

CARES and BRITS Interoperability Workflows

The following diagrams outline some example workflows that are designed to illustrate how a user will complete benefit recovery steps using CARES Mainframe, CWW, and the Benefit Recovery Investigation Tracking System (BRITS). The provided examples are intended to support the presentation given at this IMAC meeting and are not reflective of workflows statewide. Actual workflows may vary based on local processes. The point at which different users enter the workflow may vary per local processes.

Example Workflow: General Fraud Referral Creation

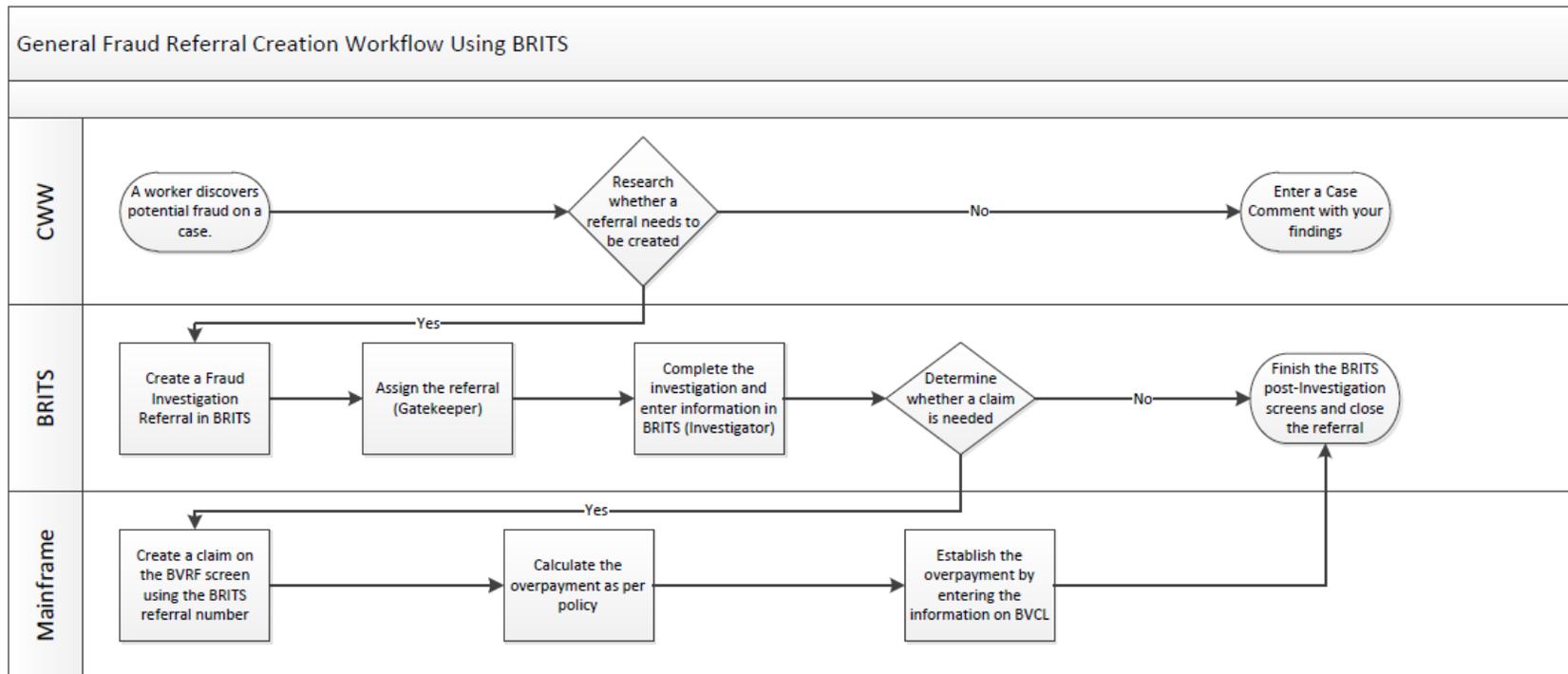


Figure 1 This is a general workflow that shows which system is used for the different steps. If your agency follows a different process and creates claims at a different point, then continue using that workflow.

