fraud Committed field is “No”

c) If Prosecution field is set to “No” and Non-Prosecution Outcome is “DA’s Discretion Not To File Charges”, “Facts Insufficient “, “Small Amounts Involved “, “Special Hardship “, ” Unable To Locate “, “Voluntary Repayment Agreement” or “Pre-Charge Diversion” then Fraud Committed is either “Yes” or “No”.

G. Save the referral

18.3.2 Administrative Disqualification Hearing (ADH) for FS

The required fields for the Administrative Disqualification Hearing (ADH) Fraud Determination method are: ADH Date, ADH Hearing Date, ADH Case Number, ADH Decision, ADH Decision Date and depending on ADH decision, at least one Waiver. Waiver required fields are: Offered Date, Offered To (PIN) and Offered By.

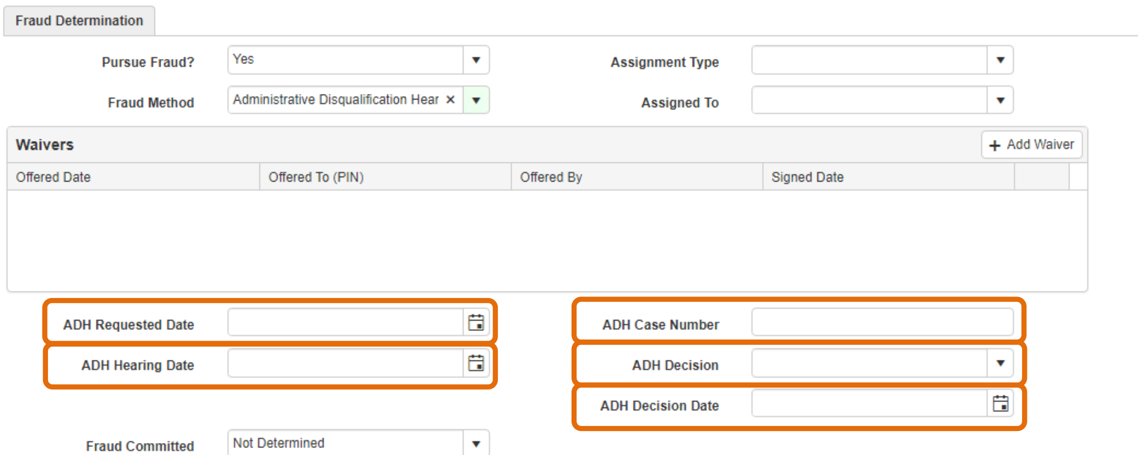


Figure 282 Referral Detail Page – Perform Post Investigation – Fraud Determination – ADH

A. Set the Fraud Method to Administrative Disqualification Hearing (ADH)
B. Enter the ADH Requested Date
C. Enter the ADH Case Number
D. Enter the ADH Hearing Date
E. Enter the ADH Decision Date
F. Enter the ADH Decision
    a) If ADH Decision is: IPV Found, No IPV Found or Hearing Withdrawn
        - No Waiver is required
    b) If ADH Decision is IPV by Signed Waiver
        - At least one Waiver must be completed

G. Add Waiver

Waivers can be added and edited as needed but not deleted.

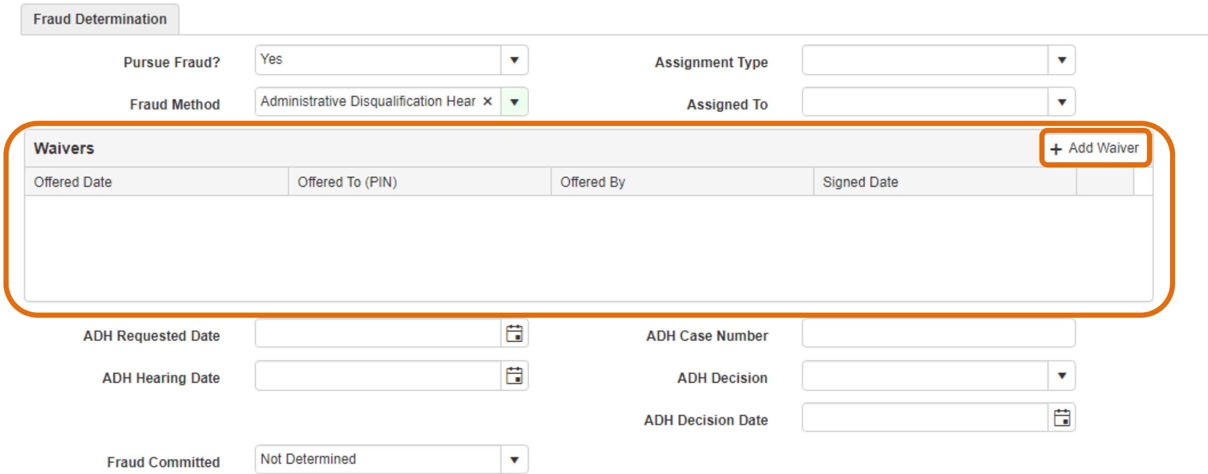


Figure 283 Referral Detail Page – Perform Post Investigation – Fraud Determination - ADH

a) Select the Add Waiver button

Figure 284 Post Investigation – Waivers

b) Enter the Offered Date
c) Enter the Offered To *** PIN must be 10 digits and exist in CARES*
d) Enter the Offered By
e) Select Update

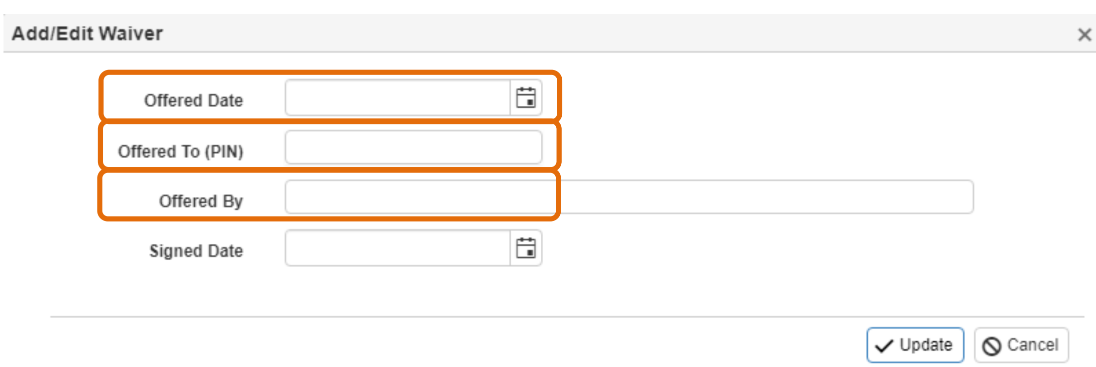


Figure 285 Referral Detail Page – Perform Post Investigation – Fraud Determination - ADH

H. Edit a waiver

Figure 286 Referral Detail Page – Perform Post Investigation – Fraud Determination - ADH

a) Select the Edit icon to open the waiver dialog box.
b) Once a waiver has been returned enter the Signed Date or make changes as needed
c) Select Update

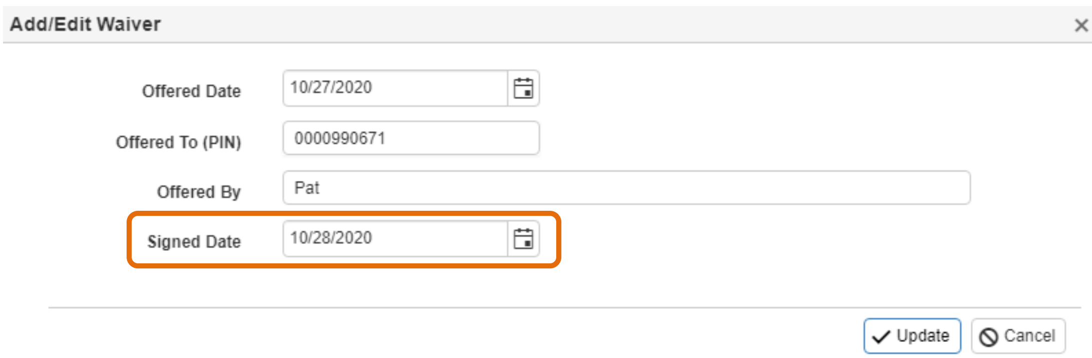


Figure 287 Referral Detail Page – Perform Post Investigation – Fraud Determination - ADH

I. Enter whether Fraud was Committed
Once Fraud Committed is answered, all other fields in the Fraud Determination section for the program area are required.
   a) If ADH Decision is "IPF Found" or "IPV By Signed Waiver" then Fraud Committed is "Yes"
   b) If ADH Decision is "No IPV Found", or "Withdrawn Hearing" then Fraud Committed is "No"

J. Save the referral

18.3.3 Citation Fraud Method for W-2, FS, MA

The required fields for the Citation Fraud Determination method are: Citation Issue Date, Court Case Number, Citation Written By, Restitution Amount, Prosecution Outcome, and Decision Date.

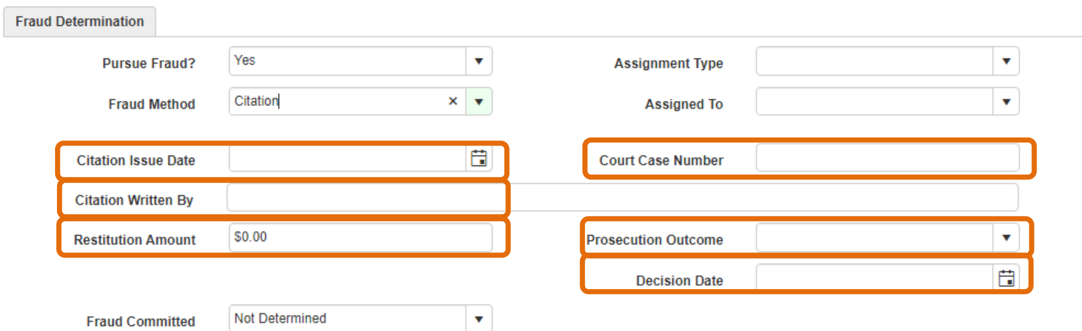


Figure 288 Referral Detail Page – Perform Post Investigation – Fraud Determination - Citation

A. Set the Fraud Method to Citation
B. Enter the Citation Issue Date
C. Enter the Court Case Number
D. Enter the Citation Written By
E. Enter the Prosecution Outcome
F. Enter the Decision Date
G. Enter if Fraud Committed
   Once Fraud Committed is answered all other fields in the Fraud Determination section for the program area are required.

   a) If Prosecution Outcome is “Prosecution Code Conviction” then set Fraud Committed to “Yes”.
   b) If Prosecution Outcome is “Prosecution Code Acquittal” or “Prosecution Code Dismissal” then set Fraud Committed to “No”.

H. Save the referral

18.3.4 Administration Program Policy (APP) Fraud Method for CC and W-2

Fraud Committed is the only required field.

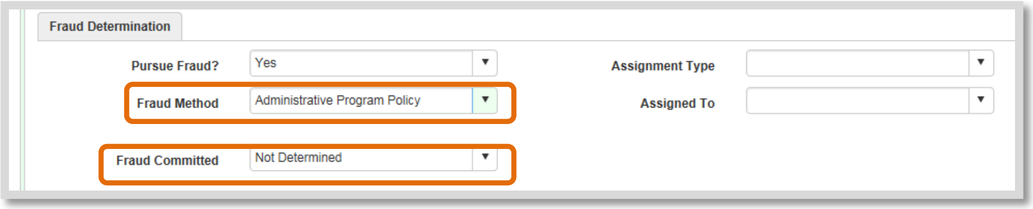


Figure 289 Referral Detail Page – Perform Post Investigation – Fraud Determination – APP

A. Set the Fraud Method to Administration Program Policy(APP)
B. Select whether Fraud was Committed “Yes” or No”
C. Save the referral

18.4 Switching from one Fraud Method to another

When one fraud method is entered for a program area and switched later to another fraud method, an auto comment is added to the Comment section detailing any fields that were entered. Additionally, the name and date the fraud method was switched are also listed. For more information see Auto Comments. Note: These comments will not transfer to case or pin level comments.

4. To change to another Fraud Method simply select the new fraud method from the Fraud Method field.
5. Enter fields
6. Save the referral

19. Cost Savings & Completion of a program

Purpose: The Cost Savings & Completion section provides a place for the user to enter any future cost savings and mark the program as complete for Post Investigation. For more information on who can perform Cost Savings & Completion on a referral please see Roles. Once a Program area in Post Investigation is completed only a Help-Desk can re-open the program.

Required Fields: The Cost Savings & Completion fields are only required when attempting to close the Post Investigation for a program area. When the program area is ready to be completed, the Cost Savings field and Post Investigation Complete check mark are required. Once a Program has been set to "Program Invalid" in Post Investigation, the Future Cost Savings is automatically set to zero ($0.00) and the Post Investigation Complete is checked.

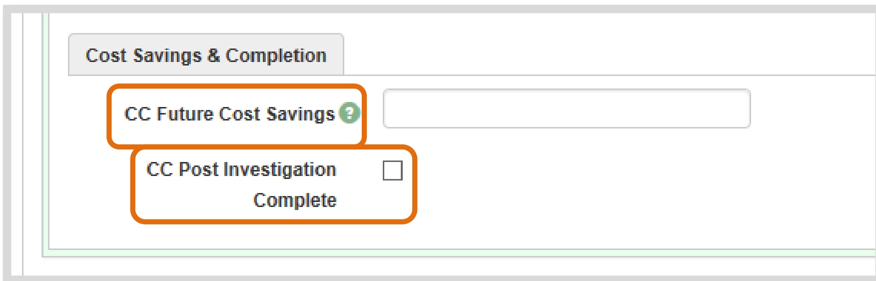


Figure 290 Referral Detail Page – Perform Post Investigation – Cost Savings & Completion

Step 1 Enter the Future Cost Savings
There is a Tooltip icon that explains how to figure the Cost Savings. If there are no cost savings a zero (0) must be entered.

W-2 Tooltip:

> *"The future-cost-savings is the amount that was prevented from being issued to the participant as a result of overpayment and fraud identification. To calculate the future-cost-savings, take the average monthly amount they should not have received (the average monthly overpayment amount) multiply by the remaining number of months in their eligibility period. For additional calculation instruction, see each program's policy or procedure manuals."*

CC Tooltip:

> *"The future-cost-savings is the amount that was prevented from being issued to the participant as a result of overpayment and fraud identification. To calculate the future-cost-savings, take the average monthly amount they should not have received (the average monthly overpayment amount) multiply by the remaining number of months in their eligibility period. For additional calculation instruction, see each program's policy or procedure manuals."*

MA Tooltip:

"For Applications that are denied:

- *For BC+ or Family Planning Only Services (FPOS) use $100 for one month's savings for a child (under 19) and $200 for one month's savings for an adult*
- *For Institution or Community Waiver applications use $3000 for one month's savings*
- *For all other EBD-related MA applications use $500 for one month's savings"*

"For Open Cases:

- *For BC+ or FPOS use $100 for one month's savings for a child (under 19) and $200 for one month's savings for an adult*
- *For BC+ recipients now eligible for BC+ Premium, use the premium amount for one month's savings*
- *For Institution or Community Waiver cases use $3000 for one month's savings*
- *For all other EBD-related MA cases use $500 for one month's savings"*

FS Tooltip:

"For Applications that are denied:
Use one month's full benefit amount for the household size"

"For Open Cases:
Use one month's difference between the benefit issued and the correct benefit amount"

Step 2 Mark the Post Investigation Complete box.

Step 3 Save the Referral

20. Closing a Referral

Purpose: There are many options for closing a referral. Each option has its own set of requirements. For more information on who can close a referral please see Roles.

20.1 Referral Completion

To complete a referral, all post investigation sections must be complete and the checkbox must be completed for all valid program areas on the referral. The Closed Date is generated when all program areas are reviewed and complete their tabs in Post Investigation. Only a Help-Desk can re-open a closed program in Post Investigation and is responsible for tracking the referral until they assign either the Claim or Fraud Determination to an investigator, until that happens it will not be on any roles workload. For more on completing a program area tab in the post investigation section see Cost Savings & Completion.

20.2 Voiding

A Voided referral is a referral that was made by mistake or created in error. Once a referral is voided it can no longer be viewed. A voided referral will not appear on any case Detail Pages. Once a referral has been assigned, it can only be voided by Help-Desk if the status is 'Unassigned".

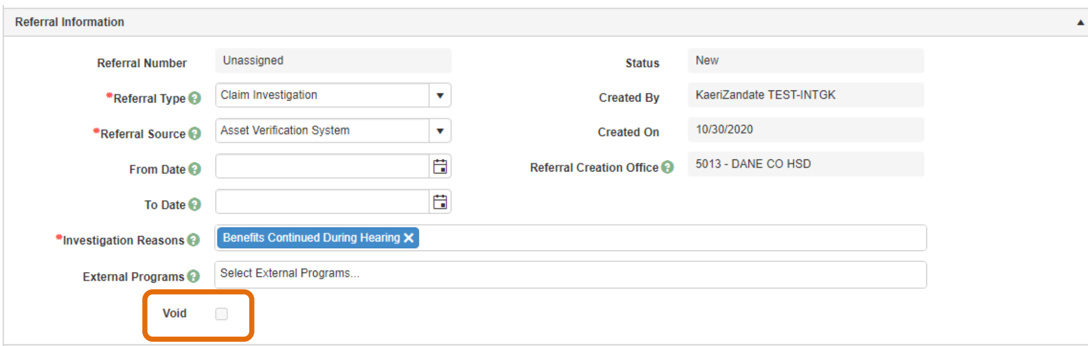


Figure 291 Referral Detail Page – Voiding

Roles	Status	Void referral I created	Void referral I did NOT create
Worker	Not Assigned	yes	no
State View Only	N/A	N/A	N/A
Super User Role	Not Assigned	yes	no
Super User Role	Unassigned	yes	yes
Gatekeeper	Not Assigned	yes	no
Investigator/Claims Overpayment Specialist (COS)	Not Assigned	yes	no
External Gatekeeper	N/A	N/A	N/A
External Investigator	N/A	N/A	N/A
State Limited	Not Assigned	yes	no
DHS-OIG Queue Master	Not Assigned	yes	no
DHS-OIG Unit Gatekeeper	Not Assigned	yes	no
DHS-OIG Unit Investigator	Not Assigned	yes	no

Figure 292 Void Functionality Grid 1.1 – Voiding

Step 1 Void a referral by selecting the checkbox next to the Void field

Step 2 Select “OK” in the notification pop-up

Figure 293 Referral Detail Page - Voiding

Step 3 Save the referral

20.3 Invalidate Referral

A user has the option to invalidate the referral for their authorized program area. A referral would be invalidated for a program when the referral has no relevance to that particular program. The referral may still be relevant for another program area that the case is associated with. If all program areas are invalidated the referral itself becomes invalidated. If the referral is invalidated, it falls off of the Gatekeeper's workload page.

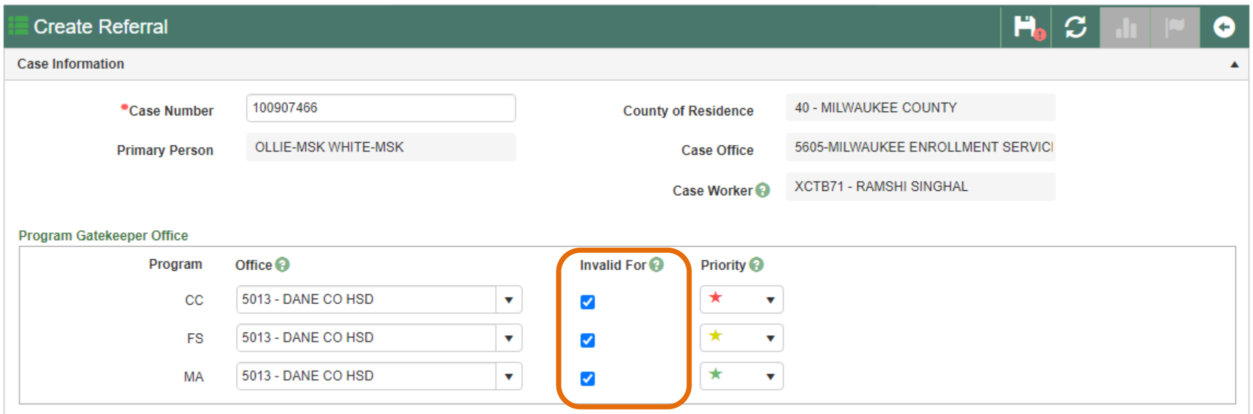


Figure 294 Referral Detail Page - Invalidate Program Gatekeeper Office

Step 1 Invalidate a Program Gatekeeper Office
Based on a user's security authorization, mark the invalid for checkbox for the appropriate program area.

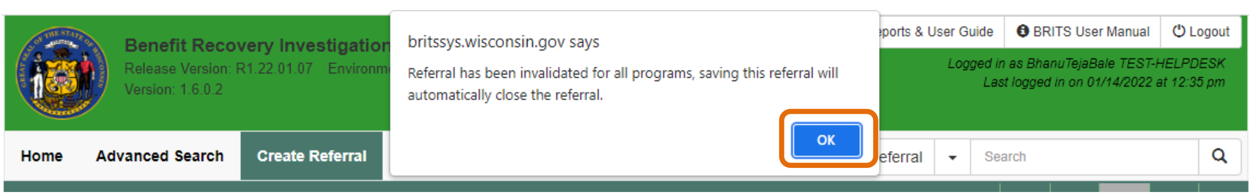


Figure 295 Referral Detail Page - Invalidated Referral

Step 2 Notification Message
After invalidating a program area, a notification message displays; select "OK" to move forward.

Step 3 Save the referral

V. WORKLOAD

21. Workload Management

Purpose: The workload page is user specific and displays all referrals that require some type of action to be completed by the user viewing the page. A user with a role that performs referral assignments, determines work within a DHS-OIG investigation unit, or conducts investigations, will have a Workload.

Referrals will be displayed on user's workload based on the programs and offices for which they are authorized. S*ome referrals could appear on the workload page of multiple gatekeepers.*

Roles: The following roles have access to a Workload.

- Internal Gatekeeper
- Internal Investigator
- External Gatekeeper
- External Investigator
- DHS - OIG Unit Gatekeeper
- DHS - OIG Unit Investigator
- DHS - OIG Queue Master
- State Limited

For more information please see Roles.

21.1 Workload Page Components

Workload pages contain **sections** that include **grids**. Each grid is made up of **columns** to show referral information. The columns will either be displayed or hidden by default. Each grid has a default sort order on a **single** column of data when the page is opened. An indicator is shown on the column header that the grid is being sorted by. The combination of **sections** and **grids** that may be displayed on a Workload page are based on the role(s) associated with the user. Any section that has several associated referrals, and the system experiences a delay to display results, will present a Refine Results section instead of a grid.

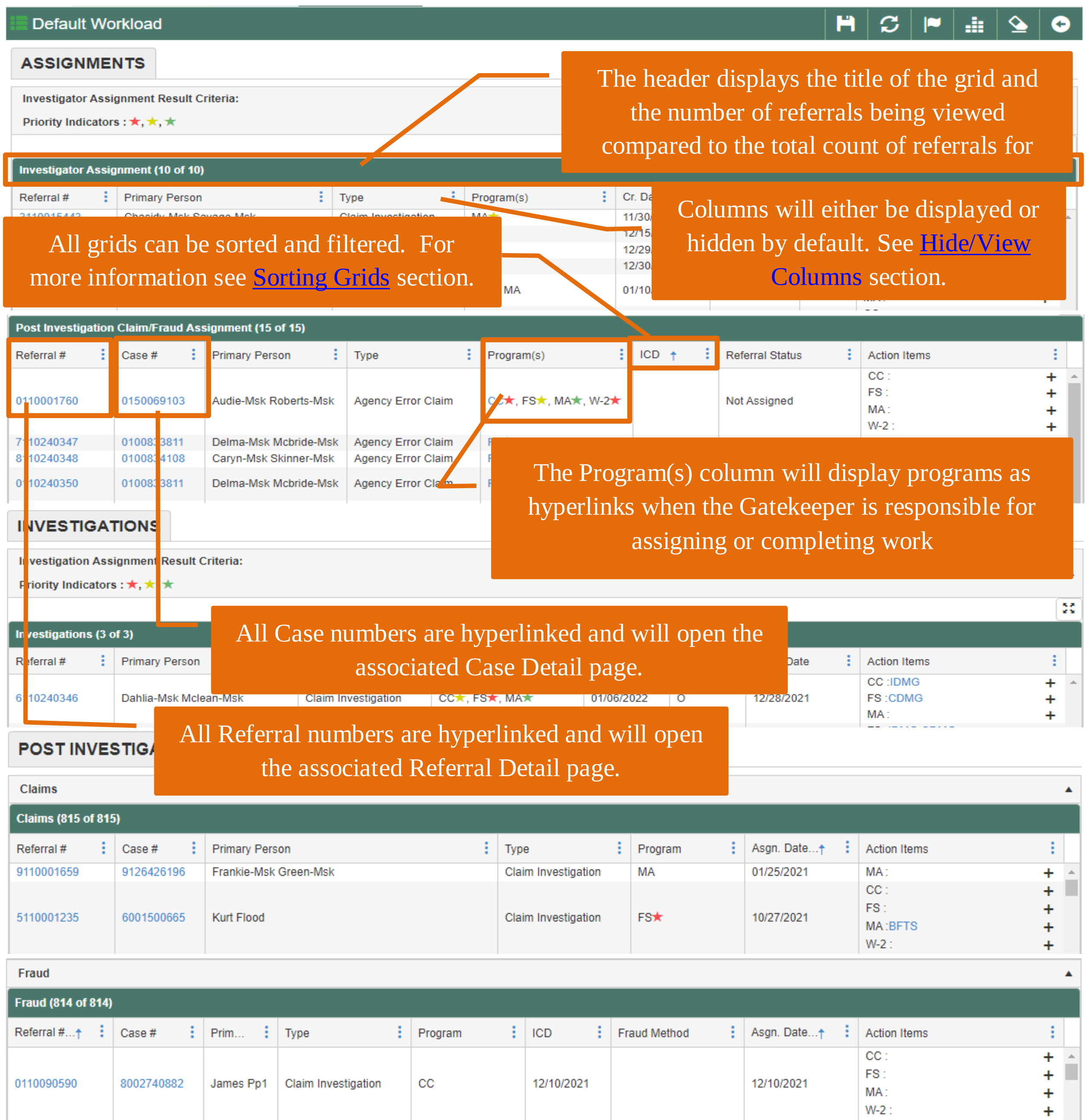


Figure 296 Workload Page - Components and Functionality

When a user selects to open a Workload page, an Assignment, Investigations, Post Investigations and/or Refine Results section will display.

21.1.1 Assignments Section

The Assignment section displays on a workload page for users with the Internal Gatekeeper, External Gatekeeper, DHS-OIG Unit Gatekeeper, or DHS-OIG Queue Master role. Two grids are displayed depending on the role of the user.

- Internal, External, or DHS-OIG Unit Gatekeepers will see:
    - Investigator Assignment grid
    - Post Investigation Claim/Fraud grid
- DHS-OIG Queue Masters will see:
    - Unit Assignment grid
    - Post Investigation Unit Assignment grid

Referral information is populated in the **Investigator/Unit Assignment grid**. If the user has not set a custom workload view, the following will be displayed or hidden by default.

Default Columns: The following columns are displayed in the default workload view.

- Action Items
- Case Status (CS)
- Creation Date (Cr. Date) – *Default sort column in ascending order*
- Creation Office (Cr. Office)
- Primary Person
- Program(s)
- Referral Number (Referral #)
- Type

Hidden Columns: The following columns are hidden by default. A user may select to add them to a custom workload view.

- Case Number (Case #)
- County of Residence
- Flag
- Investigation Reason (Inv.Reason)
- Referral Source
- Referral Status

Investigator Assignment (4 of 4)

Referral #	Primary Person	Type	Program(s)	Cr. Date	Cr. Office	CS	Action Items
8110015338	James Pp1	Claim Investigation	CC, FS, MA, W-2	11/04/2021	5013	O	CC : FS : MA : W-2 :
2110015442	Jimmie-Msk Torres-Msk	Front End Verification	CC, FS, MA, W-2	11/29/2021	5013	O	CC :
3110015443	Chasidy-Msk Savage-Msk	Claim Investigation	FS, MA	11/30/2021	5013	O	FS :IDMG CDMG INFL OHCP MA :IDMG

Figure 297 Gatekeeper's Workload Page - Default Investigators Assignment Section

Referral information is populated in the **Post Investigation Claim/Fraud or Unit Assignment grid**. If the user has not set a custom workload view, the following will be displayed or hidden by default.

Default Columns: The following columns are displayed in the default workload view.

- Action Items
- Case Number (Case #)
- Investigation Complete Date (ICD) – *Default sort column in ascending order*
- Primary Person
- Program(s)
- Referral Number (Referral #)
- Referral Status
- Type

Hidden Columns: The following columns are hidden by default. A user may select to add them to a custom workload view.

- County of Residence
- Flag

Post Investigation Claim/Fraud Assignment (184 of 184)

Referral #	Case #	Primary Person	Type	Program(s)	ICD	Referral Status	Action Items
0110001760	0150069103	Audie-Msk Roberts-Msk	Agency Error Claim	CC, FS, MA, W-2		Not Assigned	CC : FS : MA :
9110001789	6001500665	Kurt Flood	Agency Error Claim	CC, MA, W-2		Not Assigned	CC : MA :IMMI W-2 :

Figure 298 Gatekeeper’s Workload Page – Default Post Investigation Claim/Fraud Assignment Section

21.1.2 Investigations Section

The Investigation section displays on a workload page for users with the Internal Investigator, External Investigator, DHS-OIG Investigator, Claims Overpayment Specialist, or State Limited role. A single grid is displayed.

Referral information is populated in the Investigations grid. If the user has not set a custom workload view, the following will be displayed or hidden by default.

Default Columns: The following columns are displayed in the default workload view.

- Action Items
- Assignment Date (Asgn. Date)
- Case Status (CS)
- Investigation Start Date (ISD) – *Default sort column in ascending order*
- Primary Person
- Program(s)
- Referral Number (Referral #)
- Type

Hidden Columns: The following columns are hidden by default. A user may select to add them to a custom workload view.

- Case Number (Case #)
- County of Residence
- Flag
- Internal Assignment Filter (IAF)
- Referral Source
- Referral Status

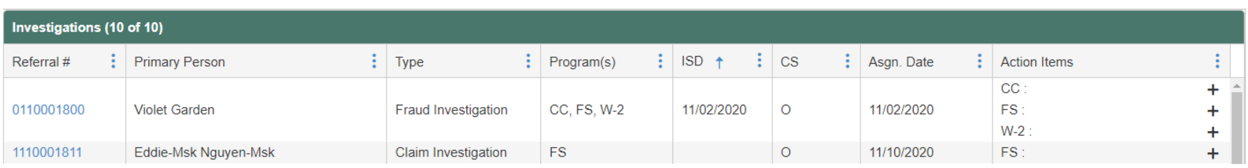


Figure 299 Investigator/State Limited User's Workload Page - Default Investigations Section

21.1.3 Post Investigations Section

The Investigation section displays on a workload page for users with the Internal Investigator, External Investigator, DHS-OIG Investigator, Claims Overpayment Specialist, or State Limited role. Two grids are displayed. One for Claims and one for Fraud.

Referral information is populated in the Claims grid. If the user has not set a custom workload view, the following will be displayed or hidden by default.

Default Columns: The following columns are displayed in the default workload view.

- Action Items
- Assignment Date (Asgn. Date) – *Default sort column in ascending order*
- Case Number (Case #)
- Primary Person
- Program(s)
- Referral Number (Referral #)
- Type

Hidden Columns: The following columns are hidden by default. A user may select to add them to a custom workload view.

- County of Residence
- Flag

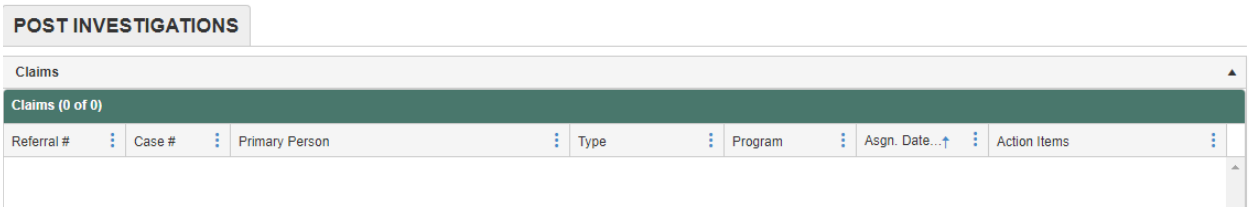


Figure 300 Investigator’s Workload Page – Default Post Investigation Claims Sub-section

Referral information is populated in the Fraud grid. If the user has not set a custom workload view, the following will be displayed or hidden by default.

Default Columns: The following columns are displayed in the default workload view.

- Action Items
- Assignment Date (Asgn. Date) – *Default sort column in ascending order*
- Case Number (Case #)
- Fraud Method
- Investigation Complete Date (ICD)
- Primary Person
- Program(s)
- Referral Number (Referral #)
- Type

Hidden Columns: The following columns are hidden by default. A user may select to add them to a custom workload view.

- County of Residence
- Flag

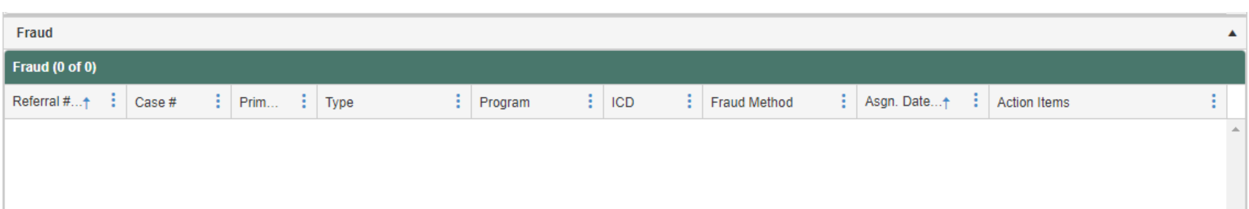


Figure 301 Investigator's Workload Page – Default Post Investigation Fraud Sub-section

21.1.4 Refine Results Section

The Refine Results section displays on a Workload page when the number of referrals associated with a user causes a delay to load records when the page is opened. The section will be shown instead of the grid that did not load. When the section is visible, the user can select criteria to limit the number of referrals that will be returned on the grid.

The refine results section includes fields that are the same as the columns a user has set to view on their workload grid (either default or custom settings). Fields will vary depending on which grid was unable to load referrals.

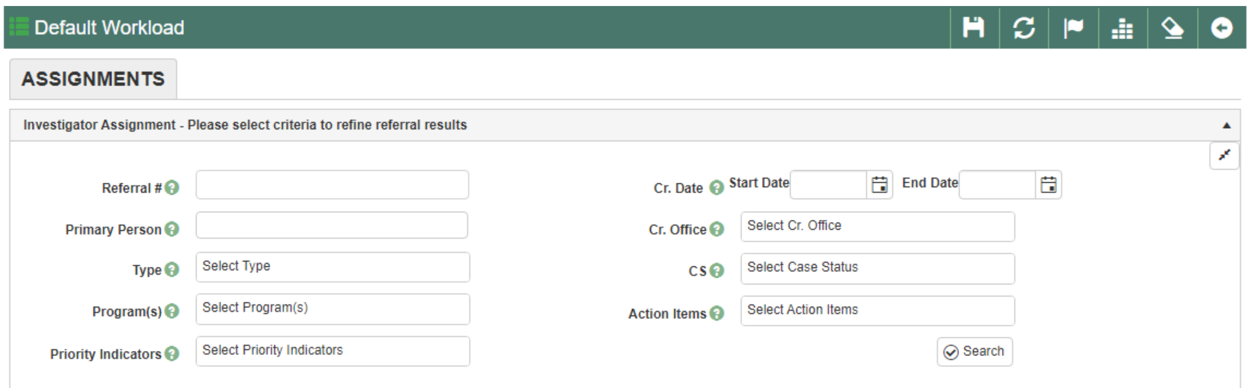


Figure 302 Gatekeeper's Workload Page – Refine Results Section - Default Assignment Grid

The following functions can be performed in the Refine Results section.

Function	Instruction and Guidelines

Select Criteria	User may select criteria from one or many fields to reduce the number of referrals that will load in the grid.
	
	○ When criteria are selected from multiple fields, returned results will display referrals that contain **all** criteria.
	○ Fields with direction to 'Select', will present a drop-list when the field is clicked.
	  ○ When multiple options are selected, returned results will display referrals that contain the selected option 1 **or** option 2.
	○ One or both date fields may be used to refine results.
	  ○ Enter a Start Date to search for referrals from selected date and dates after
	  ○ Enter an End Date to search for referrals to selected date and dates before
	  ○ Enter a Start and End Date to search for referrals with dates between the selected date range
	○ If priority indicators were selected as criteria, and the search results do not reflect the selection, user can either switch to the default workload view, or update their custom workload to incorporate the search logic. See Workload Views.
	○ Reminder Flags are not included as a refine search criteria option.

<table>
<tr>
<td>Search</td>
<td>
User clicks the 'Search' button when refine results criteria have been selected.

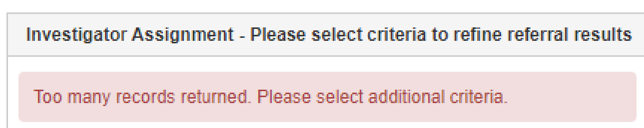
- If a value entered in a date field fails one of the below listed date validation rules, an error message will be displayed.
    - 'End Date' is a date earlier than the 'Start Date'

    - 'Start Date' is later than the current day's date

    - A date is not entered in a format of M/D/YYYY or MM/DD/YYYY

- The grid will load and display referrals that match the search criteria.
    - Standard grid functionality can be performed.
- The refine results section will be collapsed.
- If the selected criteria did not reduce the number of referrals to successfully load the grid, a message will be displayed, and the user will remain on the refine results section to modify the criteria.

User Interface Design – Error Message



- When the criteria are changed, the Search button will need to be clicked again, and the grid will reload with results based on the edited criteria.
</td>
</tr>
<tr>
<td colspan="2">Note: When the user navigates off the Workload page, or switches between a default and a custom workload view, selections in the refine result section and referral grid results will be cleared.</td>
</tr>
</table>

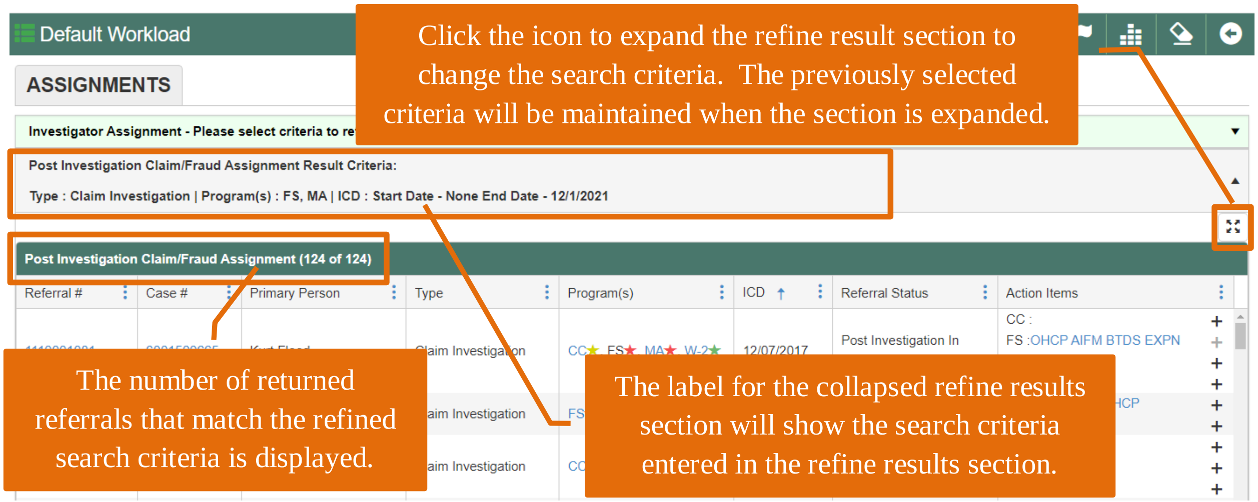


Figure 303 Investigator's Workload Page – Refine Results Referral Grid - Default Assignment Grid

21.1.5 Grid Column Definitions

Depending on the grid type displayed on a Workload, columns will be populated to relay select information from the referral. To show or hide these columns, see ***Hide/View Columns.***

The table below provides a description of the columns that may be displayed on a grid. Unless indicated, the description for the columns is the same regardless of the grid it is included on.

Column Title	Description
Action Items	The Action Items column displays the abbreviation for action items added to valid programs associated with the referral. User selects from a drop-list of action items.
Asgn. Date	**Investigations Grid, Post Investigations Grid - Claim:** The Assignment Date (Asgn. Date) column displays the date the referral was first assigned to the Investigator or Claim/Overpayment Specialist by the Gatekeeper or DHS-OIG Queue Master. **Post Investigations Grid - Fraud:** The Assignment Date (Asgn. Date) column displays the date the referral was first assigned to the Investigator for a fraud investigation by the Gatekeeper or DHS-OIG Queue Master.
Case #	The Case # column displays the Case number associated with the Referral number and is displayed as a hyperlink to the Case Detail Page.
CS	The Case Status column displays the status of the case associated with the referral. This is a static field with the following options: Open (O), Pending (P), or Closed (C).
County of Residence	The County of Residence column displays the two-digit code for the county. *This information is prepopulated from the referral detail page*.
Cr. Date	The Creation Date column displays the date the referral was created.

Cr. Office	The Creation Office column displays the Creation Office. This is the office of the user that created the referral.
Flag	The (Reminder) Flag column displays an indicator if a reminder has been added to the referral. The indicator will also display the color selection on the reminder.
Fraud Method	The Fraud Method column displays the methods used for fraud determination. *These include Citation, District Attorney, Administrative Disqualification Hearing (ADH), and Application Program Policy (APP).*
IAF	The Internal Assignment Filter (IAF) column displays the *Internal Assignment Filter* (*what is this?*) associated with the referral.
ICD	The Investigation Complete Date (ICD) column displays the date the Investigation Complete checkbox was selected and the investigation was closed.
ISD	The Investigation Start Date (ISD) column displays the date the investigation started.
Inv. Reasons	The Investigation (Inv.) Reason column displays the Investigation Reason(s) chosen by the user who created the referral. *Multiple Investigation Reasons can be displayed in this view.*
Primary Person	The Primary Person column displays the primary person associated with the Case (from CWW) listed on the referral.
Program(s)	The Program(s) column displays all programs associated with the referral. Priority Indicators set for a program will be displayed. **Post Investigation Claim/Fraud (Unit) Assignment Grid:** Additionally, programs with hyperlinks require action. **Post Investigations Grid – Claim/Fraud:** Additionally, only one program is displayed on a record, so a referral that needs claims/fraud investigation on multiple programs could be displayed more than once.
Referral #	The Referral # column displays the Referral number that either requires assignment, or has been assigned to the user.
Referral Source	The Referral Source column displays the Referral Source chosen by the user that created the referral.
Referral Status	The Referral Status column displays the current status of the Referral. (*Not Assigned and Unassigned statuses is displayed*)
Type	The Type column displays the Referral Type. The types displayed per grid are: **Investigator Assignment Grid:** Fraud Investigation, Claim Investigation, or Front End Verification (FEV). **Post Investigation Assignment Grid:** Agency Error Claim, Claim Investigation, Fraud Investigation, and Front End Verification. **Investigations Grid:** Claim Investigation, Fraud Investigation, and Front End Verification. **Post Investigations Grid - Claims:** Claim Investigation, Fraud Investigation, and Front End Verification. **Post Investigations Grid - Fraud:** Agency Error Claim, Claim Investigation, Fraud Investigation, and Front End Verification.

21.2 Workload Page Types

Workload pages are comprised of panels, sections, and grids based on the role of the user and the actions they perform. There are currently five formats for workload pages.

- Gatekeeper / Queue Master Workload
- Investigator / State Limited Workload
- Dual Role: Gatekeeper and Investigator Workload
- Dual Role DHS-OIG: Queue Master and Unit Gatekeeper Workload
- Triple Role DHS-OIG: Queue Master and Unit Gatekeeper and Unit Investigator Workload

21.2.1 Gatekeeper Workload

The Gatekeeper Workload page displays for users with the Internal Gatekeeper, External Gatekeeper, or DHS-OIG Unit Gatekeeper role. The format is the same as the Queue Master Workload but the grid names are different.

The Gatekeeper’s workload page contains two grids under an Assignments Section:

1. **Investigator Assignment**
   The Investigator Assignment grid displays referrals that have a status of Unassigned. Referrals may be assigned to an Investigator.
2. **Post Investigation Claim/Fraud Assignment**
   The Post Investigation Claim/Fraud Assignment grid displays referrals that have a status of Unassigned, or Not Assigned for Agency Error Claim referral Type, and Post Investigation in Progress, or Investigation Complete for all other referral Types. Referrals may be assigned to an Investigator or Claim/Overpayment Specialist.

