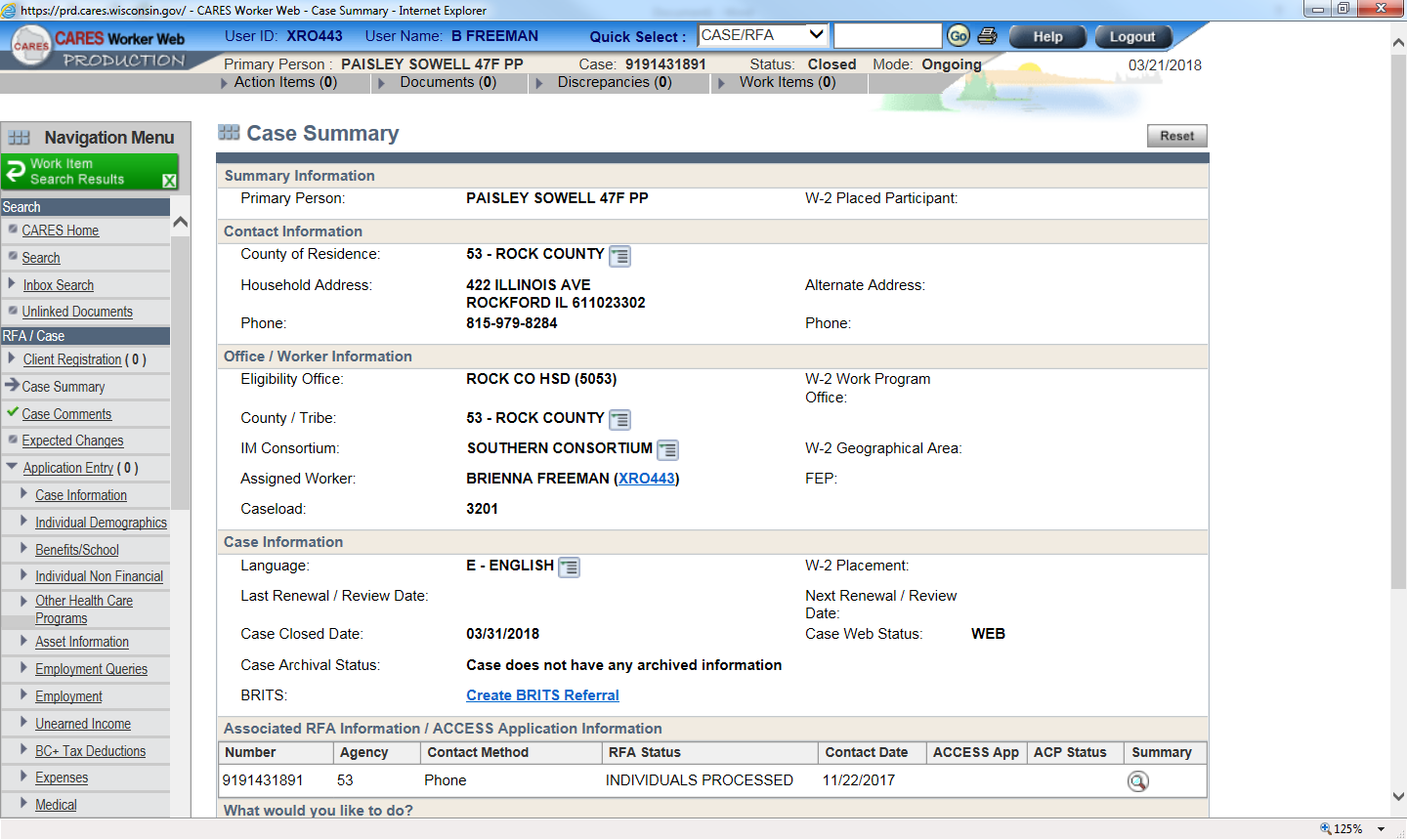
**BRITS Desk Aid**

**What is BRITS?