



TO: **Child Care Eligibility and Authorization Workers and Supervisors**  
**Income Maintenance Supervisors**  
**Income Maintenance Lead Workers**  
**Income Maintenance Staff**  
**Training Staff**  
**Child Care Coordinators**

DECE/BCCSA OPERATIONS MEMO
No: 25-05
DATE: 2/28/2025
Child Care

FROM: David Timmerman, Director  
Bureau of Child Care Subsidy Administration  
Division of Early Care and Education  
Department of Children and Families

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

**CROSS REFERENCE:** [BWF Operations Memo 24-20](#)  
[BRITS User Manual](#)

**EFFECTIVE DATE:** December 9, 2024

**PURPOSE:** This memo provides an overview of new overpayment claim creation and processing functionality added to the benefit recovery investigation tracking system (BRITS) as of December 9, 2024.

**BACKGROUND:** BRITS is the web-based system for the creation and tracking of public assistance overpayment and fraud investigation referrals and claims for Child Care, Badger Care plus, Medicaid, Food Share, and Wisconsin Works (W-2).

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

**POLICY:** The relevant policy manual sections are attached to this memo and will be incorporated into the Child Care manual. Policy that was removed is highlighted in grey, and policy that was added is highlighted in yellow.

**BRITS UPDATES:**

**INITIATING AN OVERPAYMENT CLAIM**

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

The placement of the Create Claim button varies depending on the referral type. For Agency Error claims, the button can be found directly in the Referral Information section of the BRITS referral.

Referral Information

Referral Number	5300001315	Status	Assigned
Referral Type	Agency Error Claim	Created By	Lakesha Jackson TEST-CCINTDUAL
Referral Source	Agency Reports	Created On	11/26/2024
From Date		Referral Creation Office	5040 - MILWAUKEE ENROLLMENT SERVICES
To Date			
Investigation Reasons	Agency Error		
External Programs	Select External Programs...		
Program Area	CC	Claim Created	<input type="checkbox"/> <span>+</span> Create Claim
Claims Specialist	Lakesha Jackson TEST-CCINTINV	Void	<input type="checkbox"/>

Create Claim

Claim Information

Claim Number	Unassigned	Referral Information	Referral Number: 5300001315
Case Number	0233861203		Program: CC
Program/Subprogram	CC - CHILDCARE		Claim Specialist: Lakesha JacksonTEST-CCINTINV
Overpayment Reason	RVI - Misrepresentation of or Failure to Report Unearned Income	Claim Creation Office	5040 - MILWAUKEE ENROLLMENT SERVICE
AG Sequence Number	1	Created By	Lakesha Jackson TEST-CCINTINV
Overpayment Period	From: 4/1/2024 To: 4/30/2024	Creation Date	11/26/2024
Claim Office	5040 - MILWAUKEE ENROLLM...	Void	<input type="checkbox"/>
County of Residence	40 - MILWAUKEE COUNTY	Worksheet	<input type="checkbox"/> Upload Worksheet
Error Type	ADMINISTRATIVE ERROR	DCF Forms	<a href="https://dcf.wisconsin.gov/forms">https://dcf.wisconsin.gov/forms</a>
Claim Amount	\$200.00		

For all other referral types, navigate to the CC tab of the Post Investigation section of the referral page. There you can indicate that a claim is needed, choose the appropriate assignment type (either internal, External, PACU, or DHS-OIG), and assign it to the proper person. Once you filled out this information, saving the screen will enable the Create a CC Claim button.

Post Investigation

CC FS MA

Claim Determination

Claim Needed?	Yes	Assignment Type	Internal
Assigned Date	11/22/2024	Assigned To	Lakesha Jackson TEST-CCINTI...
Claim Created	<input type="checkbox"/> <span>+</span> Create CC Claim		

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

**OVERPAYMENT CLAIM CREATION**

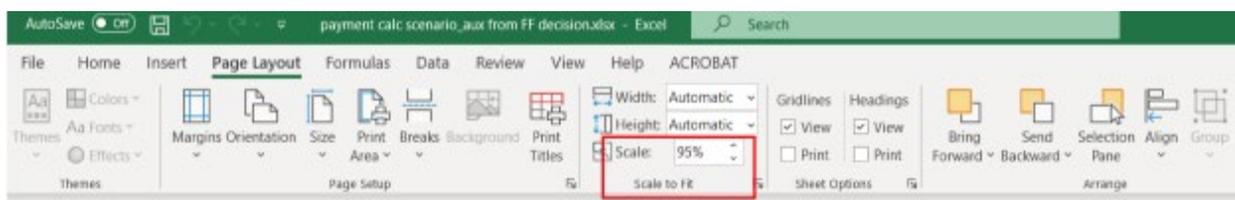
Clicking the Create Claim button will open the Create Claim page. This page is where you can record claim-specific details and must attach DCF-F-452-E Child Care Overpayment Worksheet.