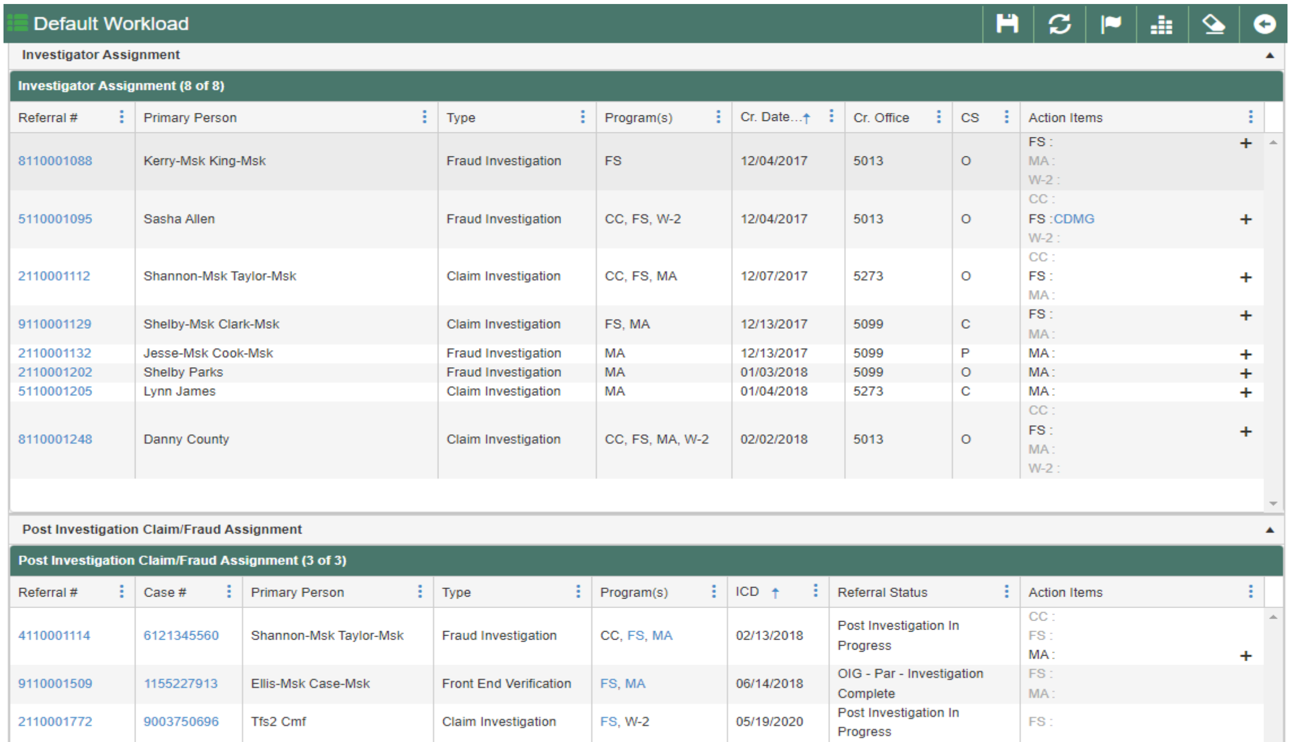


Figure 304 BRITS Workload Page - Gatekeeper

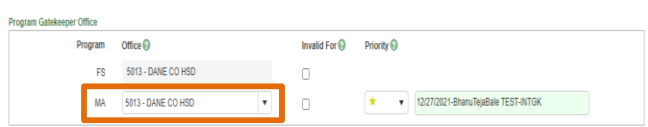
Internal Gatekeeper's Workload

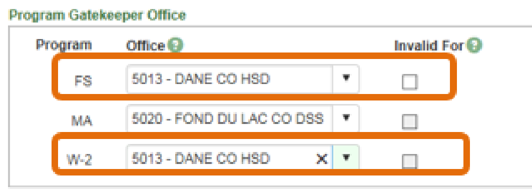
The Internal Gatekeeper's workload page lists referrals that need to be assigned to an Investigator and when Post Investigation tasks need to be performed. Referrals are added or removed from workload grids when the following conditions occur.

Investigator Assignment Grid

- A referral is **added** to the Investigator Assignment grid when the status of the referral is "Not Assigned" or "Unassigned" and the Gatekeeper is an authorized gatekeeper for the selected program area and office combination.
- A referral is **removed** from the Investigator Assignment grid when the referral is assigned to an investigator. The assignment may be performed by any authorized Gatekeeper. When assigned, it will be removed from all Gatekeeper workloads.

The following scenarios provide further explanation. Please note these are examples and the office/program combination may not reflect an accurate situation.

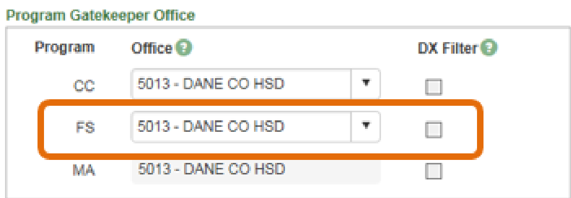
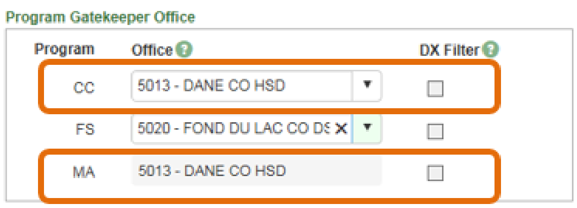
Scenario 1	*On the referral, the selected Program Gatekeeper Office is set to 5013 for FS. All authorized Gatekeepers for FS in office 5013 will see the referral on their workload page.* 

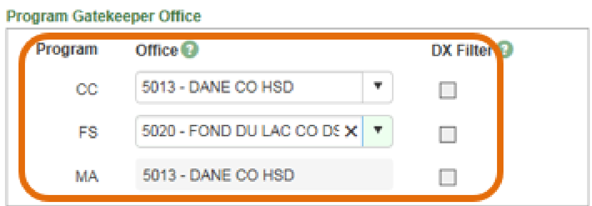
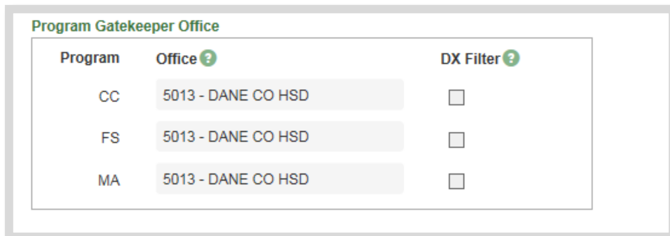
Scenario 2	*On the referral, all gatekeepers in office 5013 that are authorized for FS and/or W-2 programs areas see the referral on their workload page for those program areas. Any gatekeeper authorized for office 5020 and MA program area sees the referral on their workload for MA. A Gatekeeper authorized for 5013 and MA will not see the referral on their workload.* 

Post Investigation Claim/Fraud Assignment

- A referral is **added** to the Post Investigation grid when:
  - There is an Agency Error referral in either "Not Assigned" or "Unassigned" status and the selected program area for that referral and office combination is one the gatekeeper is attached to. To remove an Agency Error referral, assign the referral to an Internal Investigator or Claim Specialist.
  - There is a Standard referral in either "Investigation Complete" or "Post Investigation in Progress" status and the gatekeeper is the one who assigned the Investigator to the referral.
  - Any gatekeeper who is authorized for a program/office combination on the referral in either "Investigation Complete" or "Post Investigation in Progress" status and the user who assigned the referral is not the authorized gatekeeper for the Int. Assign Filter (IAF).
  - Any gatekeeper who is authorized for a program/office combination on the referral in either when the gatekeeper who assigned the referral is not an authorized gatekeeper for another program area/office combination on the referral
  - The referral is removed from the Gatekeeper's workload page when the Gatekeeper assigns the Claim and Fraud determination for their valid program areas.
  - NEW: A mass assignment or reassignment has been performed
- A referral is **removed** from the Post Investigation Claim/Fraud Assignment grid when the Claim and Fraud Determination section(s) of a referral are assigned. A gatekeeper must assign the Claim and Fraud Determination sections for each valid program they are authorized for.

The following scenarios provide further explanation. Please note these are examples and the office/program combination may not reflect an accurate situation.

Scenario 3	*A user is an authorized Gatekeeper for FS and MA and is attached to office 5013. The Gatekeeper assigned a referral to an Investigator that has FS and MA as the valid program areas and both are set to 5013 Gatekeeper Office. When the investigation is complete, the Gatekeeper who assigned the referral is the* ***only*** *Gatekeeper to see the referral on their workload page.* 
Scenario 4	*The Gatekeeper is authorized for both FS and MA program areas and is attached to office 5013. The Gatekeeper assigns a referral to an Investigator. When the investigation is complete, the assigning Gatekeeper sees the referral on his workload.* *Additionally, all authorized Gatekeepers for office 5013 and authorized for the CC program area sees the referral on their workload. The authorized Gatekeepers for CC in 5013 see the referral on their workload because the assigning Gatekeeper is not authorized for the CC program area.* 
Scenario 5	*The Gatekeeper is authorized for MA and FS program areas in office 5013. After the Gatekeeper assigns a referral, and the investigation is complete, the referral returns to the assigning gatekeeper's workload for the MA Post Investigation.* *All Gatekeepers authorized for office 5013 and the CC program area will also have this referral on their workload. The assigning gatekeeper is attached to office 5013 but not an authorized Gatekeeper for the CC program area.* *Additionally, all gatekeepers in office 5020 that are authorized for the FS program area sees the referral on their workload. The assigning Gatekeeper is authorized for FS but they are not attached to office 5020.* 

<table>
<tr>
<td>Scenario 6</td>
<td>A non-Gatekeeper has assigned the referral. All Gatekeepers in 5013 that are authorized for CC and/or MA program areas have the referral on their workload. Additionally, all Gatekeepers in 5020 that are authorized for the FS program area also have the referral on their workload.

</td>
</tr>
<tr>
<td>Scenario 7</td>
<td>A referral's investigation was completed by a DHS-OIG PARIS Unit Investigator. The referral's valid programs are CC, FS and MA. DHS-OIG only handles FS and MA program areas. When the investigation is complete the Internal Gatekeeper authorized for CC and attached to office 5013 has the referral in their Post Investigations section with the CC program area.

</td>
</tr>
<tr>
<td>Scenario 8</td>
<td>The highlighted referral needs to have the FS program area Post Investigation Claim and Fraud Determination assigned. Once both Claims and Fraud determination for FS is assigned or marked as complete the referral is removed from the Gatekeeper's workload page.

</td>
</tr>
<tr>
<td>Scenario 9</td>
<td>The Gatekeeper needs to assign both MA and FS Post Investigation for the highlighted referral.

</td>
</tr>
</table>

External Gatekeeper Workload

The referral will appear on the External Gatekeeper's workload page when the Investigation Type is set to External, and the External's agency has been selected. Referrals are added or removed from workload grids when the following conditions occur.

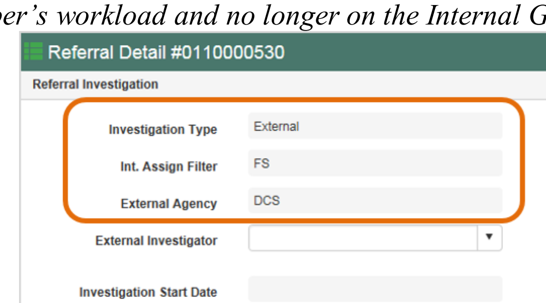
Investigator Assignment on the Gatekeeper's workload page

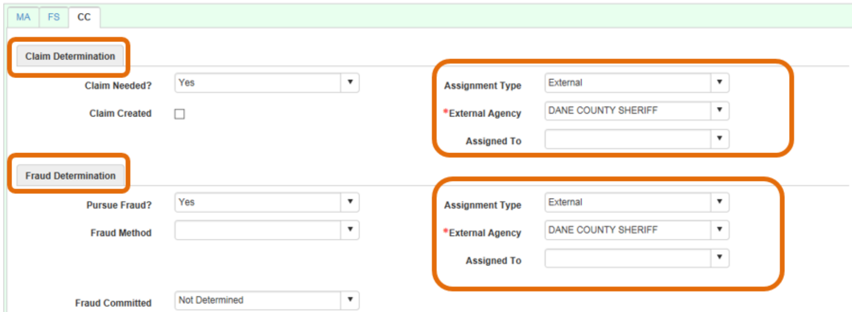
- A referral is **added** to the Investigator Assignment grid when a referral is either in "External Not Assigned" or "External Unassigned" status, and the referral has been assigned to the office and agency the External Gatekeeper is associated with.
- A referral is **removed** from the Investigator Assignment grid when the referral has been assigned to an External Investigator or the Investigation Type/Agency is changed or has been removed.

Post Investigations Claim/Fraud Assignment

- A referral is **added** to the Post Investigations Claim/Fraud grid when a referral in "Post Investigation in Progress" statuses and the Fraud and/or Claim Determination section(s) is assigned externally.
- A referral is **removed** from the Post Investigations Claim/Fraud grid when the gatekeeper(s) assigns the Claim and/or Fraud Determination Post Investigation sections for each valid program area that has been assigned to the external agency.
- All programs assigned externally will need to have the Claim and/or Fraud Determination section assigned to an external investigator, the Assignment Type switched from external to internal, or the Claim Determination is marked as complete for the program.

The following scenarios provide further explanation. Please note these are examples and the office/program combination may not reflect an accurate situation.

Scenario 10	*A referral is assigned to Dane County Sheriff Department for an external investigation. The Internal Gatekeeper selects the Investigation Type, Int. Assign Filter and the External Agency. At this point, the referral will be displayed on the External Gatekeeper's workload and no longer on the Internal Gatekeeper(s).* 

<table>
<tr><td>Scenario 11</td><td>The referral will remain on the External Gatekeeper workload Post Investigation section until it is assigned an Investigator for both Claim and Fraud Determination for the CC program area.

</td></tr>
</table>

DHS-OIG Unit Gatekeeper Workload

The referral will appear on the DHS-OIG Unit Gatekeeper's workload page when a referral investigation has been assigned to a DHS-OIG Unit (PARIS, Investigations, or Trafficking), or the Post Investigation Assignment Type is set to DHS-OIG. Referrals are added or removed from workload grids when the following conditions occur.

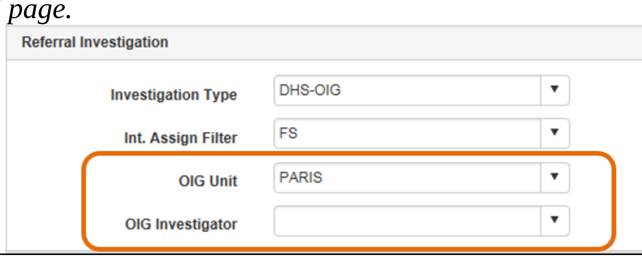
DHS OIG Unit Investigator Assignment

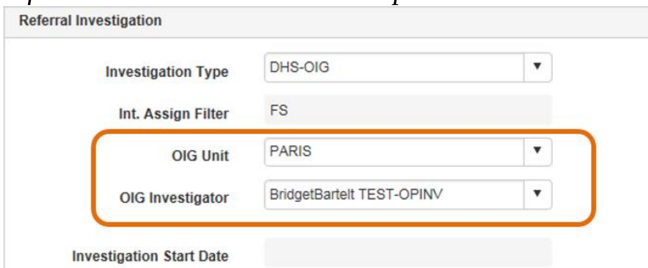
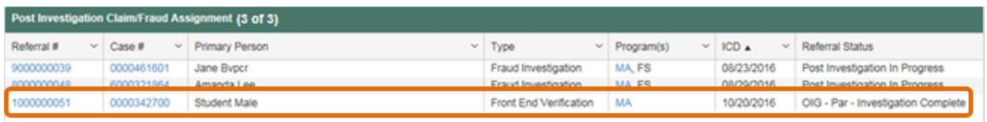
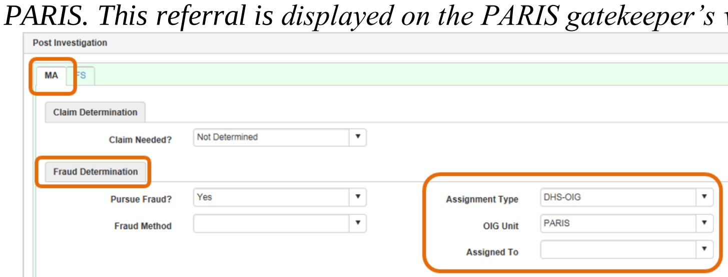
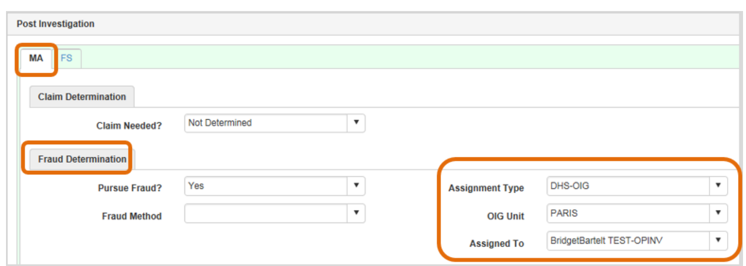
- A referral is **added** to the Unit Investigation Assignment grid when the Investigation Type and OIG Unit fields are set to DHS-OIG and an OIG Unit is selected.
- A referral is **removed** from the Unit Investigation Assignment grid when a referral has been assigned to an OIG Unit Investigator or the Investigation Type is changed.

Post Investigation Claim/Fraud Assignment

- A referral is **added** to the Post Investigation Claim/Fraud Assignment grid when the Assignment Type is set to DHS-OIG and the Unit is set in the Claim and/or Fraud Determination selected for a program area.
- A referral is **added** to the Post Investigation Claim/Fraud Assignment grid when the Fraud and/or Claim Determination sections are assigned to a DHS-OIG Unit investigator.

The following scenarios provide further explanation. Please note these are examples and the office/program combination may not reflect an accurate situation.

<table>
<tr><td>Scenario 12</td><td>A referral has the Investigation Type set to DHS-OIG and the OIG Unit is set to PARIS. The PARIS Gatekeeper will see the referral on the Assignment section of their workload page.

</td></tr>
</table>

Scenario 13	*A DHS-OIG PARIS Gatekeeper assigned a referral to a DHS-OIG PARIS Investigator. Once the Investigator has been selected, the referral is no longer on the workload page of the DHS-OIG PARIS Gatekeeper.* 
Scenario 14	*A PARIS Gatekeeper assigned the investigation for a referral. When the investigation is complete, the referral will display on the assigning gatekeeper's workload.* 
Scenario 15	*The Fraud Determination for the MA program area has the Assignment Type set to DHS-OIG PARIS. This referral is displayed on the PARIS gatekeeper's workload.* 
Scenario 16	*The referral was assigned the Investigation by the Gatekeeper and the Fraud Assignment Type for MA has been assigned to an investigator. MA is the only program area assigned to DHS-OIG PARIS but because the gatekeeper is the one who assigned the referral both the Claim and Fraud sections need to be assigned or complete.* 

21.2.2 DHS-OIG Queue Master Workload

This Workload page displays for users with the DHS-OIG Queue Master role. The format is the same as the Gatekeeper Workload but the grid names are different.

The Queue Master's workload page contains two grids under the Assignments Section:

1. **Unit Assignment**
   The Investigator Assignment grid displays referrals that have the Investigation Type and/or Assignment Type set to DHS-OIG and have a status of either "DHS-OIG Not Assigned" or "DHS-OIG Unassigned". The referrals in the Queue Masters Workload can only be assigned to a DHS-OIG Unit (i.e. Paris, Investigations, and Trafficking) or transferred back to an internal gatekeeper.

2. **Post Investigation Unit Assignment**
   The Post Investigation Claim/Fraud Assignment grid displays referrals that have the Assignment Type for either or both Claims and Fraud Determination set to DHS-OIG.

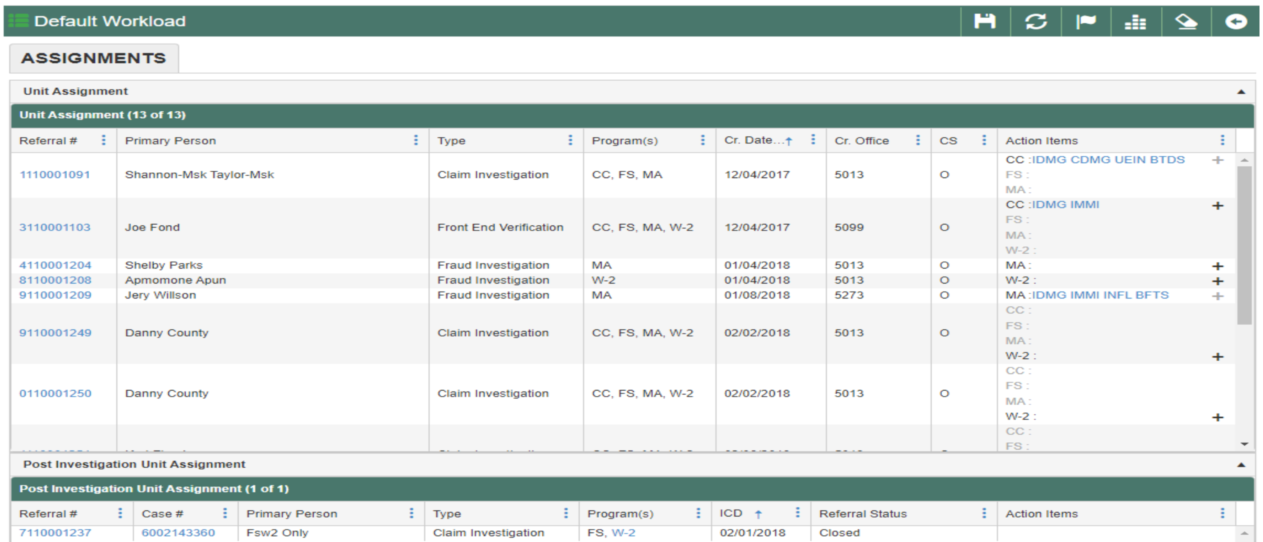


Figure 305 BRITS Workload Page - DHS OIG Queue Master

Referrals are added or removed from workload grids when the following conditions occur.

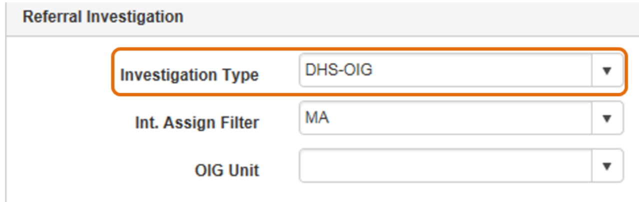
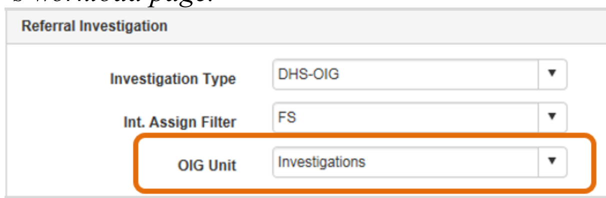
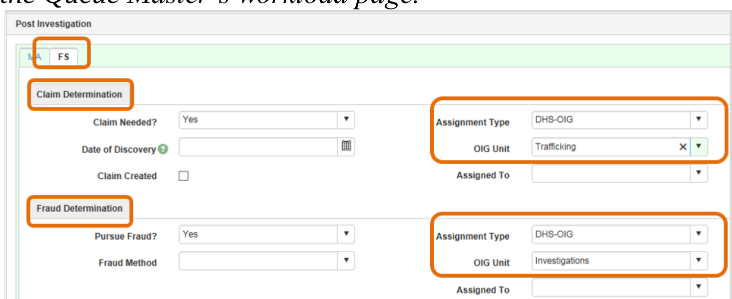
Unit Assignment

- A referral is **added** to the Unit Assignment grid when the Investigation Type is set to DHS - OIG.
- A referral is **removed** from the Unit Assignment grid when assigned to a DHS OIG Unit, or when the Investigation Type is removed.

Post Investigation Unit Assignment

- A referral is **added** to the Post Investigation Unit Assignment grid when the Assignment Type for either/both Claims and Fraud Determination has been set to DHS-OIG.
- A referral is **removed** from the Post Investigation Unit Assignment grid when the Queue Master assigns a unit to the Claim and/or Fraud Determination or the Investigation Type is removed.

The following scenarios provide further explanation. Please note these are examples and the office/program combination may not reflect an accurate situation.

<table>
<tr><td>Scenario 17</td><td>On the referral, once the investigation type is set to DHS-OIG, the referral is removed from the Internal Gatekeeper’s workload and appears on the DHS-OIG Queue Master’s workload.

</td></tr>
<tr><td>Scenario 18</td><td>On the referral, a DHS-OIG Queue Master assigns an OIG Unit. Once completed, the referral is removed from the Queue Master’s workload page and added to the Unit Gatekeeper’s workload page.

</td></tr>
<tr><td>Scenario 19</td><td>On the referral, once the DHS-OIG Queue Master assigns an OIG Unit to both Claim and Fraud Determination, the referral is removed from the Post Investigation sections of the Queue Master’s workload page.

</td></tr>
</table>

21.2.3 Investigator / State Limited Workload

The Investigator / State Limited Workload page displays for users with the Internal Investigator, External Investigator, DHS-OIG Investigator, Claims/Overpayment Specialist, or State Limited role.

This Workload page allows a user the ability to view all referrals that have been assigned to them. These referrals only display on the assigned user’s workload.

The workload page is divided into two sections:

1. **Investigations**
   The Investigation subsection displays referrals that have been assigned to the Investigator.
2. **Post Investigations**
   The Post Investigation section contains two grids: Claims and Fraud. When an investigator is assigned a referral for Post Investigation, the referral record will display in the appropriate section. The same referral could display in both the Claim subsection and the Fraud subsection if

the investigator was assigned both Post Investigation subsections. The same referral could be displayed multiple times in each section if the user has been assigned a referral with multiple programs.

a. Claims Grid

Once the Gatekeeper or Queue Master has determined that a claim is needed for a referral, the referral is assigned for the claim(s) to be completed. This grid displays all referrals that the user has been assigned. Each referral remains in the user's Claims grid until Post Investigation has been completed for the program listed on the referral.

All Agency Error Claim referrals assigned to the user will display in the Claims grid of the Post Investigations section.

b. Fraud Grid

All Fraud Determination referrals assigned to the user will display in this subsection until the Post Investigation for the program on the referral is complete. A referral with multiple programs could be displayed multiple times.

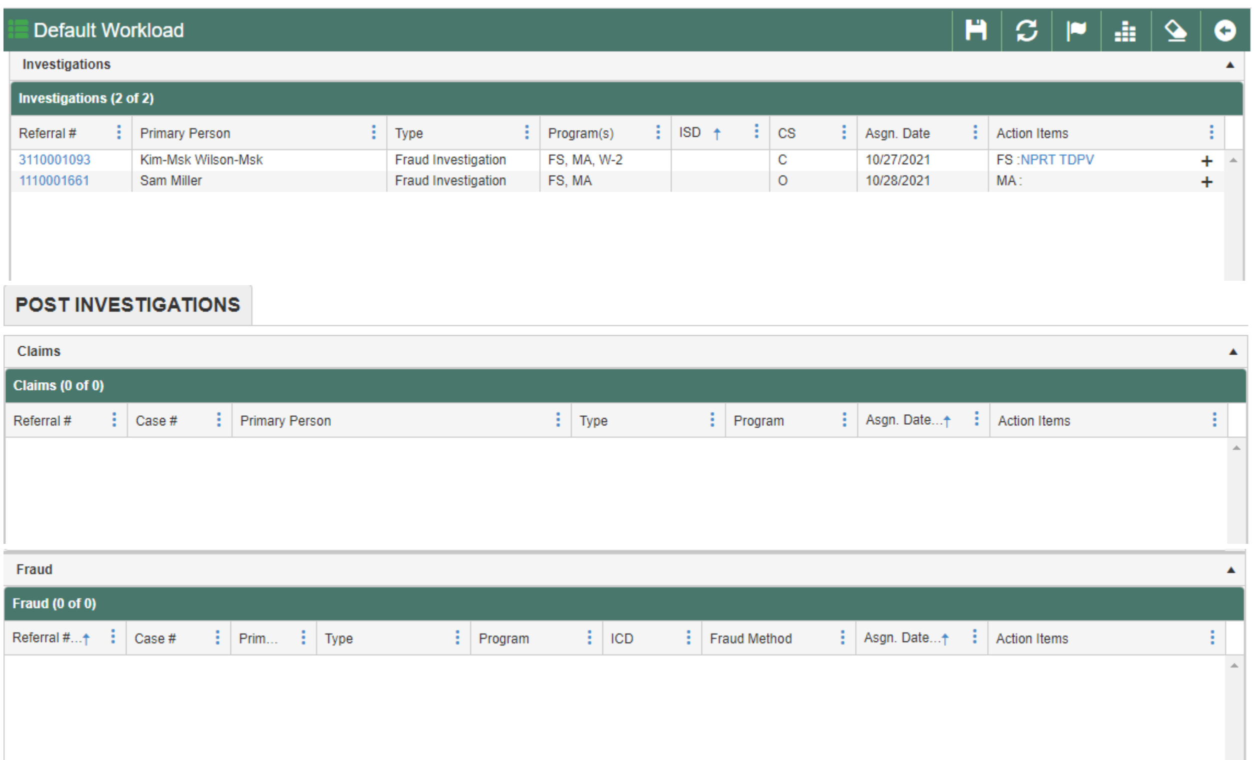


Figure 306 BRITS Workload Page - Investigator/State Limited User

Referrals are added or removed from workload grids when the following conditions occur. How and when a referral is displayed on the workload page is the same for all these roles.

Investigations

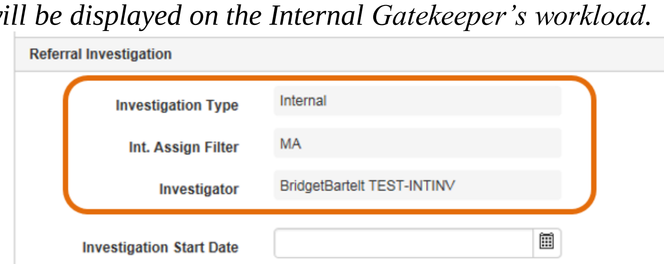
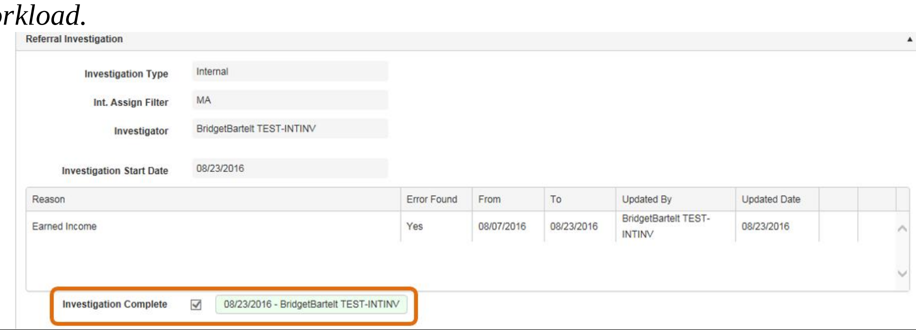
- A referral is **added** to the Investigations grid when it is assigned to an Investigator.
- A referral is **removed** from the Investigations grid when the investigation is complete and the Investigation Complete checkbox is marked.

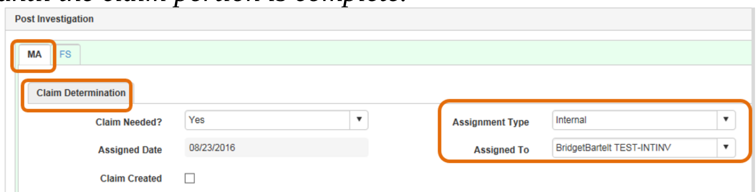
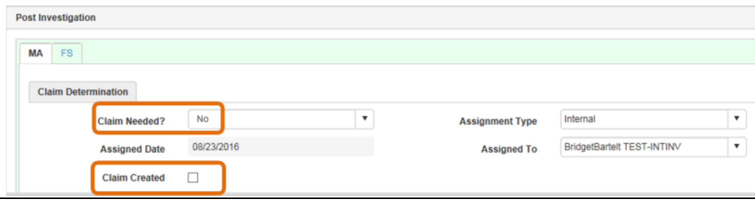
Post Investigations Claims/Fraud

Both the Claims and Fraud section are responsive the same way. A referral will display when either the Claim or Fraud has been assigned and is not removed until the determination is complete for the selected program area assigned or the program area is set to "Program Invalid".

- A referral is **added** to the Post Investigations Claims grid when the Claim Determination has been assigned.
- A referral is **removed** from the Post Investigations Claims grid when the Post Investigation assigned is completed.

The following scenarios provide further explanation. Please note these are examples and the office/program combination may not reflect an accurate situation.

<table>
<tr><td>Scenario 20</td><td>A referral is assigned to an Investigator for an internal investigation. At this point, the referral will be displayed on the Internal Gatekeeper's workload.

</td></tr>
<tr><td>Scenario 21</td><td>When the referral has been completed it is no longer displayed on the Investigators workload page. This referral is now displayed on the Internal Gatekeeper's workload.

</td></tr>
</table>

Scenario 22	*The Claim Determination has been assigned and will remain on the Investigator workload until the claim portion is complete.* 
Scenario 23	*Once the Claim Determination is complete, (either Claim needed is "No" or Claim needed is "Yes" and the Claim Created check box is selected) or when "Program Invalid" is selected, the referral will no longer display on the Investigator's workload.* 

21.2.4 Dual Role: Gatekeeper and Investigator

This multiple role workload page displays for users with a dual role of Gatekeeper and Investigator. The dual workload page is comprised of the following sections and grids for a Gatekeeper and Investigator workload.

Gatekeeper/Investigator Workload Page

Sections / Grids Included	Role that Views Workload Page
Assignments Section • Investigator Assignment Grid • Post Investigation Claim/Fraud Assignment Grid Investigations Section • Investigations Grid Post Investigations Section • Claims Grid • Fraud Grid	Dual Role Combinations • Internal Gatekeeper and Internal Investigator • External Gatekeeper and External Investigator • DHS-OIG Trafficking Gatekeeper and Investigator • DHS-OIG Investigations Gatekeeper and Investigator • DHS-OIG PARIS Gatekeeper and Investigator

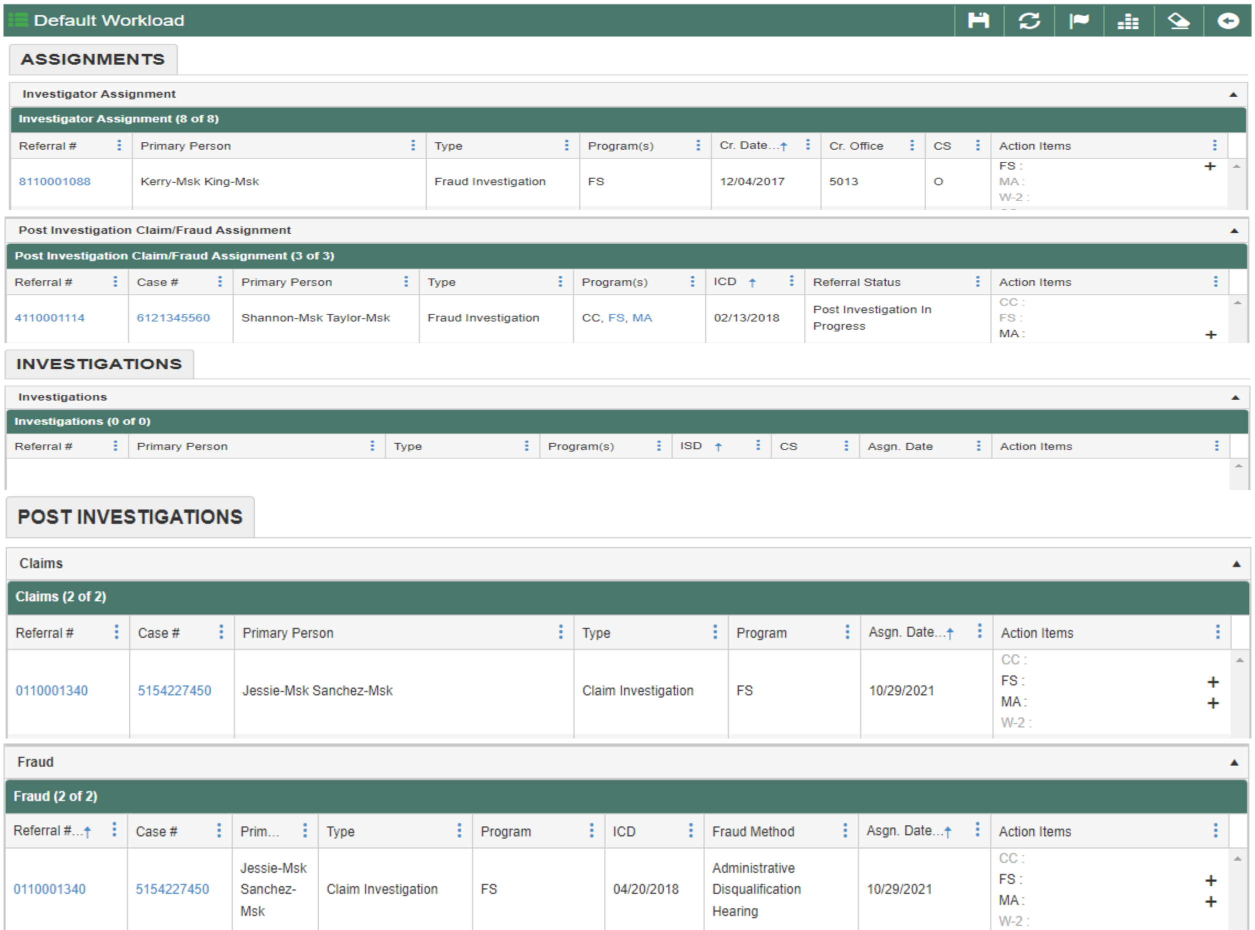


Figure 307 BRITS Workload Page - Gatekeeper/Investigator Dual Role

21.2.5 Dual Role DHS-OIG: Queue Master and Unit Gatekeeper

This multiple role workload page displays for users with a dual role of DHS-OIG Queue Master and DHS-OIG Unit Gatekeeper. The dual workload page is comprised of the following grids in the Assignments section.

Queue Master/Unit Gatekeeper Workload Page

Sections / Grids Included	Role that Views Workload Page
Assignments Section • Unit Assignment Grid • Investigator Assignment Grid • Post Investigation Unit Assignment Grid • Post Investigation Claim/Fraud Assignment Grid	Dual Role Combinations • DHS-OIG Queue Master and Trafficking Gatekeeper • DHS-OIG Queue Master and Investigations Gatekeeper • DHS-OIG Queue Master and PARIS Gatekeeper

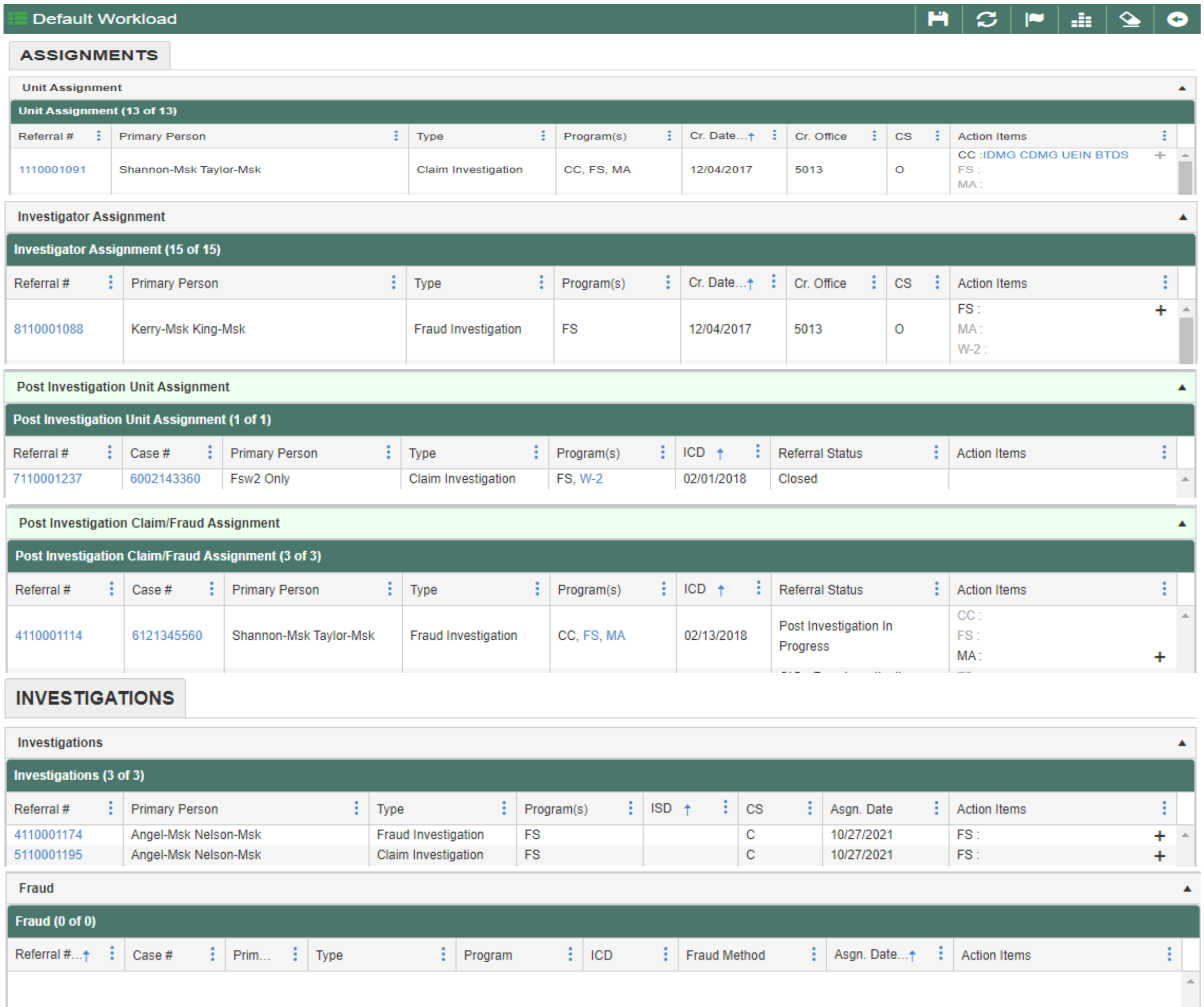


Figure 308 BRITS Workload Page - DHS OIG Queue Master and Unit Gatekeeper Dual Role

21.2.6 Triple Role DHS-OIG: Queue Master and Unit Gatekeeper and Unit Investigator

This multiple role workload page displays for users with a triple role of DHS-OIG queue master, DHS-OIG unit gatekeeper, and DHS-OIG Unit Investigator. The triple workload page is comprised of the following sections and grids.

Queue Master/Unit Gatekeeper/Unit Investigator Workload Page

Sections / Grids Included	Role that Views Workload Page

Assignments Section	Triple Role Combinations
• Unit Assignment Grid • Investigator Assignment Grid • Post Investigation Unit Assignment Grid • Post Investigation Claim/Fraud Assignment Grid Investigations Section Post Investigations Section • Claims Grid • Fraud Grid	• DHS-OIG Trafficking Gatekeeper and Investigator and Queue Master • DHS-OIG Investigations Gatekeeper and Investigator and Queue Master • DHS-OIG PARIS Gatekeeper and Investigator and Queue Master

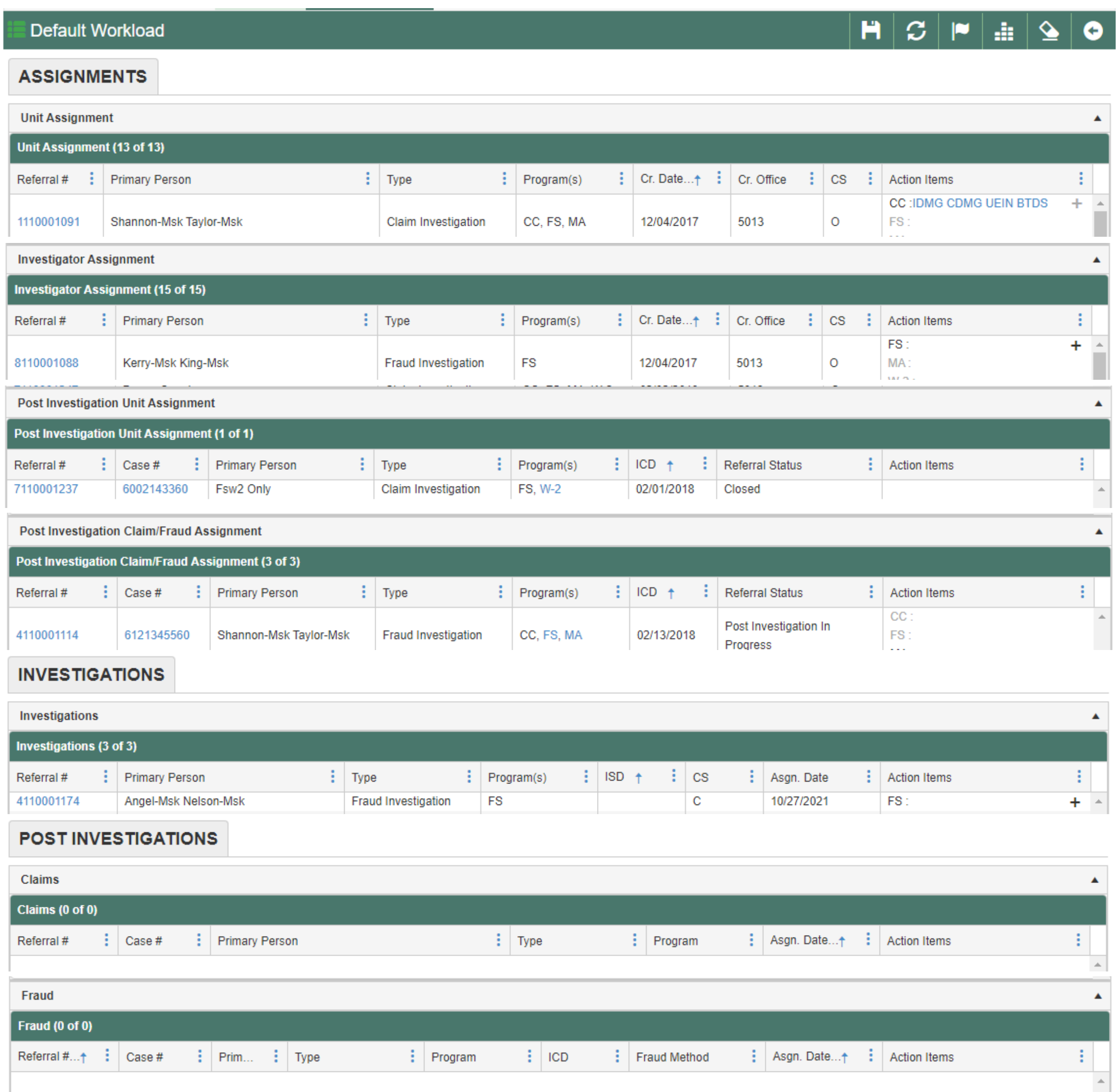


Figure 309 BRITS Workload Page - DHS OIG Queue Master, Unit Investigator and Unit Gatekeeper Triple Role

21.3 Workload Management Functions

The following actions can be performed on the Workload Page.

