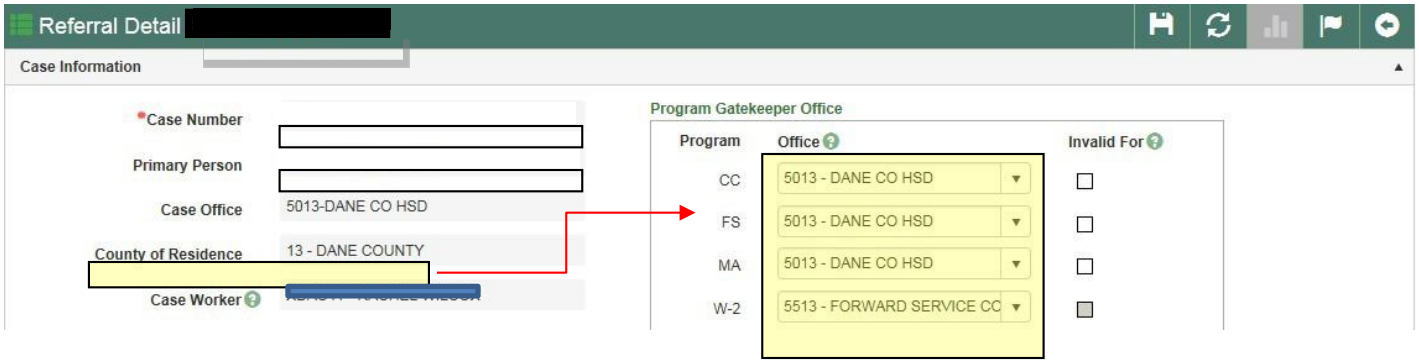
BRITS REFERRAL CREATION GUIDE
Capital Consortium
See BRITS User Manual for more details
https://brits.wisconsin.gov/content/help/help.pdf

Program Gatekeeper Office

The program gatekeeper office ***is*** the county of residence. CC, FS, and MA will typically start 50**, whereas the W-2 office will start 55**.



Referral Types

- **Fraud Investigation** –clients obtaining benefits they are not entitled to through deliberate misrepresentation of facts. Including but not limited to HH composition (AP in Home, Children Out of Home), forgery, false reports made at applications (APP, SMRF, Renewal). These clients are going beyond failure to follow change reportingrequirements.

- **Claim Investigation** –clients who are overpaid, but not necessarily through acts of fraud. An example is failing to follow change reporting rules. The majority of SWICA fall here. In general, if the overpayment can be established with no further investigation needed and/or only wage reports are needed, it should fall under this category.

- **Agency Error** – DO NOT USE THIS CODE. It is reserved for agency error over payments. Please use Claim investigation, and allow the OP worker to determine the proper code and change it if needed.

- **Front End Verification** – Rare. Only to be used if no benefits have been issued and referred in an effort to prevent fraud/overpayments. If benefits have been issued, use one of the other referral types.

Referral Source

Select the most appropriate source. You can find a list of selections in the BRITS user guide (page 266). For example, a referral made based on a SWICA match should be coded with Referral Source "SWICA." Another example would be to use Referral Source "Child Support" for anything that is referred based on information from the Child Support Agency.

Investigation Reasons

Select the most appropriate reason (you can choose more than one if necessary). You can find a list of selections in the BRITS user guide (page 267). For example, select "Earned Income" for referrals that had benefits overpaid for failure to report wages. Another example would be to use "Household Composition" for AP in Home referrals.

Comments

Please use the BRITS case comment template. The template, instructions, and examples are below:

BRITS comment template:

Reason for referral:
Potential OP period:
Programs affected:
Companion case:
What Verification have we Requested/Received:
FEV referral sent/which state:
Notes:

Instructions:

Reason for referral: Choose category for referral (Income/HH comp/WI residency/other)
Potential OP period: Month and year to month and year of possible overpayment
Programs affected: List which programs FS/HC/CC/CTS/etc.
Companion case: List companion case number if there is one
What Verification have we Requested/Received: List any verifications that you have already requested and from what source, or that are in ECF. List data exchange sources to review.
FEV referral sent? (which state): Was an FEV referral sent to check benefits in another state? If so, (which state)?

Notes: Please write a narrative of what is going on. Who, what, where, when, and why did you send this referral? How did you first become aware of this, was there a discrepancy, briefly explain your reasoning, be concise, we will also look at your case comments.