**

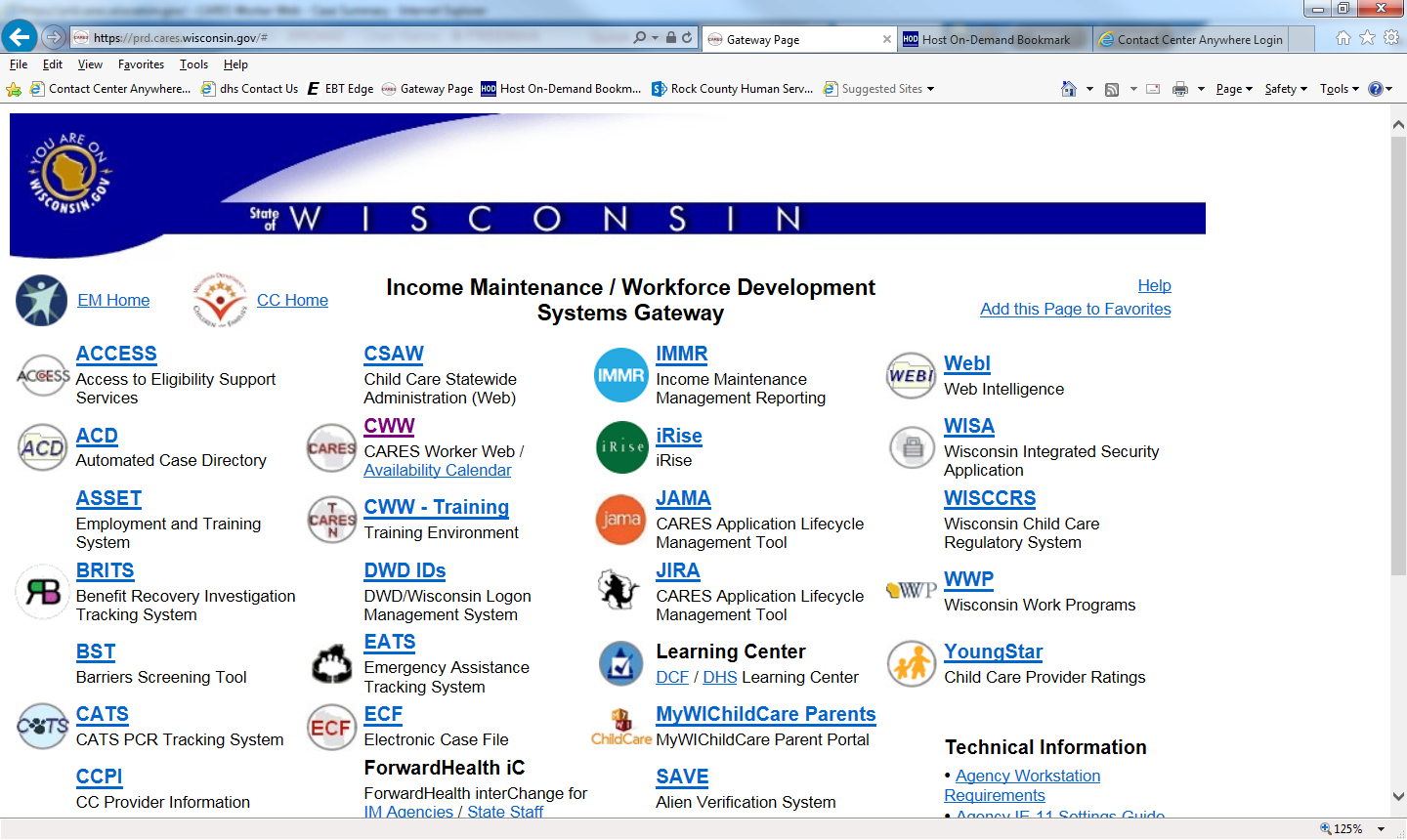
* Benefits Recovery Investigation Tracking System