- **Manage Workload Views -** See Workload Views
- **Link to BRITS pages -** All Referral and Case numbers displayed on a Workload page are hyperlinked. User clicks the number to go to the associated Referral or Case Detail Page.
- **Sort or Filter Referral Records** – See Sorting Grids
- **Manage Action Items-** See Action Item Indicators
- **View Referral Priority –** See Priority Indicators

21.3.1 Workload Views

When a user navigates to their Workload Page, either a system default view or a user-set custom view will be used to load and display the workload sections.

Default Workload View

The default workload page view will be displayed unless a user saves a custom Workload page view. By default, referrals will be sorted and displayed on the grids in ascending date order (Oldest to Newest).

Custom Workload View

Each grid has columns that are displayed by default and others that are hidden by default. A user may change the display of their individual workload page by sorting, filtering, hiding, or displaying select columns. When a user leaves the workload page, any unsaved changes will be cleared, and the default Workload view will be shown the next time the page is opened. If a user saves changes and creates a custom view, it will be the primary workload shown, instead of the default view, each time the workload page is opened.

The following actions may be taken to set and manage a Custom Workload view.

Hide/View Columns

All grids on the Workload page have the ability to hide/view columns. Some grids (Investigations, Unit assignment, and Investigator Assignment) on the Workload page have columns hidden by default.

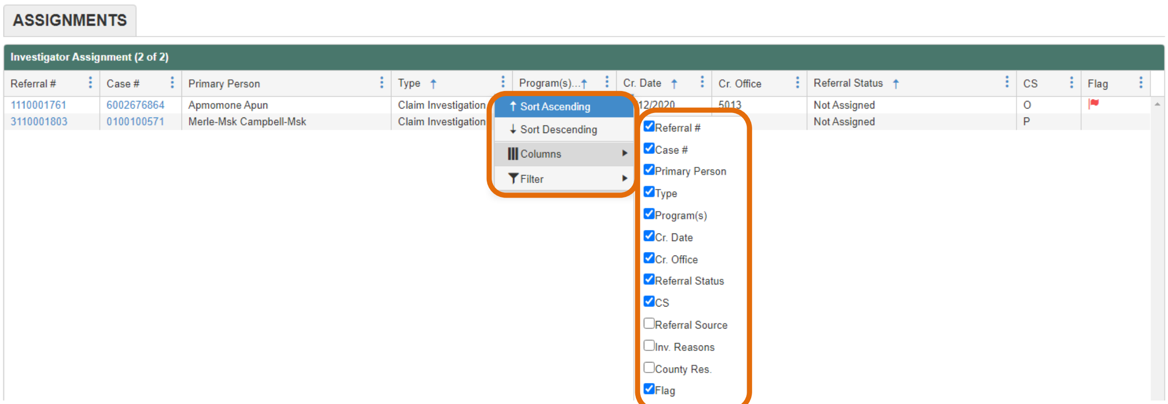
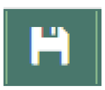


Figure 310 Workload Page - Hide/View Columns

To hide a column, left click the arrow next to any column in the section. Hover over the Column option and a list of all columns in that section is displayed. Select the box to remove the check mark and the column is hidden.

To display a column, left click the arrow next to any column in the sections. Hover over the Column option and a list of columns for that section is displayed. Select the check box next to the column's name the user would like to be displayed.

Save Custom Workload

 Click the 'Save' button on the toolbar to set changes to the workload. Select 'Yes' on the message to replace the Default Workload view with a Custom Workload view.

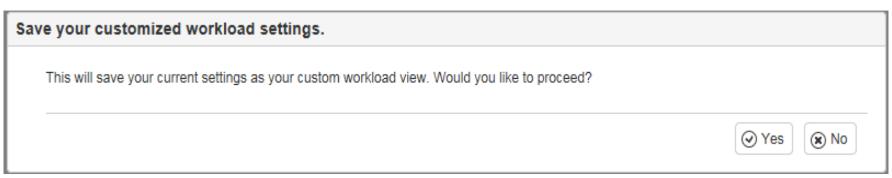


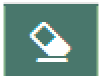
Figure 311 Pop-Up Custom Settings

Figure 312 BRITS Workload Page - Custom View

Switch Custom and Default Workload view

 Click the 'Change' button on the toolbar to switch between the display of either the Custom or Default Workload view.

Remove Custom Workload

 Click the 'Clear' button on the toolbar and select 'Yes' on the message to remove changes made to a Custom Workload view. The Default Workload will become the primary workload displayed each time the user opens their Workload page.

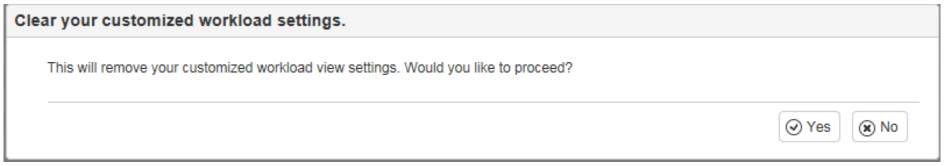


Figure 313 Pop-Up Customized Workload – Removal

Important Note: When new columns are released to the application, users will have to reapply Custom Workloads to include the new columns in the view.

21.3.2 Action Item Indicators

Action Item Indicators provide a method to identify and communicate required activities on specific referrals to help manage workloads. The table below indicates what users can do with action item indicators based on their BRITS user profile.

Profile	Capability
User Can Create and Update Referrals	Can add, edit, delete, and view action items on referrals. They can manage action items for referrals on the program and office for which they are authorized.
User Can View Referrals	Can view action items on referrals (but the Add, Edit, and Delete functions will be disabled).
User Can View Workloads	Can view all action items for the program/office for which they are authorized.
DCF W-2 Fraud (Office 9173)	Can view all program action items for authorized Referrals displayed on Workload pages.
DHS-OIG and Office 5273	Can view all program action items for authorized Referrals displayed on Workload pages.
External Users	External users are only authorized to add/edit/delete action items if the referral investigation/post investigation is assigned to the External User. Once the investigation/post investigation is completed, they will not be able to add/edit action items.

Once a referral is created, an action item concerning that referral can be added, edited, deleted, and viewed from the Referral Detail page, Workload page, and Action Item popup. Here are general rules governing action items:

- Each action item applies to a single referral, single program, and a single action item type.
- Up to four action items can be created per valid program on each referral.
    - Up to 16 action items can be added per referral if all programs (CC, W-2, MA and FS) are valid for the referral.
- The creation or editing of an action is recorded in the database and can be subject to a report.
- An action item is not reset if a referral is closed, then re-opened.
- An action item cannot be created if the program on the referral has the status "Post Investigation Complete".
- A program action item will be automatically removed once that program post-investigation activity is completed.
- An action item cannot be created if the program on the referral has been invalidated.
- An action item will be automatically removed if the program is invalidated.

Manage Action Items from Referral Detail Page

The following functions can be initiated or performed on the Referral Detail page.

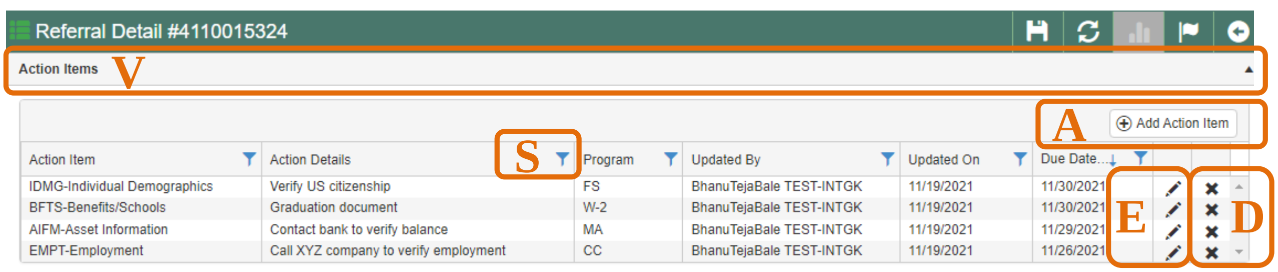
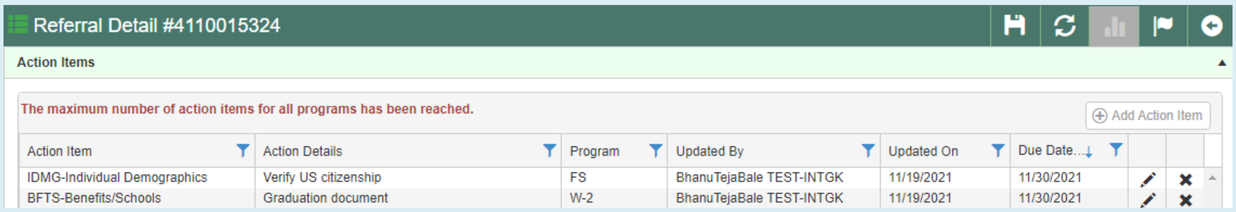


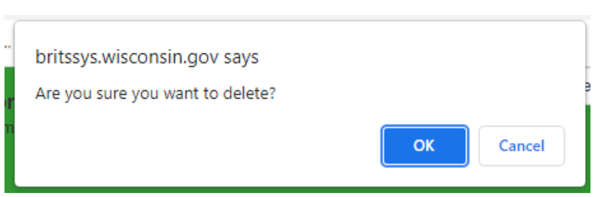
Figure 314 Referral Detail Page – Action Item Indicators Panel

Function	Instruction and Guidelines
View [V]	Action items are viewed on an Action Items panel on the Referral Detail page. The panel is visible once a new referral is created and saved. • All valid program action items are listed on the Action Items grid. • Any user with Referral 'view' permissions can see action items. • Each Action Item created will have a separate record on the grid. • Each record displays information about the action item. Action Item grid columns include: ○ **Action Item:** The selected action item code and description.

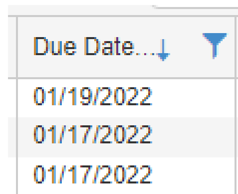
<table>
<tr><td></td><td>
Action Details: The content added by the user.
Program: The program associated with the action item.
Updated By: The user who created or updated the action item.
Updated On: The date the user created or updated the action item.
Due Date: The date a user selected for the action item to be completed.
</td></tr>
<tr><td colspan="2">If the maximum number of allowed action items are created for all valid programs on the referral, a message will be displayed on the Action Items panel, and the ‘Add Action Item’ button will be disabled.



</td></tr>
<tr><td>Add
[A]</td><td>An action item can be created by clicking the ‘+ Add Action Item’ button and completing the required fields on the Action Item popup.
The new action item will be displayed on the
Referral Detail page Action Item grid
Workload page grid(s) where the referral is displayed
If the ‘Add Action Item’ button is disabled (gray), the maximum number of allowable items for all valid program action items have been added.
</td></tr>
<tr><td>Edit
[E]</td><td>An existing action item can be edited by clicking the ‘Edit’ (pencil) icon and modifying fields on the Action Item popup.
If the icon is grayed out, the user does not have permission to edit the item.
Existing selections for the action item will be displayed when the Action Item popup is opened
The Due Date and Action Detail fields can be edited.
</td></tr>
<tr><td>Delete
[D]</td><td>An existing action item can be removed by clicking the ‘Delete’ (X) icon and selecting ‘Ok’ in the confirmation message.
The action item will be removed from the
Referral Detail page Action Item grid
Workload page grid(s) where the referral is displayed
If ‘Cancel’ is selected on the confirmation message, the action item will be maintained.



</td></tr>
</table>

Sort [S]	The action item grid can be sorted and filtered using standard application functions. For more information see Sorting • The default sort order for the grid will place the latest due date action item on the top of the grid. 

Manage Action Items from a Workload Page

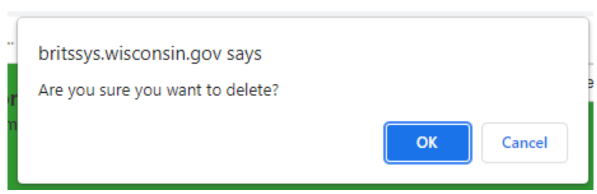
The following actions can be initiated from the Workload page.

Figure 315 Workload Page – Action Item Indicators Column

Function	Instruction and Guidelines
View [V]	Action items are viewed in an Action Items column on any Workload grid that displays the referral. • Users with Workload view permissions can view action items on a referral if they are authorized for the program and office associated with the referral. • DHS-OIG users, and users authorized for Office 5273, or Office 9173 can view action items for all valid programs for referrals displayed on their workloads. ○ If the user is not authorized for the program, the Action Items will be disabled and they cannot add or edit the action items.  • Each valid program on the referral will have a corresponding Action Item row and will be labeled with the program abbreviation. • Abbreviations for action items are displayed. • User can hover on the action item abbreviation to see a full description. • User can click the action item abbreviation link to open the action item popup to view full action item details.

Add [A]	An action item can be created by clicking the (+) add icon and completing the required fields on the Action Item popup.
	
	• The new action item will be displayed on the
	  ○ Referral Detail page Action Item grid
	  ○ Workload page grid(s) where the referral is displayed
	• If the (+) add icon is disabled, the maximum number of allowable action items for the program have been added.
	
	

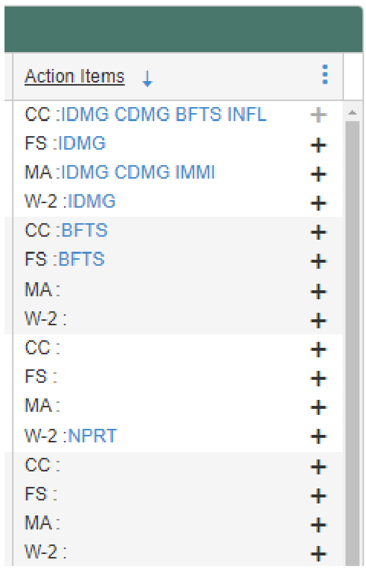
Edit [E]	An existing action item can be edited by clicking the action item abbreviation hyperlink and modifying fields on the Action Item popup. • If the icon is grayed out, the user does not have permission to edit the item. • Existing selections for the action item will be displayed when the Action Item popup is opened. • The Due Date and Action Detail fields can be edited.

Delete [D]	An existing action item can be removed by clicking the action item abbreviation hyperlink and clicking the 'Delete' button on the Action Item popup and selecting 'Ok' in the confirmation message.
	
	• The action item will be removed from the
	  ○ Referral Detail page Action Item grid
	  ○ Workload page grid(s) where the referral is displayed
	• If 'Cancel' is selected on the confirmation message, the action item will be maintained
	
	

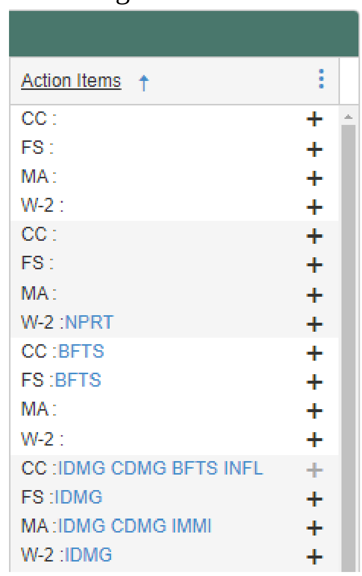
<table>
<tr>
<td>Sort [S]</td>
<td>
The Action Items column can be sorted and filtered using standard application functions. For more information see Sorting.

Action items can be sorted and filtered based on programs for which a user is authorized.
Filtering can be applied based on program and/or action item type.
Sorting is applied based on the number of action items created for each program on the referral.

Descending Sort Order View



Ascending Sort Order View



</td>
</tr>
</table>

Manage Action Items from the Action Item Popup

Action Items are added, edited, deleted, and saved by using an Action Item popup window. It can be accessed from the Referral page or from the Workload page depending on the action to be taken.

The Action Item popup can be accessed from the Referral Detail page by one of the following methods.

- Click the ‘Add Action Item’ button to create a new action item
- Click the ‘Edit’ icon to modify the action item

The Action Item popup can be accessed from the Workload page by one of the following methods.

1. Click the ‘Add’ icon to create a new action item
2. Click the hyperlink for an existing program action item to edit, view or delete the action item

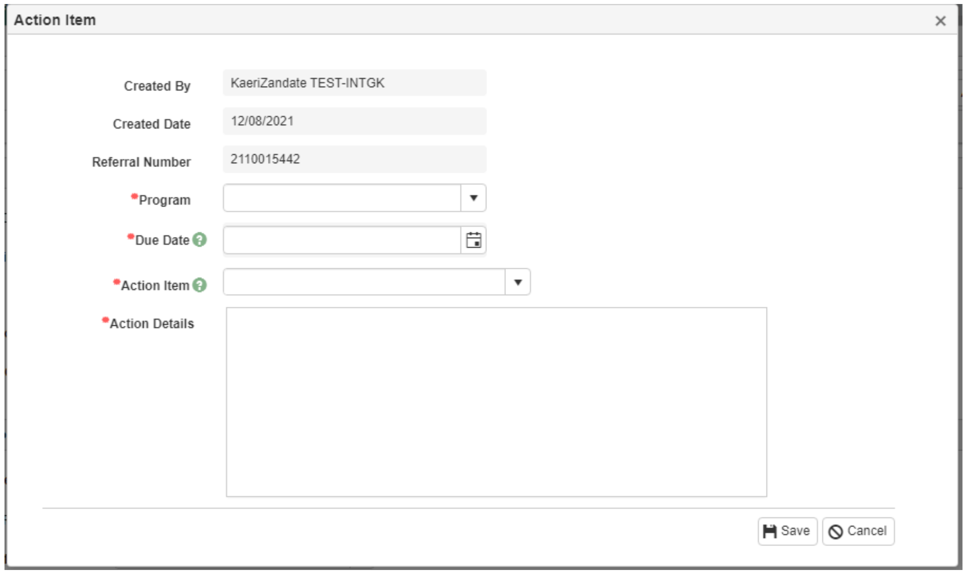


Figure 316 Action Item Indicator Popup – Add View

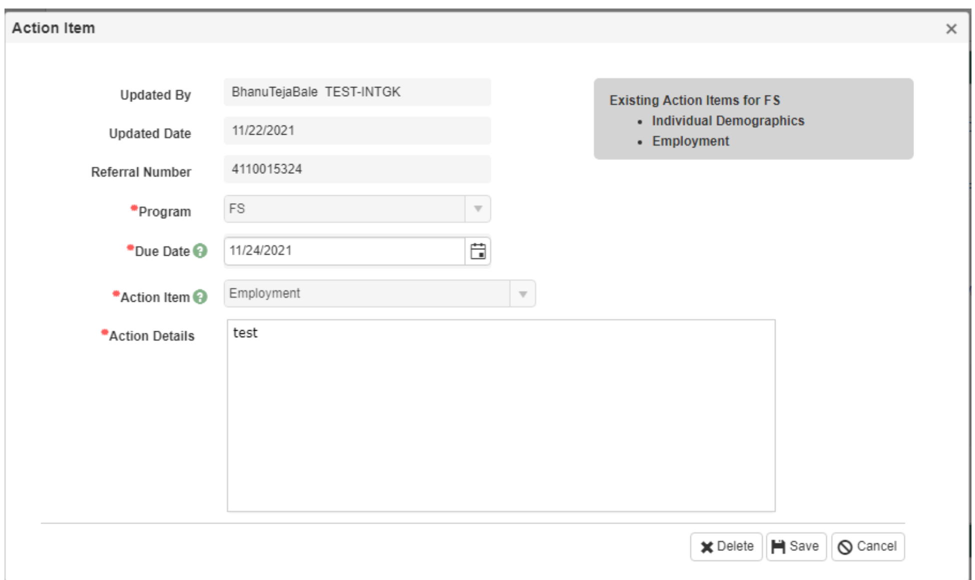
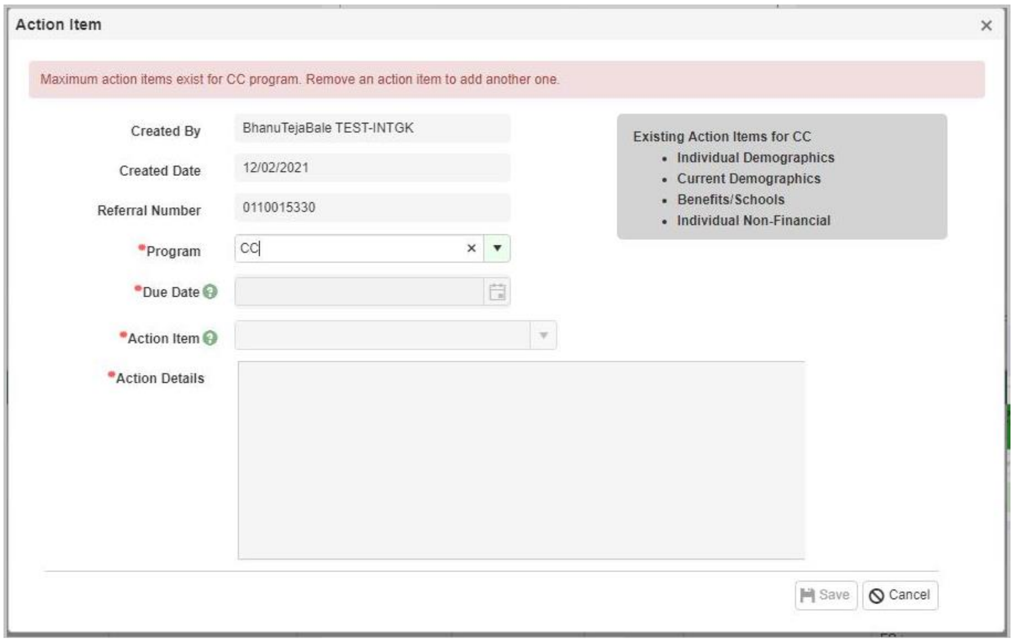


Figure 317 Action Item Indicator Popup – Edit View

The following table describes the Action Item popup component features and properties.

Fields/Features	Properties and Instruction

Auto-Populated Fields	The following fields will be auto-populated when a new Action Item is created. • Created By: The user who created the action item. • Created Date: The date the user created the action item. • Referral Number: The number of the referral associated to the action item. The following fields will be auto-populated when an Action Item is edited. • Updated By: The user who updated the action item. • Updated Date: The date the user updated the action item. • Referral Number: The number of the referral associated to the action item. • Selections and content for the existing action item
Program Field	User is required to select a program from the drop-down list to create an action item. • Options are based on the valid programs on the referral and user authorizations. • If the action was initiated from the Workload page, the program field will be auto-populated when the popup is opened.
Existing Action Item List	Once a Program is selected, if action items have been created for the program, a list of the existing action items are displayed.  • Once an action item is selected for a program, the option will be removed as a selection on the drop-down list.

Maximum Action Items Message	Once a Program is selected, if the maximum number of allowable action items have been created for the program, • An error message is displayed on the popup, and • The Due Date, Action Item, and Action Details fields can't be completed, and • The Save button is disabled 
Due Date Field	If a new action item is created • User is required to select a due date to create an action item. • The due date must be greater than or equal to the current days date. If an existing action item is edited • The due date field is populated with the existing due date. • If edited, the due date must be greater than or equal to the existing due date.
Action Item Field	User is required to select an action item type from the drop-down list to create an action item. An action item type can be selected only once for each valid program on the referral. A list of action item types can be found in Table 35.
Action Details Field	User is required to enter content for action details to create an action item.
Save Button	When user clicks Save, the selections or edits will be applied, and the user will be returned to the page where they initiated the action. Note: Once the Action Item is saved, only the Due Date and Action Detail fields can be edited.
Cancel Button	When user clicks Cancel, the popup will close, and no selections or edits will be applied.
Delete Button	When user clicks Delete, the action item record will be removed and it will no longer display on the Referral Detail or Workload pages.

21.3.3 Priority Indicators

A Priority Indicator is a color-coded icon that will provide a method to identify referrals by importance for a program and office. The table below indicates what users can do with priority indicators based on their BRITS user profile.

Profile	Capability
User Can Create Referrals	Can set a priority indicator at referral creation.
User Can Update Referrals	Can set, manage, and view the priority indicator for referrals on the program and office for which they are authorized.
User Can View Referrals	Can view the priority for referrals.
User Can View Workloads	Can view the priority on referrals for the program and office for which they are authorized.
DCF W-2 Fraud (Office 9173)	Can view all program priority indicators.
DHS-OIG and Office 5273	Can view all program priority indicators. OIG users can Add/Update/Delete Priority Indicator as follows: • Referral has FS with Office 5273, can modify indicator for FS. • Referral has MA with Office 5273, can modify indicator for MA. • FS with office (not 5273), if Investigation/Post Investigation for FS assigned to OIG, can modify indicator for FS. • MA with office (not 5273), if Investigation/Post Investigation for MA assigned to OIG, can modify indicator for MA. *OIG User Roles: DHS-OIG Queue Master, DHS-OIG Gatekeeper, DHS-OIG Investigator*
External Users	External users are only authorized to add/edit/delete priority indicators if the referral investigation/post investigation is assigned to the External User. Once the investigation/post investigation is completed, they will not be able to add/edit priority indicators.

Once a referral is created, a priority indicator can be set and managed from the Referral Detail page and viewed on the Workload page. Here are general rules governing priority indicators:

- A priority indicator can be set on each valid program associated with the referral.
- Setting and modifying a priority indicator is recorded in the database and can be subject to a report.
- A priority indicator cannot be set if the program on the referral has completed Post Investigation.
- A priority indicator cannot be set if the program on the referral has been invalidated.
- The priority indicator will be automatically removed once program post-investigation activity is completed, or the program is invalidated.
- The priority indicator is not reset if a referral is closed, then re-opened.

Manage Priority Indicators from Referral Detail Page
Priority Indicators are added, updated, and viewed on the Referral Detail page.

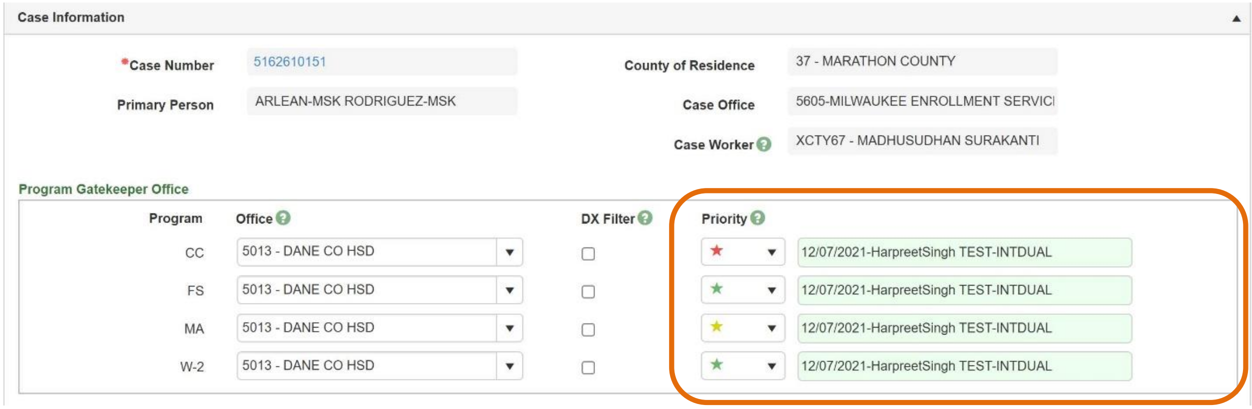


Figure 318 Referral Detail Page – Priority Indicators

The following functions can be performed on the Referral Detail page.

Function	Instruction and Guidelines
View	User may view priority indicators in the Program Gatekeeper Office section.

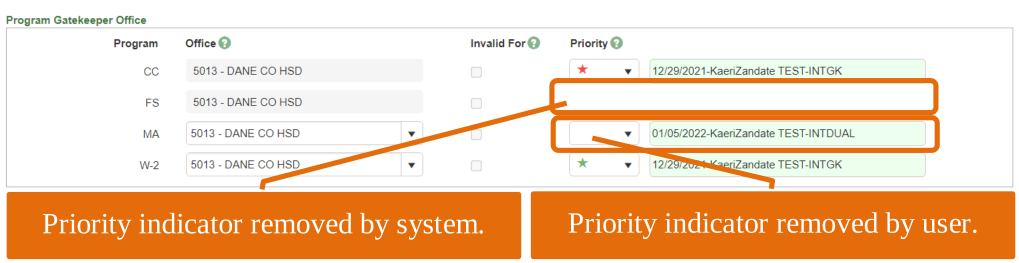
<table>
<tr>
<td>Add
Edit</td>
<td>
User may add or edit a priority indicator from a drop-down list.

When the referral is created, no indicator is selected by default.
Indicator options are red, yellow, green, and a blank value that will remove the indicator when selected.
An indicator can be set on each program associated with the referral.
An indicator can be added by users who can create a referral.
An indicator can be managed by users who are authorized for the program and office indicated.
When a user selects, changes, or removes an indicator, the name of the user making the modification, and the date it occurred, is displayed.

</td>
</tr>
<tr>
<td>Delete</td>
<td>
User or the system may remove a priority indicator.

User removes an indicator by selecting the blank value in the drop-down list.
System removes an indicator when one of the following actions occur.

Program is invalidated
Post investigation for the program has been completed



</td>
</tr>
</table>

View Priority Indicators from Workload Page

Priority Indicators are viewed on the Workload page.

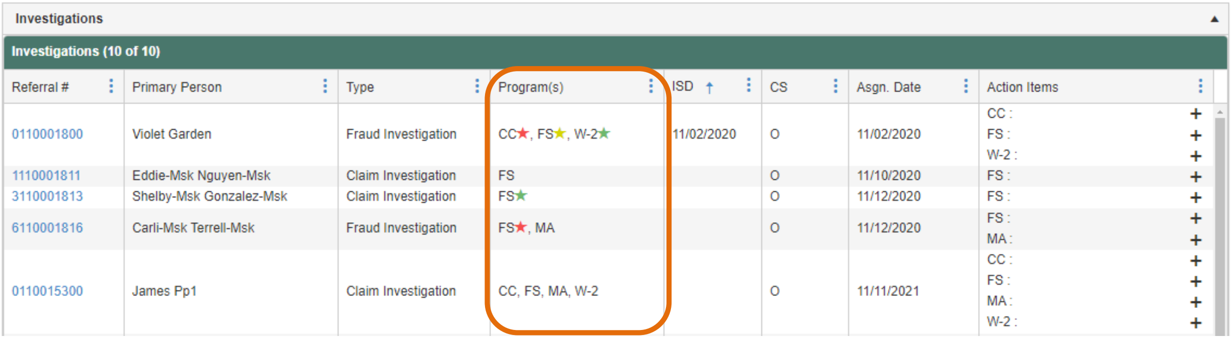


Figure 319 Workload Page – Priority Indicators

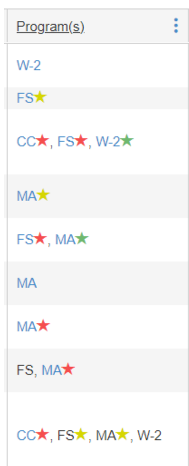
The following functions can be performed on the Workload page.

<table>
<tr><th>Function</th><th>Instruction and Guidelines</th></tr>
<tr><td>View</td><td>
User may view priority indicators in the Program(s) column in a referral grid. Indicators are appended to the program abbreviation.

- A user will see priority indicators for programs based on authorization.
- DHS OIG, Office 5273, and W-2 Fraud office 9173 users will see priority indicators for all programs.
- If a user has a custom workload view, the Program(s) column must be visible to view the priority indicators.
</td></tr>
<tr><td>Sort</td><td>
User may sort by priority indicators. For more information see Sorting.

- User can sort based on what they are authorized to view.
- The sort order rule will be applied for both the Program Code and a Priority Indicator if a priority indicator is set on any referral displayed on the grid.
- See Ascending vs. Descending Order for details.

Default Sort Order



Descending Sort Order

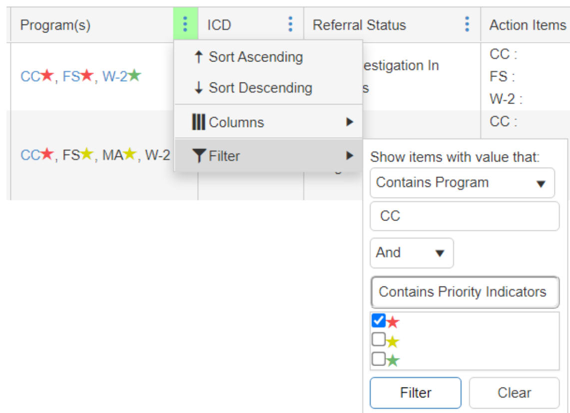
Ascending Sort Order

</td></tr>
</table>

<table>
<tr>
<td>Filter</td>
<td>
User may filter by priority indicators. For more information see Filter.

- User can filter based on what they are authorized to view.
- Programs can be filtered independently from priority indicators.
- Priority indicators can be filtered without selecting a program and will display all programs and indicators associated with the referral.

Priority Indicator Filter Options



</td>
</tr>
</table>

VI. GENERAL BRITS FUNCTIONS

22. Search

Purpose: Search features allow a user the ability to look for Case, Claim, Referral or Individuals within BRITS. BRITS provides a user with two options for searching: Quick Search and Advanced Search.
Required Fields: See each search method

22.1 Quick Search Function

22.1.1 Quick Search

The Quick Search function allows the user to find a specific Referral, Case, PIN, or Claim by entering the number associated with one of those types. The user should select the ID type from the drop-down menu and enters the full ten-digit ID number associated with that type into the blank Search field. The user should click on the magnifying glass icon or press the enter key to go to the page associated with the information entered. Quick Search looks at CARES and BRITS for the information entered.

Figure 320 Home Page - Quick Search

Quick Search Types

- Referral
  When performing a quick search using a Referral Number, the full Referral Number is entered. The search will direct the user to the Referral Detail Page.

- Case
  When performing a quick search using a Case Number, the full Case Number is entered. The search will direct the user to the Case Detail Page.

- PIN
  When performing a quick search using a PIN, the full PIN is entered. The search will direct the user to the PIN Detail Page.

- Claim
  When performing a quick search using a Claim Number, the full Claim Number is entered. The search will direct the user to the Claim Detail Page.

22.1.2 Perform a Quick Search

When performing a Quick search the ID Type and a complete valid PIN, Referral, Case or Claim number shall be entered.

Step 1 Enter a valid PIN, Referral, Case, Claim number.

Figure 321 Home Page - Quick Search

Step 2 Select the ID Type

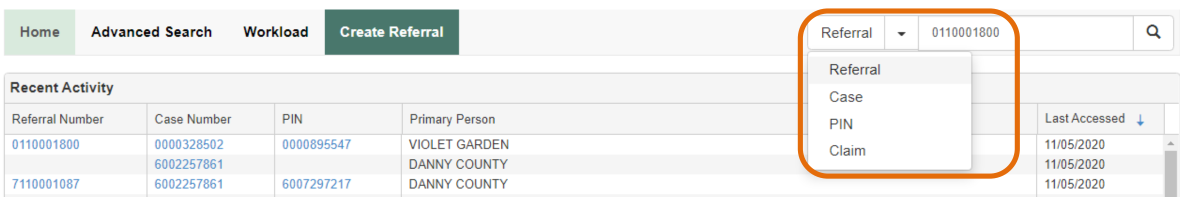


Figure 322 Home Page - Quick Search

Step 3 Select the magnifying glass
After the user selects Search, the user is directed to the selected page.

Error Messages: *When entering an incomplete or incorrect ID number an error message displays.*

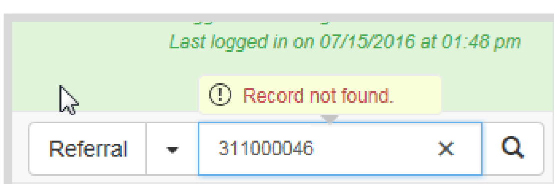


Figure 323 Home Page - Quick Search

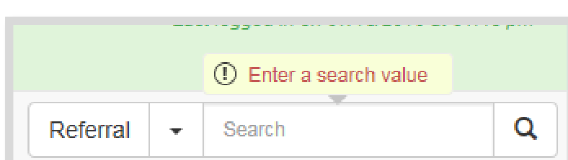


Figure 324 Home Page - Quick Search

22.2 Advanced Search

Advanced Search allows a user to enter search criteria to find a Case, Claim, PIN or Referral. A user may enter search criteria into one or more fields in order to narrow the returned search records. When performing an Advanced Search, only non-confidential cases with a referral in BRITS (newly created and BVIR migrated referrals) is display.

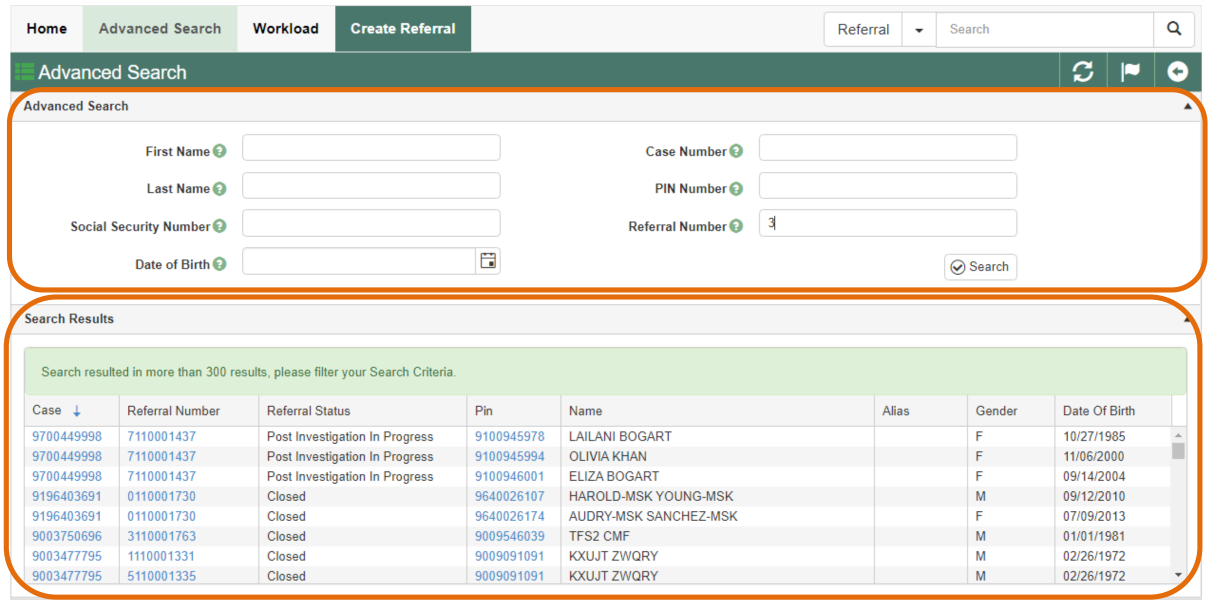


Figure 325 Advanced Search

22.2.1 Advanced Search page sections: Search Criteria and Search Results

Search Criteria section

1. First Name
   Enter a full or partial First name. All records having the First name starting with the value entered are returned.

2. Last Name
   Enter a full or partial Last name. All records having the Last name starting with the value entered are returned.

3. Social Security Number
   A full 9 digit Social Security number without hyphens or the last 4 numbers of a Social Security number must be entered to return any records.

4. Date of Birth
   The full Date of Birth is entered in the 'MM/DD/YYYY' format. If a partial date, invalid format, or future date is entered, an error message will display.

5. Case Number
   A full or partial Case number can be entered. All records that have a Case number with the values entered are returned.

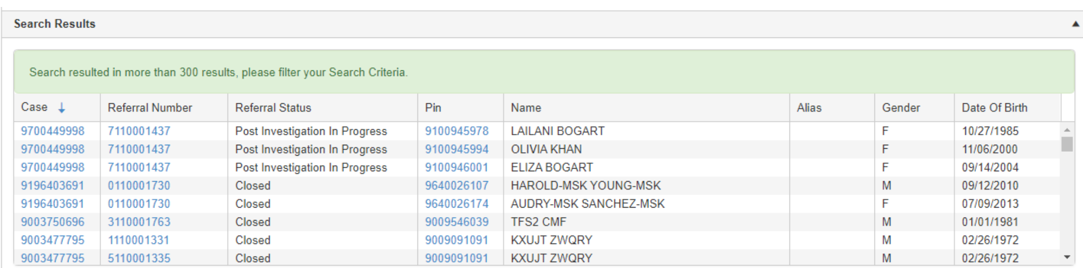
6. Personal Identification Number (PIN)
   A full or partial PIN can be entered. All records having a PIN with the values entered are returned.

7. Referral Number
   A full or partial Referral number can be entered. All records that have a Referral number with the values entered are returned.

22.2.2 Search Results section

The Search Results grid displays the records found using the criteria entered into the Advanced Search fields. The default sort is by Case number. For more on sorting Grids see Sorting Grids.

Notification message: Search resulted in more than 300 results; please filter the user's Search Criteria.


Search Results

Search resulted in more than 300 results, please filter your Search Criteria.

Case	Referral Number	Referral Status	Pin	Name	Alias	Gender	Date Of Birth
9700449998	7110001437	Post Investigation In Progress	9100945978	LAILANI BOGART		F	10/27/1985
9700449998	7110001437	Post Investigation In Progress	9100945994	OLIVIA KHAN		F	11/06/2000
9700449998	7110001437	Post Investigation In Progress	9100946001	ELIZA BOGART		F	09/14/2004
9196403691	0110001730	Closed	9640026107	HAROLD-MSK YOUNG-MSK		M	09/12/2010
9196403691	0110001730	Closed	9640026174	AUDRY-MSK SANCHEZ-MSK		F	07/09/2013
9003750696	3110001763	Closed	9009546039	TFS2 CMF		M	01/01/1981
9003477795	1110001331	Closed	9009091091	KXUJT ZWQRY		M	02/26/1972
9003477795	5110001335	Closed	9009091091	KXUJT ZWQRY		M	02/26/1972

Figure 326 Advanced Search

Search Results Columns

1. Case
   The search result displays the Case number of all records that meet the criteria entered into the Advanced Search fields.

2. Referral Number
   The search result displays the Referral number of all records that meet the criteria entered into the Advanced Search fields.

3. Referral Status
   The search result displays the Referral status for each referral listed.

4. PIN
   The search result displays the PIN of the person listed in the Name column on all records that meet the criteria entered into the Advanced Search fields.

5. Name
   The search result displays the full name on all records that meet the criteria entered into the Advanced Search fields. If there are multiple names associated with a record that is returned, each name is returned as a separate record in the Search Results section.

6. Alias
   If there is an Alias associated with the case, “Alias” is displayed. If there is a Maiden name associated with the case, “Maiden” is displayed. If the name displayed is not an alias, this field remains blank.

7. Gender
   This column displays the gender for the person listed in the Name column on each returned record.

8. Date of Birth
   This column displays the date of birth for the person listed in the Name column on each returned record.

22.2.3 Perform an Advanced Search

Step 1 Enter one or more values in the search criteria section.
The more criteria entered the more filtered the results.

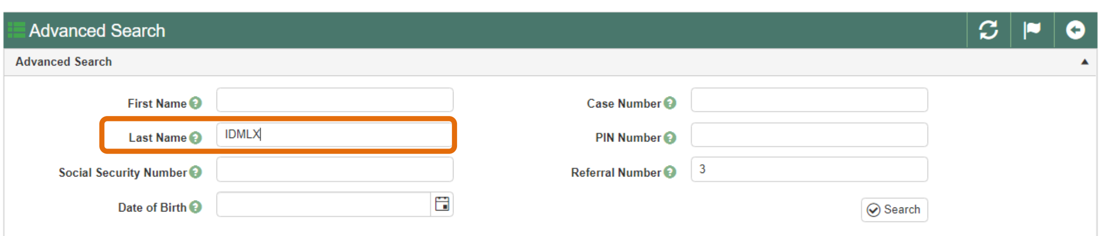


Figure 327 Advanced Search

Step 2 Select the Search button.

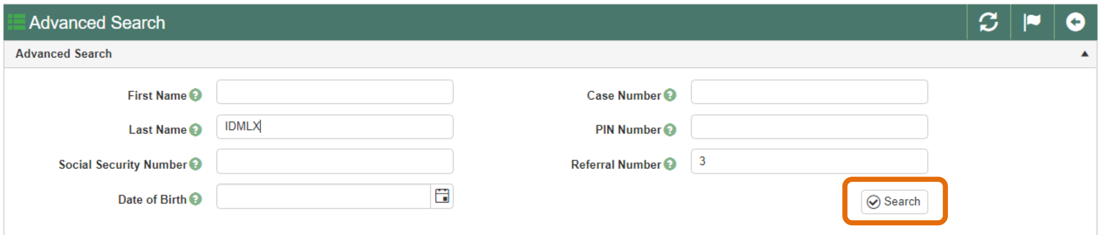
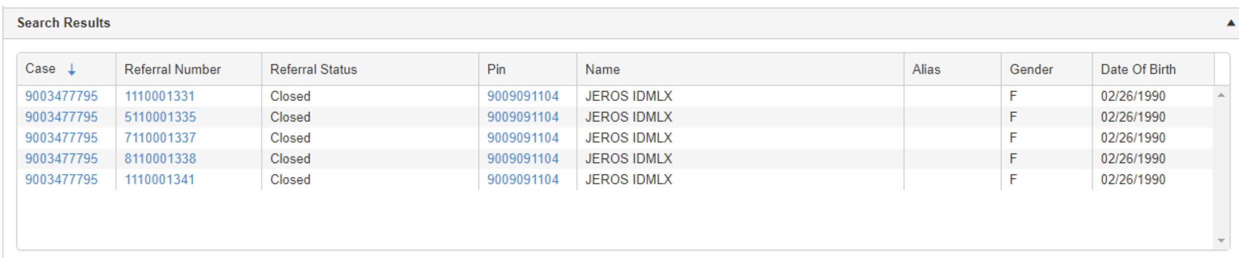


Figure 328 Advanced Search

Step 3 Review the search results.