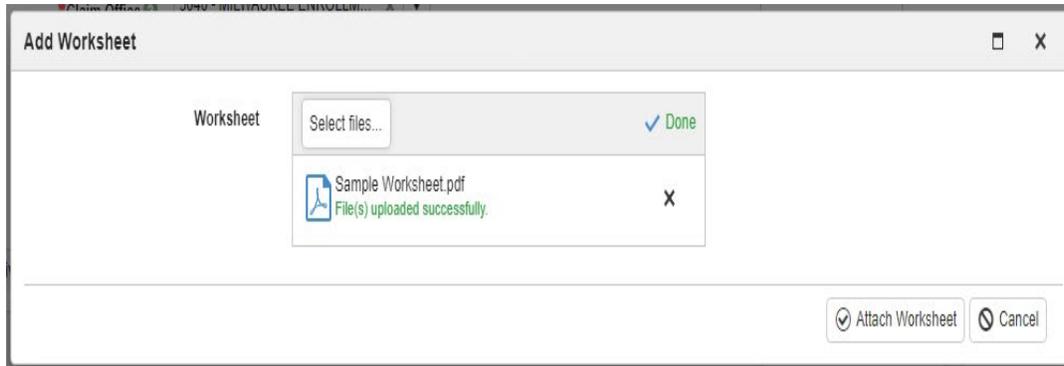
Fill in all fields in the Claim Information section. Required fields are indicated with a red dot. All other fields will be automatically filled in based on known referral information. Fields should be entered in the order they listed as BRITS validations may cause them to be cleared if you go back to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

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

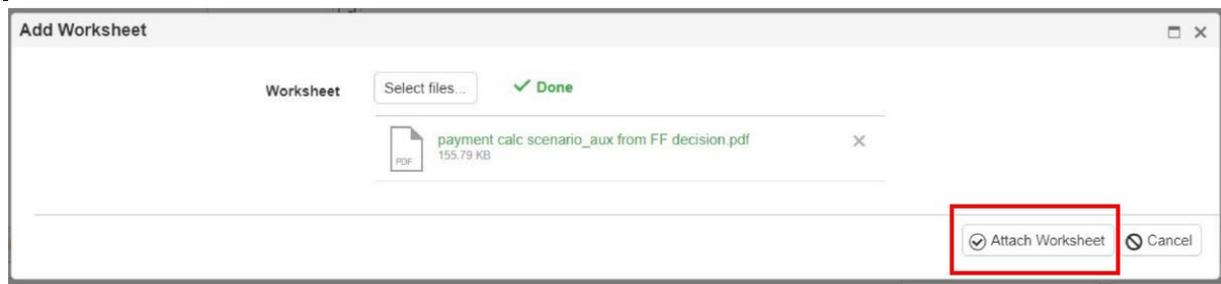
Calculate the Claim Amount using the DCF-F-452-E Child Care Overpayment Worksheet from DCF Forms repository. Please ensure the most up-to-date version of DCF-F-452-E Child Care Overpayment Worksheet is utilized.

Once the final overpayment amount has been calculated, enter the total in the Claim Amount field and then select Upload Worksheet to attach DCF-F-452-E Child Care Overpayment Worksheet as a PDF. The worksheet must be printed at 95% scaling to attach correctly to the overpayment notice generated by BRITS. To do this, open DCF-F-452-E Child Care Overpayment Worksheet and select the CC Overpayment Worksheet-Print tab. Select Page Layout and change Scale to 95%.