**Accessing BRITS**

* BRITS can be accessed from two places:

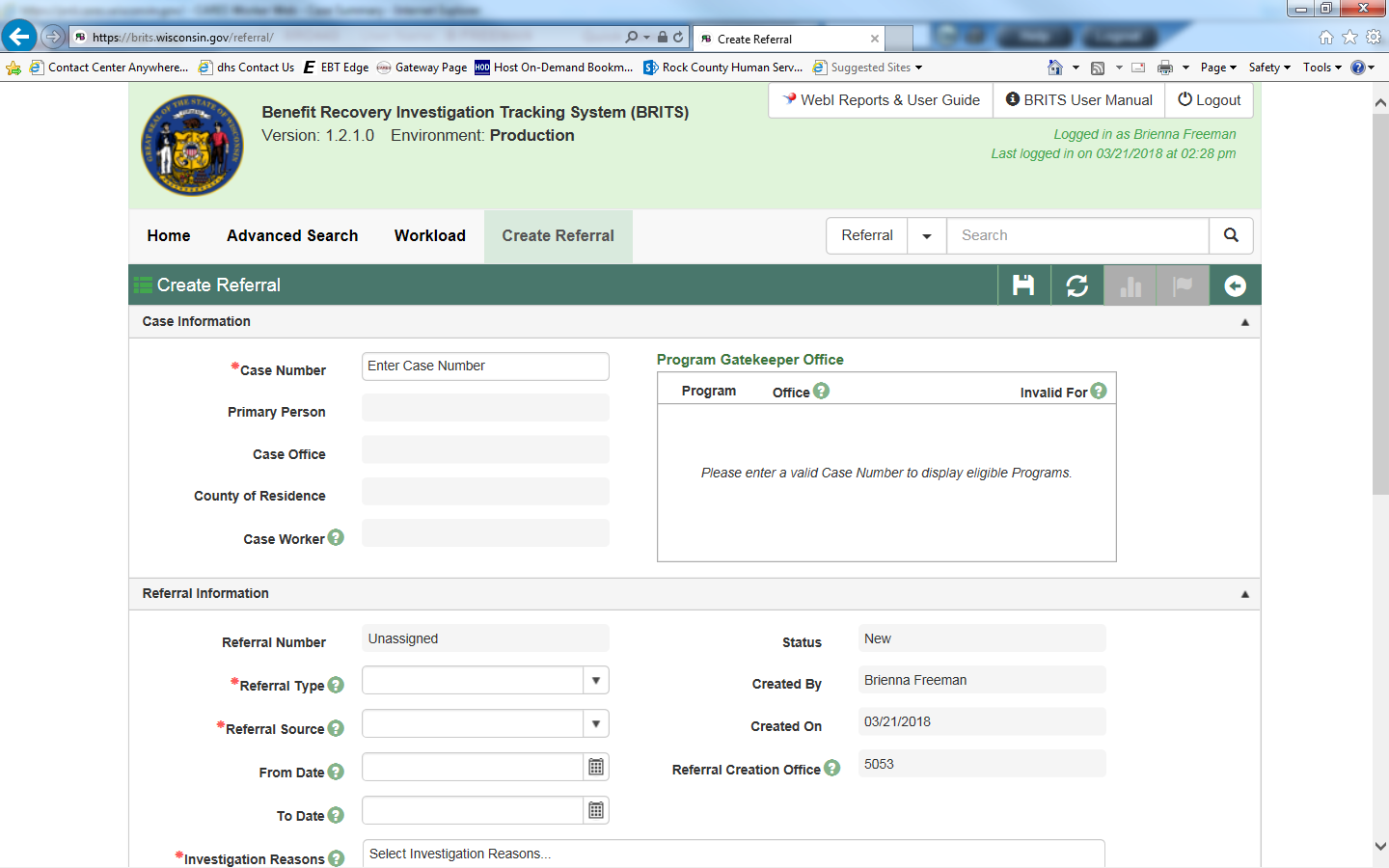


1. The **Case Summary** page of the case you would like to refer by selecting the blue hyper link.



2. From the Gateway page by selecting the **BRITS** icon.

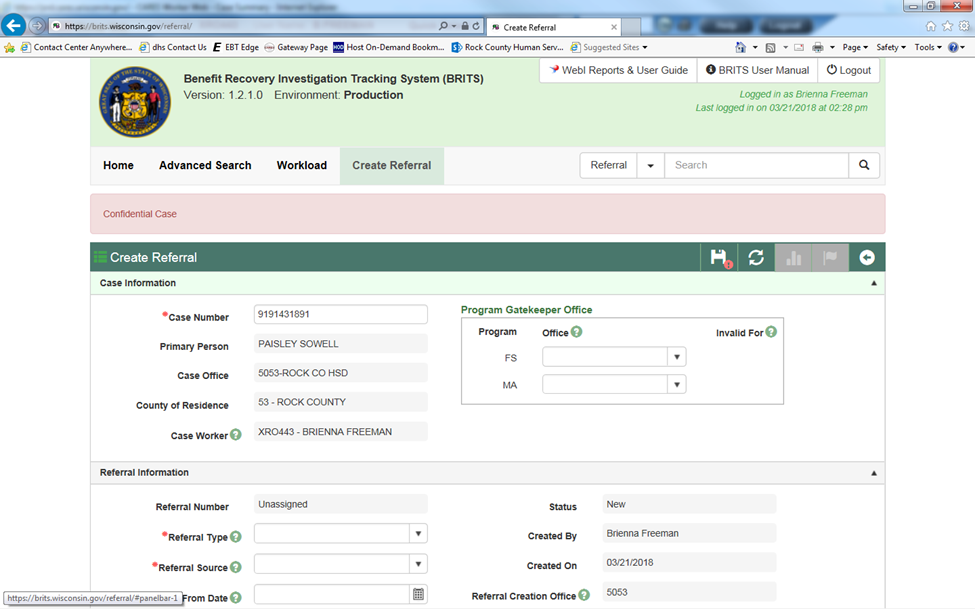
* You will then be prompted to login using your CWW user ID and Password.
* Once logged in, you will find the **Create Referral** page



* From the **Create Referral** page you will be able to enter Overpayment Referrals/Claims and Front End Verification Investigations (FEVS).

**Entering an Overpayment Claim**

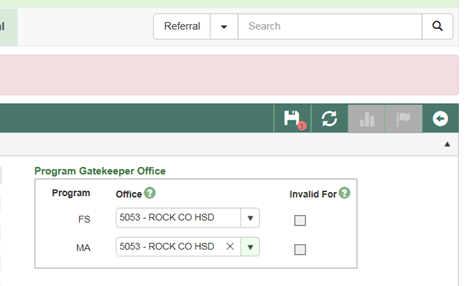
* Once you have determined that an overpayment of benefits has occurred, you will enter a **Claim Investigation** referral into BRITS. To do this, you must follow these steps:



1

Select the appropriate office number in the **Program Gatekeeper Office** section.