Search Results

Case	Referral Number	Referral Status	Pin	Name	Alias	Gender	Date Of Birth
9003477795	1110001331	Closed	9009091104	JEROS IDMLX		F	02/26/1990
9003477795	5110001335	Closed	9009091104	JEROS IDMLX		F	02/26/1990
9003477795	7110001337	Closed	9009091104	JEROS IDMLX		F	02/26/1990
9003477795	8110001338	Closed	9009091104	JEROS IDMLX		F	02/26/1990
9003477795	1110001341	Closed	9009091104	JEROS IDMLX		F	02/26/1990

Figure 329 Advanced Search

Notification Message: No search results will display when the search criteria added produces no results.

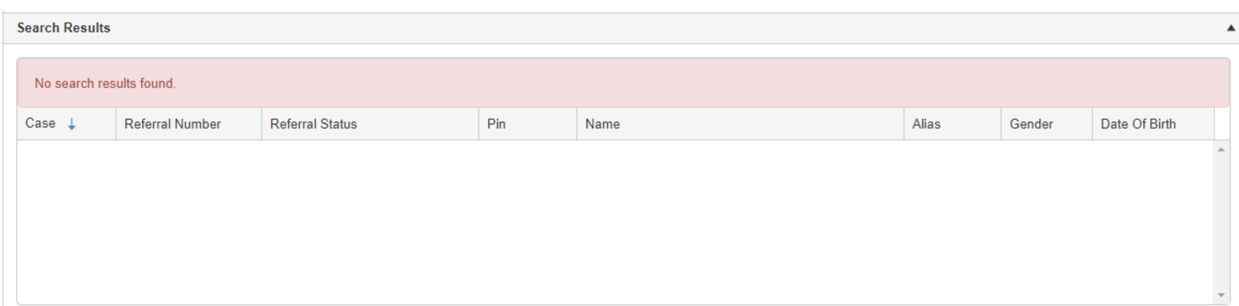


Figure 330 Advanced Search

23.Print

Purpose: TBD

Printing can be done through normal Internal Explore practices.

24.Reminder

Purpose: A Reminder provides a user the ability to add notes to a Referral Detail Page, Case Detail Page, PIN Detail Page or a Claim Detail Page. This is not a case note and/or comment(s). These reminders are for the user and no other user can view them. Only one reminder can be added by a user to an ID Type and number combination. For more information on who can creating a reminder please see Roles.
Required Fields: The ID Type, Number, Action, Action Due Date and Flag

Figure 331 Home Page – Reminder Grid

24.1 Reminders Grid

The reminder grid displays all active reminder(s) the user has created. From the Reminders grid, a user can maintain reminder(s) through the edit and delete icons. Additional reminder(s) can also be created. A user will see the reminder(s) sorted by date and Flag in ascending order.

Reminders Grid Columns

1. Add Reminder Button
   The "Add Reminder" button allows a user to add a new reminder from the Home Page. For more on adding a new reminder see creating a reminder.

2. Number
   The Number column displays the number related to the ID Type.

If the ID Type is a referral this field displays a referral number. If the ID Type is a claim then the Number field displays the claim number. If the ID Type displays a case then a case number will display in the Number column. And if a PIN is the ID Type then a PIN number is displayed.

3. ID Type
   The ID Type column displays the ID Type selected by the user. The options are: Claim, Case, Referral or PIN.

4. Action
   The Action column is the area where the user adds notes and tasks.

When a magnification glass is displayed, the Action field is not completely displayed and the body of the reminder is longer than one grid line

5. Created Date
   The Created Date column displays the date the reminder was created. This field auto-populates.

6. Action Due Date
   The Action Due Date column displays the date the user has set the reminder to. This date is editable.

7. Flag Code
   The Flag column display the color the user has selected for this reminder. This is an editable field.

8. Edit
   The edit column provides a way for the user to edit the reminder.

9. Delete
   The Delete column provides a way for the user to delete a reminder.

24.2 Reminder attached to a Detail Page

When a reminder is added to any Detail Page a circle with an explanation mark is displayed under the Flag icon on that page. The color of the notation will depend on the color selected on the reminder.

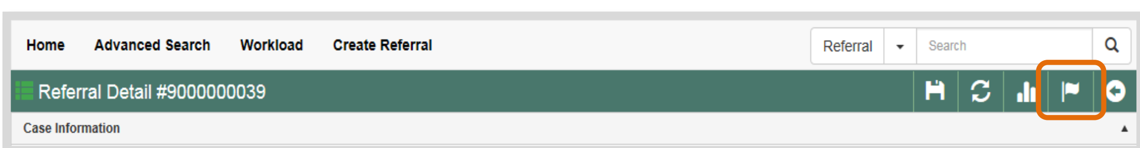


Figure 332 Referral Detail Page – No Reminders

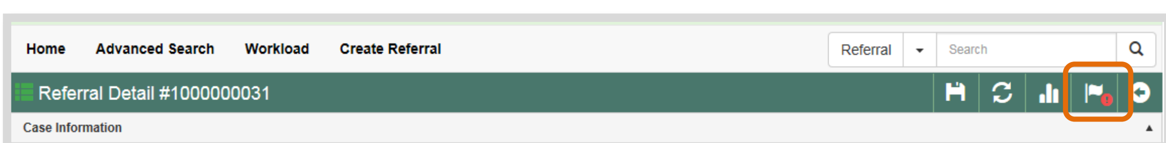


Figure 333 Referral Detail Page – Reminders Exist

24.3 Reminder window

The add/edit reminder window allows a user to create a new reminder or edit an existing reminder. This page is accessed by clicking on the Add Reminder button from the reminder grid on the user's home page or by clicking on the Reminder flag icon on a detail page. If a detail page does not have a reminder, the window will open to allow the user to create a new reminder. If a detail page does have a reminder, the window will open to allow the user to edit the existing reminder. If a detail page does have a reminder, a new reminder cannot be entered for that detail page.

- If a user clicks the flag icon to create or edit a reminder from a Detail Page, the ID Type and ID Number is auto-populated and set to read-only.

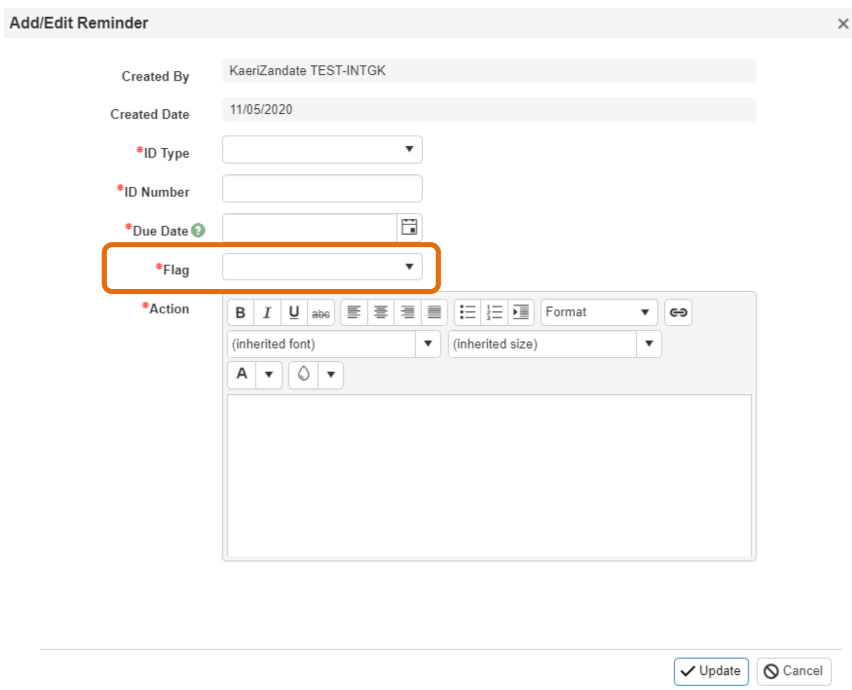


Figure 334 Reminder Window

- When creating a reminder from the reminder grid, workload page, or the advanced search page, the user is required to provide the ID Type and Number. Once the data has been entered, the system will validate that the ID number is valid for the specified ID type and that a reminder does not already exist for the ID type, ID number, and user ID. If the ID number is invalid, the system will show an alert that says "ID Number does not exist." If the user already has a reminder for the same ID type and ID number, the system will display an alert that says "Reminder already exists for this ID number."

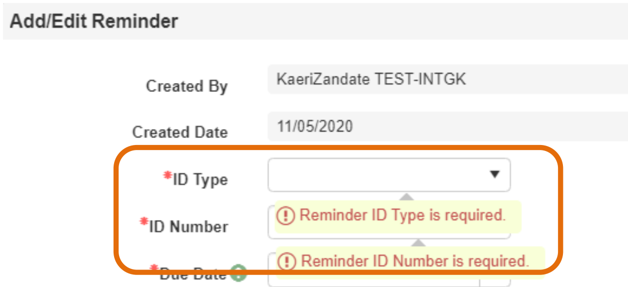


Figure 335 Reminder Window

Reminder Window Fields

1. Created By
   The Created By field automatically display the name of the user creating the reminder.

2. Created Date
   The Created Date filed automatically display the date the reminder was created.

3. ID Type
   If the user is adding a reminder, the ID Type field requires the user to select an ID Type from the drop down menu. The options are: Claim, Case, Referral, or PIN. If the user is editing an existing reminder, the ID Type field displays the information already entered and is read-only.

4. ID Number
   If the user is adding a reminder, the ID Number field requires the user to enter the number associated with the ID Type already selected. The user must enter a valid 10 digit number for the ID type. The reminder becomes associated with detail page of the ID type and number. If the user is editing an existing reminder, the ID Number will display the information already entered and is read-only.

5. Due Date
   If a user is adding a new reminder, the Action Due Date field requires the user to enter a current or future due date for the reminder. The Due Date is in MM/DD/YYYY format, and a calendar widget is available to assist the user in choosing the correct date. This field remains editable on existing reminders.

6. Flag
   The Flag field requires the user to select a color from a drop down list when adding a new reminder. This field remains editable on existing reminders.

7. Action
   The Action field requires the user to enter text and tasks when adding a new reminder. The Action field is a free-form entry field (500 characters) and will remain editable on existing reminders.

24.4 Create a Reminder

The user can create reminders from multiple locations within the system (Homepage, Workload page, Advanced Search and any Detail Page), however, only 1 reminder per referral can be created. Multiple reminders can be created (by multiple users) for a single Referral, Case, Claim or PIN page.

Step 1 Select the Add Reminder button.

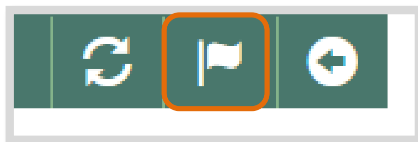


Figure 336 Action Toolbar – Reminder

Step 2 Enter required fields.

- ID Type (if not prepopulated)
- ID Number (if not prepopulated)
- Due Date
- Flag
- Action

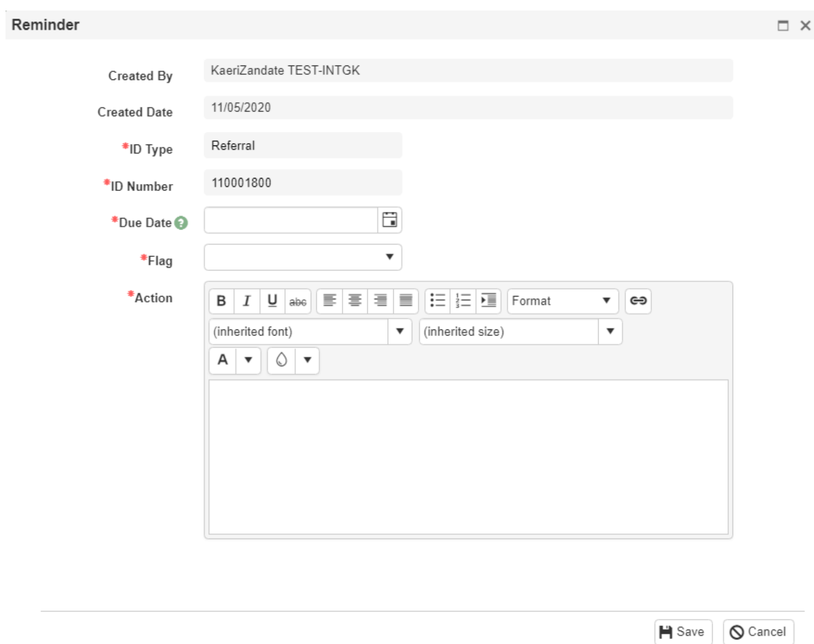


Figure 337 Reminder Window

Step 3 Save by selecting the Update button

24.5 Viewing a Reminder

Only the user who created the reminder is able to view the reminder. Reminders are viewed through two different methods:

- The user can open/view a reminder by clicking on the reminder icon in the Action tool bar of any detail page.
- The user can open/view the reminder when selecting the reminder ID Number from the Home Page – Reminder grid.

Note: The exclamation point notation in the reminder icon informs a user that there is an existing reminder associated with this detail.

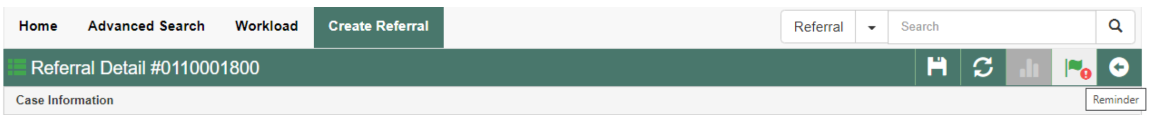


Figure 338 Referral Detail Page

24.6 Edit Reminder

To edit a reminder, a user selects the reminder's Edit button from the Home Page's reminder grid or selects the Reminder icon from a Detail Page.

Step 1 Open the reminder
A Reminder can be open by either:

- Select the Edit icon located on the Home Page

Figure 339 Home Page – Reminder grid

- Select the Reminder icon in the Action toolbar on the Detail Page.

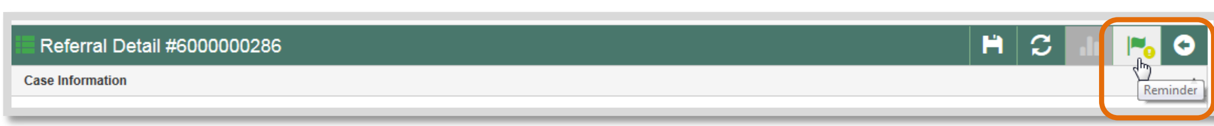


Figure 340 Detail Page – Reminder Flag

Step 2 Select the fields to update

- Due Date
- Flag
- Action

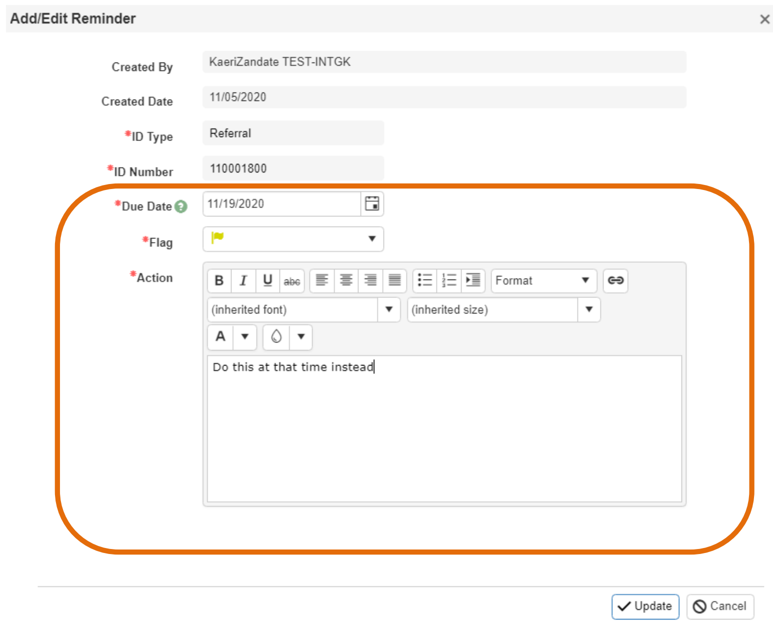


Figure 341 Reminder Window

Step 3 Save by selecting the Update button.
Select the Update button to save the edits or select the Cancel button to close the reminder window without saving the edits.

24.7 Deleting a Reminder

24.7.1 Delete a Reminder from the Home Page

Step 1 Navigate to the Home page
Select the Delete button “x” for a reminder located in the Reminder grid on the Home Page.

Figure 342 Home Page – Reminder grid

Step 2 Confirm the Deletion
Select OK on the notification pop-up

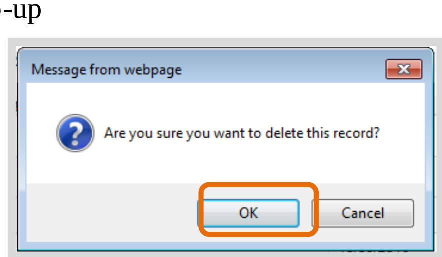


Figure 343 Deletion Pop-up Window

24.7.2 Delete a reminder from a Detail Page

Step 1 Navigate to the Action Toolbar
Open the reminder from the Detail Page the reminder is attached to.

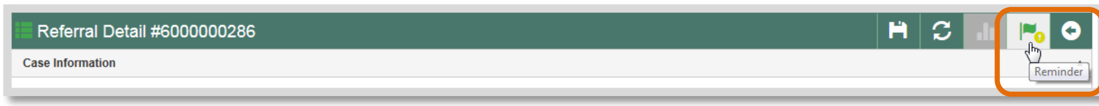


Figure 344 Detail Page – Reminder Flag

Step 2 Deleting the Reminder
Select the Delete button on the Reminder.

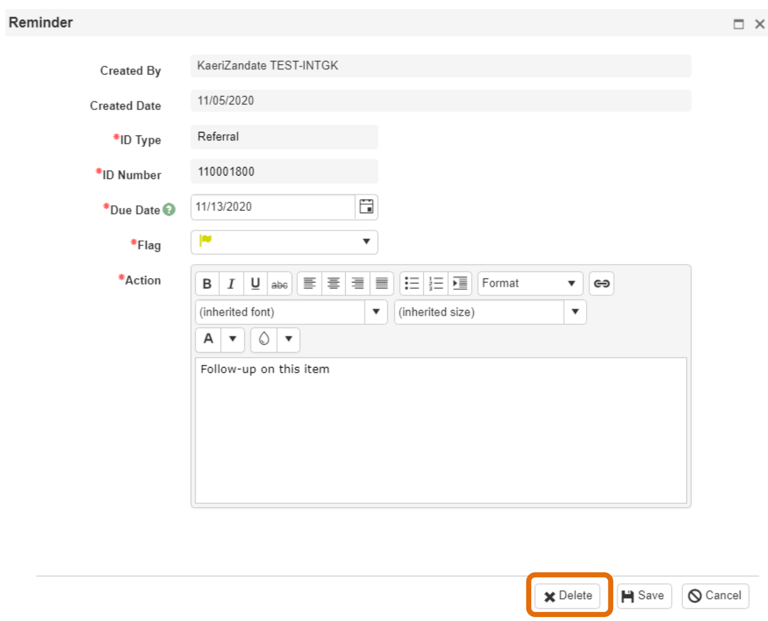


Figure 345 Reminder Window

Step 3 Confirm the deletion
Select the Yes button to complete the deletion.

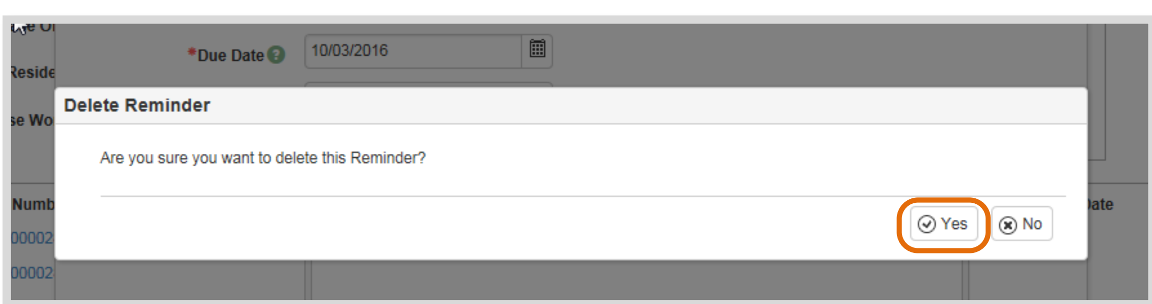


Figure 346 Reminder Notification Message

25. Comments

Purpose: The Comments grid on the referral detail page provides a place for users to enter additional information/notes about the referral. All users can view comments. These are part of the case file and will be included in any open records request on a case or investigation. These case notes do not transfer to CWW's Cases Comments. For more information on who can add a Comment on a referral please see Roles.

Required Fields: The Comment Text field

25.1 Comments Grid

The Comments grid displays all the comments associated with a referral. Comments viewed on the Comments grid in the Comment Text column or through the magnifying glass in that column will display as plain text only.

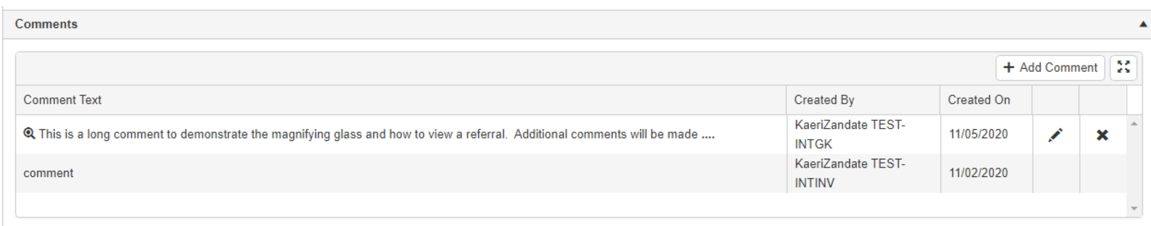


Figure 347 Referral Detail Page – Comments

Comment columns

1. Add Comment button
   The Add Comment button provides a user with the ability to add a new comment.

2. Comment Text
   The Comment Text column displays the text entered by the user. This column will not display text formatting. If a comment is longer than one line, the Comment Text column will show a magnifying glass at the beginning of the comment. The user can view the entire comment by clicking on the magnifying glass.

3. Created By
   The Created By field displays the name of the user who created the comment.

4. Created On
   The Created On column displays the date the comment was created.

5. Edit
   The Edit button, shown as a pencil icon, provides a user the ability to edit a comment they added within 24 hours of creating the comment. After the 24-hour time limit, the "x" icon and the pencil icon will disappear, and the comment is read-only.

6. Delete
   The Delete button provides a user with the ability to delete a comment they added within the past 24 hours.

25.2 Add/Edit Comment Window

The Add/Edit Comment Window provides the user a place to enter case notes related to the investigation, research or claim associated with the referral.

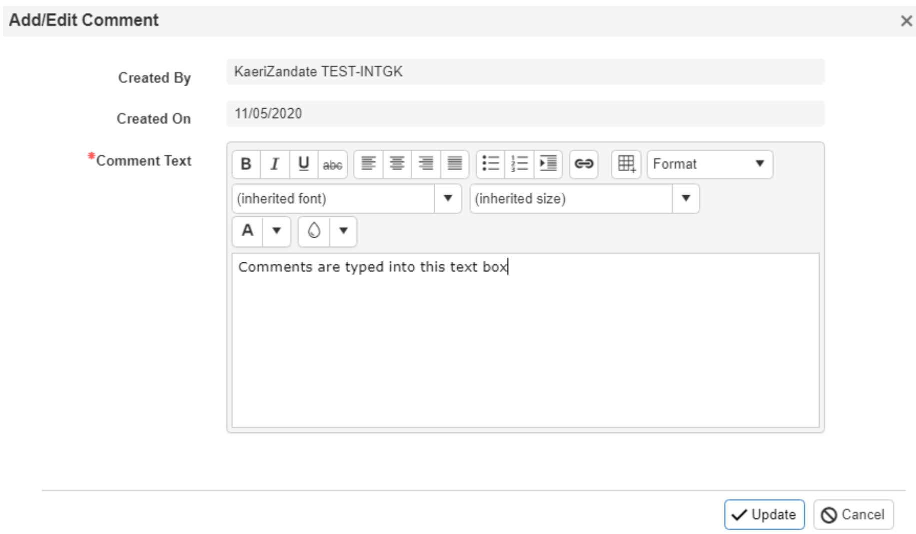


Figure 348 Referral Detail Page – Add/Edit Comment Window

Comment fields

1. Created By
   The Created By field displays the name of the user who created the comment. This field auto-populates when the comment is created and saved.

2. Created On
   The Created On field displays the date of the comment was added and saved. This field auto-populates when a comment is created and saved.

3. Comment Text
   The Comment Text field holds the content of the comment. The text in this field may be formatted by the user.

25.3 Adding a Comment

Step 1 Add a Comment
Select the "Add Comment" button.

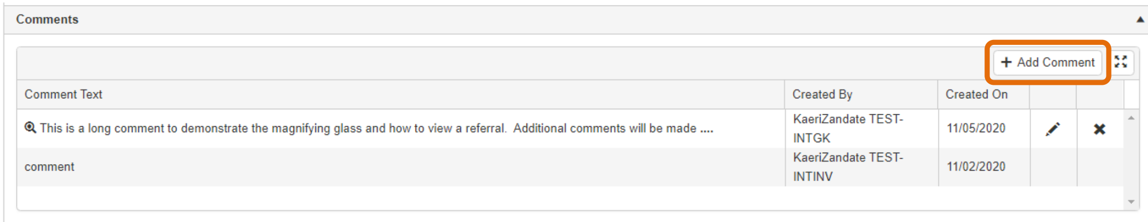


Figure 349 Referral Detail Page - Comments

Step 2 Enter Comment
Enter the comment text.

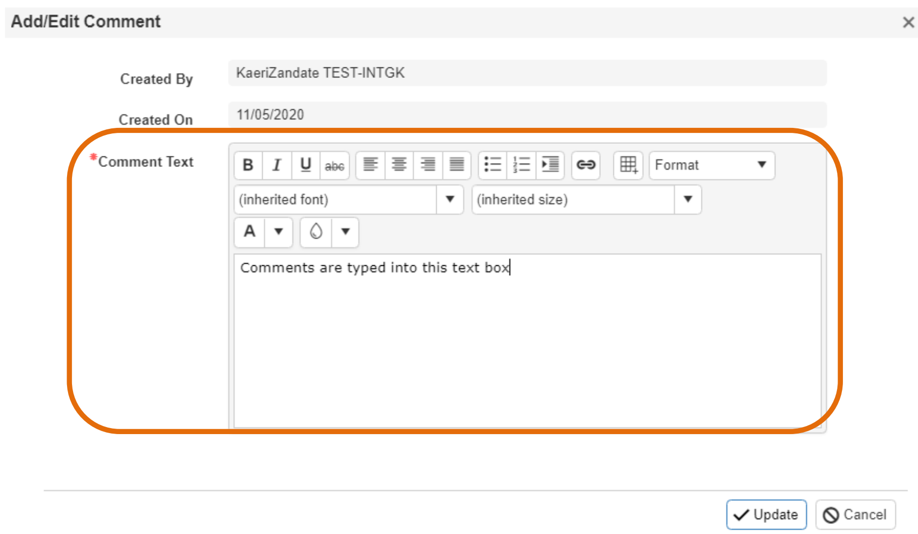


Figure 350 Referral Detail Page - Comments Window

Step 3 Save the Comment
Save the comment by selecting the Update button.

Step 4 Save the Referral
The referral must be saved in order to save the comment that was created.

25.4 Viewing Comments

The comment text is displayed in the Comment grid. If the comment text is longer than one line, a magnifying glass will display immediately before the text. When the user selects the magnifying glass, the whole comment is displayed.

Step 1 Select the Magnifying Glass
From the Comments grid select the magnifying glass to view the full comment.

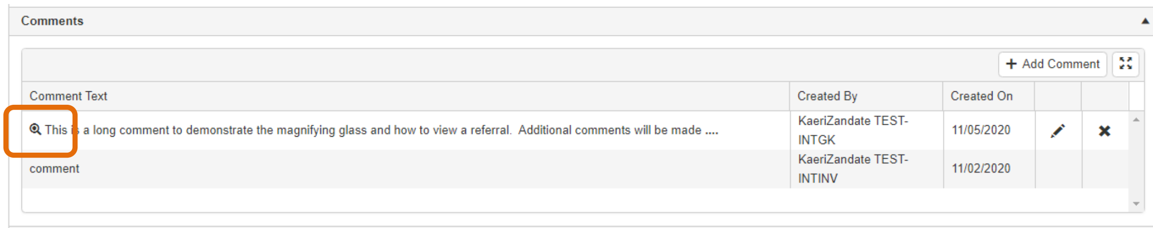


Figure 351 Referral Detail Page – Comments

Step 2 A pop-up window displays
A pop-up window displays the full text in a non-formatted view.

Step 3 Expand the view
Select the box in the upper right-hand corner to maximize the size of the pop-up window, if needed.

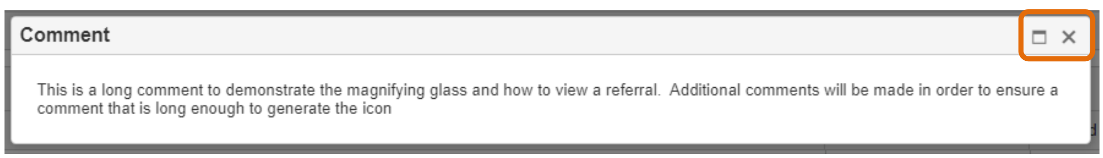


Figure 352 Comment Expanded View

Step 4 To close the extended Comment
Select the "X" to close the comment

25.5 All Comments window

Using the All Comments window, a user can view all comments at once and close the window without saving the referral.

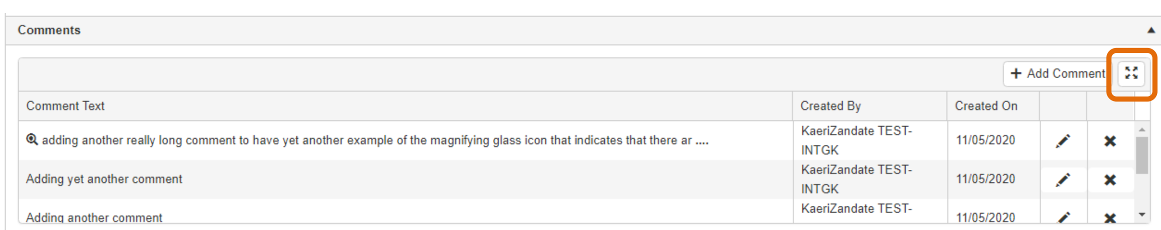


Figure 353 Comments grid

Step 1 Select the Expand button
Select the four arrow icon in the upper right-hand corner of the Comments grid to open the All Comments window.

Figure 354 All Comments window

Step 2 Maximize the All Comments window
Select the box in the upper right hand corner to maximize the window to a full screen.

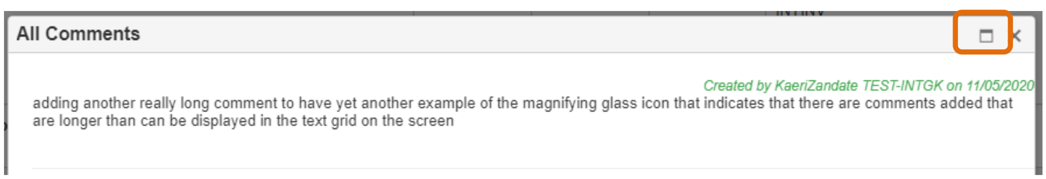


Figure 355 Maximize the All Comments window

Step 3 Close the maximized window
Select the square to close the maximized window.

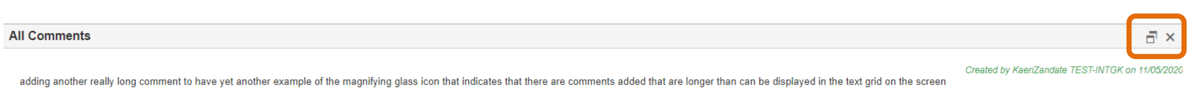


Figure 356 Minimize the All Comments window

Step 4 Close the All Comments window
Select the X in the upper right-hand corner to close the All Comments window.

25.6 Edit Comment

Edits to comments are only made by the user who created the comment and within 24 hours of the creation of the comment.

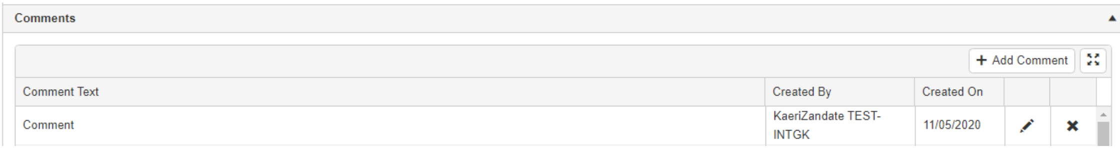


Figure 357 Referral Detail Page – Comments

Step 1 Select the Edit button
Select the Edit button, shown as a pencil icon, in the Comment grid.

Figure 358 Edit a Comment

Step 2 Update the Comment
Make updates to the Comments Text field in the Add/Edit Comment window.

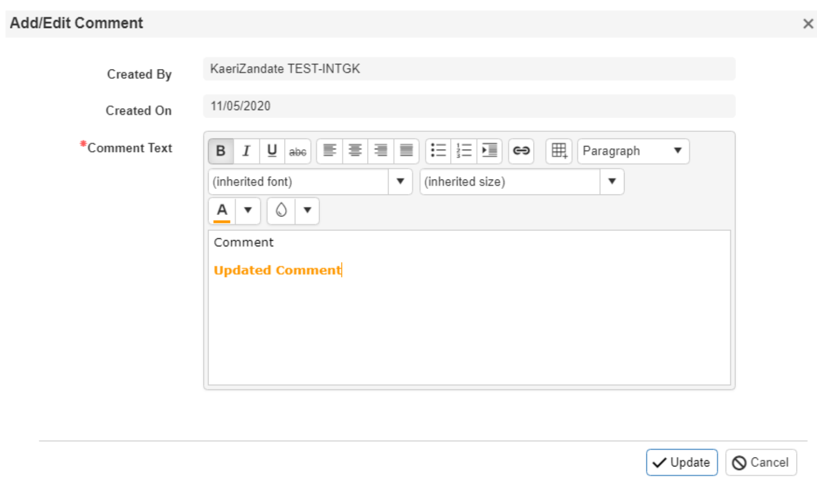


Figure 359 Edit the Add/Edit Comment window

Step 3 Select Update
Save the comment by selecting the Update button.

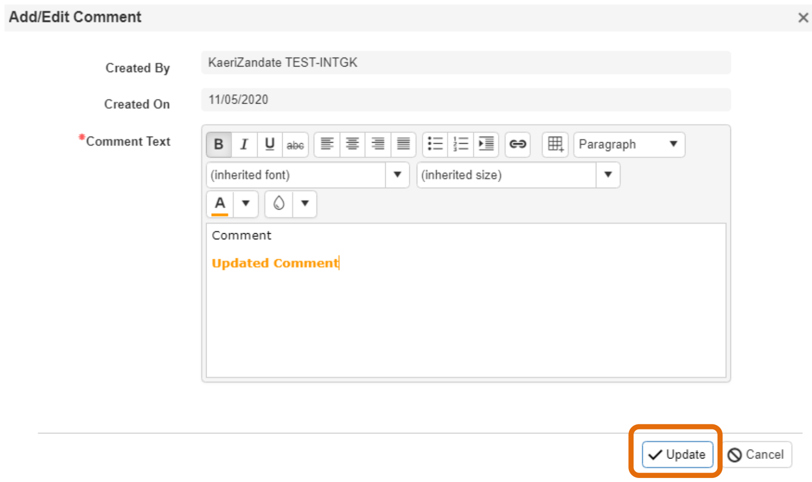


Figure 360 Update the Add/Edit Comment window

Step 4 Save the referral
The referral must be saved in order to save the updates to the comment.

25.7 Delete Comment

Comments can only be deleted by the user who created the comment. There is a 24-hour time limit on deleting a comment, beginning when the comment is created.

Step 1 Delete a Comment
Select the Delete button, shown as an "x" icon, next to the Comment the user wants to delete.

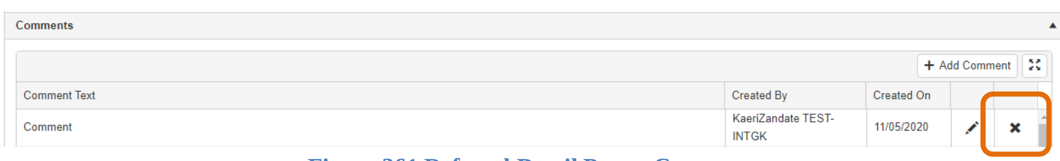


Figure 361 Referral Detail Page - Comments

Step 2 Confirm the Deletion
A pop-up message will display. Select the OK button to complete the deletion of the comment.

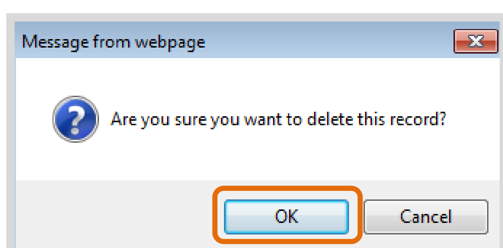


Figure 362 Comments Notification Message

Step 3 Save the referral
The referral must be saved in order to save the deletion of a comment.

25.8 Auto Comments

Auto comments are comments entered into the comment section by BRITS.

- When the Fraud Determination section changes Fraud Methods an auto comment is added to the Comments grid. The details entered from the previous Fraud Method are displayed in the comment. A user cannot edit or delete auto comments.

In this example, the Fraud Method was switched from DA to Citations.

Figure 363 Referral Detail Page - Comments

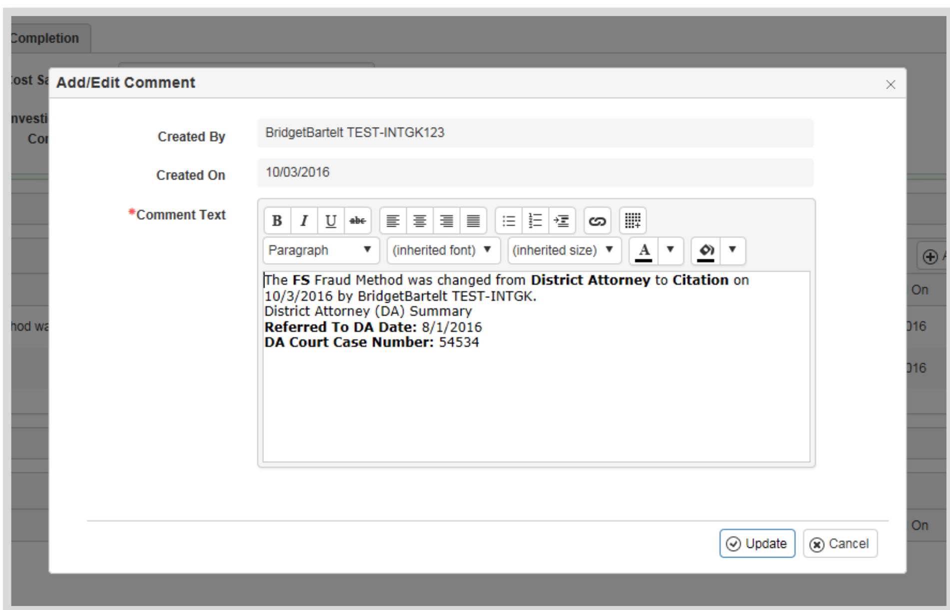


Figure 364 Comments Window

Note: After the Fraud Method has been changed and a referral is saved, the user cannot change back to the previous fraud method and recover the data that was deleted when the Fraud Method was switched. In this situation, the user would refer to the information saved in the auto comment and re-enter that information into the system.

- All referrals that were migrated from CARES to BRITS during the conversion process have auto comments that read "Pre-BRITS."

26. Documents

Purpose: The Document grid displays any document uploaded through BRITS and allows the user to upload a new document for any given referral. The document(s) is available in eClient under the appropriate code identified. Document(s) can be deleted from BRITS but not eClient. To delete from eClient, users will need to follow the process outlined in the eClient manual. Only one document can be uploaded at a time. For acceptable file types see Document File Types. For more information on who can add a Document on a referral please see Roles.

Required Fields: Name, Type and Document File

26.1 Documents Grid

The Document grid displays all documents uploaded through BRITS related to the referral.

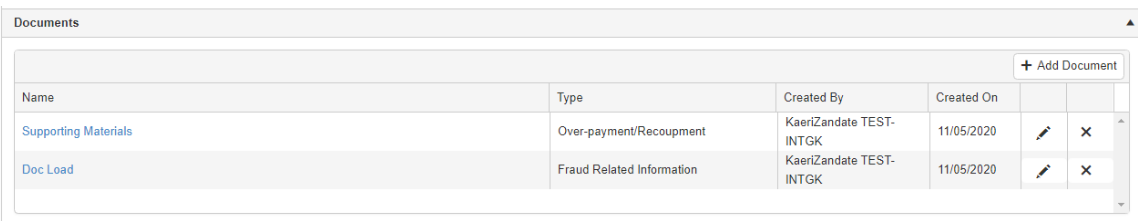


Figure 365 Documents Grid

Document columns

1. Add Document
   The Add Document button allows the user the ability to upload a document to BRITS for viewing in BRITS or eClient.

2. Name
   The Name column displays the name the user associated with the document.

3. Type
   The Type column displays either: Fraud Related Information, Over-payment/Recoupment, or Sanctions.

4. Created By
   The Created By column automatically displays the name of the user who uploaded the documents.

5. Created On
   The Created On column automatically displays the date the document was uploaded.

6. Edit
   The Edit column, shown as a pencil icon, allows the user who uploaded the document the ability to edit the document within the first 24 hours. After 24 hours, the pencil icon will no longer be displayed, and the ability to edit the document is gone.

7. Delete
   The Delete column, shown as an “x” icon, allows the user who uploaded the document the ability to delete the document from BRITS within the first 24 hours. After 24 hours, the “x” icon will no longer be displayed, and the ability to delete the document is gone.

26.2 Document Window

The Add/Edit Document window allows a user to upload a document.

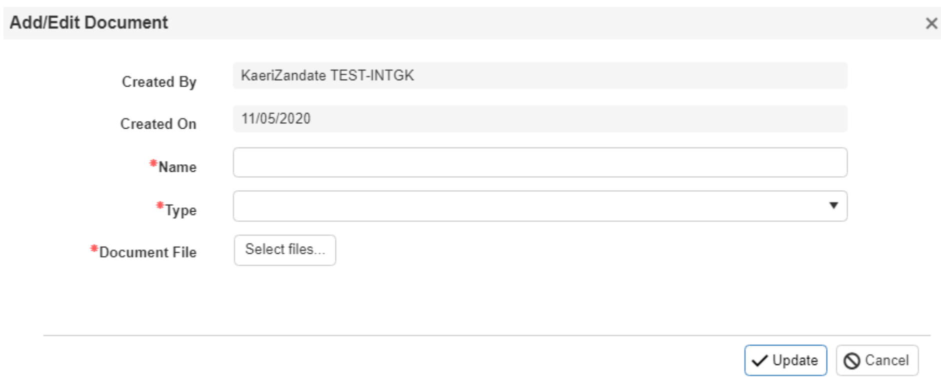


Figure 366 Document Window

Document Window fields

1. Created By
   The Created By field will automatically display the name of the user who uploaded the document.

2. Created On
   The Created On field displays the date the document was uploaded.

3. Name
   The Name field is a description field that allows the user the ability to add a meaningful name to the document. This field is required and does not auto-populate with the name of the file.

4. Type
   The Type field provides a user the ability to select the document investigation type. Fraud Related Information, Over-payment/Recoupment or Sanctions.

5. Document File
   The Document File field provides the user the ability to search for and select from the user’s computer or network.

26.3 Add a Document

Step 1 Select the Add Document button
Select the Add Document button located on the Documents grid.

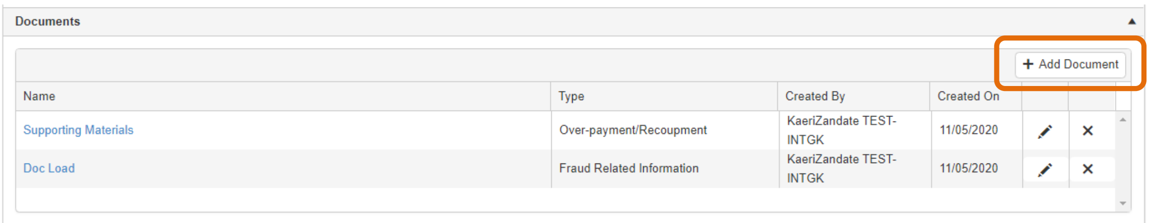


Figure 367 Documents Grid

Step 2 Enter the required fields
Enter the Name and Type required fields.

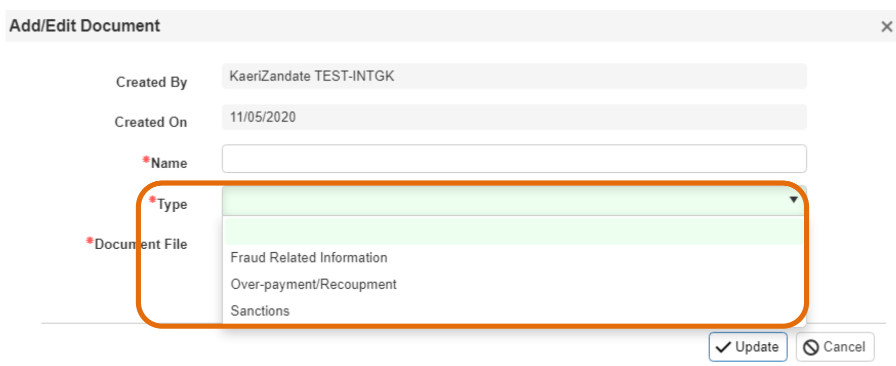


Figure 368 Document Window

All required fields must be entered. When a user selects the update button before all required fields are entered an error message is displayed under each required field

Figure 369 Documents - Required fields

Step 3 Select a document to upload

- Select the Document File button.