Example Workflow: Document Management

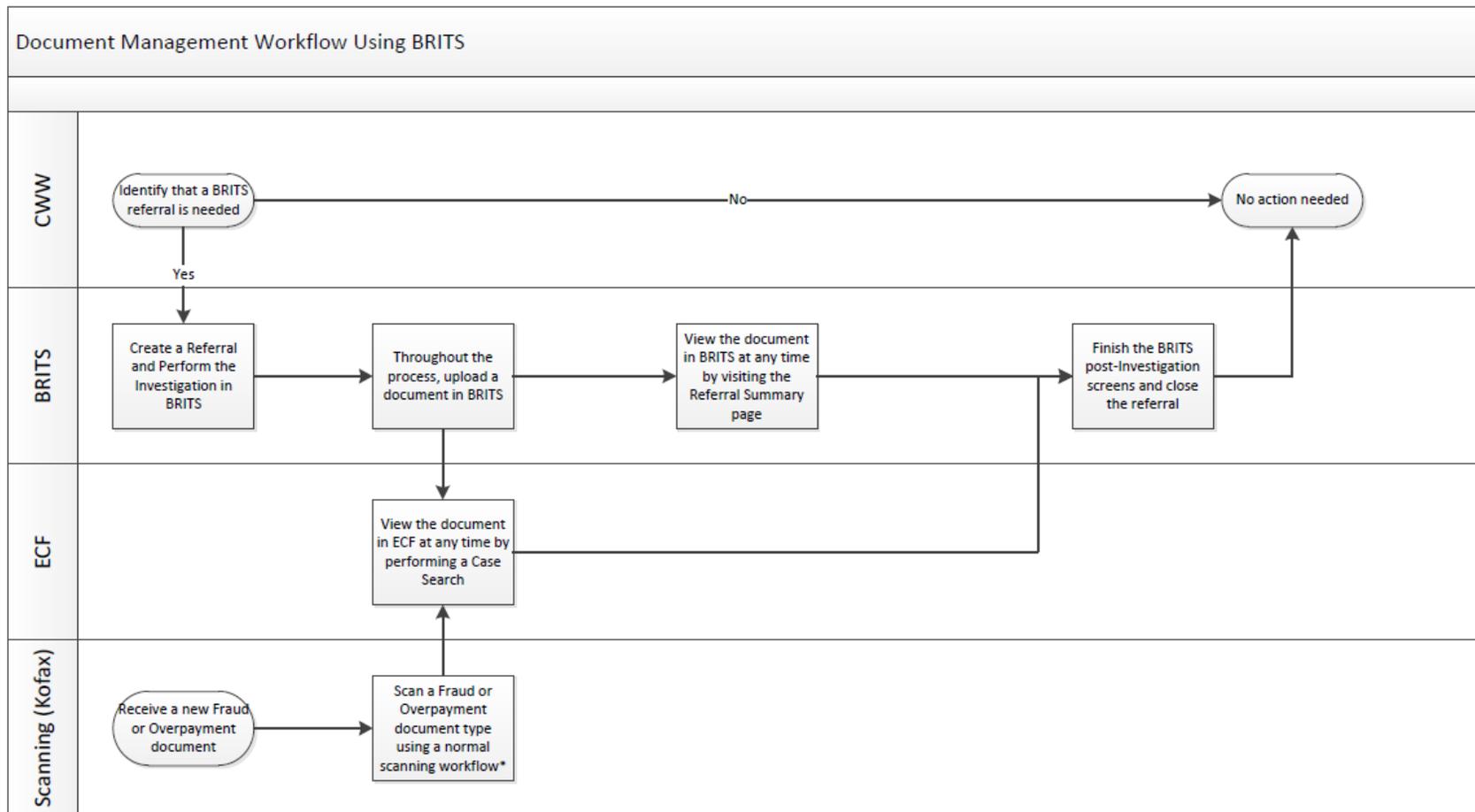


Figure 2 This is a general document management workflow. You should upload documents associated with a referral directly into BRITS. Documents that are only scanned, and not uploaded into BRITS, will not be visible in BRITS. If you both scan a document and upload that same document into BRITS, it will create duplicate documents in the Electronic Case File (ECF). If the document is already in ECF from earlier work, you do not need to upload it into BRITS.