Examples:

Example 1: SWICA referral

Reason for referral: Income
Potential OP period: Oct 2020-June 2021
Programs affected: FS/HC/CC
Companion case: N/A
What Verification have we Requested/Received: Requested EVFE from John's Auto.
FEV referral sent/which state: N/A

Notes: Processed a SWICA discrepancy for second quarter 2021. Discovered employment for Sam Doe with John's Auto that was not reported, and there are previous wage matches with this employer going back to fourth quarter 2020. Income reporting limit was $2000 per month, and income appears to be $3000/month from wage match.

Example 2: HH comp:

Reason for referral: HH comp
Potential OP period: Oct 2019-June 2021
Programs affected: FS/HC
Companion case: 1234567890
What Verification have we Requested/Received: Copy of court order from CS is in ECF, Pended case for HH comp and requested lease/verification.
FEV referral sent/which state: N/A

Notes: Processed a court order from Child Support that states both parents are living in the home since Oct 2019. Jane Doe had not reported Absent Parent in the household previously. AP James Doe has a companion

case that is open for FS only and has earned income at Walmart.

Example 3: FEV vs. NAC referrals:

Recovery is done based on the 2nd State to approve FS
FEV referrals are for initial applications. Referral is needed when:
- Member moves from another State, an application is processed, client **reports not** receiving **FS**, and FS is approved. FEV is requested and it comes back that the member is open in another State = duplicate FS issued.
    Referral type FRAUD
    referral source (could be) CONFLICTING INFORMATION
    FEV referral sent/which state.
    Effective Period

- No OP/no referral needed: If the client **report**s receiving FS in another State and we approve the benefit for any reason (i.e., expedited issuance)

NAC referrals are needed when an alert is received on the case
- residency procedures should be followed if questionable
- If a NAC match is identified at application, renewal, or person add and the agency issues duplicate benefits without taking action on the NAC match, this is a non-recoverable agency error overpayment
- If a NAC match is identified through the monthly matching process or via another state's query, FS is possibly recoverable. Member is responsible for the verification of FS closure in another State a/o residency
- make a referral, if needed, when a NAC match is received so it can be researched on which State opened secondary FS
    Referral type FRAUD
    referral source (could be) CONFLICTING INFORMATION or OUT OF STATE USAGE REPORT
    Other State reporting FS benefits
    Effective Period

What Makes a Good Referral? Changes detailed in the new OPS MEMO 21-25

1. Eligible Look Back period is 1 year from date of discovery for all non-fraud related overpayments.
2. **If fraud is suspected please make sure to note in the referral comments as we can potentially recover beyond the 12 month look back period. Fraud related overpayments can go back up to 6 years.**
3. Food Share defines the date of discovery as "the date the overpayment worker creates the overpayment claim in the system and triggers notice to the member."

Examples of items that should NOT be referred

- CC only referrals that are co-payment adjustments only
- SWICA matches for 1 Quarter (be sure to update the ongoing benefits)
- Potential FS total OPs under $500
- Potential HC OPs unless there is serious fraud and prosecution may be warranted

Keep in Mind…

For Reduced Reporting FS cases, the following are commonly believed to be overpayments, but are not:

- moved to other state,
- failed to report incarceration
- already over 130% FPL and have increased income

SWICA matches rarely create an overpayment if only one quarter is in question, based on income report rules. Clients will normally have until the 10th of the following month to report income changes. For example, if the client goes over 130% FPL in January, they will have until February 10th to report, to impact March benefits.

When sending any type of referral, update the ongoing CWW case appropriately based on open programs on assistance. CC/HC and FS using Unclear policies.

Typically, only one referral can be open/pending per case. If you are unable to create a new referral because one already exists, you will see the following message. In these situations, add comments to the existing referral:



Cases can have more than one open referral, when the referral source is different. For example: 2 referrals can be opened for a SWICA alert and also for a prisoner match alert. Best practice however, would be to add comments to the existing referral rather than creating a new referral.
An error message will appear indicating the existing referral #, where updates can be made.
The following Data Exchange referral(s) with the same Referral Source exist(s). 3000000043 - Not Assigned

DON'T CHECK THE BOX! When processing a SWICA in CWW, please do not check the overpayment referral box with the SWICA discrepancy. Capital does not use this to track overpayments, and you will need to go back into CWW to uncheck the box if you use it mistakenly.