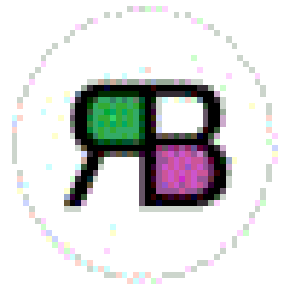


BRITS UPDATE FOR IMAC

April 20, 2017

Theresa Fosbinder

DHS/DMS/BEPS



TODAY'S TOPICS

- **BACKGROUND**
 - ✓ Implementation and Rollout
 - ✓ Cumulative Totals
- **ONGOING OPERATIONS**
 - ✓ BRITS Project Meeting and Governance Structure
 - ✓ BRITS IMAC Subcommittee
- **BRITS SCHEDULE**
- **OVERPAYMENT CALCULATION REDESIGN**

BACKGROUND: Implementation and Rollout

- Implemented November 16, 2016
- Rolled out in IM consortia last quarter 2016/first quarter 2017
- Feedback:
 - “User Friendly”
 - “Doing more referrals”
 - Reports need improvements

BACKGROUND:
BRITS
Cumulative Totals
11/14 - 3/16

Total Referral Count	127,810
Migrated Referral Count	105,365
New Referral Count	22,445

****OPEN REFERRAL COUNT****** 18,219

Programs Open/Valid Non Migrated

CC	6,784
FS	13,687
MA	15,993
W-2	4,711

Successful Login Count	29,926
Distinct User Count	985
Documents Uploaded	8,497

**** TOP 5 Investigation Reasons ****

- Earned income
- Questionable Income/Expense
- Not in Approved Activity
- Household Composition
- Duplicate Assistance w/another state

****BRITS Support******

Overall Tickets Since Go-Live	485
Average Monthly Support Tickets	121

ONGOING OPERATIONS: BRITS Project Meeting and Governance Structure

- All program areas (IM, W-2, Child Care, OIG) meet together in conjunction with the BRITS Team to establish needs and priorities.
- Business requirements are developed together or separately, as required.
- Issues can be escalated to the BRITS Advisory Council:

Name	Area
Bob Nikolay	DCF - Executive
David Timmerman	DCF - BOP
Linda Richardson	DCF - W-2
Emily McFarland	DCF - OIG
Fay Simonini	DCF - PACU
Hope Koprowski	DCF -Executive
Jennifer Mueller	DHS - IM
Junior Martin	DCF - BPI
Kristina Trastek	DCF - BITS - BI
Mike McKenzie	DHS -OIG
Paul Ruby/ Kathy Cotto	DCF - BITS
Sandy Breitborde	DCF - Executive
Selina Schmidtka	DCF - BITS - Project Manager
Tiffany Wilson	DCF - CC
Wendy Metcalf	DHS - OIG

ONGOING OPERATIONS: BRITS IMAC Subcommittee

Within the IM program area, the BRITS IMAC subcommittee:

- Advises on needs and priorities;
- Assists with User Acceptance Testing;
- Assists in establishing business requirements;
- Funnels issues and requests to DHS.

Bobbie Jo Heiser-Abel – Portage/Central	Holly Garcia - Racine/WKRP
Berkshire, Raquel O – DHS/Systems	Mary Bork - Waupaca/East Central
Bob Uebele - La Crosse/Western	Klingforth, Robert – DHS/OIG
Boyenga, Lynnae – Waukesha/Moraine Lakes	Konsella, Linda A – DHS/FSQC
Cooper, Eraina L – DHS/Milwaukee	Krebs, Andrea C – DHS/Communications
Dahl, Jen – Eau Claire/Great Rivers	Lang, Doreen – Wood/Northern
David, Rebecca M – DHS/CARES Call Center	Mandel, Sabrina – DHS/HC Policy
Dean Landvatter – Racine/WKRP	Mandy Mayek – Portage/Central
Dehling, Elizabeth A – DHS/AA	Mertens, Elizabeth A – DHS/CARES Call Center
Dickinson, Michele M – DHS/FS Policy	Metcalfe, Wendy M – DHS/OIG
Donahue, Mary – Rock/Southern	Miller, Tom – La Crosse/Western
Flores, Alexandra M – DHS/Systems	Nancy Harmann - Racine/WKRP
*Fosbinder, Theresa L – DHS/Training/BRITS	Romens, Margaret – Dane/Capital
Furr, Michelle – DHS/HC Policy	*Schwandt, Debbie – Kenosha/WKRP
Garcia, Beulah – Sawyer/Northern	Taylor, Julie L – DHS/FS Policy
Geilenfeld, Rachel L – DHS/FS Policy	Ward, Gillian M – DHS/PM
Groessl, Chelsey – Brown/Bay Lake	White, Shawna – Sawyer/Northern
Kristine Jordahl - Waupaca/East Central	Wunrow, Kim – Winnebago/East Central
Helmle, Penny – Oconto/Bay Lake	Yohn, Amberlyn – Racine/WKRP
Piotter, Amy – Outagamie/East Central	Thiago Souza - Waupaca/East Central
* Co-chairs	

BRITS SCHEDULE*

- 1) BRITS Release 1.1 – July, 2017
- 2) Claim Creation – Implementation date TBD
- 3) Other Work – Implementation date TBD
- 4) Reports/Business Intelligence - Ongoing

1) RELEASE 1.1 - JULY 2017
Changes, enhancements bug fixes

2) CLAIM CREATION – IN PROGRESS

3) OTHER WORK – TBD
- Various originally planned BRITS work
- More changes, enhancements, bug fixes

4) REPORTS/BUSINESS INTELLIGENCE - ONGOING

OVERPAYMENT CALCULATION REDESIGN

- Short Term: Release of FoodShare Wisconsin Overissuance Calculator - Spring 2017
- Long Term: Overpayment Project - 2018 (CARES Project umbrella)