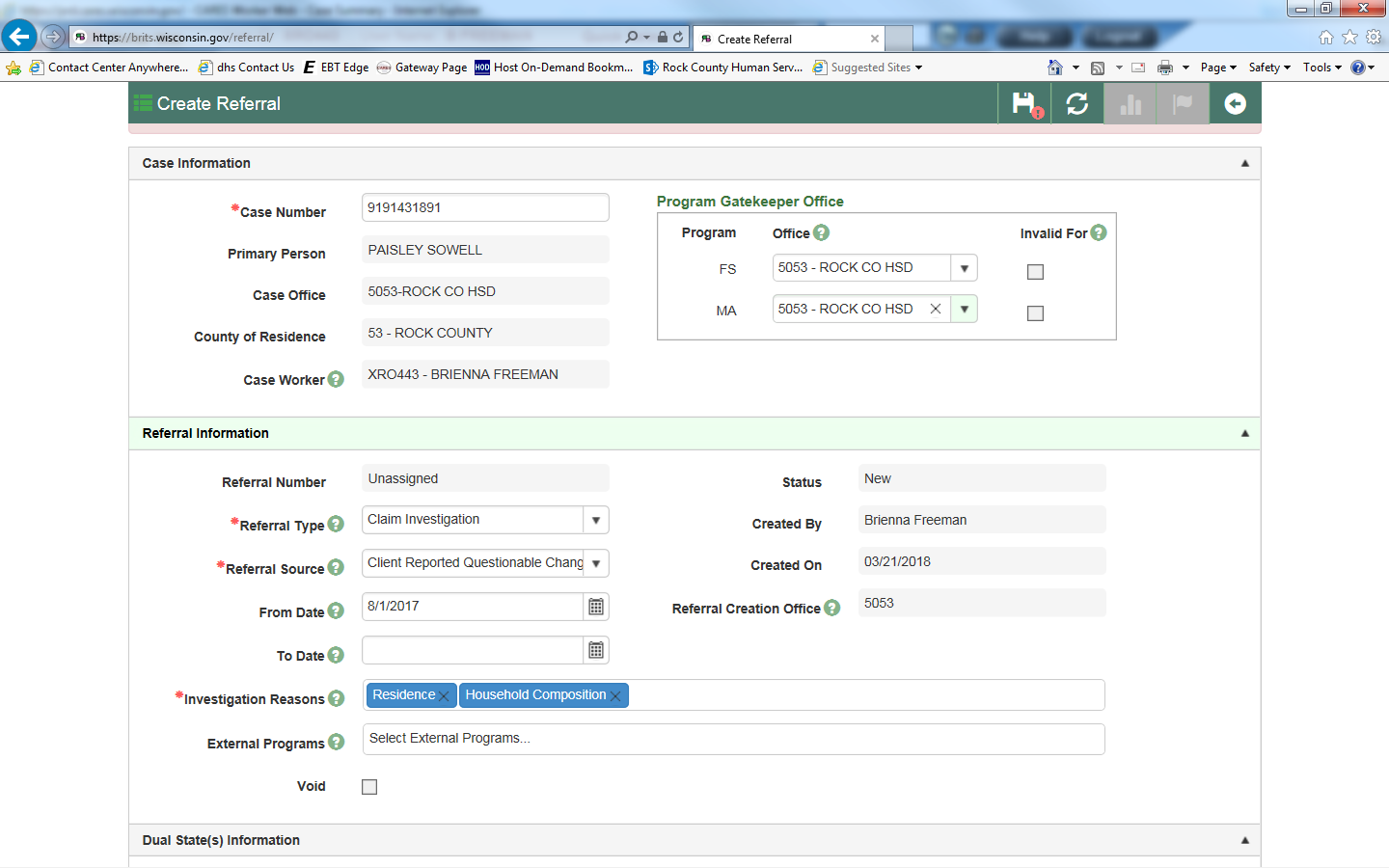
Enter the Case Number in the appropriate field. This will populate the primary person’s name, case office, county of residence and case worker.