Example Workflow: SWICA Discrepancies

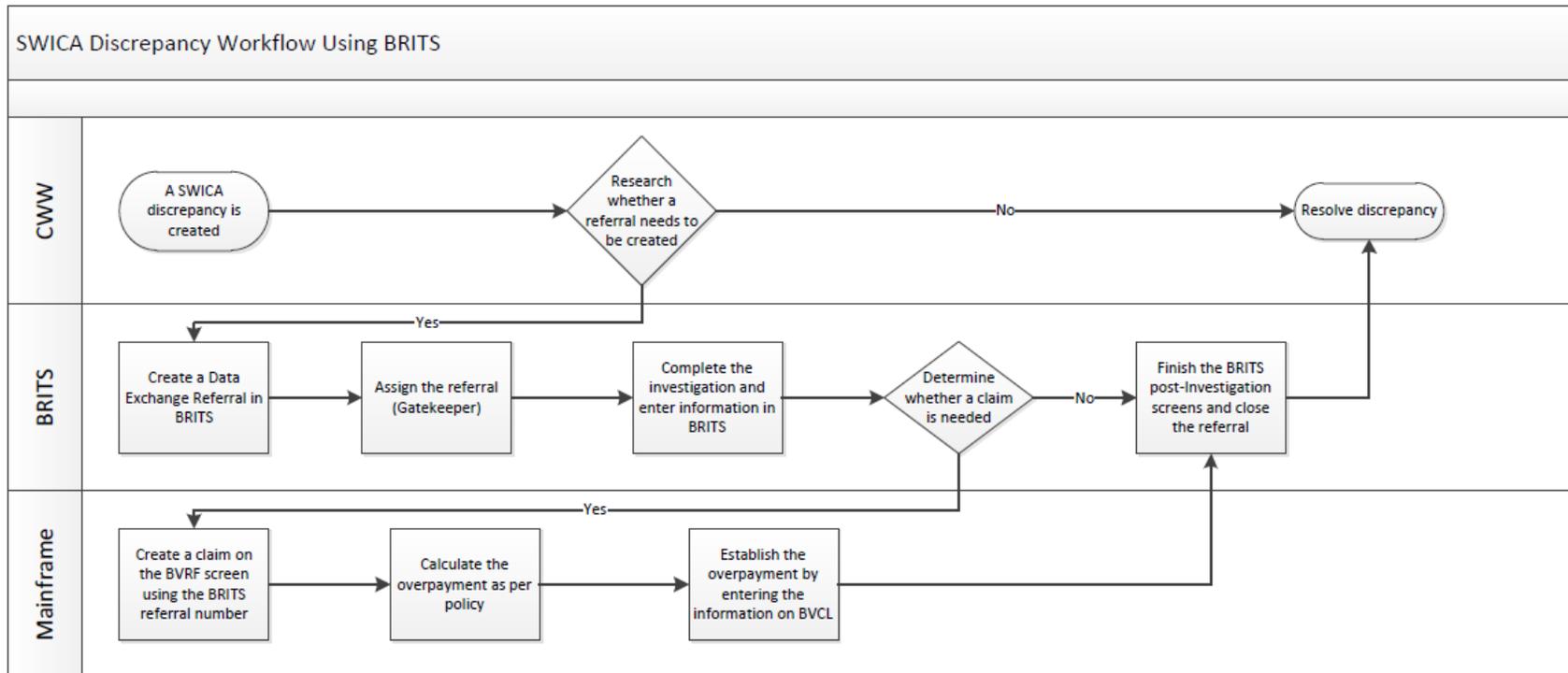


Figure 3 This is a general workflow that shows which system is used for the different steps. If your agency follows a different process and resolves discrepancies in CWW at a different point or creates claims at a different point, then continue using that workflow.