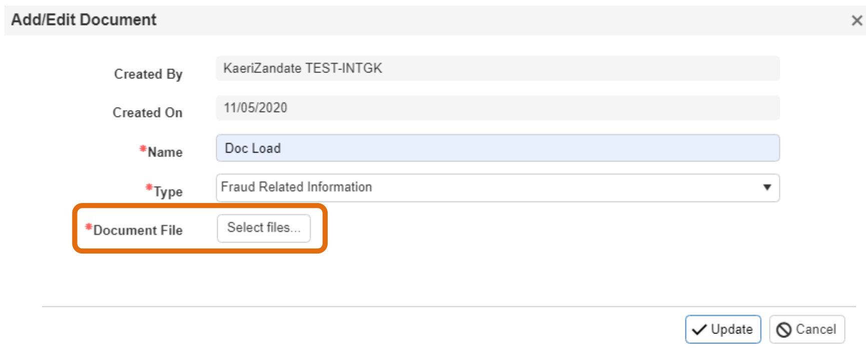


Figure 370 Document Window

- When the Choose File to Upload window opens, select a file to upload
- Select the Open button

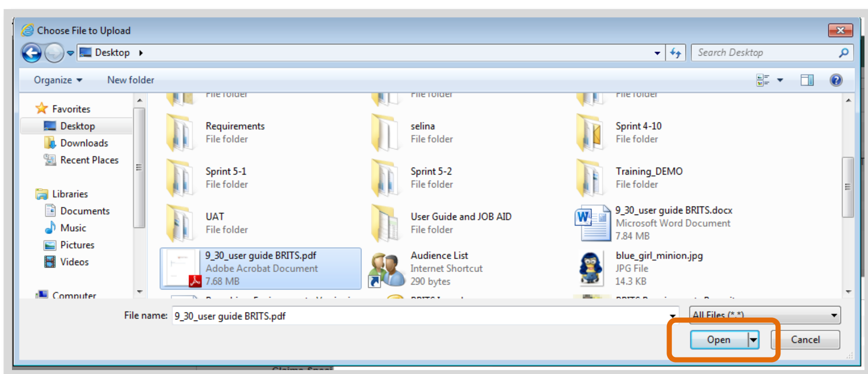


Figure 371 Selecting a File

Step 4 Select the Update button

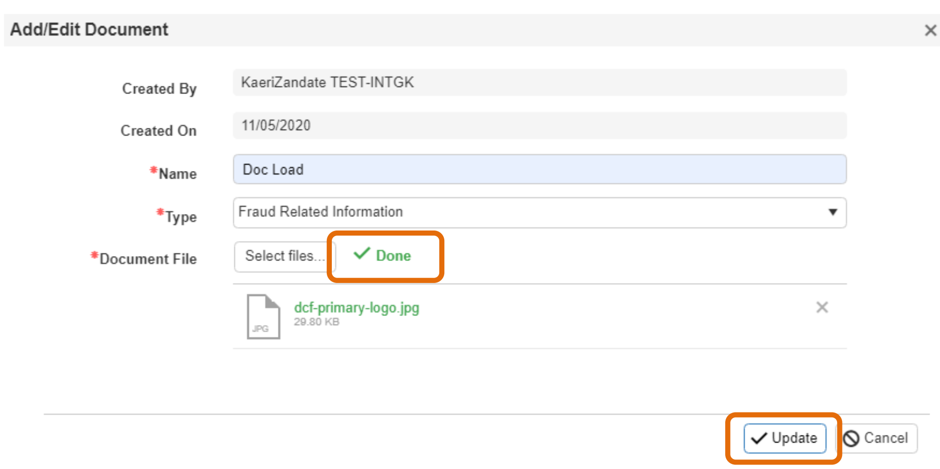


Figure 372 Document Window

When a File Type is not supported a user will see the Document File name in red. Additionally, when the user hovers over the exclamation mark, they will see the error message "The file type is not supported". The user must choose another file or cancel out of the window.

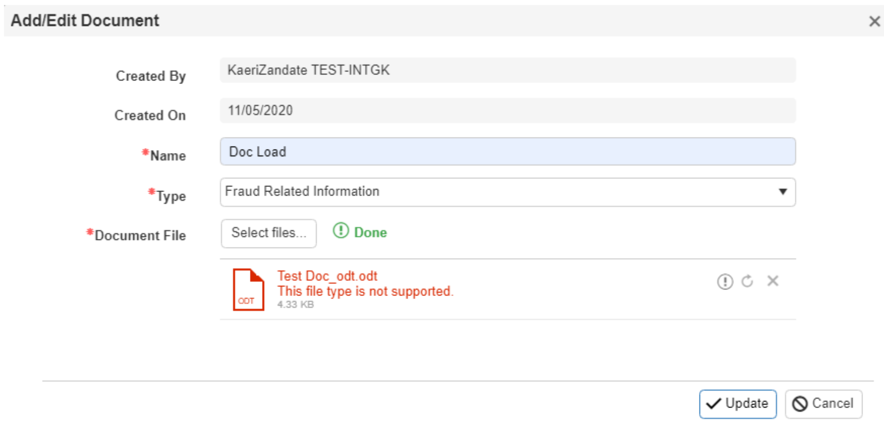


Figure 373 Document upload - Error Message

Step 5 Save the referral
The referral must be saved in order to save the newly uploaded document.

26.4 Update a Document

Only the user who added the document can update the document within the first 24 hours.

Step 1 Select the Edit button
Select the Edit button in the row of the document the user wants to update.

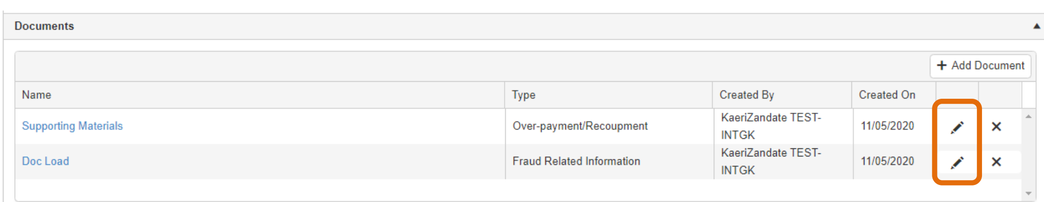


Figure 374 Documents Grid

Step 2 Update the document
A user can update the Name and Type fields.

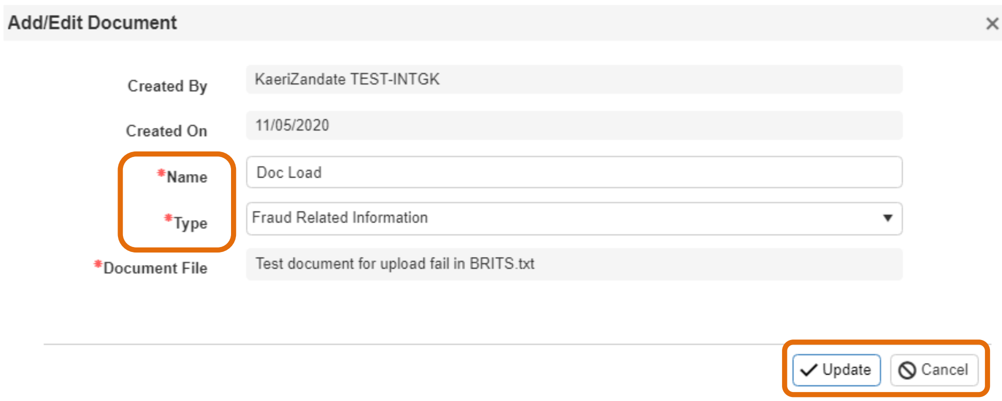


Figure 375 Document Window

Step 3 Select the Update button

Step 4 Save the referral
The referral must be saved in order to save the updated document.

26.5 View a Document

To view a document that has been uploaded, select the documents name from the Document grid and the file will open.

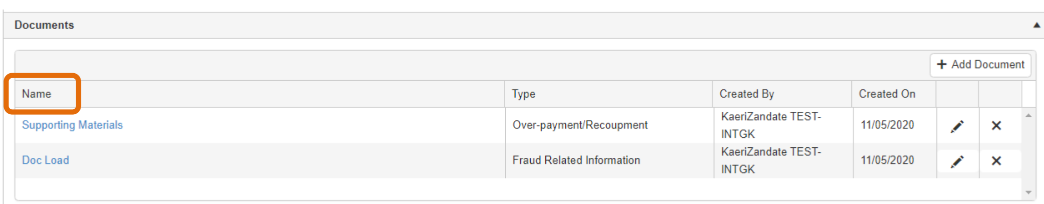


Figure 376 Documents Grid

26.6 Delete a Document

Only the user who added the document can delete the document within the first 24 hours. Deleting a document from BRITS will not delete the document from eClient.

Step 1 Select the Delete button from the Documents grid

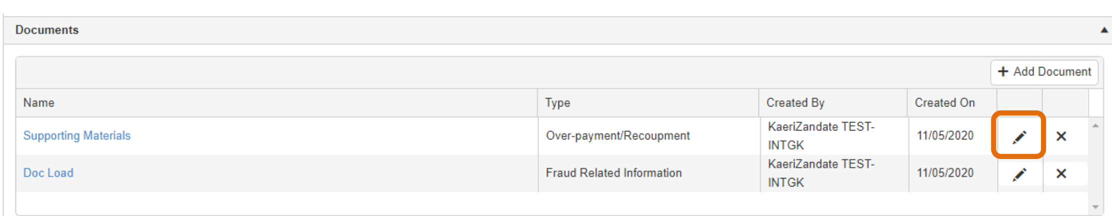


Figure 377 Documents Grid

Step 2 Confirm the Deletion
Select OK from the pop-up window.

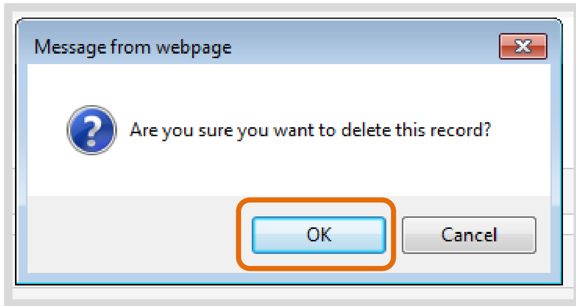


Figure 378 Document Deletion Notification

27. Sorting Grids

Purpose: Sorting grids provides a way for a user to personalize and manage different grids within BRITS. All grids have a default order for the columns. Depending on the grid, the removal of the default column may be needed to get the correct preference. When a user arranges a grid, it will remain in their preferred order until the user navigates away from the page. At that point, the grid will revert back to the default order. A user can only save a sort order on their Workload grid. ***Panels behave the same way as grids.*** *(To sort/filter for W-2 please use WW)*

Important Note: *Customized workloads will have to be reapplied to include any newly released columns or functionality to the columns.*

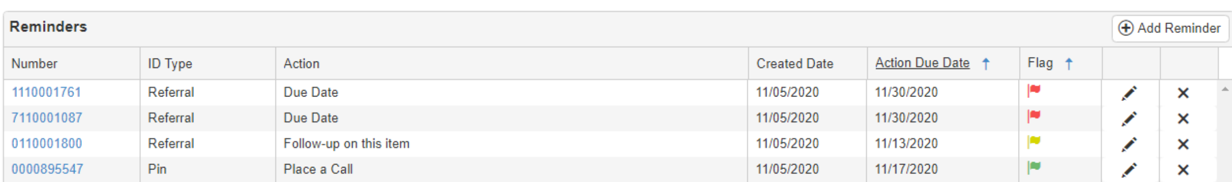
27.1 All grids have a default sort order

All grids have a default sort order but not all grids display any notification markers showing that order.

27.1.1 Grids that display the default order

If a grid displays any sorting arrows in the header of a column, the arrows indicate that the default sort order is by the one (or more) columns indicated.

In this example, the Action Due Date is the first default sort and starts with the oldest date first (in ascending order), then the Flag column starting with Red First, Yellow Second and Green last. The user can tell if the order is in ascending or descending by viewing which way the arrow is pointing.


Reminders | Add Reminder

Number	ID Type	Action	Created Date	Action Due Date ↑	Flag ↑		
1110001761	Referral	Due Date	11/05/2020	11/30/2020			
7110001087	Referral	Due Date	11/05/2020	11/30/2020			
0110001800	Referral	Follow-up on this item	11/05/2020	11/13/2020			
0000895547	Pin	Place a Call	11/05/2020	11/17/2020			

Figure 379 Reminder Grid

27.1.2 Grids that do not display the default order

Some grids do not display the default sort order. Examples of these grids are: Comments, Documents and Investigation Reasons.

In the example below, the default order for this grid is Created On and in Descending order from Newest to Oldest Dates.

Figure 380 Comments Grid

27.1.3 Ascending vs. Descending order

When an arrow icon is directed upwards the sort is in ascending order (oldest to newest, A-Z or blank-9.) If the user selects this arrow once it will appear directed down and reverse the sort to descending. If the user selects it again, it will disappear to allow the user to sort by another column without the current column affecting the sort order.

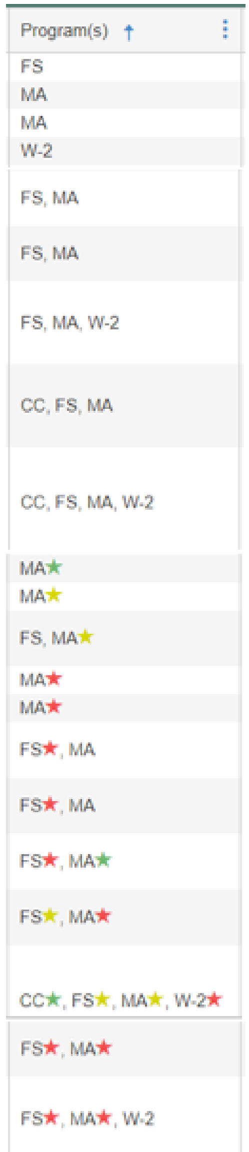
- Ascending Dates – Oldest to Newest (arrow points up)
- Descending Dates – Newest to Oldest (arrow points down)
- Ascending Numbers – Small to Large (arrow points up)
- Descending Numbers – Large to Small (arrow points down)
- Ascending Letters – A to Z (arrow points up)
- Descending Letters – Z to A (arrow points down)
- Ascending Codes – High count to Low count (arrow points up)
- Descending Codes – Low count to High count (arrow points down)
- Ascending Action Items – Low to High total count (arrow points up)
- Descending Action Items – High to Low total count (arrow points down)
- Ascending Priority Indicators* – High to Low count of Green then Yellow then Red indicators (arrow points up)
- Descending Priority Indicators* – High to Low count of Red then Yellow then Green indicators (arrow points down)

* Priority Indicators are displayed with Program Codes in the Program(s) column on Workload page grids. The sort order rule will be applied for both the Program Code and a Priority Indicator if a priority indicator is set on any referral displayed on the grid.

- If there are no priority indicators set on a referral, the Ascending Codes and Descending Codes rules will apply when the Program(s) column sort order is set.
- If a priority indicator is set on any referral in the grid, the referrals will be divided into two groups for sorting. One group that have priority indicators set, and one group that do not have indicators.
    - When an **ascending sort order** is selected for the Program(s) column, referrals with no indicator will be displayed first. Referrals will be displayed in order of lowest to highest program code count. Then referrals with indicators will be displayed in order of lowest count of green indicators to highest count of red indicators.

- When a **descending sort order** is selected for the Program(s) column, referrals with indicators will be displayed first. Referrals will be displayed in order of highest count of red indicators to lowest count of green indicators. Then referrals with no indicator will be displayed in order of highest to lowest program code count.

Ascending Sort View



Descending Sort View

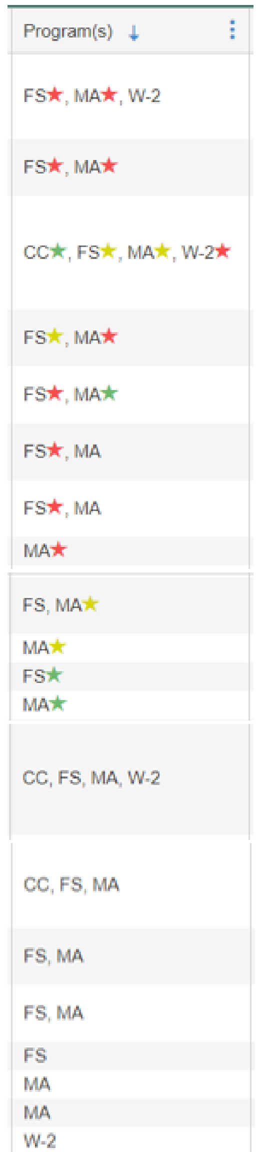


Figure 381 Grid Column – Program/Priority Indicator Sort

27.2 Sorting

All grids have a default sort setting on a single column which is the primary order for sorting grid data. Any column may be added or removed from sorting, and the sort order may be changed.

The results from sorting data will depend on the data that is displayed on the grid as well as the order the columns are selected for sorting.

Investigator Assignment (4 of 4)

Referral #	Case #	Primary Person	Type	Program(s)	Cr. Date ↑
1110001761	6002676864	Apmomone Apun	Claim Investigation	W-2	05/12/2020
3110001803	0100100571	Merle-Msk Campbell-Msk	Claim Investigation	FS	11/05/2020
9110001809	0100104886	Bobby-Msk Rivera-Msk	Claim Investigation	FS	11/09/2020
2110001812	0100105980	Stacey-Msk Jones-Msk	Claim Investigation	MA	11/10/2020

Figure 382 Grid Column - Sort

27.2.1 Change the sort order

To change the sort order, click on the arrow. Remember, any column with a visible arrow affects the sort order.

Program(s)	Cr. Date ↑	Cr. Office
W-2	05/12/2020	5013
FS	11/05/2020	5013
FS	11/09/2020	5013
MA	11/10/2020	5013

Figure 383 Grid Column - Change Sort

27.2.2 Remove the sort

Selecting the arrow again will remove the sort altogether.

Program(s)	Cr. Date	Cr. Office
W-2	05/12/2020	5013
FS	11/05/2020	5013
FS	11/09/2020	5013
MA	11/10/2020	5013

Figure 384 Grid Column - Remove Sort

27.2.3 Adding a sort

Click a column header to sort on the data. When a new column is selected for sorting, the arrow is displayed in ascending order. Multiple columns can be selected for sorting, each having their own arrow. The order the columns are selected to sort the data will generate different results.

Every additional column (or level of data) added to a sort, is sorted within the results of the sort completed before it.

In Example 1 below, the first column selected to sort on was by date. This became the primary sort level. The second column selected to sort on was by referral type. This became the secondary sort level and was applied to each group that was sorted in the primary sort level. The third column selected to sort on was by priority indicator. This became the tertiary sort level and was applied to each group that was sorted in the secondary sort level.

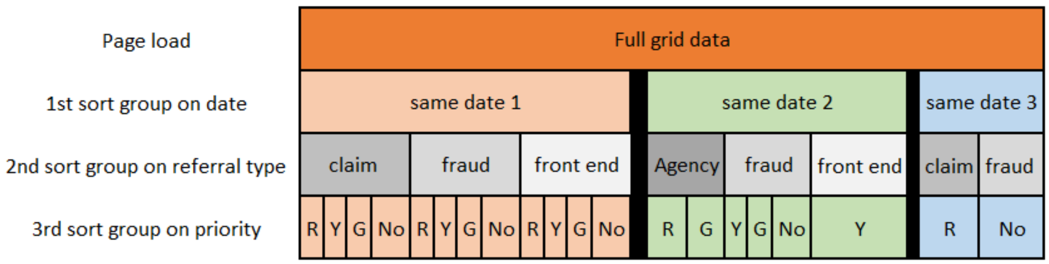


Figure 385 Sorting Grids – Add Sort Example 1

In Example 2, the same data in Example 1 was used, but the selection order was changed for the date and referral type.

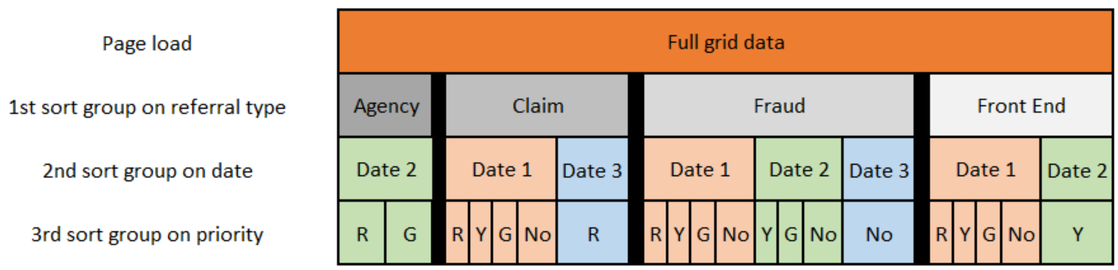


Figure 386 Sorting Grids – Add Sort Example 2

27.2.4 Dialog box - another option for sorting

When the user selects the filter menu on a column header, a dialog box will display.

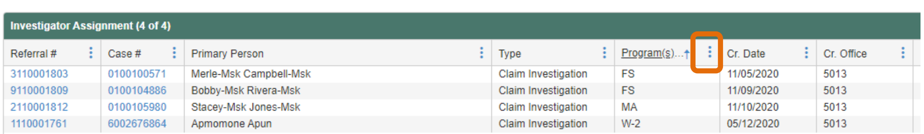


Figure 387 Grid Column - Sorting Using the Filter Menu

When a column has a sort selected and the user clicks the filter menu, the sort order is highlighted.

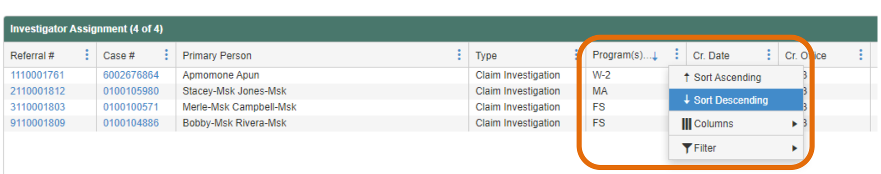


Figure 388 Grid Column – Filter Menu – Sort Descending

When a column has no sort selected and the user clicks the filter menu no sort option is highlighted.

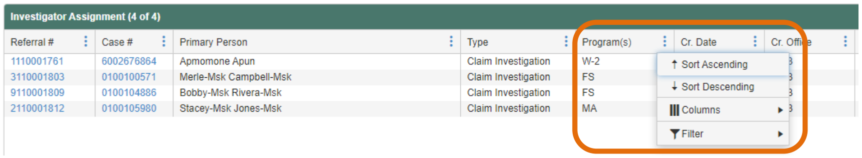


Figure 389 Grid Column – Filter Menu – Sort Not Selected

In the example below, the Type column was set to ascending order first, second the Program column was set to ascending order and finally the Cr. Date was set to descending. The Claim investigation Type is listed first followed by Fraud Investigation and so forth. Within each Type the Program(s) column is in alphabetic order. And finally, within the Program(s) order the Cr. Date is displayed in descending (newest to oldest.)

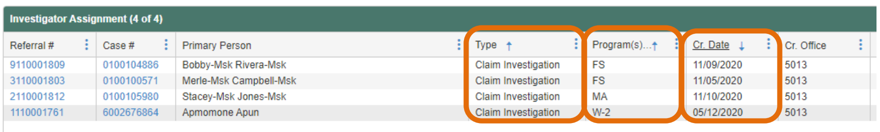


Figure 390 Grid Column – Sort Orders

27.3 Filter

Filtering allows the user to search for specific data within a column. Click the Filter Menu next to the column heading and a drop-down menu is displayed. When the user hovers over the Filter option an expanded subsection menu is displayed. Select the first drop down to display a list of conditions that are available to help filter the user's search result. A user can only save a custom filter on the Workload grid. The column title will be highlighted when a filter is on.

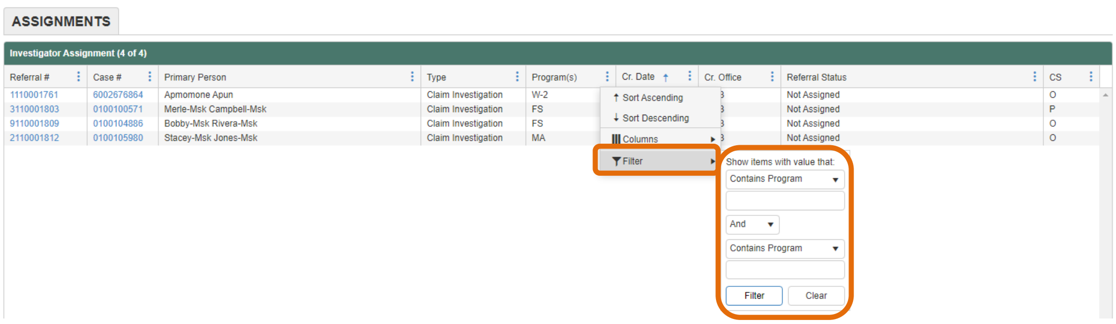


Figure 391 Filter Menu

27.3.1 Apply a filter

27.3.1.1 Reminder Flags Filter

Step 1 From the filter drop down, select the option to best filter. By default, no filter option is selected.

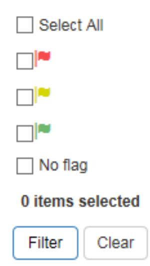


Figure 392 Reminder Flag filter option

Step 2 Select filter

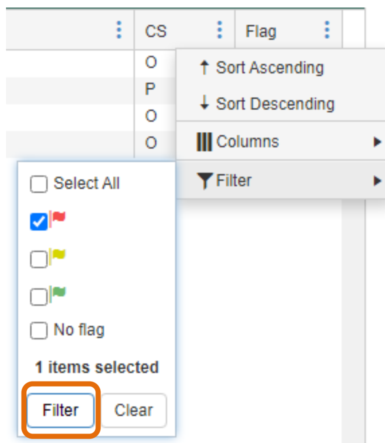


Figure 393 Filter Flags

Step 3 Remove filter
When the filter is active the user will notice the filter menu in the column highlighted. To remove filters select the Clear button

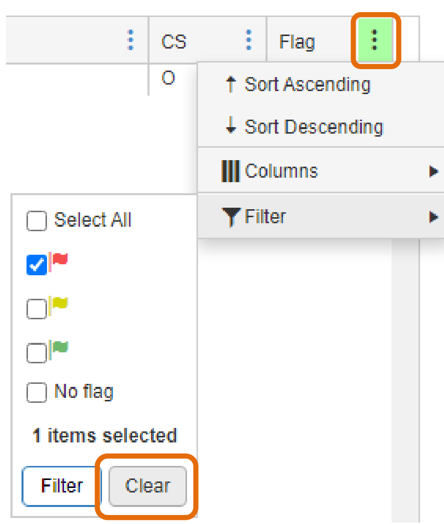


Figure 394 Flag filter applied

27.3.1.2 Text Filter

Step 1 Select the condition to filter the request

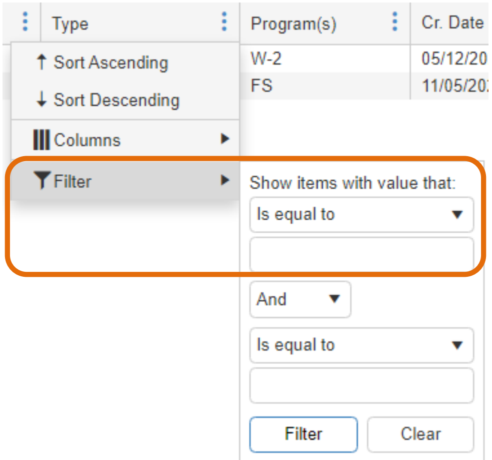


Figure 395 Workload Page

Step 2 Enter the criteria to filter

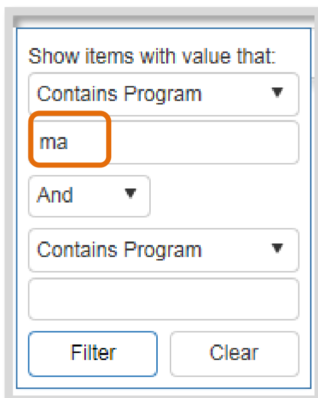


Figure 396 Workload Page

Step 3 To add additional criteria to the users filter the user can select either "And" or "Or." *This STEP is optional.*

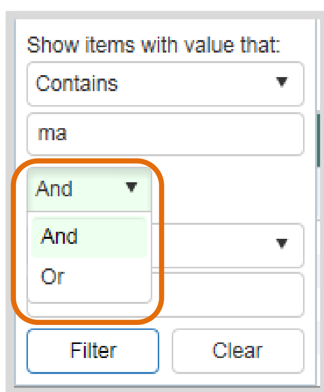


Figure 397 Workload Page

Step 4 For the second criteria the user can set the operation

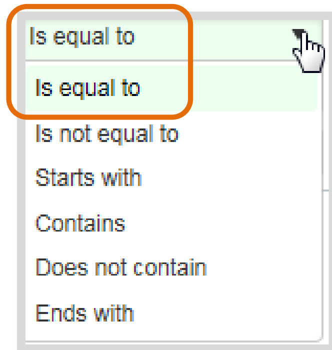


Figure 398 Workload Page

Step 5 Enter the value and select Filter

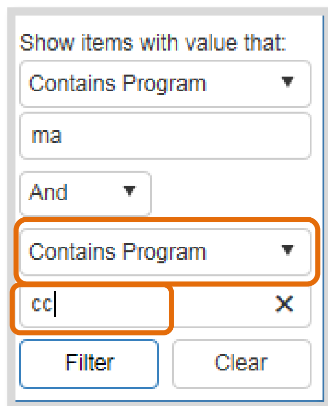


Figure 399 Workload Page

Important Note: *When filtering for a W-2 program, you have to type in WW to return results. This will be fixed in a later release of BRITS.*

Step 6 When the filter is active the user will notice the arrow highlighted in the column.
To remove filters, select the Clear button

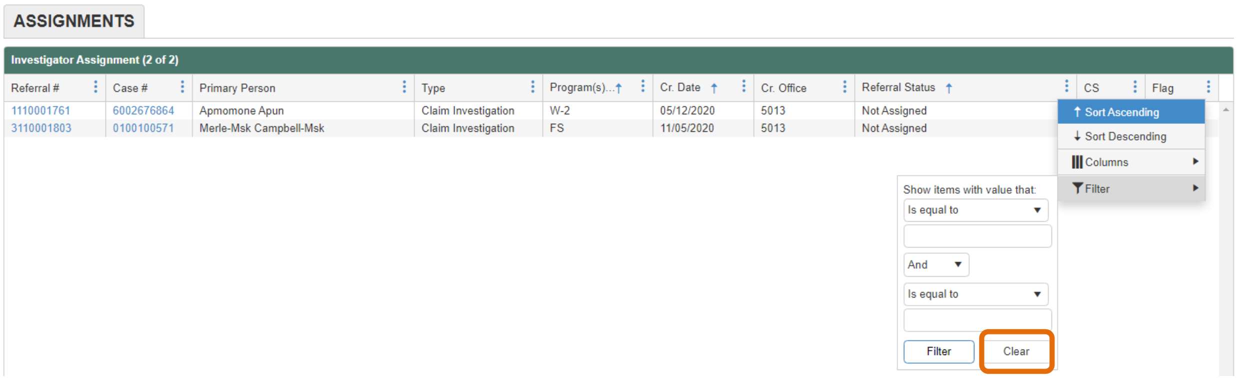
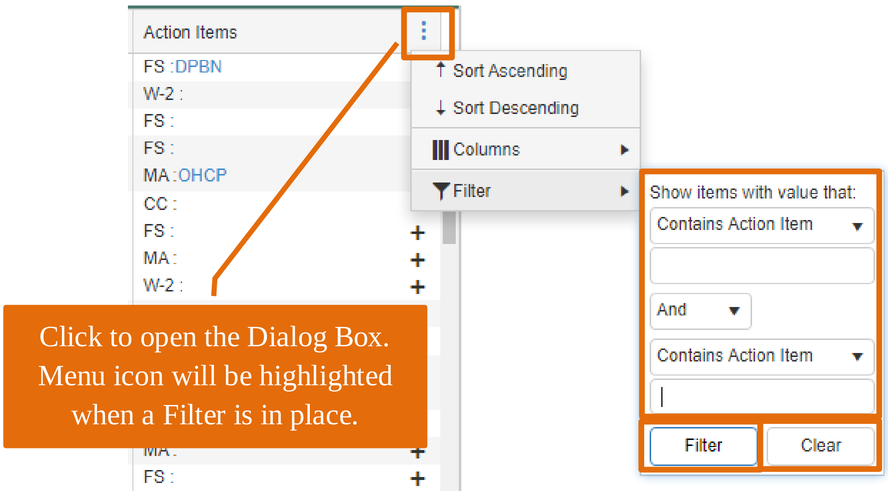


Figure 400 Workload Page

27.3.1.3 Action Item Filter

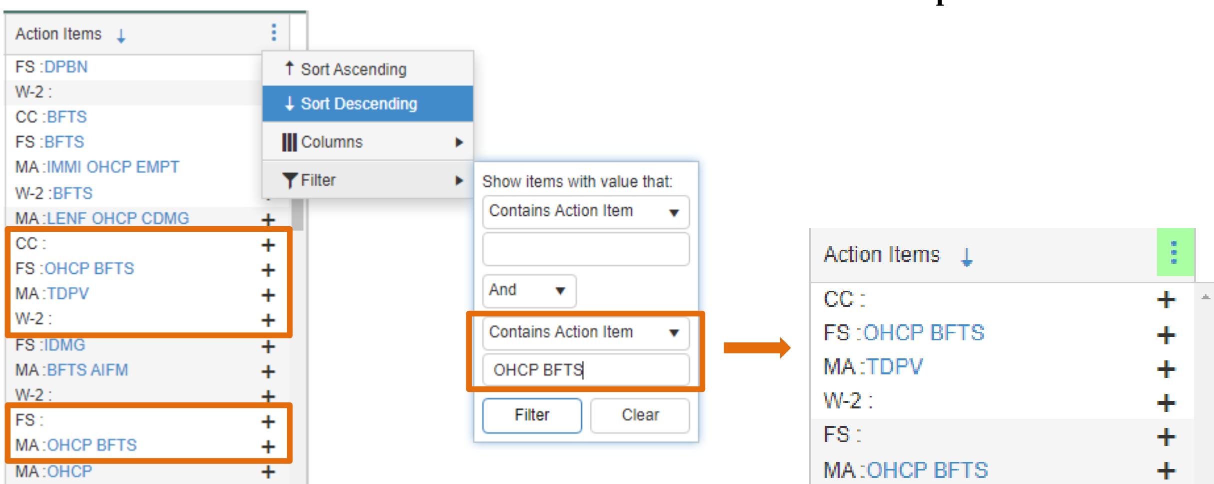
Step 1 Select Filter
From the filter drop down, select the option to filter from the Contains Action Item section.



If user wants to filter based on multiple action items, the codes must be entered into the filter in the exact order the codes are displayed on the record.

In the example below, referrals are filtered to display only referrals that contain OHCP and BFTS action item codes.

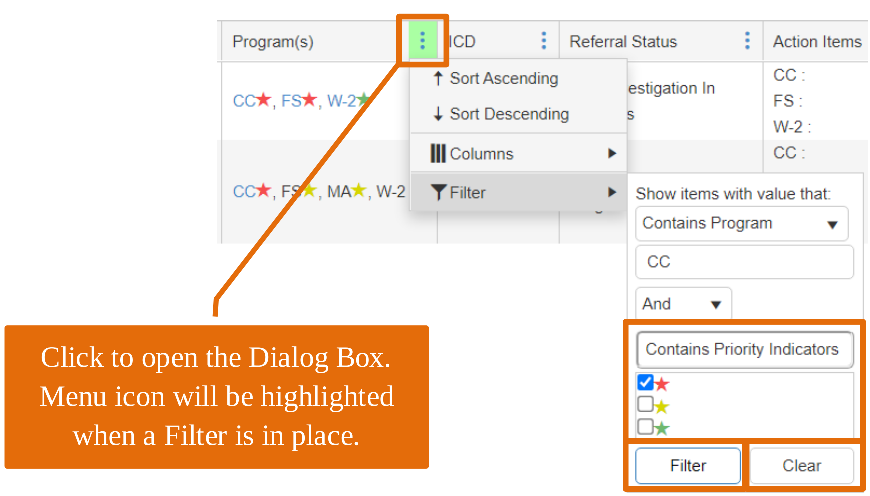
Filter Selection **Filter Output**



Step 2 Click Filter button
To remove filters, select the Clear button

27.3.1.4 Priority Indicator Filter

Step 1 Select Filter
From the filter drop down, select the option to filter from the Contains Priority Indicator section. Multiple options may be selected.



Step 2 Click Filter button
To remove filters, select the Clear button

VII. ADDITIONAL TOPICS

28. How CARES/CWW Benefit Recovery screens relates to BRITS

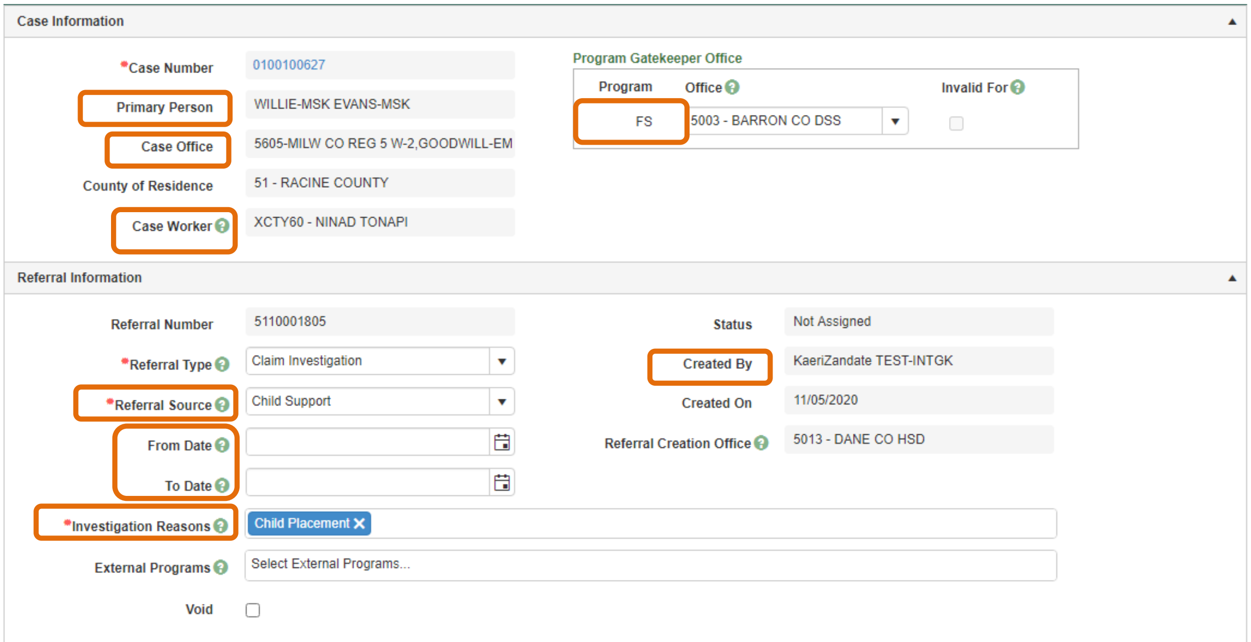
Information formerly located on the BVIR, BVIT, and BVPI screens are all located on the BRITS Referral Detail Page.

28.1 BVIR (Benefit Recovery Investigation/Verification Referral)

```
  ********************************************************************************
01* BVIR                INVESTIGATION/VERIFICATION REFERRAL     >>>>>>>> >>>>>     *01
02* IR NUM: >>>>>>>>>>          CREATION DT: ++ ++ ++         >>>>>> >>>>>>>>>>>>*02
03* UPDATED DATE: >>>>>>>>>>    ORIG OFFICE: ++++ >>>>>>>>>>>>>>>>>>>>>>>>>      *03
04* WORKER ID: >>>>>>               COMMENT: >                                     *04
05*                                                                               *05
06* DC: ++      IR TYPE: +++                         IR SOURCE: +++               *06
07*                CASE: ++++++++++               PROVIDER NUM: ++++++++++        *07
08* ERROR PRONE REASONS: +++  +++  +++       PROVIDER FEIN/SSN: >>>>>>>>>         *08
09*      PRIMARY PERSON: >>>>>>>>>>>>>>> > >>>>>>>>>>>>>>> >>>                    *09
10*                 PIN: >>>>>>>>>>   SSN: >>>>>>>>>                              *10
11*       PROVIDER NAME: >>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>                 *11
12*  PGM OF ASSIST                                                                *12
13*   (CATEGORY)      PERIOD UNDER INVEST/VERIF      EST OVERPAY/SAVINGS          *13
14*       +++            ++ ++ ++     ++ ++ ++           ++++++++++               *14
15*       +++            ++ ++ ++     ++ ++ ++           ++++++++++               *15
16*       +++            ++ ++ ++     ++ ++ ++           ++++++++++               *16
17*       +++            ++ ++ ++     ++ ++ ++           ++++++++++               *17
18*       +++            ++ ++ ++     ++ ++ ++           ++++++++++               *18
19*       +++            ++ ++ ++     ++ ++ ++           ++++++++++               *19
20*       +++            ++ ++ ++     ++ ++ ++           ++++++++++               *20
21*                                                                               *21
22* PFKEYS: 13=PP/PROV INFO  14=AQCS  15=AQCM  16=ACCH17=CCPD  21=BVIC  22=BVCC    *22
23* NEXT TRAN: <<<<     PARMS: ++++++++++++++++++++++++++++++++++++++++++++ >>>>>>>*23
24* >>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>*24
```

Figure 401 BVIR Screen

The Referral Detail Page displays the following information from CARES in the Case information section: Primary person, Case Office, County of Residence, Case worker, and Program(s) that have been active in the past 6 years. This information is pre-populated into the Referral Detail page when the case number is entered during referral creation. The Referral Information section on the Referral Detail Page provides the following fields: BRITS referral number, the status of the referral, who created, when it was created, and what office the referral was created in. This section also allows the user to enter the Referral Type, Referral Source, From and To dates, Investigation Reasons, and External Programs.


Case Information

*Case Number: 0100100627
Primary Person: WILLIE-MSK EVANS-MSK
Case Office: 5605-MILW CO REG 5 W-2,GOODWILL-EM
County of Residence: 51 - RACINE COUNTY
Case Worker: XCTY60 - NINAD TONAPI

Program Gatekeeper Office
Program: FS
Office: 5003 - BARRON CO DSS
Invalid For

Referral Information

Referral Number: 5110001805
*Referral Type: Claim Investigation
*Referral Source: Child Support
From Date
To Date
*Investigation Reasons: Child Placement
External Programs: Select External Programs...
Void

Status: Not Assigned
Created By: KaeriZandate TEST-INTGK
Created On: 11/05/2020
Referral Creation Office: 5013 - DANE CO HSD

Figure 402 Referral Detail Page

28.2 BVIT (Benefit Recovery Tracking & Finding)

```
01* BVIT      INVESTIGATION/VERIFICATION TRACKING & FINDINGS    >>>>>>>> >>>>>     *01
02* IR NUM: >>>>>>>>>>           CREATION DT: >>>>>>>>         >>>>>> >>>>>>>>>>>>*02
03* UPDATED DATE: >>>>>>>>       ORIG OFFICE: >>>> >>>>>>>>>>>>>>>                 *03
04* WORKER ID: >>>>>>  CASE: >>>>>>>>>>  PROVIDER: >>>>>>>>>>    COMMENT: >       *04
05* PRIMARY PERSON: >>>>>>>>>>>>>>> > >>>>>>>>>>>>>>> >>>                         *05
06* PIN: >>>>>>>>>>   SSN : >>>>>>>>>                                              *06
07* PROVIDER NAME: >>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>                        *07
08* REFERRED FOR INVEST/VERIF  (Y/N): +  INVS/VERIF START (DECISION) DATE: ++ ++ ++*08
09* REFERRED TO:    FRAUD/FEV WORKER: ++++++             OUTSIDE AGENCY: +++       *09
10*   --DATA IN ERROR--     |           INVOICING                ENTERED      WORKER  *10
11*   CAT     SUS     FND   |                                     DATE          ID    *11
12*   ++       +       +    |     INITIAL COST: ++++++++++  >>>>>>>>>>   >>>>>>   *12
13*   ++       +       +    |    ADDL EXPENSES: ++++++++++  >>>>>>>>>>   >>>>>>   *13
14*   ++       +       +    |    ADDL EXPENSES: ++++++++++  >>>>>>>>>>   >>>>>>   *14
15*   ++       +       +    |       TOTAL COST: >>>>>>>>>>                         *15
16*   ++       +       +    |                                                      *16
17*   ++       +       +    |    MAX ALLOWABLE: >>>>>>>                            *17
18*   ++       +       +    |                                                      *18
19* INVEST/VERIF COMPLETION DATE: ++ ++ ++      EXTENSION DUE DATE: ++ ++ ++       *19
20* REASON FOR NOT GENERATING CLAIM(S): ++      POST OUTCOME INFORMATION (Y/N)  : + *20
21*                                                                                *21
22* PFKEYS: 21=BVIC  22=BVCC                                                       *22
23* NEXT TRAN: <<<<     PARMS: ++++++++++++++++++++++++++++++++++++++++++++ >>>>>>>*23
```

Figure 403 BVIT Screen

The Referral Detail Page displays the following fields in the Investigation section: Investigation Type, Int. Assign Filter, Outside Agency/DHS OIG Unit or Investigator, Investigation Start Date, Reasons for investigation, Findings, and Investigation Complete Date. Additional Investigation Reasons can be added and edited.