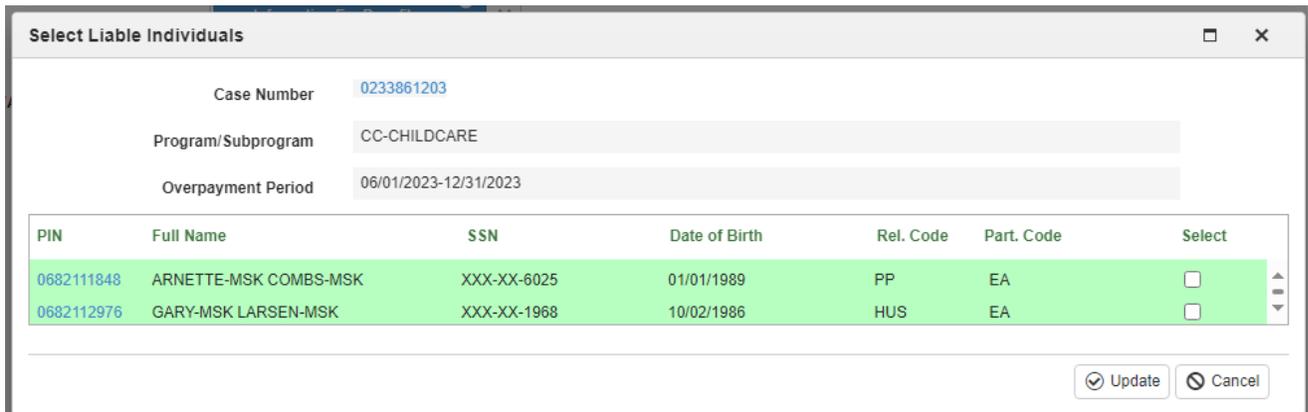


Save DCF-F-452-E Child Care Overpayment Worksheet in PDF format. If a different document is uploaded or the document is not saved as a PDF, there will be issues with the Overpayment Notice being sent to the participant.



Once the Claim Information section is complete and the DCF-F-452-E Child Care Overpayment Worksheet has been attached, add the relevant Liable Individuals to the claim, A Liable Individual is anyone in the CC Assistance Group who is liable for the overpayment claim. Each Liable Individual will receive their own Overpayment Notice.

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



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

The screenshot shows the 'Liable Individuals' section with an empty table. A red box highlights the '+ Add Liable Individual' button. Below it, the 'Add Liable Individual' modal is open, showing input fields for PIN, Full Name, SSN, and Date of Birth, along with a 'Verify' checkbox and 'Update' and 'Cancel' buttons. A red box highlights the 'Update' button.

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

The screenshot shows the 'Liable Individuals' table with two entries. A red box highlights the '+ Add Liable Individual' button. The table has columns for PIN, Full Name, SSN, Date of Birth, Address, Confirm Adr., and Addtl. Adr.

PIN	Full Name ↑	SSN	Date of Birth	Address	Confirm Adr.	Addtl. Adr.
0682111848	ARNETTE-MSK COMBS-MSK	XXX-XX-6025	01/01/1989		<input checked="" type="checkbox"/>	+
0682112976	GARY-MSK LARSEN-MSK	XXX-XX-1968	10/02/1986		<input checked="" type="checkbox"/>	+

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

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

The screenshot shows the 'Comments' section with a text area and a table with columns for Comment Text, Created By, and Created On. A red box highlights the '+ Add Comment' button.

**COMPLETING AN OVERPAYMENT CLAIM**

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

You can edit all details of claim the day you create it. Once the day is over, an overnight process in BRITS generates an Overpayment Notice based on the claim information you

entered, and most of the claim details are no longer editable. Error type, overpayment begin and end date, claim amount, and liable individuals can be updated within 60 days of claim creation. To officially complete the overpayment referral, click the Claim Created check box next to the Create CC Claim button and save the page.

The screenshot shows a 'Post Investigation' form with three main sections:

- Claim Determination:** Includes fields for 'Claim Needed?' (Yes), 'Assigned Date' (11/22/2024), 'Claim Created' (checked), 'Assignment Type' (Internal), and 'Assigned To' (Lakesha Jackson TEST-CCINTI...).
- Fraud Determination:** Includes a field for 'Pursue Fraud?' (No).
- Cost Savings & Completion:** Includes a field for 'CC Future Cost Savings' (\$0.00) and a checked 'CC Post Investigation Complete' checkbox.

The Create CC Claim button is available for agency error claims for 60 days after you establish the claim. If you need to create another claim for the same referral. After 60 days, this button is no longer available.

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

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



**REVIEWING AN OVERPAYMENT CLAIM**

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

Case Detail #0233861203

Case Information

Referral Information

All Referrals  Open Referrals  Closed Referrals

Referral Number	Status	Type
3300001313	Post Investigation In Progress	Claim Investigation

Claim Information

All Claims  Open Claims  Closed Claims

Collection Fee (CF) claims are not displayed on Case Detail page. Please see Individual Detail page.

Claim Number	Case Number	Program Code	Type	Status	Notice Date	OP From	OP To	Adj. Claim Amt.	Outstanding Bal.	Liabe #
1100009551	0233861203	CC	CE	Pending		06/01/2023	12/31/2023	\$500.00	\$500.00	

The Claim information section provides a list of all claims associated with the referral and includes the case number, program, type of overpayment, claim status, notice date, overpayment period, claim amount, and outstanding balance on the claim. Click the hyperlinked Claim Number to open the Claim Details page. This page shows more detailed information about the claim including the overpayment reason(s), claim source, notice date, claim office, and more.