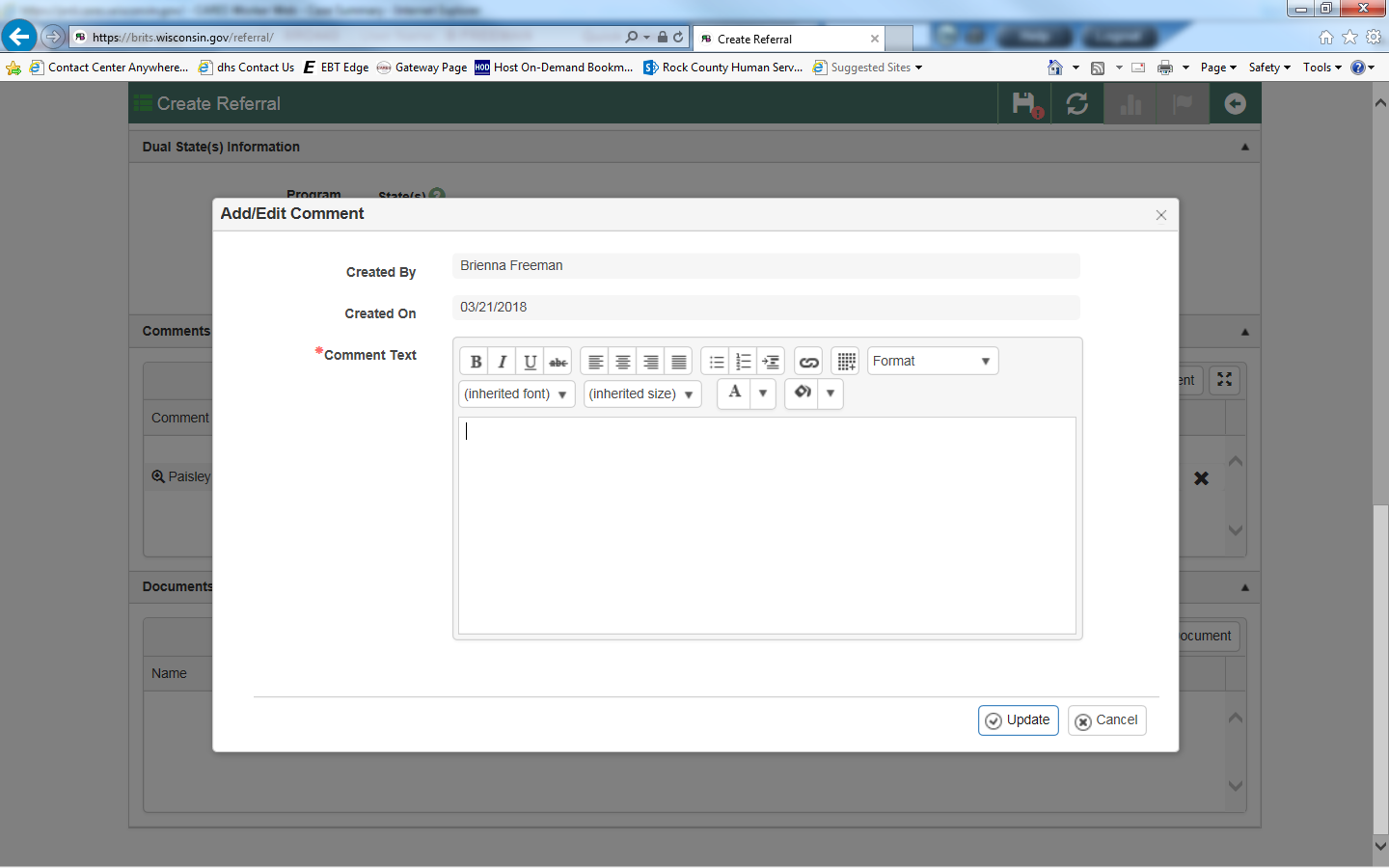