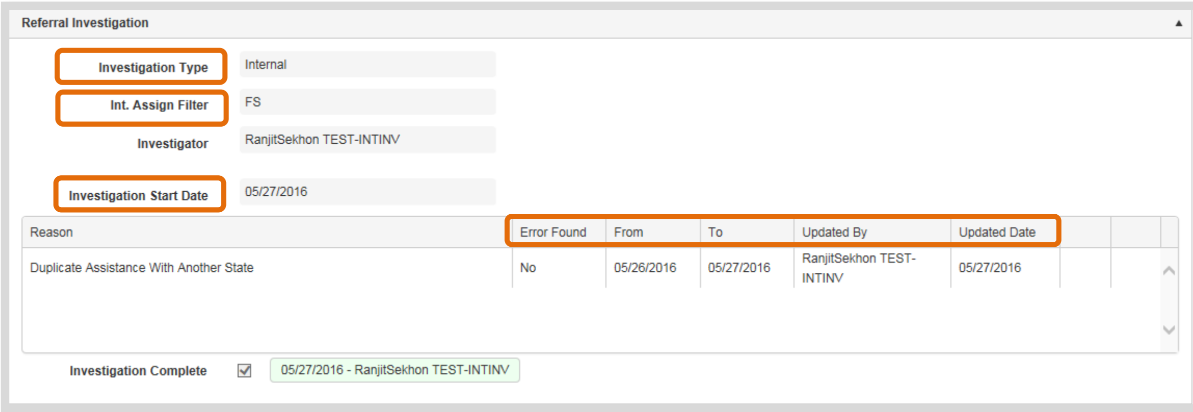


Figure 404 Referral Detail Page

28.3 BVPI (Benefit Recovery Post Outcome Information for Investigation/Verification)

```
01* BVPI     POST OUTCOME INFORMATION FOR INVEST/VERIFICATION   >>>>>>>> >>>>>     *01
02* IR NUM: >>>>>>>>>>         CREATION DATE: >>>>>>>>         >>>>>> >>>>>>>>>>>>*02
03* UPDATED DATE: >>>>>>>>       ORIG OFFICE: >>>> >>>>>>>>>>>>>>               *03
04* WORKER ID: >>>>>>                COMMENT: >         COMPLETION DATE: >>>>>>>>  *04
05* CASE: >>>>>>>>>>                PROVIDER: >>>>>>>>>>                          *05
06* PRIMARY PERSON: >>>>>>>>>>>>>>> > >>>>>>>>>>>>>>> >>>                          *06
07*            PIN: >>>>>>>>>>   SSN: >>>>>>>>>                                   *07
08* PROVIDER NAME: >>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>                       *08
09*             CATEGORY CODE: >>>                                                *09
10* NOT REFERRED TO DA/ADH RSN: ++                                                *10
11*  DATE TO DISTRICT ATTORNEY: ++ ++ ++       PROSECUTION SUMMARY CODE: ++       *11
12*           DA DECISION DATE: ++ ++ ++           NON-PROSECUTION CODE: ++       *12
13*                                                                               *13
14* DATE TO ADMIN DISQ HEARING: ++ ++ ++        ADMIN DISQ HEARING CODE: ++       *14
15*          ADH DECISION DATE: ++ ++ ++         DATE ADH WAIVER SIGNED: ++ ++ ++ *15
16*                                                                               *16
17*   TOTAL OVERPAYMENT AMOUNT: ++++++++++                                        *17
18*    TOTAL CONVICTION AMOUNT: ++++++++++      CATEGORY COMPLETION DATE: ++ ++ ++ *18
19*                                                                               *19
20*      FUTURE SAVINGS AMOUNT: ++++++++++    REASON: +   EFFECTIVE DATE: ++ ++   *20
21*                                                                               *21
22*                                                                               *22
```

Figure 405 BVPI Screen

The Post Investigation section of the Referral Detail Page has tabs for each valid program on the referral. Each valid program tab displays a Claim Determination section, Fraud Determination section and a Cost Savings section. The Claim Determination Section fields includes: Claim Needed, Date of Discovery, Assignment Type, and Assigned To fields.

The Fraud Determination section fields are driven by the Pursue Fraud and Fraud Method selection. After selecting a Fraud type, the user sees a variety of editable fields. Below are the fields for District Attorney: Assignment Type, Assign To, Referred to DA Date, Prosecuted, Restitution Amount, Fraud Committed, Court Case Number, Prosecution Outcome and Decision Date.

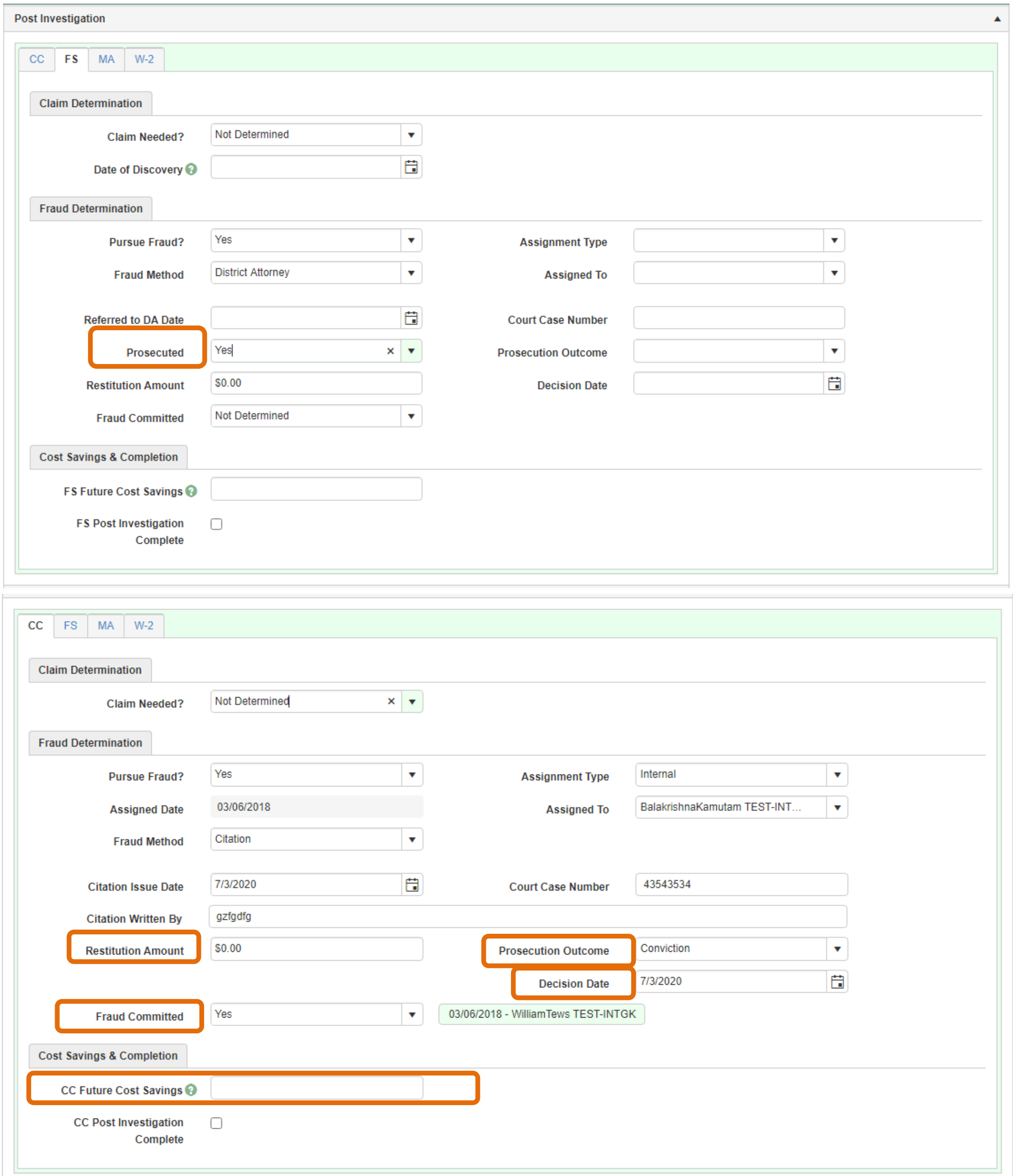


Figure 406 Referral Detail Page

29.Trouble shooting

29.1 CWW Penalty and Sanction

Steps for resolving the CWW Penalty and Sanction pages when a BRITS referral does not appear:

1. Verify that there is no referral in BRITS (if there is, follow program triage process or create a *help desk ticket)
2. Verify that no BVIR record was created (if there is, create a *help desk ticket)
3. Create a new BRITS referral (Referral Creation) - do various Steps in BRITS
4. Type over the current Investigation Referral number on BVRF so that it matches the new BRITS referral number.
5. Comment in BRITS that the claim was created and complete the referral/investigation process to close out the referral.
6. Navigate back to CWW and FoodShare IPV sanction, Child Care IPV penalty, or W-2 IPV penalty page to link the updated BRITS referral.
7. Reload the list of BRITS referrals and find the users newly created referral.
8. Link to the new referral and complete the sanction or penalty process.

Note: only true for new sanctions created after BRITS go-live date

29.2 Sanction that was created prior to BRITS implementation, but not linked to a claim:

1. Delete the existing sanction or penalty page in CWW
2. Create a new sanction or penalty page, link to the BRITS referral, and override the dates to reflect the correct sanction or penalty period.
3. Suppress all notices for the new sanction or penalty page since the appropriate notices were sent when the user created the previous page that has now been deleted.
4. Thoroughly document all actions in CWW Case Comments.

30. Glossary

1. **Additional Front End Verification (FEV) Referral** – Identified when the Referral Type is set to Front End Verification (FEV) and the Referral Source set to "New Program"
2. **Agency Error (AE) Claim Referral** – A referral created due to an agency error. Only one program can be identified on this type of referral.
3. **Case Office** – The office the case resides in as listed in CARES
4. **Closed Referral** - A Closed referral includes Closed and Invalidated statuses.
5. **County of Residence** – Where the member on the case resides. The field is pulled from CARES
6. **Data Exchange Referral** - Identified by the Referral Sources of Interstate UCB Match, SWICA, Prisoner Match, SOLQ, Unemployment Insurance Match, DCF PARIS Reports or DHS PARIS Reports. This type of referral is often time sensitive
7. **Front End Verification (FEV)** - ??
8. **Invalidated** – the status of a referral when all Program Gatekeeper Offices have been invalidated
9. **Invalidation** – the process of invalidating a program or referral
10. **Investigation** – Work performed on a referral.
11. **Investigator** – The person performing any type of work on a referral.
12. **Open Investigation** –An Open Investigation referral includes the following statuses: Not Assigned, Unassigned, Investigation in Progress, Investigation Complete, EXT - Not Assigned, EXT - Unassigned, EXT - Investigation In Progress, EXT - Investigation Complete, OIG - Not Assigned, OIG - Unassigned, OIG – Inv - Not Assigned, OIG – Inv - Unassigned, OIG – Inv - Investigation In Progress, OIG – Inv - Investigation Complete, OIG – Par - Not Assigned, OIG – Par - Unassigned, OIG – Par - Investigation in Progress, OIG – Par - Investigation Complete, OIG - Tra - Not Assigned, OIG - Tra -Unassigned, OIG - Tra – Investigation In Progress, OIG - Tra -Investigation Complete.
13. **Open Referral** - An Open referral includes the following statuses; Not Assigned, Unassigned, Investigation In Progress, Investigation Complete, EXT - Not Assigned, EXT - Unassigned, EXT - Investigation in Progress, EXT - Investigation Complete, OIG - Not Assigned, OIG - Unassigned, OIG – Inv - Not Assigned, OIG – Inv - Unassigned, OIG – Inv - Investigation in Progress, OIG – Inv - Investigation Complete, OIG – Par - Not Assigned, OIG – Par - Unassigned, OIG – Par - Investigation in Progress, OIG – Par - Investigation Complete, OIG - Tra -Not Assigned, OIG - Tra -Unassigned, OIG - Tra -Investigation in Progress, OIG - Tra -Investigation Complete, Post Investigation In Progress.
14. **Post Investigation on the workload page** - Includes two subsections: Claims and Fraud. The same referral could display in both the Claim subsection and the Fraud subsection if the investigator is assigned both Post Investigation subsections. The same referral could also be displayed multiple times in each section if the user has been assigned a referral with multiple programs.
15. **Program/Subprogram** – A global term that is synonymous with Assistance Group or Category, dependent on Department and program specific language.
16. **Program Gatekeeper Office** – The office number that has been assigned to process the Investigation and Post Investigation for each program.

17. **Public Assistance Reporting Information System (*PARIS*) -** The Public Assistance Reporting Information System (PARIS) is a data matching report that states report to each other on possible duplicate benefits received.
18. **Referral Created Office** – (Primary Office) the office number associated with the user who created the referral.
19. **Standard Referral** – Identified by the following attributes: * Referral Type = Fraud Investigation or Claim Investigation with the Referral Source of All, except "Interstate UCB Match", "SWICA", "Prisoner Match", "SOLQ", "Unemployment Insurance Match", “DCF PARIS Reports” or “DHS PARIS Reports” or Front End Verification (FEV) with the Referral Source of all except “New Program”.
20. **Valid Case Number -** Must consist of exactly 10 digits. The Case Number must currently exist in CARES and have eligibility for at least one program within the last 6 years. The Case must not have another referral with an open investigation attached to it. These validations are performed when a referral is being created.
21. **Void -** A status of a referral that has been created in error. Once a referral has been voided, it can no longer be viewed.

31.Tables

Referral Type

Standard
FEV (Front End Verification)
Additional FEV
Agency Error Claim
Fraud Standard
Claim Standard

Table 19 referral Type

External Programs

WWMA	Well Woman Medicaid
SLMB+	Specified Low Income Medicare Beneficiary Plus- Help with Medicare premiums
INME	Inmate Medicaid Eligibility
LEARNFARE	Penalty for children not attending school, not a program
CTS	SSI Caretaker Supplement
EA	Emergency Assistance
EMA	Emergency Medical Assistance
AFDC	Aid to Families with Dependent Children
JAL	Job Access Loan
SC	Senior Care

Table 20 External Programs Table

Payment Reversal

Bankruptcy, Pymt Return
DOR Reversal
Error in Posting
Insufficient Funds
Other Reasons
Too Reversal
Posted to Wrong ACCT

Table 21 Payment Reversal Types

Payment Type

CA – Cash
IN – Inkind
CO – Coupon

Table 22 Payment Type Table

Payment Source

DTI – DOR Tax Offset
LVE – Levy Payment from Employer
ITI – Federal Tax Offset

Table 23 Payment Source Table

Claim Type

IV –
CE –
LV –

Table 24 Claim Type Table

Referral Source

Source	Referral Type
Agency Reports	All
Asset Verification System	All
Bankruptcy Filing	All
Case Information Incomplete	All
Case Review	All
Child Support	All
Client Reported Questionable Change at Review	All
Conflicting Information Provided	All
DCF Fraud Mailbox	All
DCF PARIS Reports	All
DHS Fraud Mailbox	All
DHS PARIS Reports	All
Disqualified Retailer Report (DRR)	All
DOT Manual Query	All
Error Prone Profile	All
FCS Disqualification	All
Government Agency	All
Hotline/Anonymous Call/Letter	All
Housing Authority	All
IEVS	All
Interstate UCB Match	All
IRS Match	All
New Program	FEV
New Hire Match	All
Out of State Usage Report	All
PARIS project	*This Referral Source is no longer available for selection*
Pre-BRITS	*This Referral Source is no longer available for selection*
Previous Fraud, FEV or OP	All
Prisoner Match	All
Quality Control Review	All
Social Media	All
SOLQ	All
SSA Benefit Details	All
SSA BEER Earnings Details	All
SSI Eligibility Data	All
SSN Match	All
State Wage Query	All
Store Loss Prevention	All
SWICA	All
Unemployment Insurance Match	All
Unemployment Insurance Query	All

Table 25 Referral Source Table

Investigation Reasons

Agency Error
Allowable Expenses
Assets
Benefits Continued During Hearing
Child Not In Caretaker’s Care
Child Placement
Duplicate Assistance With Another State
Earned Income
Expenses Exceed Income
Fleeing Felon
Fraudulent Documentation
Fraudulent Employment Search
Fraudulent Eviction Notice
Fraudulent Identification
Fraudulent Income Verification
Fraudulent Lease
Fraudulent Medical Documentation
Household Composition
Incarceration
Incorrect W-2 Placement
IPV/Overpayment History
Lost or Stolen Check
Medical Coverage/ Premium Expense
Non-qualified Employer
Not In Approved Activity
Pre-BRITS (this Investigation Reason is not available for selection)
Probation/Parole Violation
Questionable Income/Expense
Residence
Trafficking
Unearned Income
Unresolved Aging Discrepancies
W-2 Non-participation

Table 26 Investigation Reason Table

Delete Codes

Table 27 Delete Codes Table

Prosecution, Non-Prosecution Codes and ADH Decision

Fraud Method	Field	Display
DA	Non Prosecution Reason	DA's Decision Not To File Charges
DA	Non Prosecution Reason	Fact's Insufficient
DA	Non Prosecution Reason	Pre-Charge Diversion
DA	Non Prosecution Reason	Small Amounts Involved
DA	Non Prosecution Reason	Special Hardship
DA	Non Prosecution Reason	Unable To Locate
DA	Non Prosecution Reason	Voluntary Repayment Agreement
DA	Prosecution Outcome	Acquittal
DA	Prosecution Outcome	Conviction
DA	Prosecution Outcome	Dismissal
DA	Prosecution Outcome	Pre-Trial Diversion
Citation	Prosecution Outcome	Acquittal
Citation	Prosecution Outcome	Conviction
Citation	Prosecution Outcome	Dismissal
ADH	ADH Decision	IPV By Signed Waiver
ADH	ADH Decision	IPV Found
ADH	ADH Decision	No IPV Found
ADH	ADH Decision	Withdrawn Hearing

Table 28 Prosecution, Non-Prosecution Codes and ADH Decision Table

Statuses

REFERRAL Status	DESCRIPTION
Void	A "junk" referral created by mistake/with errors. *NOTE: A user selects the option to "void" that referral which in turn is excluded from view in BRITS.*
New	Status during referral creation.
Not Assigned	A newly created referral that does not have the Investigation Type set.
Invalidated	A referral that has been invalidated for all programs
Assigned	A referral is in this status in the following scenarios: - *A referral that is assigned to an "Internal" Investigator and the "Investigation Start Date" has not been entered.* - *A referral that is assigned to a "PACU" Investigator and the "Investigation Start Date" has not been entered.*
Unassigned	A referral is in this status in the following scenarios: - *A referral that was assigned to an "Internal" Investigator and the Investigation type is removed.* - *A referral that is assigned to a "PACU" Investigator and the assignment is retracted.* - *A referral that is assigned to an "External" Investigator and the Investigator and External Agency are retracted.* - *A referral that is retracted from the DHS-OIG Agency*
Investigation in Progress	A referral is in this status in the following scenarios: - *A referral that is assigned to an "Internal" Investigator and the "Investigation Start Date" is entered.* - *A referral that is assigned to a "PACU" Investigator and the "Investigation Start Date" is entered.*
Investigation Complete	A referral is in this status in the following scenarios: - *A referral that is assigned to an "Internal" Investigator and the "Investigation Complete" checkbox is selected.*

	- *A referral that is assigned to a "PACU" Investigator and the "Investigation Complete" checkbox is selected.*
EXT – Not Assigned	A referral in "Not Assigned" status that is assigned to an External Agency ***NOTE:*** *The referral has not been assigned to an External Investigator.*
EXT – Assigned	A referral that is assigned to an External Agency Investigator and the "Investigation Start Date" has not been entered.
EXT – Unassigned	A referral will be in this status in the following scenarios: - *A referral that is assigned to an External Agency Investigator and the Investigator (not the External Agency) is retracted.* *A referral that is initially in "Unassigned" status that is then assigned to an External Agency (Note: An External Agency Investigator has not been assigned).*
EXT – Investigation in Progress	A referral that is assigned to an Investigator in an External Agency and the "Investigation Start Date" has been entered.
EXT – Investigation Complete	A referral that is assigned to an Investigator in an External Agency and the "Investigation Complete" checkbox is selected.
DHS-OIG – Not Assigned	A referral is in this status in the following scenarios: - *A referral that is initially in "Not Assigned" status and is then assigned to the DHS-OIG Agency.* - *A referral that is assigned to the DHS-OIG Agency during the referral creation process* ***NOTE:*** *The referral in this status has not been assigned to a DHS-OIG unit or DHS-OIG unit Investigator.*
DHS-OIG – Unassigned	A referral is in this status in the following scenarios: - *A referral that is initially in "Unassigned" status and is then assigned to the DHS-OIG Agency* - *A referral assigned to an Internal/External Investigator and is reassigned to the DHS-OIG Agency* - *A referral that is assigned to an DHS-OIG unit and the assignment is retracted*

	NOTE: *The referral in this status has not been assigned to a DHS-OIG unit or DHS-OIG unit Investigator.*
DHS-OIG – PARIS – Not Assigned	A referral in “DHS-OIG – Not Assigned” status that is then assigned to the PARIS unit. *(**NOTE:** A PARIS unit Investigator has not been assigned).*
DHS-OIG – PARIS – Assigned	A referral that is assigned to a PARIS unit Investigator and the “Investigation Start Date” has not been entered.
DHS-OIG – PARIS - Unassigned	A referral is in this status in the following scenarios: F - *A referral that is assigned to a PARIS unit Investigator and the Investigator is retracted.* - *A referral that is initially in “DHS-OIG – Unassigned” status and is then assigned to the PARIS unit (Note: A PARIS unit Investigator has not been assigned).*
DHS-OIG – PARIS – Investigation in Progress	A referral that is assigned to a PARIS unit Investigator and the “Investigation Start Date” has been entered.
DHS-OIG – PARIS – Investigation Complete	A referral that is assigned to a PARIS unit Investigator and the “Investigation Complete” checkbox is selected.
DHS-OIG – INVESTIGATIONS – Not Assigned	A referral in “DHS-OIG – Not Assigned” status that is assigned to the DHS-OIG INVESTIGATIONS unit. *(**NOTE:** An INVESTIGATIONS unit Investigator has not been assigned).*
DHS-OIG – INVESTIGATIONS – Assigned	A referral that is assigned to an INVESTIGATIONS unit Investigator and the “Investigation Start Date” has not been entered.
DHS-OIG – INVESTIGATIONS - Unassigned	A referral is in this status in the following scenarios: - *A referral that is assigned to the INVESTIGATIONS unit Investigator and the Investigator is retracted.* - *A referral that is initially in “DHS-OIG – Unassigned” status and is then assigned to the INVESTIGATIONS unit (Note: An INVESTIGATIONS unit Investigator has not been assigned).*
DHS-OIG – INVESTIGATIONS – Investigation in Progress	A referral that is assigned to the INVESTIGATIONS unit Investigator and the “Investigation Start Date” has been entered.

DHS-OIG – INVESTIGATIONS – Investigation Complete	A referral that is assigned to an INVESTIGATIONS unit Investigator and the "Investigation Complete" checkbox is selected.
DHS-OIG – TRAFFICKING – Not Assigned	A referral that is initially in "DHS-OIG – Not Assigned" status and is then assigned to the DHS-OIG TRAFFICKING unit. *(**NOTE:** A TRAFFICKING unit Investigator has not been assigned).*
DHS-OIG – TRAFFICKING – Assigned	A referral that is assigned to a TRAFFICKING unit Investigator and the "Investigation Start Date" has not been entered.
DHS-OIG – TRAFFICKING - Unassigned	A referral is in this status in the following scenarios: - *A referral that is assigned to a TRAFFICKING unit Investigator and the Investigator is retracted.* - *A referral that is initially in "DHS-OIG – Unassigned" status and is then assigned to the TRAFFICKING unit (Note: A TRAFFICKING unit Investigator has not been assigned).*
DHS-OIG – TRAFFICKING – Investigation in Progress	A referral that is assigned to a TRAFFICKING unit Investigator and the "Investigation Start Date" has been entered.
DHS-OIG – TRAFFICKING – Investigation Complete	A referral that is assigned to the TRAFFICKING unit Investigator and the "Investigation Complete" checkbox is selected.
Post Investigation in Progress	A referral is in this status when a valid value is entered in any field in the following Post Investigations subsections; - Claim Determination - Fraud Determination - Cost Savings & Completion *(**NOTE**: This status does not have the DHS-OIG & EXT prefixes)*
Closed	A referral is in this status when the following Post Investigation conditions are met on all valid programs on a referral; - The Claim process is complete, and - The Fraud process is complete, and - Future Cost Savings amount is entered, and Post Investigation checkbox is selected.

Table 29 Status Table

List of programs

Aid to Families with Dependent Children (AFDC)
Food Share (FS)
Medical Assistance
Senior Care
Child Care (CC)
CC Provider
Wisconsin Works (W-2)
Collection Fee
Learn Fare
Job Access Loan (JAL)

Table 30 Program Table

Claim Type

IPV - Fraud
LV - Levy
NC - Non-client Error
WT - Warrant
CE - Client Error

Table 31 Claim Type Table

Claim Status

Claim Status
CLOSED
OPEN
SUSPENDED
TERMINATED
APPLICATION
CLOSED
DENIED/WITHDRAWWX
HELD
INTAKE
OPEN
READY
WRITE OFF

Table 32 Claim Status Table

Dual State(s)

AK – Alaska	MS – Mississippi
AL – Alabama	MT – Montana
AR – Arkansas	NC – North Carolina
AZ – Arizona	ND – North Dakota
CA – California	NE – Nebraska
CO – Colorado	NH – New Hampshire
CT – Connecticut	NJ – New Jersey
DC – Washington DC	NM – New Mexico
DE – Delaware	NV – Nevada
FL – Florida	NY – New York
GA – Georgia	OH – Ohio
HI – Hawaii	OK – Oklahoma
IA – Iowa	OR – Oregon
ID – Idaho	PA – Pennsylvania
IL – Illinois	PR – Puerto Rico
IN – Indiana	RI – Rhode Island
KS – Kansas	SC – South Carolina
KY – Kentucky	SD – South Dakota
LA – Louisiana	TN – Tennessee
MA – Massachusetts	TX – Texas
MD – Maryland	UT – Utah
ME – Maine	VA - Virginia
MI – Michigan	VT – Vermont
MN – Minnesota	WA – Washington
MO – Missouri	WV – West Virginia

Table 33 Dual States Table

Document Type

File Type	Description
aif	Audio Interchange File format
aifc	see aif
au	audio file format introduced by Sun Microsystems
bin	bin file is a binary file, which stores the raw sector-by-sector copies of the tracks in the disc
bmp	(Bitmap Picture)
doc	word processing documents
docm	document contains programming elements, called macros
dot	Microsoft Word template
gif	CompuServe' Graphics Interchange Format (bitmapped graphics)
htm	HTML (Hypertext Markup Language)
html	HTML (Hypertext Markup Language)
jfif	JPEG File Interchange Format (JFIF) is an image file format standard
jpe	optional extension used for JPEG
jpg	see JPEG
mpg	see MPEG
pdf	Adobe's Portable Document Format
png	Portable Network Graphics
pot	Microsoft PowerPoint template
pps	Storyboard, Microsoft PowerPoint Slideshow (standalone slideshow)
ppt	Microsoft PowerPoint Presentation
pptx	Microsoft PowerPoint Presentation file
rtf	Rich Text Format text file (help file script)
tif	see TIFF
tiff	TIFF (tagged image format file) bitmapped file
txt	Tab-Delimited Text File, Document Extension
vsd	Visio drawing
wav	Sound format (Microsoft Windows RIFF WAVE)
xla	Add-in macro sheet
xls	Microsoft Excel Spreadsheet
xlsb	Microsoft Excel 2007 Binary Workbook (BIFF12)(Spreadsheets)
xlsm	Microsoft Excel 2007 Macro-Enabled Workbook (Spreadsheets)
xlsx	Office Open XML Workbook (Spreadsheets)
xlt	Microsoft Excel Template
xml	Extensible Markup Language file

Table 34 Documents type Table

Action Item Types

Here is a list of current action item types that a user can select in the Action Item pop-up modal described in the "Action Item Indicators" section:

Workload Management Indicator Type	Workload Management Indicator	Examples of Items to Use Indicator For
Priority Indicators	• Low • Medium • High	
Verification Needed	• Individual Demographics	○ US Citizenship ○ Social Security Card ○ Date of Birth ○ Tribal Member Information ○ Date of Death
	• Current Demographics	○ Identity ○ Marital Status ○ Resides in WI ○ Migrant Farm Work ○ Special Needs Child ○ Offender Working Without Pay ○ Living Arrangement Information ○ Tax Dependent/Tax Co-filer ○ W-2 Temporary Absence ○ Huber Program Participant Details
	• Immigrant / Refugee Information:	○ Registration Status ○ Arrival Date ○ Continuously present in US since before 8/22/96? ○ Did individual meet the work quarters? ○ Has this person met military service requirements? ○ Sponsor information
	• Benefits/Schools	○ Benefits Received ○ School enrollment
	• Individual Non-Financial	○ Pregnancy Verification: ○ Disability ○ FS Work Registrant/ ABAWD Exemption ○ Drug Felon ○ Youth Exiting Out-of-Home Care ○ Absent Parent ○ Child Support Non-Cooperation Instance Tracking
	• Asset Information	○ Liquid ○ Vehicle ○ Real Property

Workload Management Indicator Type	Workload Management Indicator	Examples of Items to Use Indicator For
		○ Burial ○ Lump Sum Received ○ Life Insurance Assets ○ Transfer / Divestment of Assets ○ Trust Fund Oth
	• Employment	○ Employment Type ○ Begin Date ○ Employment End Date ○ Strike Information ○ Detailed Wage information ○ Family Major Medical Insurance Access For BadgerCare Plus ○ Loss of Employment ○ Self-employment ○ In-Kind and Volunteer Hours ○ Impairment Related Work Expense ○ Room and Board Earnings
	• Unearned Income	○ Child Support Income ○ Unearned Income ○ Educational Aid
	• BC+ Tax Deductions	○ Ongoing Deduction Information ○ Calendar Year Deduction Information
	• Expenses	○ Dependent Care Obligations / Payments ○ Support Obligation Payments ○ Medical Expenses ○ Shelter Costs ○ Utility Costs
	• Medical	○ Medical Coverage ○ Medicare
	• Duplicate Benefits	Verification is needed to determine if an individual is receiving (W2, CC, FS, MA) benefits in Wisconsin and one or more states simultaneously.
	• Out of State Benefit Eligibility / Usage	Verification is needed to determine if a recipient in Wisconsin is receiving/using another type of public assistance benefit in one or more states simultaneously.
Action needed	Surveillance	Video, photo, or audio surveillance request needed.
	Law Enforcement	Law Enforcement resources required.
	Interview	An interview with the recipient or potential witness is needed.

Workload Management Indicator Type	Workload Management Indicator	Examples of Items to Use Indicator For
	Third Party Verification	Data exchange of third party verification is needed to determine timeliness.
	Unemployment Income	Data exchange verification of UI is needed to determine timeliness.
	W-2 Non-Participation	Participation tracking needs to be reviewed to determine if an overpayment claim needs to be issued.
	SWICA	Real time or quarterly SWICA data exchange is needed to determine timeliness.

Table 35 Action Item Type Table

Tables

Figures

VIII. APPENDICES

Appendices

Appendix 1 Release Notes for 1.1

BRITS SYSTEM RELEASE NOTES
EFFECTIVE JULY 17, 2017

1. Ability To Save User Settings on the Workload Page

On the workload page in the previous version of the BRITS application, the sort and/or filter user settings were lost whenever a user navigated away from the workload page.

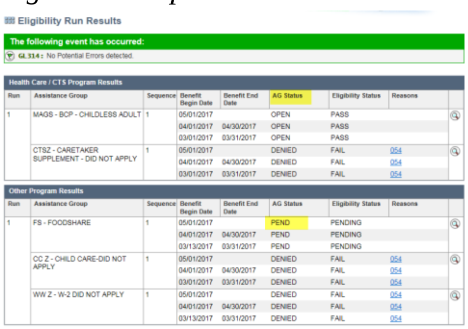
BRITS users with a workload page can now save the sort and/or filter settings on the workload page. This allows the flexibility to navigate away from (and back to) the workload page without losing the settings. Additionally, users can toggle between the default workload page (a workload page without any sort and/or filter settings applied) and a custom workload page (a workload page with the user's sort and/or filter settings). In the event that a custom workload page is no longer needed, the BRITS application allows users the flexibility to remove the custom workload page.

(Reference: BRITS User Manual – *Custom vs Default Workload*, *Save Workload*)

2. BRITS Referrals for Assistance Groups in 'Pending' or 'Deductible' statuses

Creation of new referrals in the BRITS application has been limited to Assistance Groups (AGs) that were either in open status at referral creation, or that were in open status at any point within the last 6 years of the referral creation date (regardless of current status). Any AG that did not meet this criterion was excluded from a BRITS referral at creation and/or users were restricted from creating a new referral altogether. In addition to the 'open' status, users can now create referrals for AGs that are in 'pending' or 'deductible' status (or that were in either of the statuses at any point within the last 6 years of the referral creation date – regardless of current status – see figure 1). This will allow Front End Verification (FEV) Referrals to be created prior to confirming a case that has not been knows to CARES before or in the last 6 years.

Figure 1: Sample AG Status indicator on CARES Worker Web Eligibility Run Results Page



Eligibility Run Results

The following event has occurred:
GL314 : No Potential Errors detected.

Health Care / CTS Program Results

Run	Assistance Group	Sequence	Benefit Begin Date	Benefit End Date	AG Status	Eligibility Status	Reasons
1	MAGS - BCP - CHILDLESS ADULT	1	05/01/2017		OPEN	PASS	
			04/01/2017	04/30/2017	OPEN	PASS	
			03/01/2017	03/31/2017	OPEN	PASS	
	CTSZ - CARETAKER SUPPLEMENT - DID NOT APPLY	1	05/01/2017		DENIED	FAIL	054
			04/01/2017	04/30/2017	DENIED	FAIL	054
			03/01/2017	03/31/2017	DENIED	FAIL	054

Other Program Results

Run	Assistance Group	Sequence	Benefit Begin Date	Benefit End Date	AG Status	Eligibility Status	Reasons
1	FS - FOODSHARE	1	05/01/2017		PEND	PENDING	
			04/01/2017	04/30/2017	PEND	PENDING	
			03/13/2017	03/31/2017	PEND	PENDING	
	CC Z - CHILD CARE-DID NOT APPLY	1	05/01/2017		DENIED	FAIL	054
			04/01/2017	04/30/2017	DENIED	FAIL	054
			03/01/2017	03/31/2017	DENIED	FAIL	054
	WW Z - W-2 DID NOT APPLY	1	05/01/2017		DENIED	FAIL	054
			04/01/2017	04/30/2017	DENIED	FAIL	054
			03/13/2017	03/31/2017	DENIED	FAIL	054

(Reference: BRITS User Manual – Valid Program)

3. Dual Issuance States

This change impacts only DCF/ DHS OIG staff, DFES/BWF staff, and agency W-2 staff:
In scenarios where a participant is receiving (or suspected to be receiving) benefits in more than one state, users are now able to select each duplicate issuance state(s) for each program on a BRITS referral. This will facilitate tracking and reporting of fraud spanning across multiple states.
(Reference: BRITS User Manual – Dual Issuance States)

4. **Referral Source Field Update**

The Referral Sources "PARIS Project" and “Pre-BRITS” have been deactivated and will no longer be available for selection; however, they will be retained on all referrals that currently have the values as the Referral Source. New Referral Sources have also been added and are available for selection on referrals, which will help in facilitating more accurate reporting. The new Referral Sources are: DHS PARIS Reports, DCF PARIS Reports, DCF Fraud Mailbox, DHS Fraud Mailbox and Third Party Verification. For Wisconsin Works (W-2), PARIS referrals will be initiated by DCF staff and assigned to W-2 agencies to complete investigation and post investigation activities.
(Reference: BRITS User Manual – Referral Source)

5. **Investigation Reasons Field Update**

The primary purpose for the investigation reason “Pre-BRITS” was to facilitate migration of data during initial implementation. Since the migration process is complete, “Pre-BRITS” will be excluded from the Investigation Reasons field dropdown. It will be retained on any referral that currently has the value as the selected Investigation Reason. A new Investigation Reason – Suspicious Hardship Request – has been added and will be available for selection on this field. These changes will help in facilitating more accurate reporting. This Investigation Reason is particular to Child Care and should only be used if investigated a participant’s hardship request (whether approved or denied).
(Reference: BRITS User Manual – Investigation Reasons)

6. Document Type ‘Sanctions’ added

When designating a document type on a referral in the BRITS application, users were limited to two document types: Fraud Related Information and Over-payment/Recoupment. A third option - 'Sanctions' - has been added to the dropdown that provides users the ability to upload a document(s) related to sanctions and designate the document(s) as such on a BRITS referral. Programs must follow the Electronic Case File (ECF) definitions when scanning a document under the appropriate code. For example, W-2 will use the ‘Sanctions’ ECF code for Intention Program Violations (IPVs) documentation.
(Reference: BRITS User Manual - Documents)

7. The ‘Referral Source’ field added to the Referral History Grid

In scenarios where multiple referrals are created for a given case number, the ‘Referral Source’ field has been added on the Referral History grid. The addition provides the ability to identify Data Exchange referrals from non-Data Exchange referrals without navigating to the referral detail page. In the BRITS

application, any referral with one of the following Referral Sources is identified as a Data Exchange referral; SWICA, Interstate UCB Match, Prisoner Match, SOLQ and Unemployment Insurance Match.
(Reference: BRITS User Manual – Referral History)

8. Referral Investigation Divider Added

A separator has been added in the 'Referral Investigation' section on all referrals in the BRITS application. The separator provides a clear delineation between assignment fields (for a Gatekeeper role) and Investigation fields (for an Investigator role).
(Reference: BRITS User Manual – Referral Investigation Section)

9. PIN Validation on the Waiver Grid

When a number is entered by a user on the "Offered To (PIN)" field on the waiver grid within the FoodShare Post Investigation tab on a referral, the system will now verify that the number entered is a valid PIN in CARES. A message will be displayed if the number does not match a PIN in CARES.
(Reference: BRITS User Manual – ADH: Offer To (PIN) Field)

10. Decision Date Field – Entry of a Future Decision Date Restricted

In order to provide accurate data for reporting, the BRITS application will now restrict users from entering a future date on the 'Decision Date' field. The field is located in each program tab in the Post Investigation section on a referral.
(Reference: BRITS User Manual – District Attorney *Decision Date*, Citation *Decision Date*, ADH *Decision Date)*

11. Restriction for One Agency Error Claim Referral Removed

The restriction to have one open Agency Error Claim referral at a time on a case has been removed. Users are now able to create multiple Agency Error Claim referrals on a case regardless of the status of any other existing referral on the case. Reminder: Agency Error Referrals should only be selected when an Agency Error Claim will exist due to the investigation. If a worker is unsure of the necessity for a claim, select Claim Investigation.
(Reference: BRITS User Manual – Multiple Agency Error Claim Referrals)

12. Add/Edit Reminder Window Update

When creating reminders from the BRITS Home page, Workload page or the Advanced Search page, users are required to input values on all fields on the 'Add/Edit Reminder' window popup. Two (2) values will no longer be auto-populated: 'ID Number' and 'Due Date' fields. Users will be required to input valid values on the fields before they can successfully create a reminder.
(Reference: BRITS User Manual – Create Reminder)

Appendix 2 Release Notes for 1.2

BRITS SYSTEM RELEASE NOTES

EFFECTIVE NOVEMBER 20, 2017

1. "County of Residence" added to the workload page

To add functionality to workload management, the "County of Residence" will be an added column on the workload page for all sub-sections. This column will be sortable and filterable. To view the new column, the custom workload will need to be removed. This column will be hidden by default.

Note that this field is not yet part of BRITS reports.

(Reference: BRITS User Manual – County of Residence)

Referral #	Primary Person ▲	Type	Program(s)	Cr. Date	Cr. Office	Referral Source	County Res.	Flag
1110001041	Danny County	Fraud Investigation	CC, FS, MA, W-2	10/30/2017	5099	DHS PARIS Reports	13	
2110001042	Danny County	Front End Verification	CC, FS, MA, W-2	10/30/2017	5099	DHS PARIS Reports	13	
3110000743	Deportment Conduct	Front End Verification	MA, FS	01/23/2017	5013	New Program	13	
3110000963	Deportment Conduct	Claim Investigation	FS, MA	05/19/2017	5013	SWICA	13	
9110001039	Fsw2 Only	Claim Investigation	FS, W-2	10/30/2017	5013	DCF PARIS Reports	13	
0110001040	Fsw2 Only	Claim Investigation	FS, W-2	10/30/2017	5013	DHS PARIS Reports	13	
2110000862	Mom Car8998	Front End Verification	MA	04/21/2017	5273	New Program	13	
3110001043	Mom Car8998	Front End Verification	MA	10/30/2017	5013	DHS PARIS Reports	13	
0110000970	Second Per	Claim Investigation	FS, MA	06/02/2017	5013	Asset Verification System	40	
4110001044	Second Per	Front End Verification	FS, MA	10/30/2017	5013	DCF PARIS Reports	40	
6110001046	Second Per	Claim Investigation	FS, MA	10/30/2017	5013	DCF PARIS Reports	40	
4110001024	W-2 Pregnanat	Fraud Investigation	W-2	10/05/2017	5099	SWICA	57	
5110001045	W-2 Pregnanat	Fraud Investigation	W-2	10/30/2017	5013	DHS PARIS Reports	57	

2. Referral Reminder "Flag" added to the workload page

To add functionality to workload management, a new column "Flag" will be available on all sub-sections of the workload page. This column will be sortable and filterable. The column will display a flag in the color selected on the reminder, and may be used to signify whatever each user chooses. The flag must be on a referral in order for it to be displayed on the workload. Reminders are not transferable. This column will be hidden by default.

Note that this field is not part of BRITS reports.

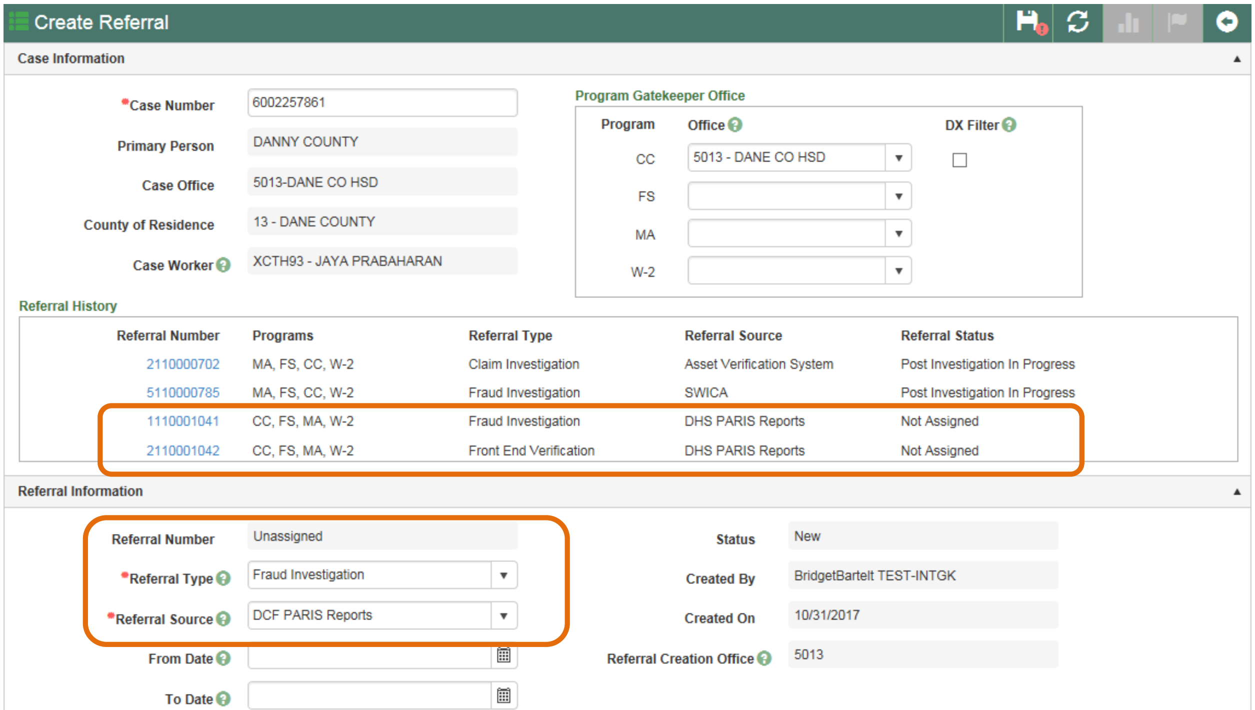
(Reference: BRITS User Manual – Referral Reminder Flag)

Referral #	Primary Person ▲	Type	Program(s)	Cr. Date	Cr. Office	Referral Source	County Res.	Flag
1110001041	Danny County	Fraud Investigation	CC, FS, MA, W-2	10/30/2017	5099	DHS PARIS Reports	13	
2110001042	Danny County	Front End Verification	CC, FS, MA, W-2	10/30/2017	5099	DHS PARIS Reports	13	
3110000743	Deportment Conduct	Front End Verification	MA, FS	01/23/2017	5013	New Program	13	
3110000963	Deportment Conduct	Claim Investigation	FS, MA	05/19/2017	5013	SWICA	13	
9110001039	Fsw2 Only	Claim Investigation	FS, W-2	10/30/2017	5013	DCF PARIS Reports	13	
0110001040	Fsw2 Only	Claim Investigation	FS, W-2	10/30/2017	5013	DHS PARIS Reports	13	
2110000862	Mom Car8998	Front End Verification	MA	04/21/2017	5273	New Program	13	
3110001043	Mom Car8998	Front End Verification	MA	10/30/2017	5013	DHS PARIS Reports	13	
0110000970	Second Per	Claim Investigation	FS, MA	06/02/2017	5013	Asset Verification System	40	
4110001044	Second Per	Front End Verification	FS, MA	10/30/2017	5013	DCF PARIS Reports	40	
6110001046	Second Per	Claim Investigation	FS, MA	10/30/2017	5013	DCF PARIS Reports	40	
4110001024	W-2 Pregnanat	Fraud Investigation	W-2	10/05/2017	5099	SWICA	57	
5110001045	W-2 Pregnanat	Fraud Investigation	W-2	10/30/2017	5013	DHS PARIS Reports	57	

3. New Data Exchange referral type - PARIS Reports

DCF PARIS Reports and DHS PARIS Reports will be added to the DX referral category. A user will be able to create multiple DCF/DHS PARIS Reports types. This means that PARIS referrals can be opened and closed without dependency on the standard referral.