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

Home   Advanced Search   Workload   **Create Referral**   Admin -   Create Non-Referral Claim -
Referral   Search

Claim Detail #1000000751

Claim Information

Claim Number	1000000751	<table style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: right;">Initial Claim Amount</td><td style="text-align: right;">\$200.00</td></tr> <tr><td style="text-align: right;">Adjusted Amount</td><td style="text-align: right;">\$0.00</td></tr> <tr><td style="text-align: right;">Adjusted Claim Amount</td><td style="text-align: right;">\$200.00</td></tr> <tr><td style="text-align: right;">Total Cash Payment</td><td style="text-align: right;">\$0.00</td></tr> <tr><td style="text-align: right;">Total Recouped</td><td style="text-align: right;">\$0.00</td></tr> <tr><td style="text-align: right;">Total Collected</td><td style="text-align: right;">\$0.00</td></tr> <tr><td style="text-align: right;">Outstanding Balance</td><td style="text-align: right;">\$200.00</td></tr> <tr><td style="text-align: right;">Refunded Amount</td><td style="text-align: right;">\$0.00</td></tr> </table>	Initial Claim Amount	\$200.00	Adjusted Amount	\$0.00	Adjusted Claim Amount	\$200.00	Total Cash Payment	\$0.00	Total Recouped	\$0.00	Total Collected	\$0.00	Outstanding Balance	\$200.00	Refunded Amount	\$0.00
Initial Claim Amount	\$200.00																	
Adjusted Amount	\$0.00																	
Adjusted Claim Amount	\$200.00																	
Total Cash Payment	\$0.00																	
Total Recouped	\$0.00																	
Total Collected	\$0.00																	
Outstanding Balance	\$200.00																	
Refunded Amount	\$0.00																	
Program/SubProgram	W-2 C - W-2 FOR OLDEST MINOR CHILD WITH CU																	
Error Type	INTENTIONAL PROGRAM VIOLATION																	
Claim Source	Asset Verification System																	
Overpayment Reason(s)	REI - Misrepresentation of or Failure to Report Earne																	
	TLB - Exceeded Number of Allowable Time-Limit Mor																	
	WFD - W-2 Check Forgery Denial																	
Creation Date	9/14/2023																	
Original Notice Date	9/18/2023																	
Overpayment Period	8/1/2017 - 8/1/2017																	
Claim Office	5611 - ROSS IES W-2 PROGRAM																	
Case Number	3117031839																	
Referral Number	7000229127																	

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

Worksheet  [Sample Worksheet.pdf](#)

### MODIFYING AN OVERPAYMENT

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

**Claim Detail #1100009551**

**Claim Information**

Claim Number	1100009551
Program/SubProgram	CC - CHILDCARE
Error Type	CLIENT ERROR
Claim Source	Case Review
Overpayment Reason(s)	FAI - Misrepresentation of or Failure to Provide Accura
Creation Date	11/22/2024
Original Notice Date	11/25/2024
Overpayment Period	6/1/2023 - 12/31/2023
Claim Office	5040 - MILWAUKEE ENROLLMENT SERVICES
Case Number	0233861203
Referral Number	3300001313

Initial Claim Amount	\$500.00
Adjusted Amount	\$0.00
Adjusted Claim Amount	\$500.00
Total Cash Payment	\$0.00
Total Recouped	\$0.00
Total Collected	\$0.00
Outstanding Balance	\$500.00
Refunded Amount	\$0.00

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

Worksheet [Sample Worksheet.pdf](#)

Liable Individuals

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

**Modify Claim**

Initial Claim Amount	\$500.00
Adjusted Claim Amount	\$500.00
Outstanding Balance	\$500.00
Error Type	CLIENT ERROR
Overpayment Begin Date	6/1/2023
Overpayment End Date	12/31/2023
New Adjusted Claim Amount	\$500.00

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

A claim can be modified up to 60 days from the date the claim is created. Past that time, if a claim needs to be modified, the Child Care Agency must contact the Public Assistance Collections Section (PACS) at [dwspace@wisconsin.gov](mailto:dwspace@wisconsin.gov).

The child care agency must also contact PACS if they need to add a new document to the claim or change anything in the CC Overpayment Worksheet they attached. Once PACS receives the new worksheet, they will send a new overpayment notice. All new claim documents must be uploaded to the document section with a corresponding comment detailing the action in the comment section.