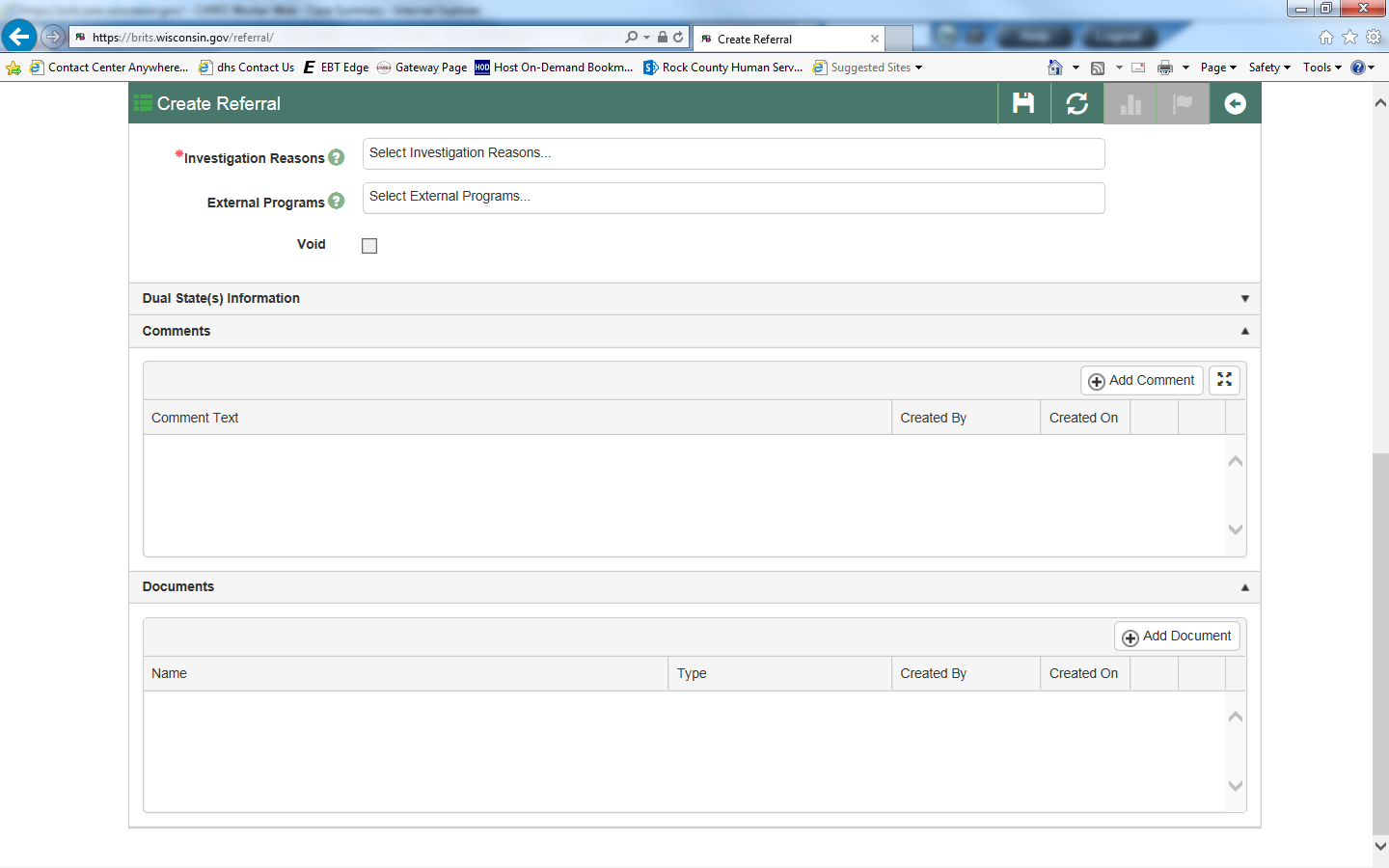
2