(Reference: BRITS User Manual –DCF/DHS PARIS Reports)



4. Updated WebI - button and Help button labels

To ease the user ability to find BRITS resources, the Help and WebI Report buttons will be renamed.

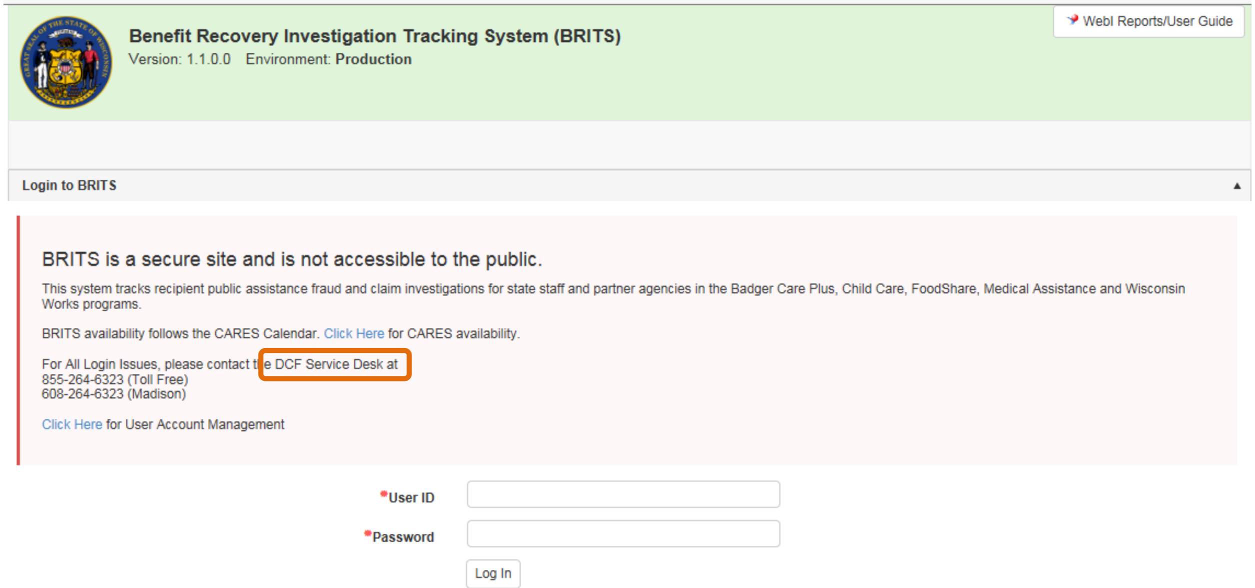
- The button that currently says “WebI Reports/User Guide” will be updated to display “WebI Reports & User Guide, to make it clear that this button is specific to reports.

- The button that says “Help” will be re-labelled as “BRITS User Manual”, to alleviate confusion about where the User Manual for BRITS is located.

(Reference: N/A)

5. Changed wording: DCF Helpdesk to DCF Service Desk

For clarity, the wording on the login page will be changed from DCF Helpdesk to DCF Service Desk.



(Reference: N/A)

6. Update Advance Search results

Advanced Search will not display any deleted aliases in the search result area. This will eliminate the excess duplicate results. The search result can produce multiple records with the same (Case #, Referral #, identical name spelling, DOB, Gender and PIN) if multiple Alias has been entered in CARES/CWW.

(Reference: N/A)

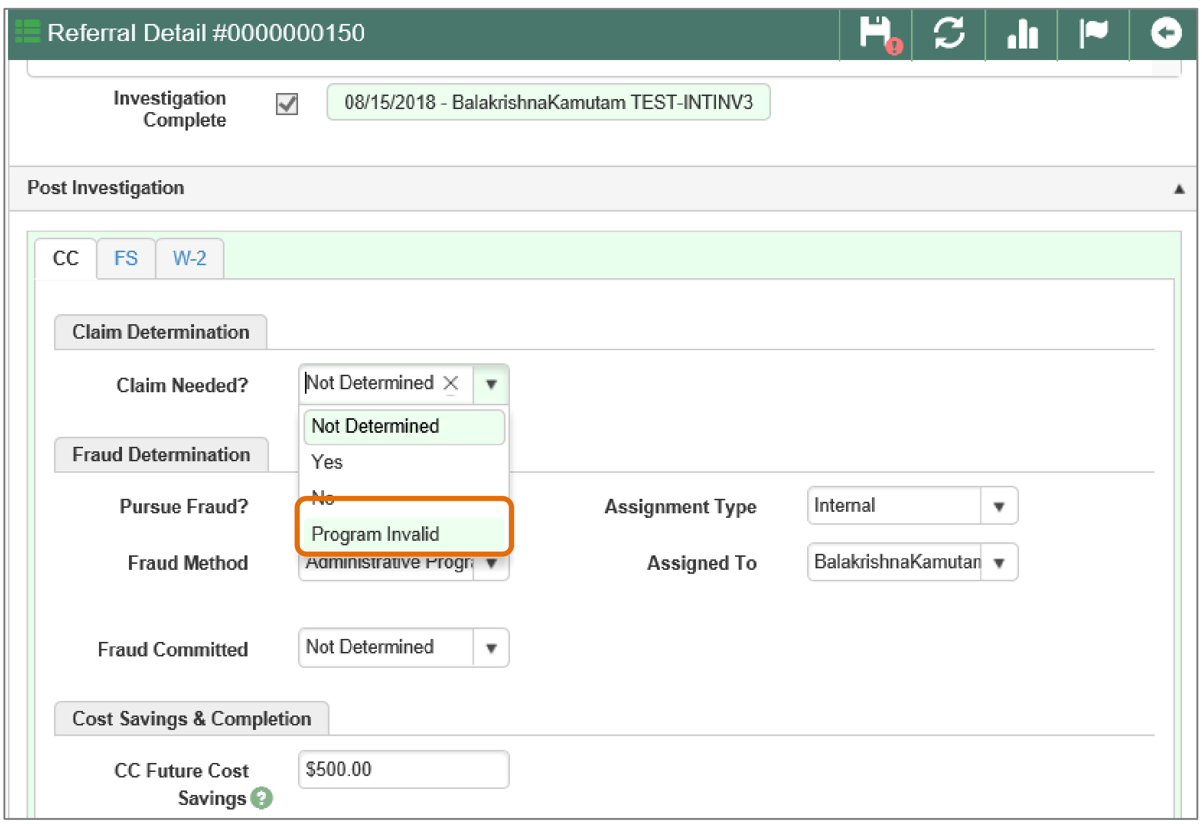
Appendix 2.1 Release Notes for 1.2.2

BRITS SYSTEM RELEASE NOTES

EFFECTIVE AUGUST 25, 2018

1. Add Program Invalid Option to Post Investigation Claim and Fraud Determination Selections

On a referral, users will now be able to mark a Program that they are assigned for as 'Program Invalid' during the Post Investigation process. This will allow a user to indicate that no action is needed by that Program on this Referral. For all Program Areas, the "Program Invalid" option may be initiated on either the Claim or Fraud Determination subsections (References: 6.7.1 Claim Determination or 6.7.2 Fraud Determination) of each Post Investigation Program tab (References: *BRITS User Manual* 6.66.7 Post Investigation, 16 Post Investigation), unless the Program is the IAF on the Referral.



As a best practice, if there is existing data in this tab, a worker should verify the correct Program tab and case/referral number prior to selecting Program Invalid.

IMPORTANT: Selecting "Program Invalid" for *Claim Needed* does not clear any Claims created in the BV subsystem. Always verify whether Claims have been established for the Referral Program prior to selecting "Program Invalid"

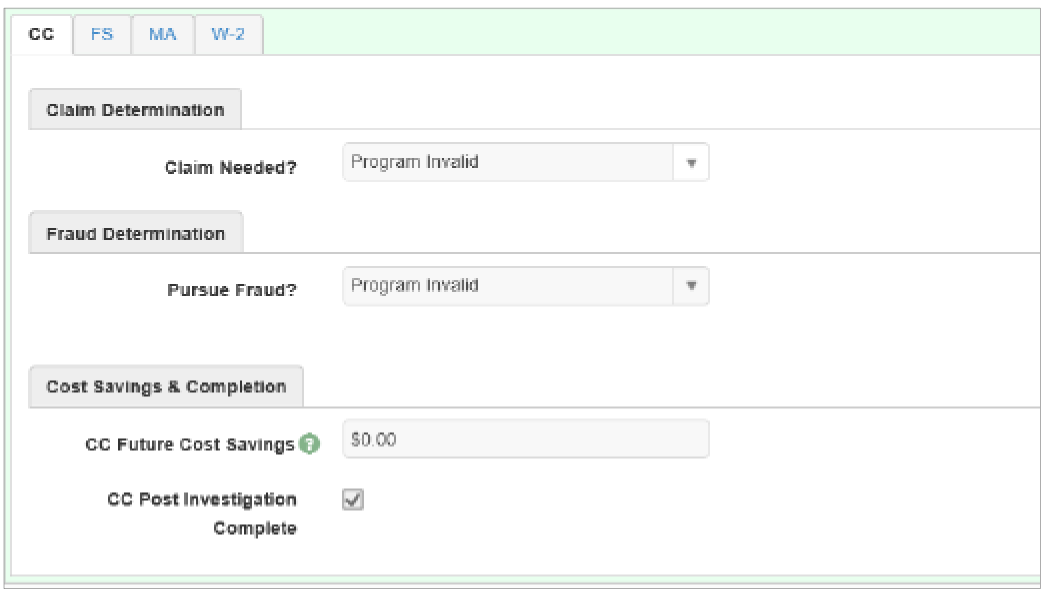
References:

BRITS User Manual - 16.2 Perform Post Investigations

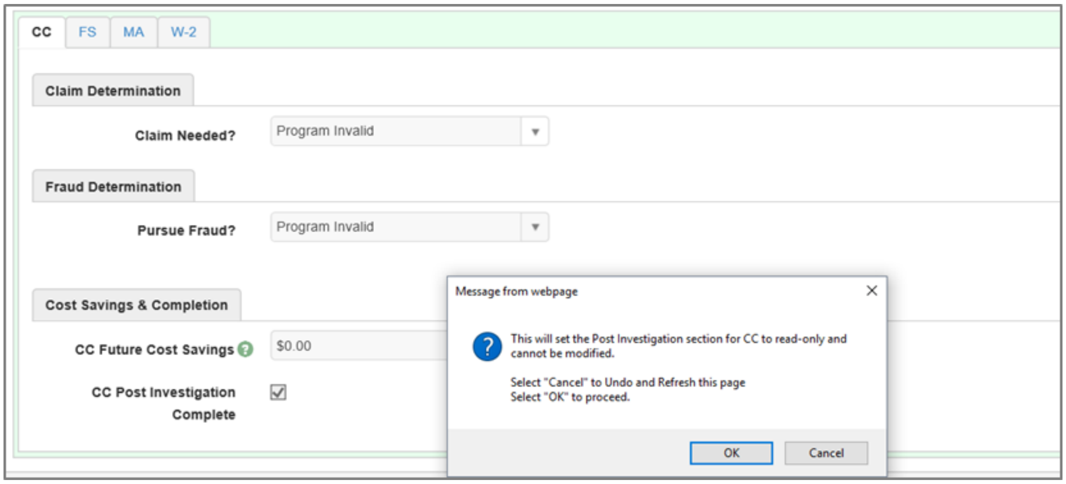
BRITS User Manual - 17 Post Investigation Claim Determination

BRITS User Manual - 18 Post Investigation Fraud Determination

When either *Claim Needed?* or *Pursue Fraud?* is set to "Program Invalid", the other subsection will be automatically set to "Program Invalid". Post Investigation data previously entered for this Program will be cleared.



To cancel and refresh the original Post Investigation screen content, a user may restore data upon Save by selecting ”Cancel” on a Confirmation popup to refresh the Post Investigation sections with any previous data on the tab.



Selecting “OK” on the confirmation screen will irreversibly set the Program to “Program Invalid”. The *Post Investigation Complete* is checked and the *Future Cost Savings* is set to zero. The Help-Desk role will not be able to reopen the tab. If the program tab was invalidated in error, the Program will need to create a new BRITS Referral and re-process

Reference:

BRITS User Manual – 19 Cost Savings & Completion of a program

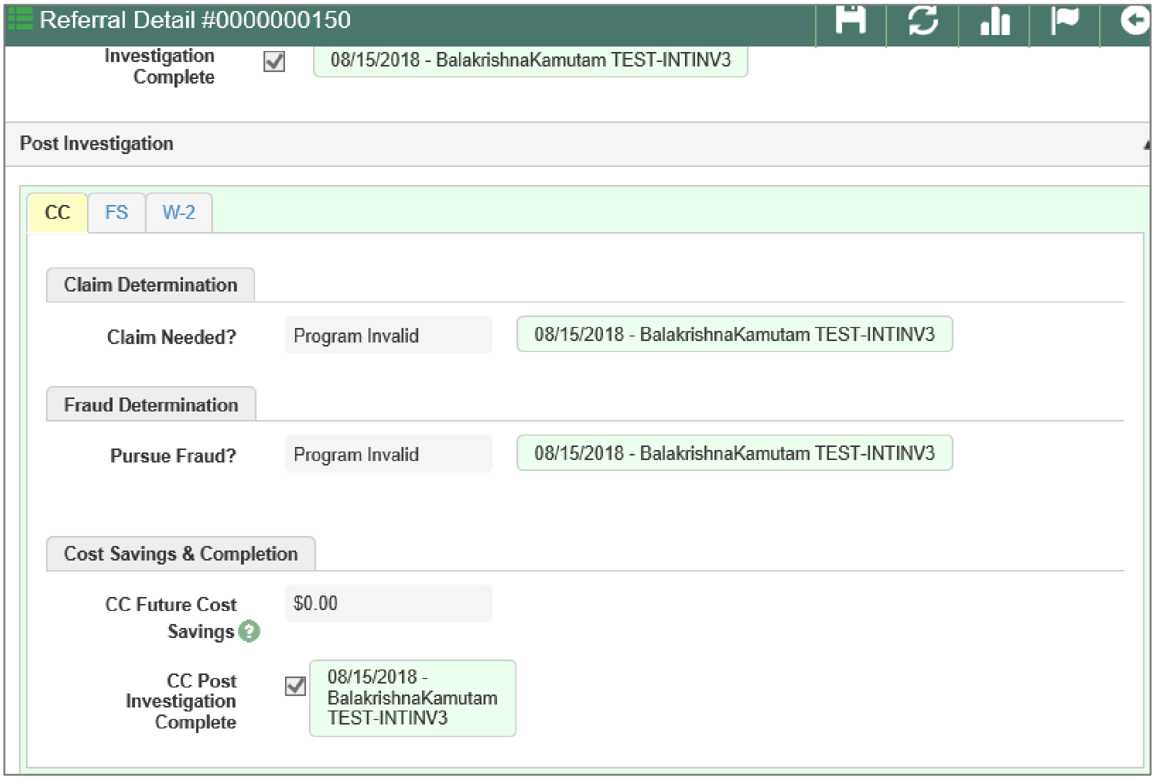
Once a Post Investigation program’s *Claim Needed* or *Pursue Fraud* has been set to “Program Invalid”, the referral will drop off that Program’s workload sections, even if the referral itself is not yet closed, similar to selecting “No” on the determination subsections. If the Gatekeeper user is authorized for more than one Program, the Program set to “Program Invalid” will appear without a hyperlink, indicating work is complete for that Program; while the other Program(s) hyperlinks for Claim and/or Fraud determination remain on their workload page.

References:

BRITS User Manual - ***Error! Reference source not found.***

BRITS User Manual - ***Error! Reference source not found.***

BRITS User Manual 21 Workload –



The *Post Investigation* tab of a program that has been set to "Program Invalid" will display with a yellow highlight to indicate it has been invalidated in PI.

Appendix 3 Release Notes for R1.20.12.18

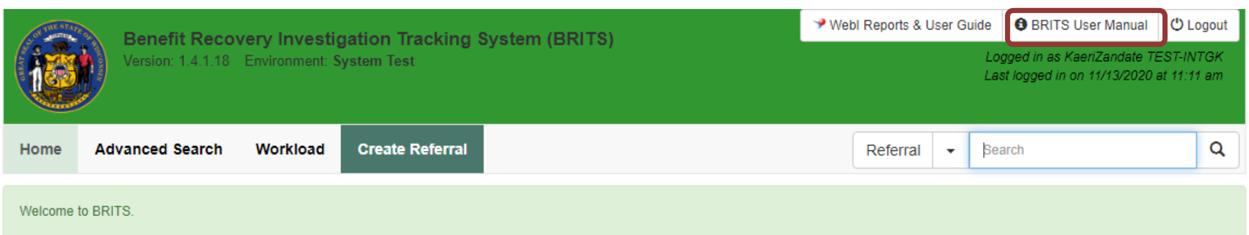
BRITS SYSTEM RELEASE NOTES

EFFECTIVE DECEMBER 18, 2020

1. Update: User Manual Access and Version

Requirement: N/A
Impact: All BRITS Users
Change:

- **Access**: Select the "BRITS User Manual" button rather than a "Help" button



- **Version**: The release number is now used to indicate the most recent version of the User Manual rather than the BRITS system version displayed on the Home page.

  Note: The Release Number relays information about the version and is includes the following components.

  R1.20.12.18
  - R = Release
  - 1 = Refers to the BRITS Project Phase
  - 20.12.18 = Date the features become available in Production (YY.MM.DD)

User Manual Reference:

- Section 1. BRITS Manual Overview
  Subsection 1.2.4 User Manual Version

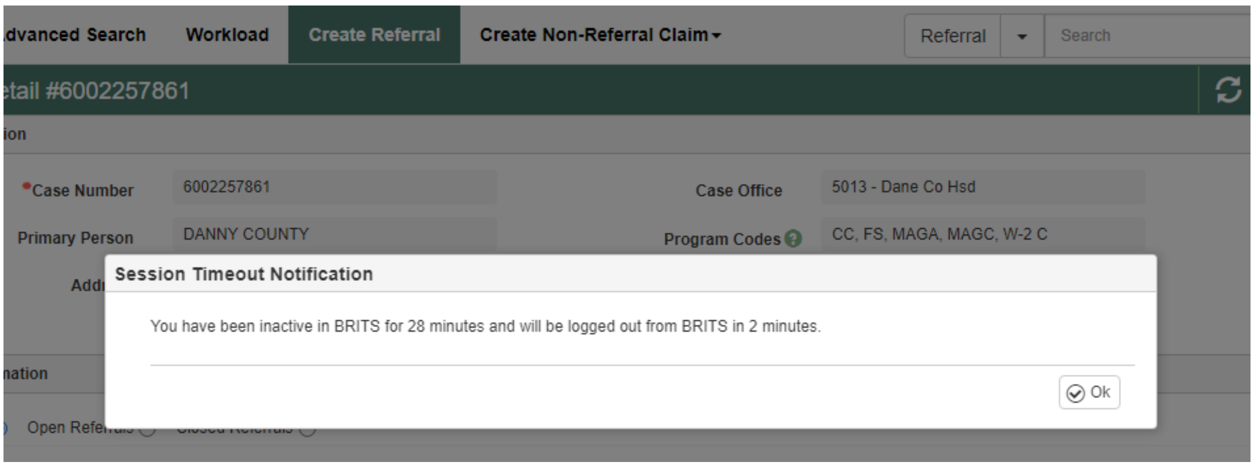
2. Fix: System Time-Out Notification

Requirement: BR.FI.32
Impact: All BRITS Users
Change:

User will now be presented with a "Session Timeout Notification" when they have been inactive in the system for 28 minutes.

Notification: "You have been inactive in BRITS for 28 minutes and will be logged out from BRITS in 2 minutes"

Note: Clicking the Ok button will extend the user's session time by another 30 minutes.



User Manual Reference:

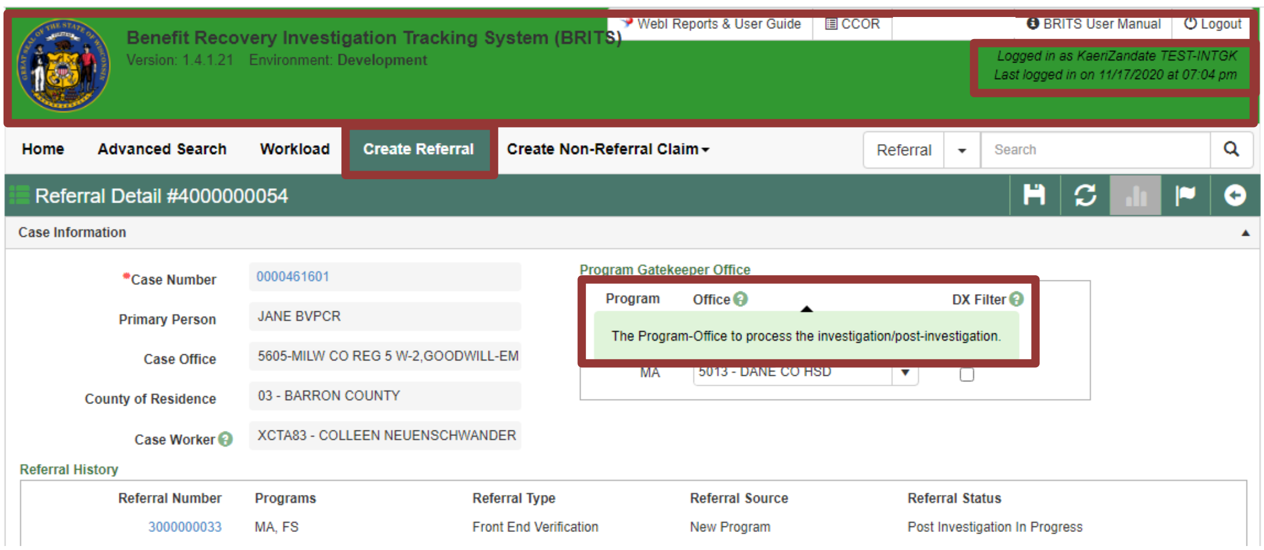
- Section 3. Getting Started
  Subsection 3.2.3 Navigation away from the page

3. Fix: System Color Changes

Requirement: BR.FI.9 / BR.FI.10 / BR.FI.11 / BR.FI.11.1
Impact: All BRITS Users
Change:

Colors used to display visual information and reference for users

- The “Create Referral” button on Menu bar color was mint green and is now dark green with white text and remains the same on every page
- The Help (Tooltip) pop up window background color was yellow and is now mint green when a user hovers on the icon
- The Page header background color was mint green and is now grass green
- The User login information color was mint green and is now black



User Manual Reference:

- Updated Figures throughout the document

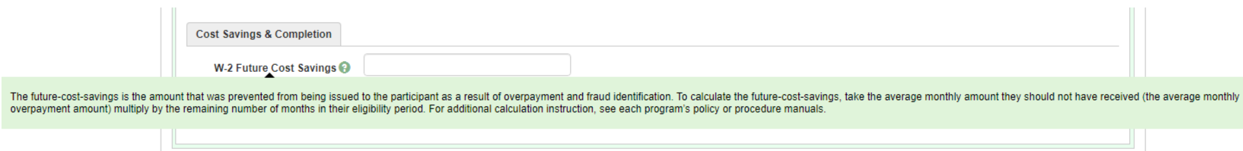
4. Update: Cost Savings and Completion Tooltip

Requirement: N/A
Impact: W-2 and CC Program Users
Change:

Tooltip language updated to reflect current business process

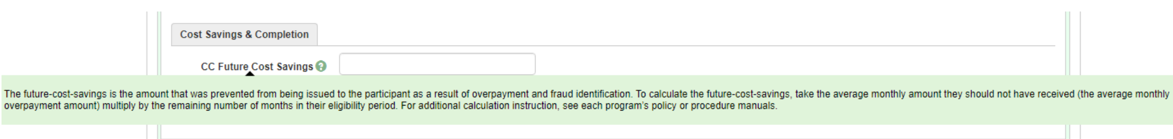
W-2 Tooltip:

"The future-cost-savings is the amount that was prevented from being issued to the participant as a result of overpayment and fraud identification. To calculate the future-cost-savings, take the average monthly amount they should not have received (the average monthly overpayment amount) multiply by the remaining number of months in their eligibility period. For additional calculation instruction, see each program's policy or procedure manuals."



CC Tooltip:

"The future-cost-savings is the amount that was prevented from being issued to the participant as a result of overpayment and fraud identification. To calculate the future-cost-savings, take the average monthly amount they should not have received (the average monthly overpayment amount) multiply by the remaining number of months in their eligibility period. For additional calculation instruction, see each program's policy or procedure manuals."



User Manual Reference:

- Section 22. Cost Savings & Completion of a Program

5. Enhancement: Referral Creation Office Field

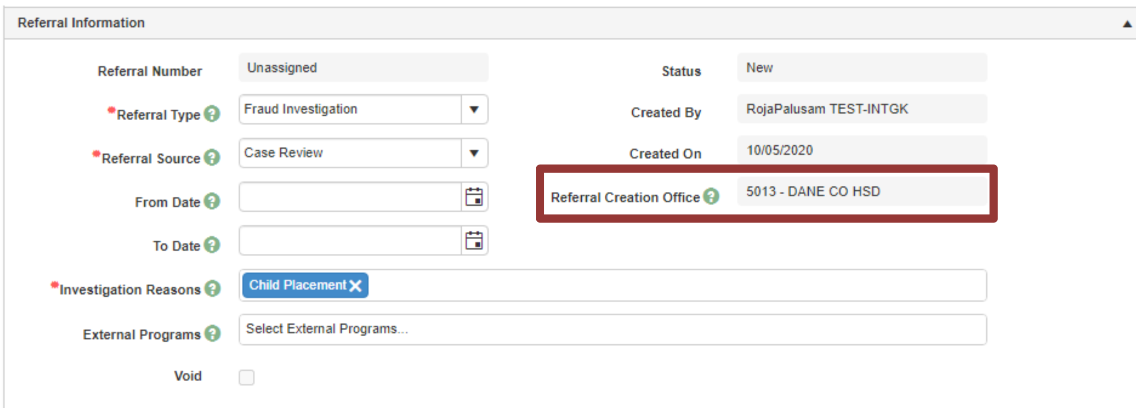
Requirement: FR.29

Impact:

- All BRITS Users who view Referral content
- Users who perform Create Referral functions

Change:

User can now view the office description with the office number in the "Referral Creation Office" field. This field is auto-populated based on the Referral creator's primary office.



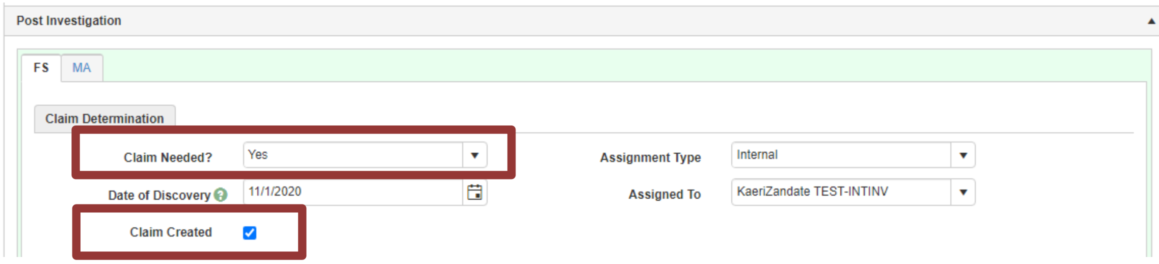
User Manual Reference:

- Referral Detail page Figures updated throughout the document
- Section 9.3 Referral Information Section
  Sub Section 9.3.1 Referral Type - Fraud Investigation, Claim Investigation or Front End Verification (FEV)

6. Enhancement: Claim Validation and Fix: Error Message

Requirement: BR.VC.2, BR.VC.3, BR.VC.4 (Validation Functionality) and BR.FI.12 (Error Message)
Affects: Users who perform Post Investigation functions
Change:

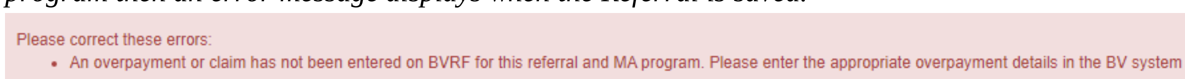
When a user changes the “Claim Needed?” dropdown and/or the “Claim Created” checkbox, BRITS will validate whether a claim exists in CARES, that is associated on the case for the referral and the specific program the user is currently on, in the Post Investigation Panel on the Referral Detail page.



Note: *The “Claim Created” checkbox only displays if the “Claim Needed?” field is set to ‘Yes’.*

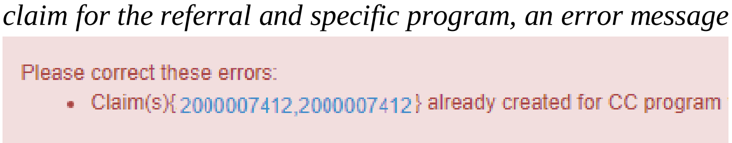
- When a User selects “Claim Needed?” as ‘Yes’, and “Claim Created” is checked, and the Referral is saved;
  - If a claim exists – Referral is updated
  - If claim does not exist – An error message is displayed

  ***Error Message** - If the claim created checkbox is selected and there is no claim created for the program then an error message displays when the Referral is saved.*

- When a User changes the “Claim Needed?” field from “Yes” to “No”, and the Referral is saved;
  - If a claim exists – An error message is displayed
  - If a claim does not exist – Referral is updated

  ***Error Message** - If the Claim Needed? option is changed from “Yes” to “No” and there exists a claim for the referral and specific program, an error message will be displayed when saved.*

- When a User selects “Claim Needed?” as ‘No’, and the Referral is saved;
  - If a claim exists – An error message is displayed
  - If a claim does not exist – Referral is updated

  ***Error Message** - If the Claim Needed? option is selected as “No” and there exists a claim on BVRF for the referral and specific program, an error message will be displayed when saved.*

User Manual Reference:

- Section 9 Referral Detail Page
  Sub Section 9.3.2 Referral Type – Agency Error Claim
  Sub Section 9.6.1 Claim Determination
- Section 18 Referral Investigation
  Sub Section 18.3.1 Complete an Agency Error Referral Type
- Section 20 Post Investigation Claim Determination
  Sub Section 20.3 When a Claim is needed

7. Fix: Auto comments

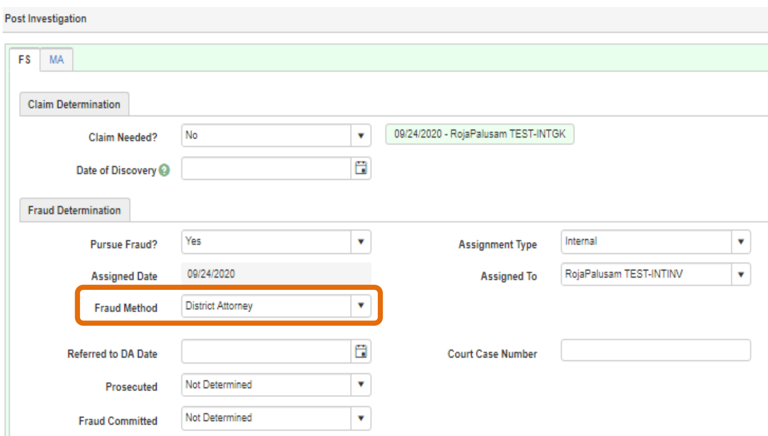
Requirement: BR.FI. 5

Impact:

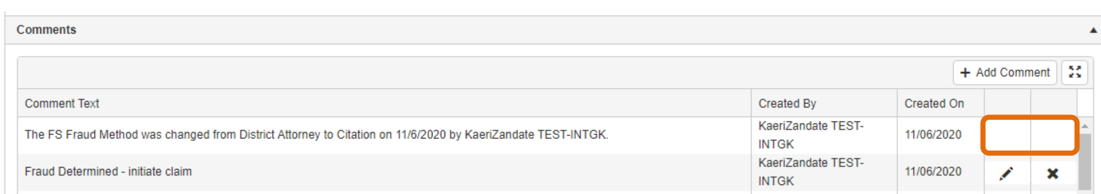
- All BRITS Users who view Referral content
- Users who perform Post Investigation – Investigation functions

Change:

Users can no longer edit or delete system comments that are auto-generated when the "Fraud Method" field is changed in the Post Investigation panel on the Referral Detail page.



When the fraud determination section changes fraud methods, an auto-generated comment is added to the comment grid. The comment indicates the change that was made to the fraud method; and includes the date, and the user who made the change.



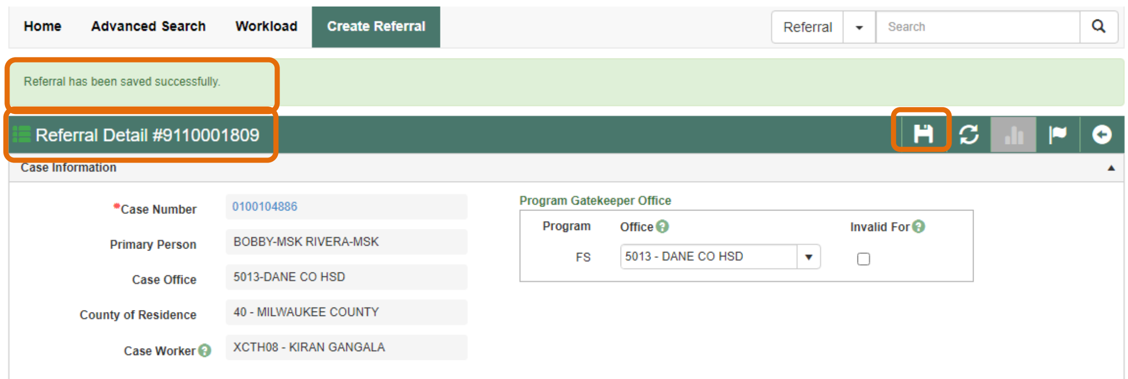
User Manual Reference:

- Section 21. Post Investigation Fraud Determination
  Sub Section 21.4 Switching from one Fraud Method to Another
- Section 28. Comments
  Sub Section 28.8 Auto Comments

8. Fix: Remain on Referral Page and Save Success Message

Requirement: BR.FI.23
Impact: Users who perform Create Referral functions
Change:

- **Create new Referral**
  Instead of being directed to the Home page after a referral is created and the Save button is clicked, the Create Referral page is replaced with the Referral Detail page and becomes the active page for the user. The 'Referral has been saved successfully' message will now be displayed in the Notification bar on the Referral page instead of the Home page.



- **Update an Existing Referral**
  Instead of being directed to the Home page after any editable field on a referral is updated and the Save button is clicked, a user will now remain on the Referral page. The 'Referral has been saved successfully' message will now be displayed in the Notification bar on the Referral page instead of the Home page.

User Manual Reference:

- Section 15. Referral Creation
  Sub Section 15.1 Case Information Section
- Section 16. Updating a Referral

9. Fix: Enter Future Date up to 2 months

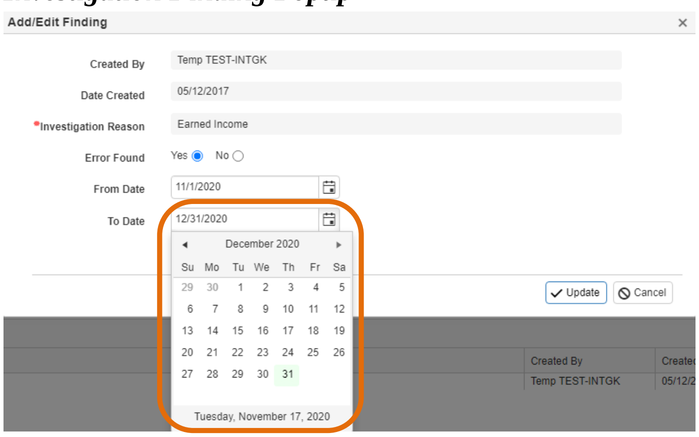
Requirement: BR.FI.7
Impact: Users who perform Investigation functions
Change:

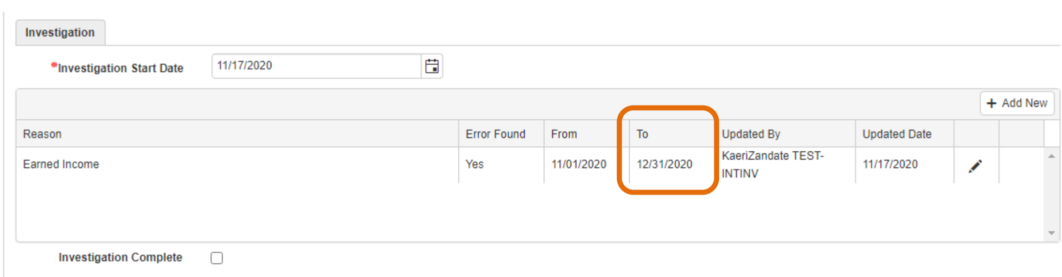
A User can now enter a past date, current date, or a future date up to 2 months beyond the current date in the "To Date" field when entering investigative findings.

Note: The Adverse Action (AA) date will set limits on the future date the User can select

- If the investigation findings "To Date" is for the same date, or a date prior to the current month's AA date, the user can enter a date up to the last day of a full month into the future.
- If the investigation findings "To Date" is for a date after the current month's AA date, the user can enter a date up to the last day of two full months into the future.

Investigation Finding Popup





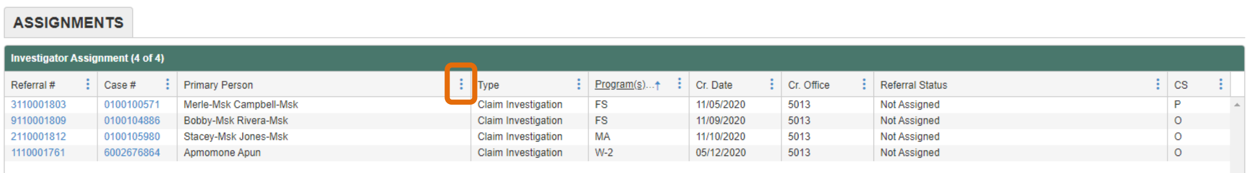
User Manual Reference:

- Section 18. Referral Investigation
  Subsection 18.2.2 Completing a Finding

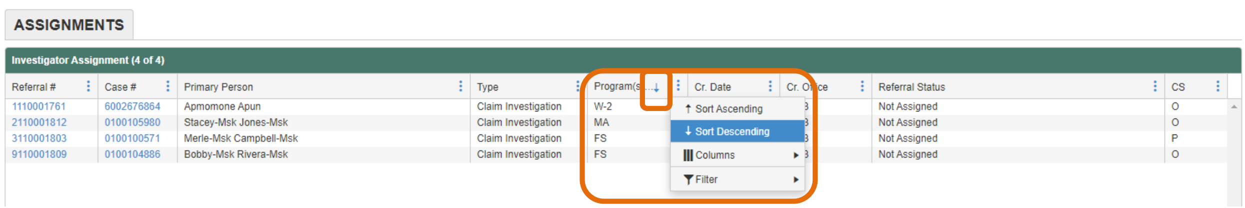
10. Update: Sort with Dialog Box

Requirement: N/A (Deployed with R1.20.09.25)
Impact: All BRITS Users
Change:

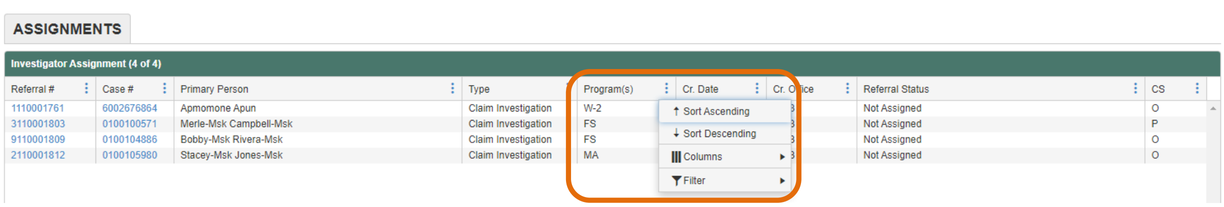
Instead of right clicking an arrow at the end of a column header to open the dialog box, user will now click on the filter menu to open the dialog box.



When the user selects the filter menu on a column header, a dialog window will display.



When a column has a sort selected and the user clicks the filter menu, the menu highlights the current sort order.



When a column has no sort selected and the user clicks the filter menu no sort option is highlighted.

User Manual Reference:

- Section 30. Sorting Grids
  Subsection 30.2.4 Dialog Box – Another Option for Sorting

Appendix 4 Release Notes for R1.21.12.10

BRITS SYSTEM RELEASE NOTES

EFFECTIVE DECEMBER 10, 2021

The new features in this release have been incorporated into the User Manual content. Click the links in the User Manual Reference sections below to see the detailed content.

Please note the additional revisions to the User Manual content.

1. Instruction has been revised for navigating in the user manual. See Section 1.2
2. Introduction content for Referral Assignment has been revised. See Section 14
3. Format for Workload pages and functionality has been revised. See Section 21
    a. This section combines Workload page content previously in Sections 6,7, 8 and 24.
    b. Sections 6,7, and 8 have been removed from this version.
    c. There were no changes to the existing content. Only the formatting has changed.

The information contained in this document describe fixes, features, and functionality that have been implemented into the BRITS application as part of the BRITS Phase 1 Enhancement Project. These changes have an impact on all BRITS users and address the following priority requests from the business to address system performance issues and provide ability to better manage user workloads.

1. Modifying the BRITS system timeout message
2. Adding new functionality to create action items
3. Adding new functionality to mass assign and reassign referrals

1. Fix: BRITS System Timeout Message

Requirement: User Enhancement Request following feature released as part of R1.20.12.18.

Impact: All BRITS Users

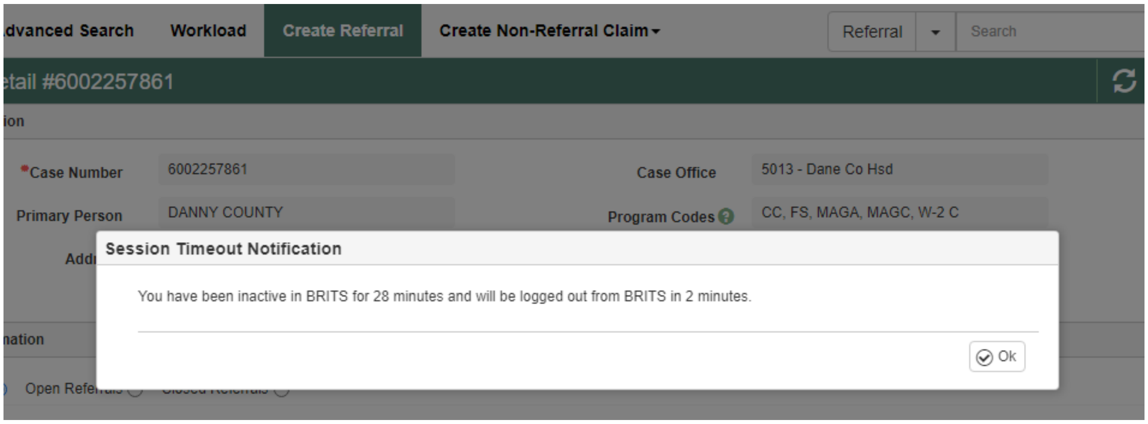
Issue: The message remained on the screen after the 2 minutes expired. User expectation was that the ‘Ok” could still be clicked to remain logged in.

Change: If the user doesn’t click ‘ok on the Timeout message before the two minutes has expired, the message will close, and the BRITS login screen will be displayed.

User Manual Reference:

- Section 3: Getting Started
- Subsection 3.2.3: System Inactivity Notification

Timeout Notification



2. Enhancement: Workload Action Items Indicators

Requirement: BRITS Workload Business Requirements Document

Impact: All BRITS Users.

Issue: Users did not have a method to identify and communicate required activities on specific referrals to help manage workloads.

Change:

- A User with Referral Create and Update permissions can now add, edit, delete, and view an action item on referrals. Action Items can be managed by users who are authorized for the program and office indicated.
- A User with Referral View permissions can view action items for referrals.
- A User with Workload view access can view Action item indicators for the program and office for which they are authorized.
- DHS-OIG, Office 5273, and W-2 Fraud Office 9173 users can view all program action item indicators for referrals that display on their Workload.

User Manual Reference:

- Section 21: Workload Management
- Subsection 21.3.2: Action Item Indicators

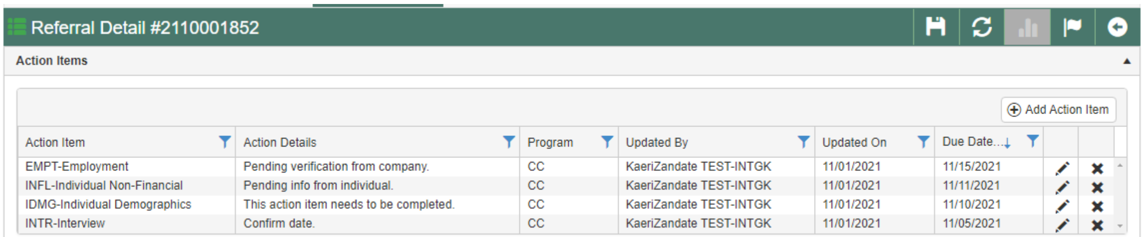
Action Item Indicator

1. An Action Item can be Added, Edited, Deleted, and Viewed from the Referral Detail page and Workload page once a referral is created.
2. There is a limit of four Action Items that can be created per program on each Referral.
3. They cannot be created if the program on the referral has a status of ‘Post Investigation Complete’.
4. They will be automatically removed if an action item exists and post investigation activities are completed.
5. They will not be recovered if the referral is re-opened.
6. They cannot be created if the program on the referral has been invalidated.
7. They will be automatically removed when the program is invalidated.
8. Anytime a user adds or edits an action item it will be recorded in the database and can be reported on.