RELEASE 1 – JULY, 2017

ITEM	SOURCE
Add values to the Referral Source dropdown (DCF Fraud Mailbox, DHS Fraud Mailbox & Third Party Verification)	Wish list-W2
Remove "PARIS Project" from the Referral Source dropdown (Replace with DHS PARIS & DCF PARIS Report) PART 1 & 2	Wish list-W2
Agency Error Referral Impedes Creation of Standard Referral	Bug
Multiple Referrals: Allow a user to create an Agency Error referral on a case	Change
Add "Referral Source" field on the Referral History grid (of Referral Detail page)	Change
Add user "Last Logged in Date" in the BRITS application	Change
Add Referral Investigation Divider on Referral Page	Change
Change button label "WebI Reports" to "WebI Reports/User Guide"	Change
Offered To (PIN) Waiver issue/ Offered To (PIN Validation) Waiver issue (For FS)	Bug
Welcome Banner Wording Incorrect	Change
PARIS Report States - Client and Server Sides	Change
Exclude non-standard States from PARIS Reports States drop list	Change
Field Update: Add/Edit Reminder Window	Change
Ability For Super User to Void Referrals in "Unassigned" Status	Change
Change the accepted Date Input format	Change
Allow Referral Creation for Programs Pending & Deductible AG (Program) Status	Wish List-IM
Allow Super User to Reopen a Closed Program Tab in PI	Change
Add "Sanctions" To The Document Type Dropdown	Wish list-BRITS
Fraud Committed field in PI not updating with correct date/user	Bug
External Agency code displays instead of description referrals	Bug
Exclude Investigation Reason and referral sources "Pre-BRITS"	Change
Ability To Save User Settings on Workload Page	Wish list-IM
14 technical fixes	BRITS
4 research items	BRITS
Update User manual	BRITS

CLAIM CREATION

ITEM	SOURCE
W-2 Parts 1&2	BRITS
FoodShare	BRITS
Child Care - Client	BRITS
Medicaid/SeniorCare	BRITS
W-2 JAL	BRITS
Child Care - Provider	BRITS
W-2 Emergency Assistance	BRITS
Quick Search - Claims Changes	BRITS
Notice redesign and notice logic (RPA, Dunning, Repayment Summaries, Custom Letters)	BRITS
Delinquency Determination and Dunning Processes	BRITS
Recoupment Processing for W-2 and FS	BRITS
Integration of the Benefit Recovery Posting System into BRITS for Payment Posting and Deposits	BRITS
Collection Systems Interfaces	BRITS
Claims Management (Adjustments, Write-offs, Refunds, Reversals)	BRITS

OTHER WORK AND REPORTS – IM PRIORITIES

ITEM	SOURCE
<p>Accuracy and usability of existing reports</p> <ul style="list-style-type: none"> - Unable to drill down reports appropriately - Issues with the prompt features – input information and they will refresh without saving to run the report - County of residence/credit missing from the reports : Utilizing claim or credit county would help in reports: right now it is difficult for a consortia head to “drill down” to the county that should get the credit and has to use some sort of combination of residency county or gatekeeper county or county of the investigator or county of claim specialist. This data point would allow for easier building of reports - Inaccurate counts - Audit trail for BRITS - C190 / Newly Established Claim Summary report for January from Control D and comparing it to the Post Investigation Final Outcomes Report from the BRITS Data Warehouse – and the information doesn’t match. - Lack of Agency Error on report #8 - Issues with OIG reports 	<p>Various</p>
<ul style="list-style-type: none"> - Reports 1 and 2 are labeled as though they are aggregated by Gatekeeper Office when in fact they are aggregated by Case Office. - Reports 3 through 8 are incorrectly being aggregated by the Investigation Assigned Filter. - Reports 9 and 10 have no problems as the reports do not include gate keeper office. 	<p>BRITS</p>

ITEM	TYPE
Ability To color tag referrals	Workload
Ability to filter by color tag	Workload
Assign Fraud and Claim to the same person across multiple programs	Workload
Ability to make batch workload assignment	Workload
Fix Reminder Timeout: Object reference error when attempting to save a reminder after timeout	System
Change the location of the error messages on a referral detail page	System
Display a visible error message when document does not upload correctly.	System
Add the county of residence (data and reports)	Reports
Newly created referrals summary report	Reports
Investigator specific reports	Reports
Allow for more customization of reports	Reports
Add reports that allow for detailed searching of referral details related to all steps of a referral	Reports
Ability to hold documents in BRITS and release to ECF as needed	Print/Save
Add all doc types that can be used in ECF in BRITS	Print/Save
Ability to print all comments	Print/Save
CWW household members information appear in BRITS when case number entered to it appears when printed	Print/Save
ECF document type business discovery	Print/Save
Printing and Generating Investigation Summaries/"Print" or "Save as PDF" function with each investigation.	Print/Save
Fix confidential cases	Confidentiality
Ability to capture household composition at the time of referral creation	Accuracy
Fix for overpayments that cannot be done due to another agency holding the referral	Accuracy
Ability to enter more than one fraud method	Accuracy
Ability to create a referral when a case has been closed for 6+ years or the cases never went to Open/Ongoing status	Accuracy
Ability to associate/link one case to another (for preventing multiple investigations when two individuals on separate cases live in the same house)	Accuracy
When closing a referral, have the ability to designate case closed, eligibility impacted, benefits impacted	Accuracy
Increased comment word count	Accuracy
Pull cost savings information from CWW so it auto-populates	Accuracy
Ability to clear agency error referrals that end up not being overpayments	Accuracy

QUESTIONS?

- Please direct future questions to your BRITS IMAC subcommittee representative.