If something in the new overpayment worksheet needs to be modified, the child care agency must indicate that PACS was contacted in BRITS comments.

**NEW DETAILS PAGES**

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

Case Detail #0233861203

**Case Information** ^

Case Number	0233861203	Case Office	5040 - Milwaukee Enrollment Services
Primary Person	ARNETTE-MSK COMBS-MSK	Program Codes	
Case Address	123 Masking 8 Case Copied On 2023-07-14 Madison WI 55555-5555		
Individuals With Liable Claims	0682112976 GARY-MSK LARSEN-MSK 0682111848 ARNETTE-MSK COMBS-MSK (P)		

**Referral Information** ^

All Referrals  Open Referrals  Closed Referrals

Referral Number	Status	Type
3300001313	Post Investigation In Progress	Claim Investigation

**Claim Information** ^

All Claims  Open Claims  Closed Claims

Collection Fee (CF) claims are not displayed on Case Detail page. Please see Individual Detail page.

Claim Number	Case Number	Program Code	Type	Status	Notice Date	OP From	OP To	Adj. Claim Amt.	Outstanding Bal.	Liable #
1100009551	0233861203	CC	CE	Open	11/25/2024	06/01/2023	12/31/2023	\$500.00	\$500.00	2

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

Individual Detail #0682112976

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**PIN Information**

<b>Full Name</b>	GARY-MSK LARSEN-MSK	<b>Date of Birth</b>	10/02/1986
<b>PIN Number</b>	0682112976	<b>Language</b>	Arabic
<b>Social Security Number</b>	XXX-XX-1968		

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**Mailing Address(es)**

Address Source	Address	Date Changed	Case Source	Add/Edit Address	Invalid
Closed Case Address	123 MASKING 8, CASE COPIED ON 2023-07-14, MADISON, WI, 55555-5555	04/17/2024	0233861203		
BRITS Mailing Address					
BRITS Additional Notice Address					

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**Representative Information**

**Claim Accounts**

Claim Summary								Recovery Action
Account	Claim Count	Orig. Claim Amt.	Adj. Claim Amt.	Outstanding Bal.	Delinquency	Stop Status	Restart	Renotify
CC	1	\$500.00	\$500.00	\$500.00				
<b>Total</b>	<b>1</b>	<b>\$500.00</b>	<b>\$500.00</b>	<b>\$500.00</b>				

### OVERPAYMENT NOTICES

BRITS automatically generates and sends all overpayment notices for an established overpayment claim in an overnight batch. DCF-F-452-E Child Care Overpayment Worksheet is uploaded with the claim is automatically attached to the overpayment notice that BRITS generates.

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



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

Client Correspondence History

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**Search Criteria**

Search By:  Case Number

PIN

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**Notice Address History**

Last Notice Date	Address	Address Source	Address Type	Updated Date	Updated By
11/25/2024	123 Masking Case Copied On 2023-07-14 8, Madison, WI, 55555-5555	Case - 0233861203	CLOSED CASE ADDRESS	04/17/2024	CARES Case
11/25/2024	123 Masking Case Copied On 2023-07-14 8, Madison, WI, 55555-5555	Case - 0233861203	CLOSED CASE ADDRESS	04/17/2024	CARES Case

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**Search Results**

Notice Date	Created By	Notice Type	Name	PIN	Claim Account	Notice Address	Returned
11/25/2024	System-Updated	Original Notice	ARNETTE-MSK COMBS-MSK	0682111848	CC	①	
11/25/2024	System-Updated	Original Notice	GARY-MSK LARSEN-MSK	0682112976	CC	①	

## TRAINING

## AGENCY ACTION

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

**ATTACHMENTS**

[Appendix III Local Agency Program Integrity Management](#)

**CONTACT**

For Child Care Policy Questions: [Childcare Policy Question SharePoint](#)

For Child Care, CARES, BRITS and WWP Functionality Questions: Child Care Help Desk  
[childcare@wisconsin.gov](mailto:childcare@wisconsin.gov)

For Wisconsin Shares policy questions outside of Milwaukee County contact your Bureau of Regional Operations (BRO), Child Care Coordinators at  
[BROCCPolicyHelpDesk@wisconsin.gov](mailto:BROCCPolicyHelpDesk@wisconsin.gov).

For Program Integrity technical assistance, Child Care CARES/CWW and CSAW Processing Questions statewide, and policy questions in Milwaukee County, contact the Child Care Help Desk at: [childcare@wisconsin.gov](mailto:childcare@wisconsin.gov).

DCF/DECE/BCCSA/KDM