Referral Detail Page

1. A new Action Item grid will be added to the Referral Detail page.
2. All users can view Action Items for all valid programs associated to the referral.
3. Users with Referral View permissions will see action items but the Add, Edit, and Delete functions will be disabled.

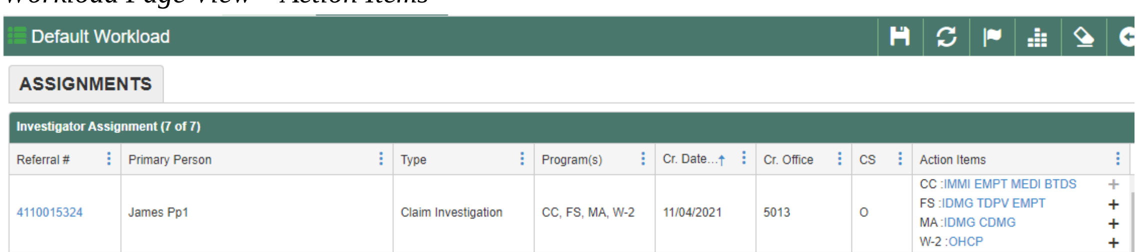
Referral Detail Page View



Workload Page

1. Existing Workload fields will be updated to include a new Action Item column.
   a. Users who are using the Default workload view will see the new column displayed when they open their Workload page.
   b. Users who have set a Custom workload view will need to remove existing custom settings and revert to the Default workload view to access the new Action Item column. This can be done by either removing or overriding a custom workload. Detailed steps are provided in the appendix.
2. A user will see action item indicators for the programs for which they are authorized.
3. Users assigned to DHS-OIG, Office 5273, or W-2 Fraud Office 9173 will see action item indicators for all valid programs.
4. Action items can be sorted and filtered.

Workload Page View – Action Items

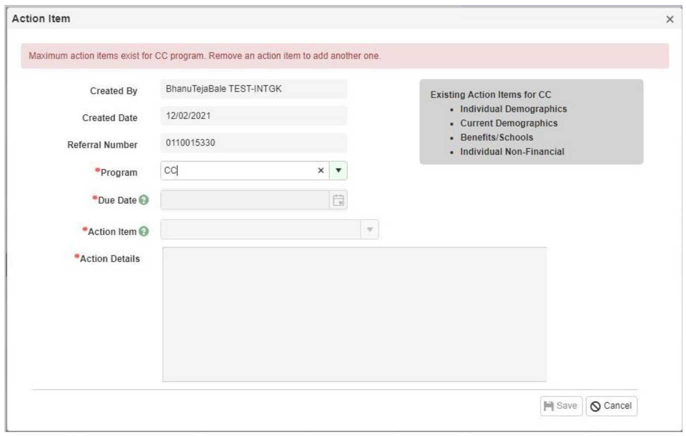


Workload Page View – Maximum Program Action Items

Action Item Popup

1. A new Action Item Popup will be available to create the action item.
2. The popup is opened by either clicking the ‘Add Action Item’ button on the Referral page or the ‘+’ icon on the Workload page.
3. When the maximum allowed Action Items have been created, the button and the icon will be disabled.
4. When Action Items exist for a program, they will be displayed on the popup and will be removed for selection from the ‘Action Items’ field drop-list.

Action Item Popup View



3. Enhancement: Mass Referral Assignment and Reassignment

Requirement: BRITS Workload Business Requirements Document

Impact: BRITS users with the role of Internal or External Gatekeeper, DHS OIG Unit Gatekeeper, or DHS OIG Queue Master.

Issue: Users must perform an assignment or reassignment of a referral one at-a-time.

Change:

- A new Admin tab will be provided on the navigation bar to access new assignment and reassignment pages.
- Users with Internal Gatekeeper roles can mass assign and mass reassign referrals to Internal Investigators within the program and office they are authorized.
- Users with External Gatekeeper roles can mass assign and mass reassign referrals to External Investigators within the office and external agency they are authorized.
- Users with a DHS-OIG Unit Gatekeeper role can mass assign and mass reassign referrals to DHS-OIG Unit Investigators within the OIG Unit they are authorized.
- Users with a DHS-OIG Queue Master role can mass assign and mass reassign referrals from one unit to any other DHS-OIG Unit.
- Users with a Helpdesk role can mass assign and mass reassign for any other role.

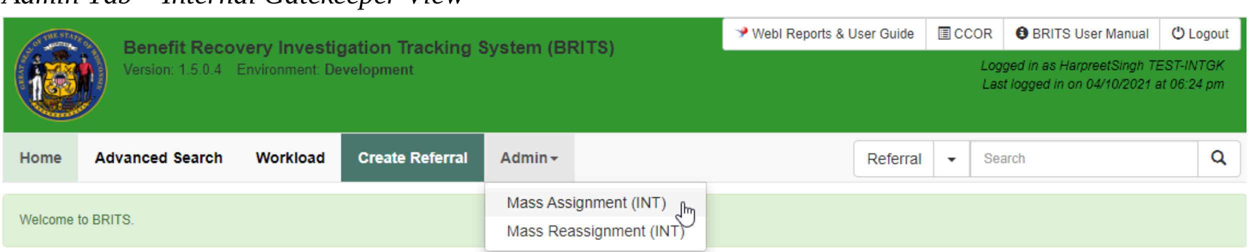
User Manual Reference:

- Section 14: Referral Assignment
- Subsection 14.6: Mass Assignment/Reassignment

Admin Tab and Assignment Pages

2. A new Admin tab allows users to access assignment pages.
3. A user will be presented with a list to select from based on their role.
4. On an assignment page, there are two sections: Search Criteria and Search Results.
5. In the Search Criteria section, a user will select criteria to identify referrals for assignment. Search criteria options presented will be based on:
    a. User's login role
        i. Referrals must be associated to the same program area(s), office(s) and/or DHS-OIG Unit the Gatekeeper or Queue Master is authorized for.
    b. Selecting to perform an Assignment or a Reassignment
    c. Selecting to assign for Investigation or Post Investigation
        i. If Investigation is chosen – a single program area may be selected.
        ii. If Post Investigation is chosen – multiple program areas may be selected.
6. A list of investigators that are authorized for the program and office, or DHS-OIG unit is provided for selection.
    a. If the search for referrals was selected for multiple programs, the list of Investigators available for assignment must be authorized for all programs.
    b. If the search for referrals in Post Investigation were selected for the combined Claim & Fraud type, the identified Investigator or DHS-OIG Unit must be assigned to both Claim and Fraud types for the referral to be displayed.
    c. If the assigning user is a Gatekeeper and Investigator (dual role), they may assign referrals to themselves.
7. In the Search Results section, a user will view and select from a list of referrals for assignment.
    a. One or multiple referrals may be selected for assignment to the identified Investigator or DHS-OIG Unit.
8. Once Assigned, the user will remain on the assignment page and may continue to select additional referrals for assignment.

Admin Tab – Internal Gatekeeper View

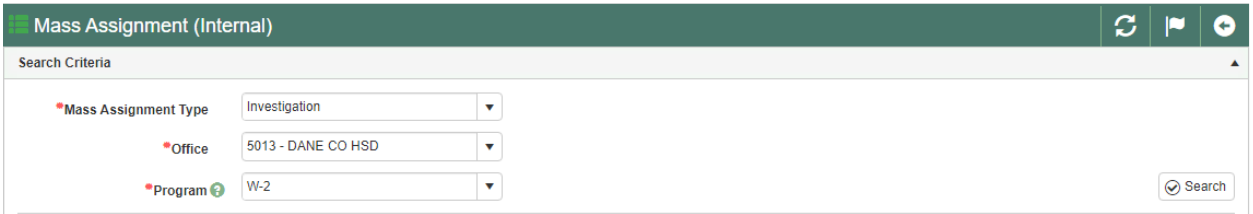


Mass Assignment Page

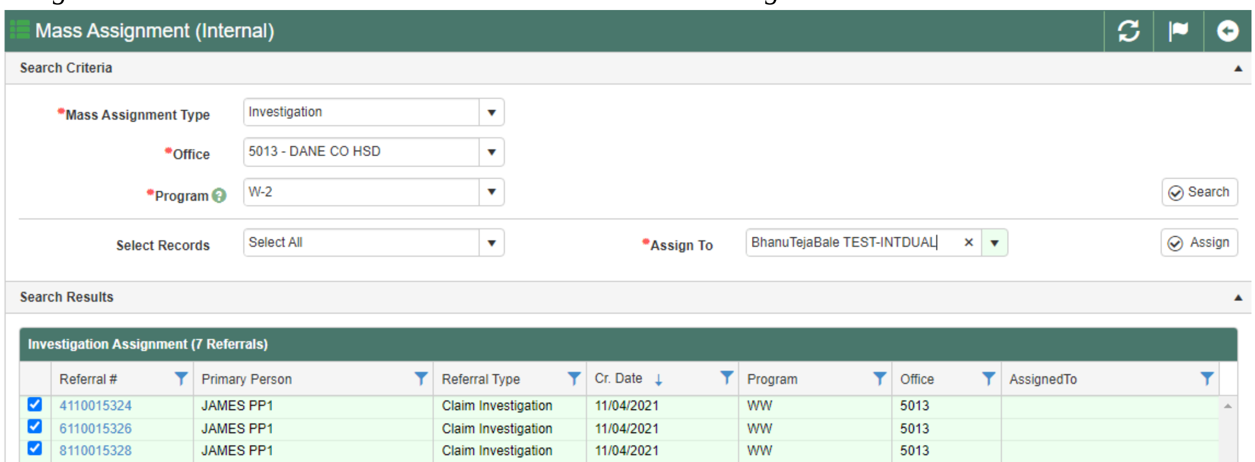
1. Assignments may be done for standard referrals that are 'Unassigned' or 'Not Assigned' in Investigation or Post Investigation, and Agency Error referrals in Post Investigation.

2. Once assigned, the selected referrals will be removed from the Search Results grid list and will be displayed on the Investigator or DHS-OIG Gatekeeper workload.

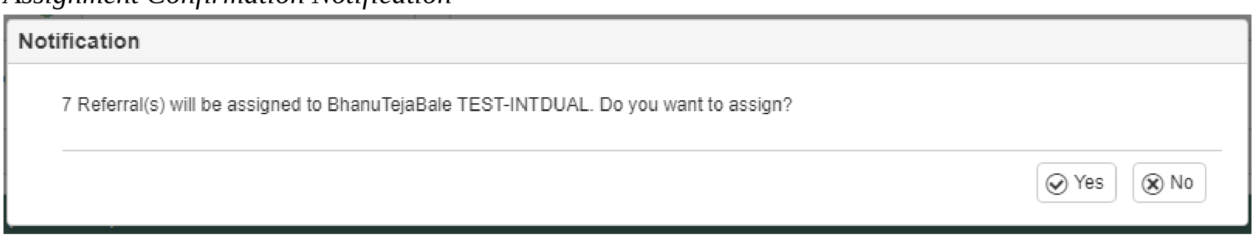
Assignment Search Criteria View – Prior to Search



Assignment Search Results View – Post Search and Prior to Assign



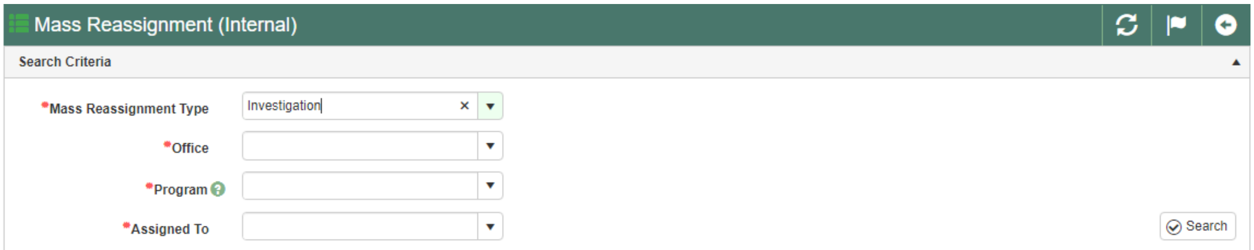
Assignment Confirmation Notification



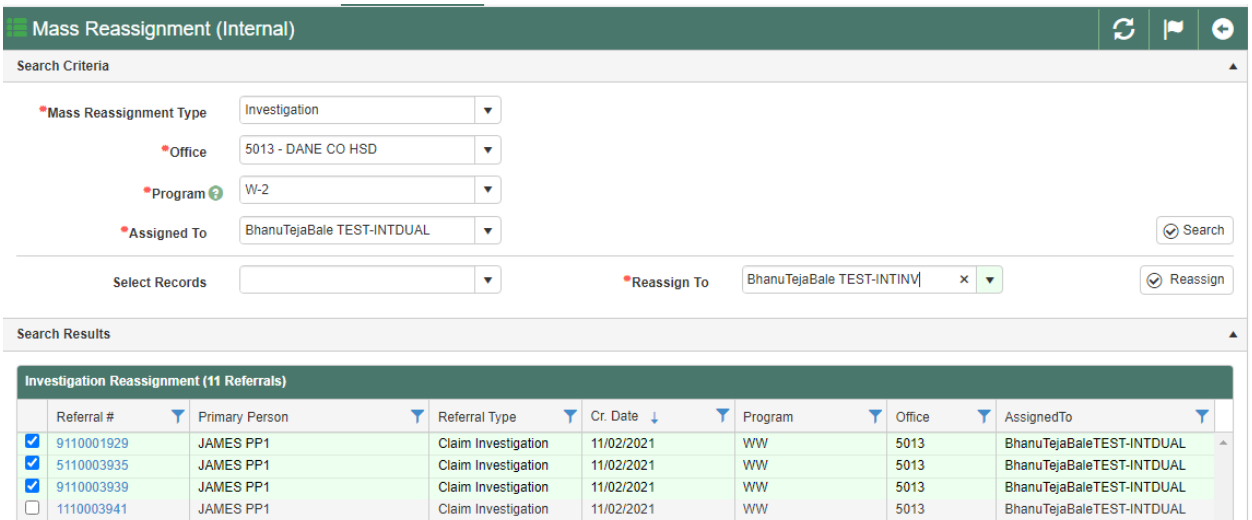
Mass Reassignment Page

1. Reassignments may be done for referrals that are assigned to an Investigator or DHS-OIG Unit.
2. A DHS-OIG Queue Master can only perform a reassignment if referrals are already assigned to another OIG Unit but **not** assigned to an OIG Unit Investigator
3. Once reassigned, the selected referrals will be removed from the Search Results grid list, removed from the workload of the Investigator or DHS-OIG Unit Gatekeeper they were originally assigned to, and displayed on the Investigator or DHS-OIG Gatekeeper workload they have been reassigned to.

Reassignment Search Criteria View – Prior to Search

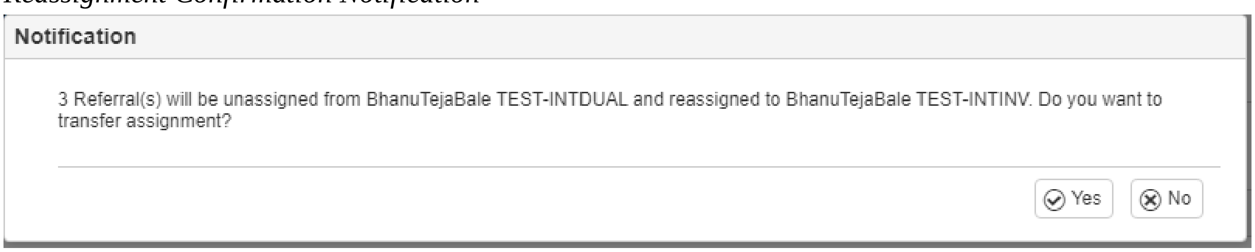


Reassignment Search Criteria View – Post Search and Prior to Assign



	Referral #	Primary Person	Referral Type	Cr. Date	Program	Office	AssignedTo
☑	9110001929	JAMES PP1	Claim Investigation	11/02/2021	WW	5013	BhanuTejaBaleTEST-INTDUAL
☑	5110003935	JAMES PP1	Claim Investigation	11/02/2021	WW	5013	BhanuTejaBaleTEST-INTDUAL
☑	9110003939	JAMES PP1	Claim Investigation	11/02/2021	WW	5013	BhanuTejaBaleTEST-INTDUAL
☐	1110003941	JAMES PP1	Claim Investigation	11/02/2021	WW	5013	BhanuTejaBaleTEST-INTDUAL

Reassignment Confirmation Notification



General Assignment Success Notification

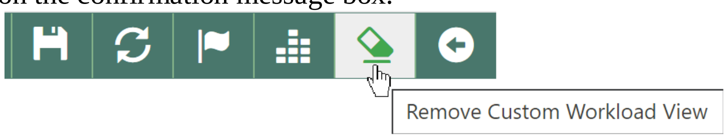
4. Appendix

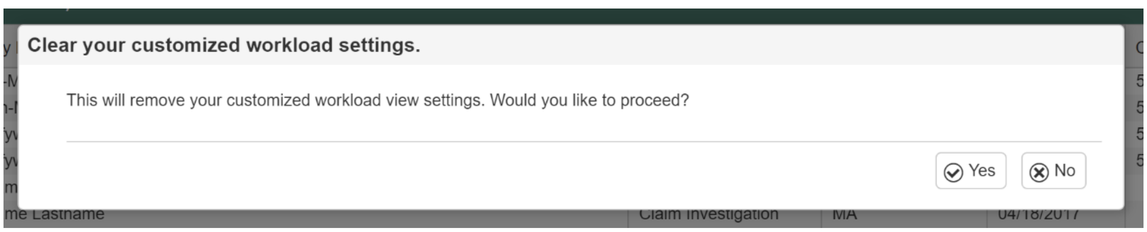
Application Note:
The supported web browser for BRITS is Google Chrome.

Set Workload View Instructions:
One of the following options may be taken to reset a Custom Workload View to include the new Action Item column on workload grids.

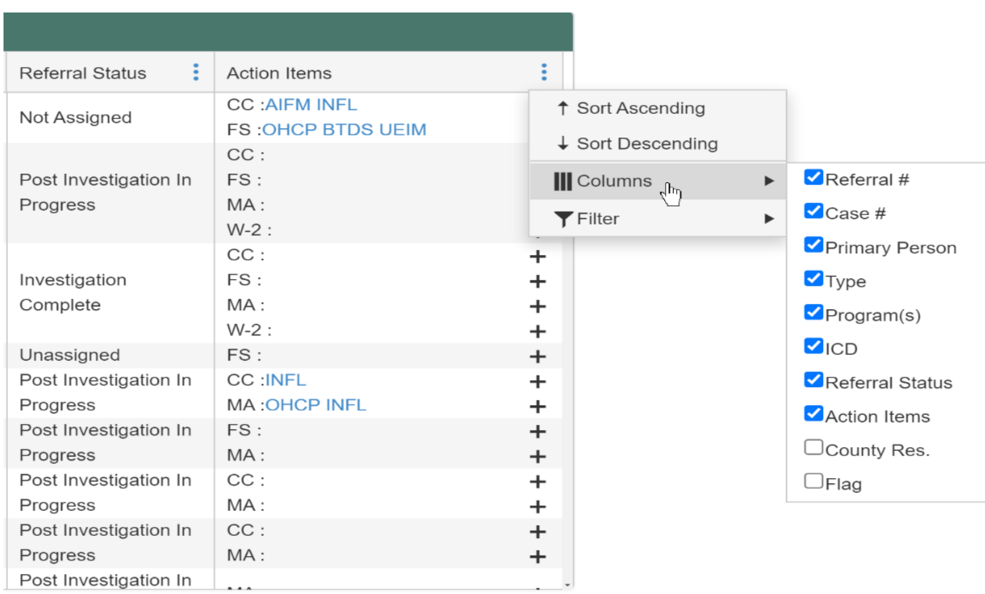
Option 1 – Remove Custom Workload
With Option 1 a user will remove their existing custom workload settings and apply new settings

1. On the Workload Page Users will click **Remove Custom Workload View** and press ‘Yes’ button on the confirmation message box.

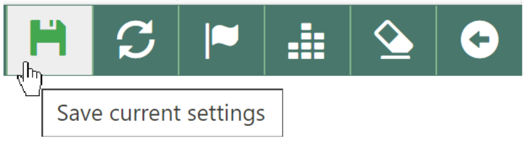


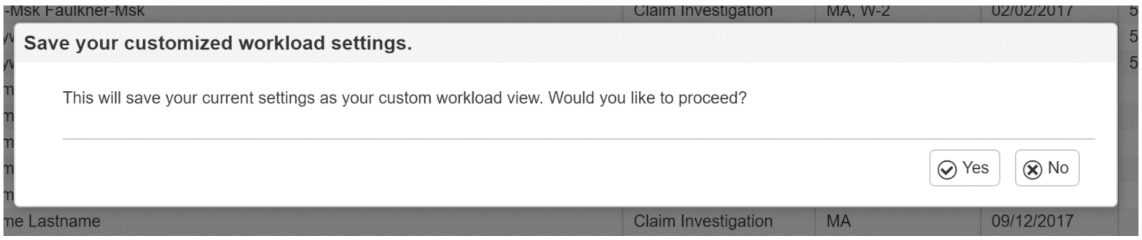


2. System will switch to Default Workload Grids View for all the Grids.
3. User may then select columns customization from the grid Column Menu by selecting/unselecting the columns. The new Action Items column will be included for selection.



4. Click the button to **Save Current Settings** and select 'Yes' on the confirmation message box to save the settings.



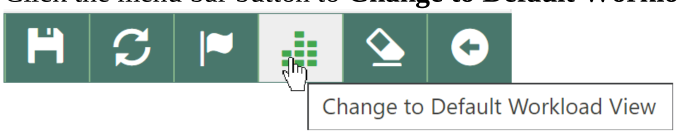


5. User will be able see the new Customized view of the Workload Grids.

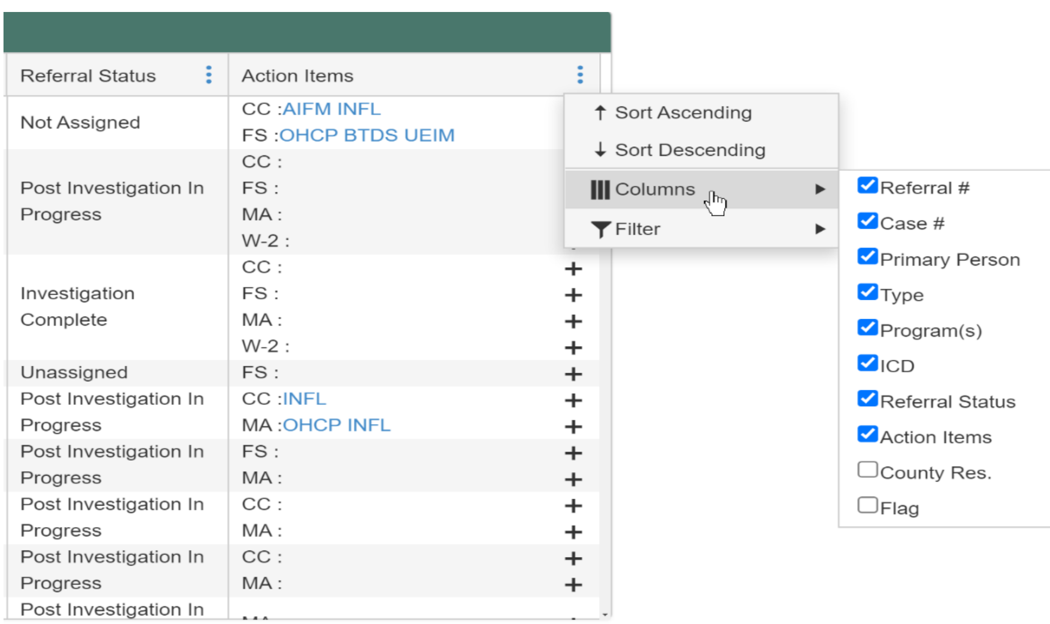
Option 2 – Override Custom Workload

With Option 2 a user will override their existing custom workload view settings.

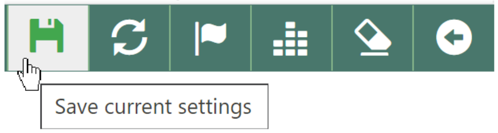
1. Click the menu bar button to **Change to Default Workload View.**

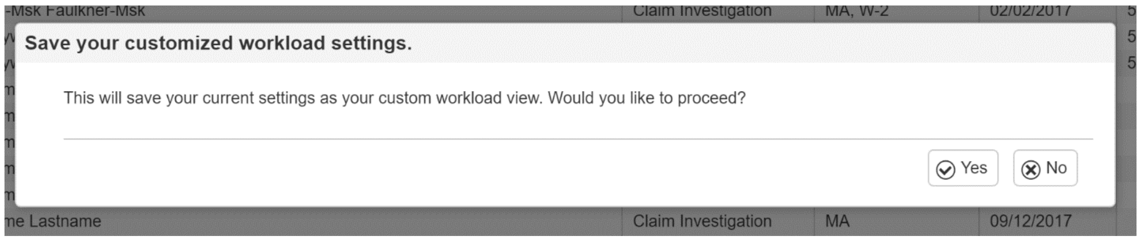


2. System will switch to Default Workload Grids View for all the Grids.
3. User may then select columns customization from the grid Column Menu by selecting/unselecting the columns. The new Action Items column will be included for selection.



4. Click the button to **Save Current Settings** and select ‘Yes’ on the confirmation message box to save the settings.





5. The new Settings will override the existing settings.
6. User will be able see the new Customized view of the Workload Grids.

Appendix 5 Release Notes for R1.22.01.28

BRITS SYSTEM RELEASE NOTES
EFFECTIVE JANUARY 28, 2022

The new features in this release have been incorporated into the User Manual content. Click the links in the User Manual Reference sections below to see the detailed content.

The information contained in this document describe fixes, features, and functionality that have been implemented into the BRITS application as part of the BRITS Phase 1 Enhancement Project. These changes have an impact on all BRITS users and address the following priority requests from the business to address system performance issues and provide ability to better manage user workloads.

1. Adding new feature to add priority indicators to referrals
2. Adding new functionality to enhance user Workload page performance

1. Enhancement: Workload Priority Indicators

Requirement: BRITS Workload Business Requirements Document

Impact: All BRITS Users

Issue: Users did not have a method to identify and communicate priority levels for specific referrals to help manage workloads.

Change:

- User with Referral Create and Update permissions can now set, manage, and view a priority indicator for referrals.
- User with Referral View permissions will be able to see a priority indicator for referrals.
- User with Workload view access can view priority indicators for the program/office for which they are authorized.
    - DHS-OIG, Office 9173, and W-2 Fraud Office 5273 users can view all program priority indicators.

User Manual Reference:

- Section 21: Workload Management
- Subsection 21.3.3 Priority Indicators
- Subsection 27.1.3 Ascending vs. Descending Order
- Subsection 27.3.1.4 Priority Indicator Filter

Priority Indicators

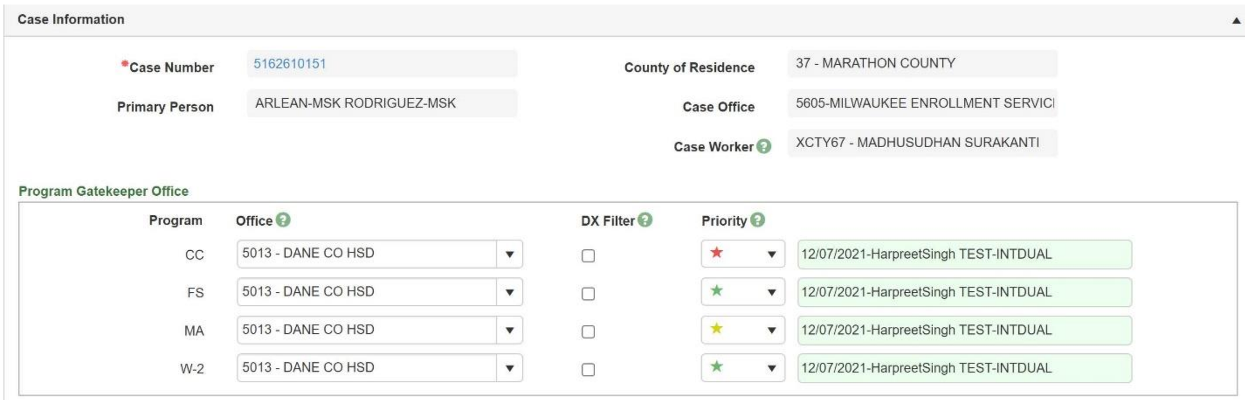
1. A priority indicator is a color-coded icon (red, yellow, and green) that can be set on each valid program associated with the referral by users who are authorized for the program and office.
2. It cannot be set if the program on the referral has completed Post Investigation.
3. It will be automatically removed when post investigation activities are completed.
4. It cannot be set if the program on the referral has been invalidated.
5. It will be automatically removed when the program is invalidated.

6. It will not be maintained if the referral is re-opened.
7. Setting and modifying an indicator is recorded in the database and can be reported on.

Referral Detail Page

1. A new subsection is included with the Program Gatekeeper Office section to add, update, and view priority indicators for each valid program on the referral.

Referral Detail Page View


Case Information

*Case Number	5162610151	County of Residence	37 - MARATHON COUNTY
Primary Person	ARLEAN-MSK RODRIGUEZ-MSK	Case Office	5605-MILWAUKEE ENROLLMENT SERVICI
		Case Worker	XCTY67 - MADHUSUDHAN SURAKANTI

Program Gatekeeper Office

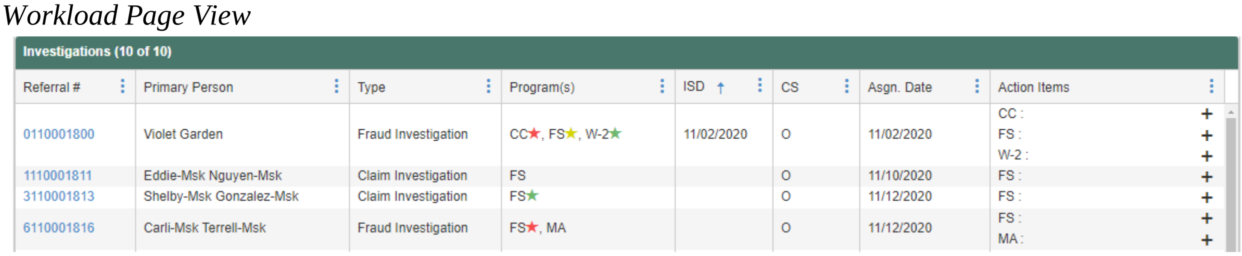
Program	Office	DX Filter	Priority	
CC	5013 - DANE CO HSD		★	12/07/2021-HarpreetSingh TEST-INTDUAL
FS	5013 - DANE CO HSD		★	12/07/2021-HarpreetSingh TEST-INTDUAL
MA	5013 - DANE CO HSD		★	12/07/2021-HarpreetSingh TEST-INTDUAL
W-2	5013 - DANE CO HSD		★	12/07/2021-HarpreetSingh TEST-INTDUAL

Note: The screen layout for the Case Information panel in BRITS has changed to incorporate the priority indicator feature. The Program Gatekeeper Office section has been moved below the case information fields. The case information fields have been separated into two columns.

Workload Page

1. Priority Indicators will be appended to the program code listed in the existing Programs column in the referral grid.
2. A user will see priority indicators for the programs for which they are authorized.
3. DHS OIG and W-2 Fraud office users will see priority indicators for all programs.
4. Users can sort and filter on programs and indicators that are visible to them.
5. Sorting rules were modified to incorporate sorting on both Program and Priority Indicator in a single column. See the User Manual for more information.

Workload Page View


Investigations (10 of 10)

Referral #	Primary Person	Type	Program(s)	ISD	CS	Asgn. Date	Action Items
0110001800	Violet Garden	Fraud Investigation	CC★, FS★, W-2★	11/02/2020	O	11/02/2020	CC : + FS : + W-2 : +
1110001811	Eddie-Msk Nguyen-Msk	Claim Investigation	FS		O	11/10/2020	FS : +
3110001813	Shelby-Msk Gonzalez-Msk	Claim Investigation	FS★		O	11/12/2020	FS : +
6110001816	Carli-Msk Terrell-Msk	Fraud Investigation	FS★, MA		O	11/12/2020	FS : + MA : +

Note: If a user has a custom workload view, the Program(s) column must be visible to view the priority indicators.

2. Enhancement/Fix: Workload Performance

Requirement: System Performance Workload Page Business Requirement Document

Impact: BRITS Users who access a Workload Page.

Issue: A large number of referrals assigned to Gatekeepers, Investigators, or Queue Masters have caused their workload page to load slowly, or not at all (e.g. system timeout), which has resulted in an inability to use the workload page.

Change: If a user previously experienced issues that caused their workload page to not load, they will now be able to select search criteria to limit the number of referrals that will be returned and displayed on the workload page. If a user does not experience these issues, they will not see any difference, and their workload page and the referral grids will load and display as normally expected.

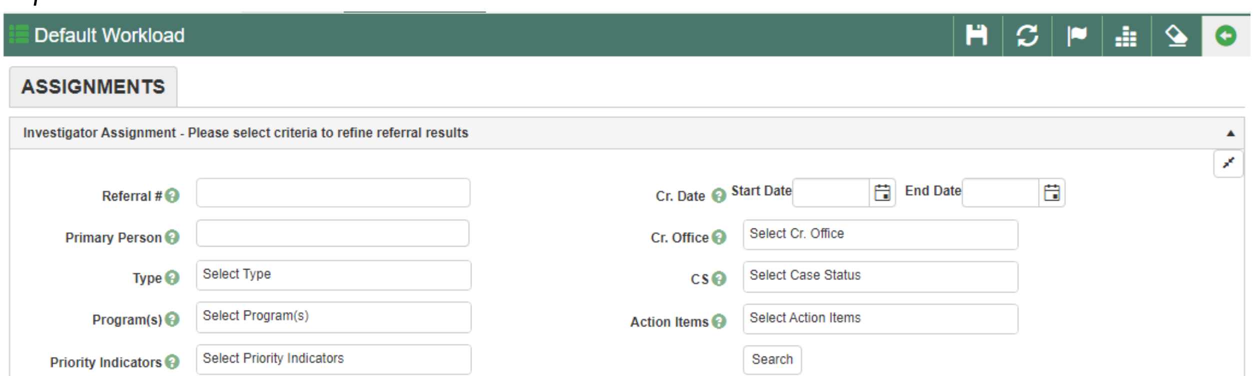
User Manual Reference:

- Section 21: Workload Management
- Subsection 21.1.4 Refine Results Section

Refine Results Section

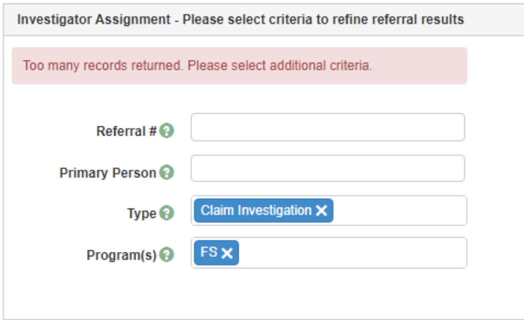
1. When Workload page is opened, and a user has a large number of associated referrals, the user may see a new 'Refine Results' section instead of a referral grid.
2. The section includes fields that are the same as the columns a user has set to view on their Workload grid (either default or custom settings).
3. The user may select criteria from one or many fields to narrow down the number of referrals that will be returned.
    - Priority Indicator Field: If the user is viewing the default workload, the refine search logic is available for the priority indicator. If a custom workload is being used, the user can either switch to the default workload, or reset their custom workload and update to the new functionality. See the Appendix for workload view instructions.
    - **Note:** Reminder Flags are not included as a refine search criteria option.

Refine Results Section View



4. If the criteria a user selects to search still includes too many referrals to load the grid, a message will be displayed, and the user will remain on the refine results section to modify the criteria.

Error Message

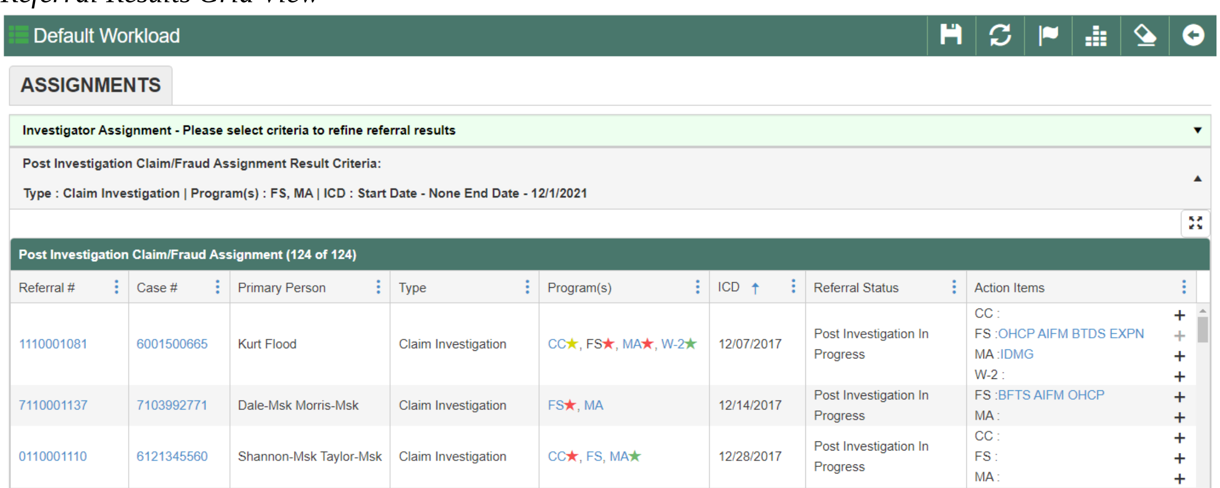


5. When the selected criteria have been narrowed down to results that can be loaded, the referral grid will be displayed, and the refine results criteria section will be collapsed.

Referral Grid Section

1. The grid will display referrals that match the search criteria; the number of referrals returned; and list the criteria selected to generate the results.
    - The total number of referrals associated to a user is determined when the records are retrieved. If the system cannot retrieve all the referrals on an unrefined search, a total count of referrals cannot be completed. When a refined search is done against all referrals associated to a user, the number of returned referrals that meet the criteria is displayed.
2. The grid can be filtered and sorted, and the user can return to the Refine Results section to change the search criteria.
3. When the user navigates off the Workload page, or switches between a default and a custom workload view, all search criteria and the loaded referral grid will be cleared.

Referral Results Grid View

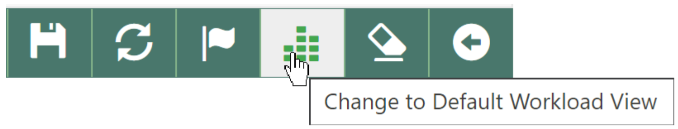


3. Appendix

Workload View Instructions:
The priority indicator functionality will be released to the Default Workload View. A user with a Custom Workload View may either switch to the default workload, or update their custom workload, to apply the new priority indicator refine search logic functionality on the Program(s) column.

Option 1 - Switch Workload View
Follow the steps below to switch from a Custom to Default view while on the Workload page. This will maintain existing custom workload settings and will need to be done each time a refined search is performed, and priority indicators are used as search criteria.

1. Click the menu bar button to **Change to Default Workload View.**

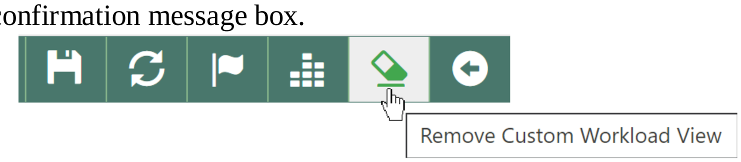


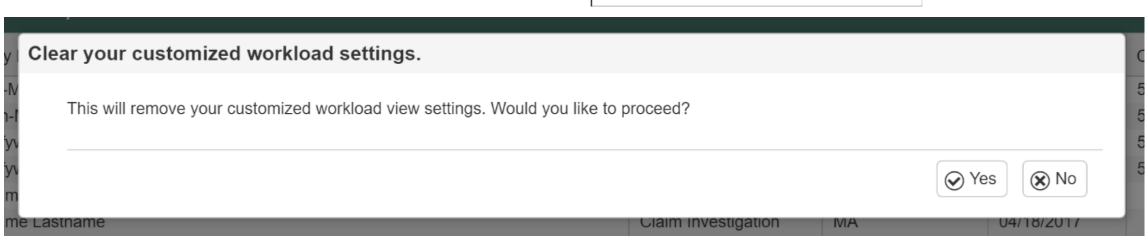
2. System will switch to Default Workload Grids View. The default workload contains the priority indicator refine search logic.

Note: Any search criteria already selected will be cleared when workload views are switched.

Option 2 – Update Custom Workload
Follow the steps below to reset a Custom workload to include to the new refine search logic for the priority indicator that is released with the Default workload.

1. On the Workload Page click **Remove Custom Workload View** and press ‘Yes’ button on the confirmation message box.





2. System will switch to Default Workload Grids View.
3. User may then select columns customization from the grid Column Menu by selecting/unselecting the columns. The new functionality will be included with the Program(s) column.

Appendix 6 Release Notes for R1.22.03.04

BRITS SYSTEM RELEASE NOTES
EFFECTIVE MARCH 3, 2022

The new features in this release have been incorporated into the User Manual content. Click the links in the User Manual Reference section below to see the detailed content.

The information contained in this document describes a fix applied to Workload Performance functionality in the R1.22.01.28 BRITS Phase 1 Enhancement Project release. This change is being deployed as a 'hotfix' separate from a scheduled release.

1. Fix: Date Field Validations

Requirement: R1.22.01.28 Defect #8

Impact: BRITS Users who access a Workload Page and are presented with a Refine Results section.

Issue: Values entered into date fields were not validated.

Change: The system will now apply application standard validation rules to any date field that is displayed on a Workload grid as noted in the table below.

User Manual Reference:

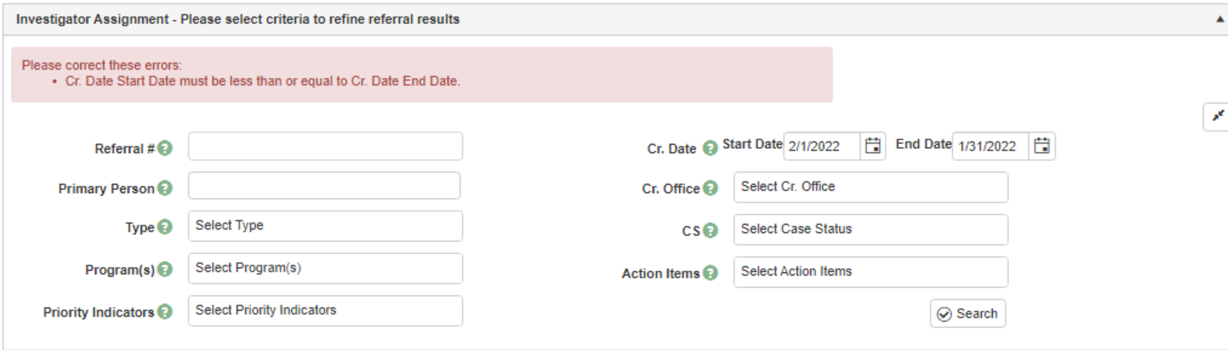
- Section 21: Workload Management
- Subsection 21.1.4 Refine Results Section

Workload Refine Results Section Date Fields
Date validation rules will be applied to the listed Refine Results date fields on the related Workload grids.

Workload Grid	Date Field
Investigator Assignment	Cr. Date
Post Investigation Claim/Fraud Assignment	ICD
Investigations	ISD
Investigations	Asgn. Date
Claim	Asgn. Date
Fraud	ICD
Fraud	Asgn. Date
Unit Assignment	Cr. Date
PI Unit Assignment	ICD

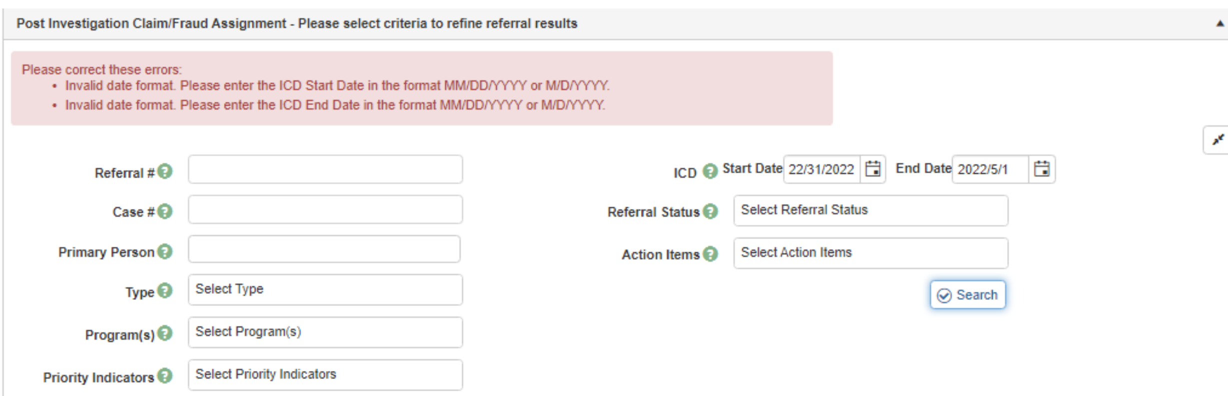
Error Conditions and Messages

1. When a user enters a value in an 'End Date' field that is an earlier date than entered in a 'Start Date' field, an error message will be displayed when the user clicks 'Search'.



2. When a user enters a value in any date field that is not in a standard date format, an error message will be displayed when the user clicks 'Search'.

   Note: Standard Date Formats include MM/DD/YYYY and M/D/YYYY.



3. When a user enters a value in a 'Start Date' field that is greater than the current day's date, an error message will be displayed when the user clicks 'Search'.