Update the following:

1. Referral Type: Claim Investigation
2. Referral Source: How was the overpayment found (SWICA, Discrep, etc.).
3. From Date: First day of the overpayment timeframe.
4. To Date: The last day of the overpayment timeframe or leave blank if this date has not yet arrived.
5. Investigation Reasons: Select reasons for the overpayment.



3



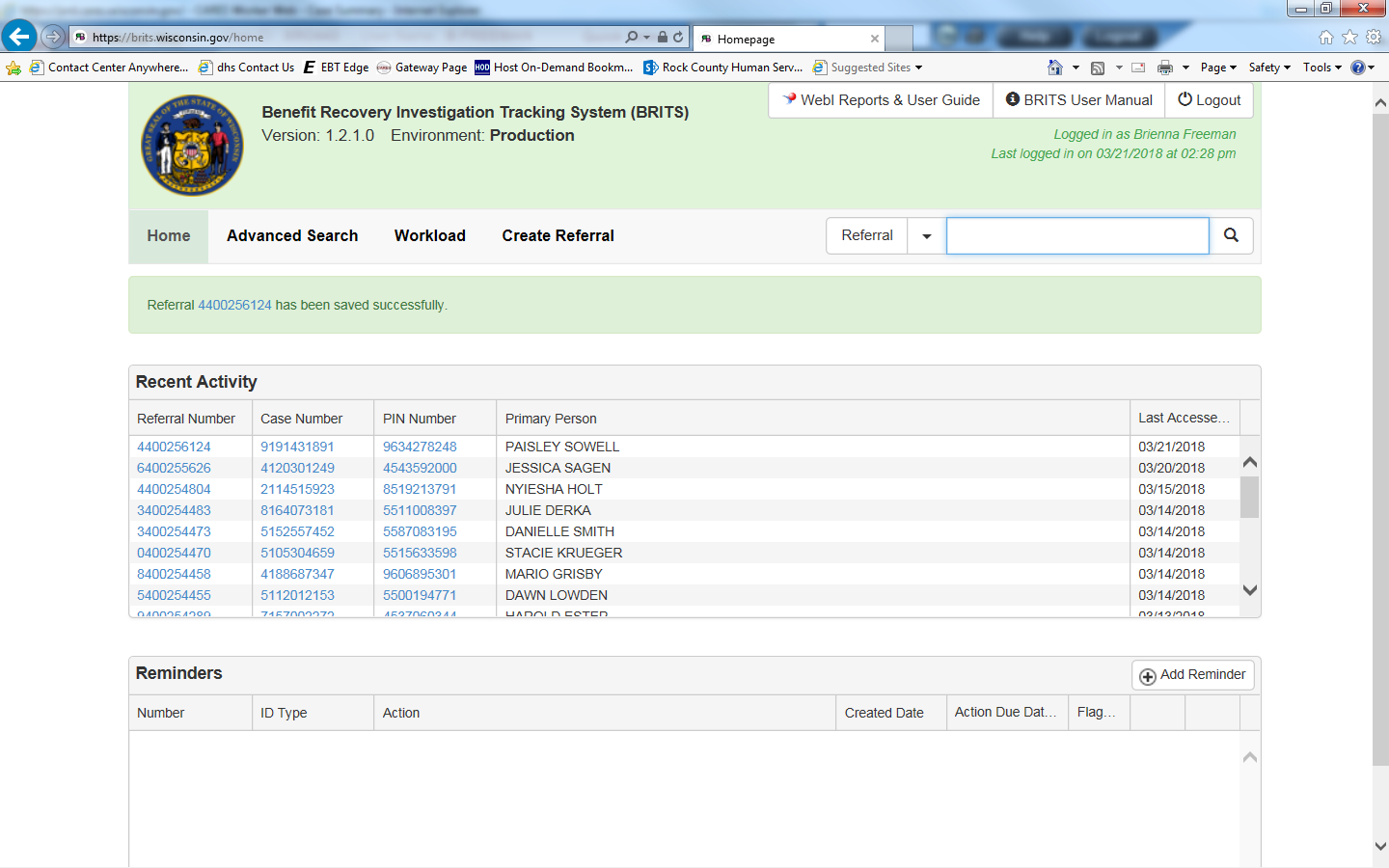
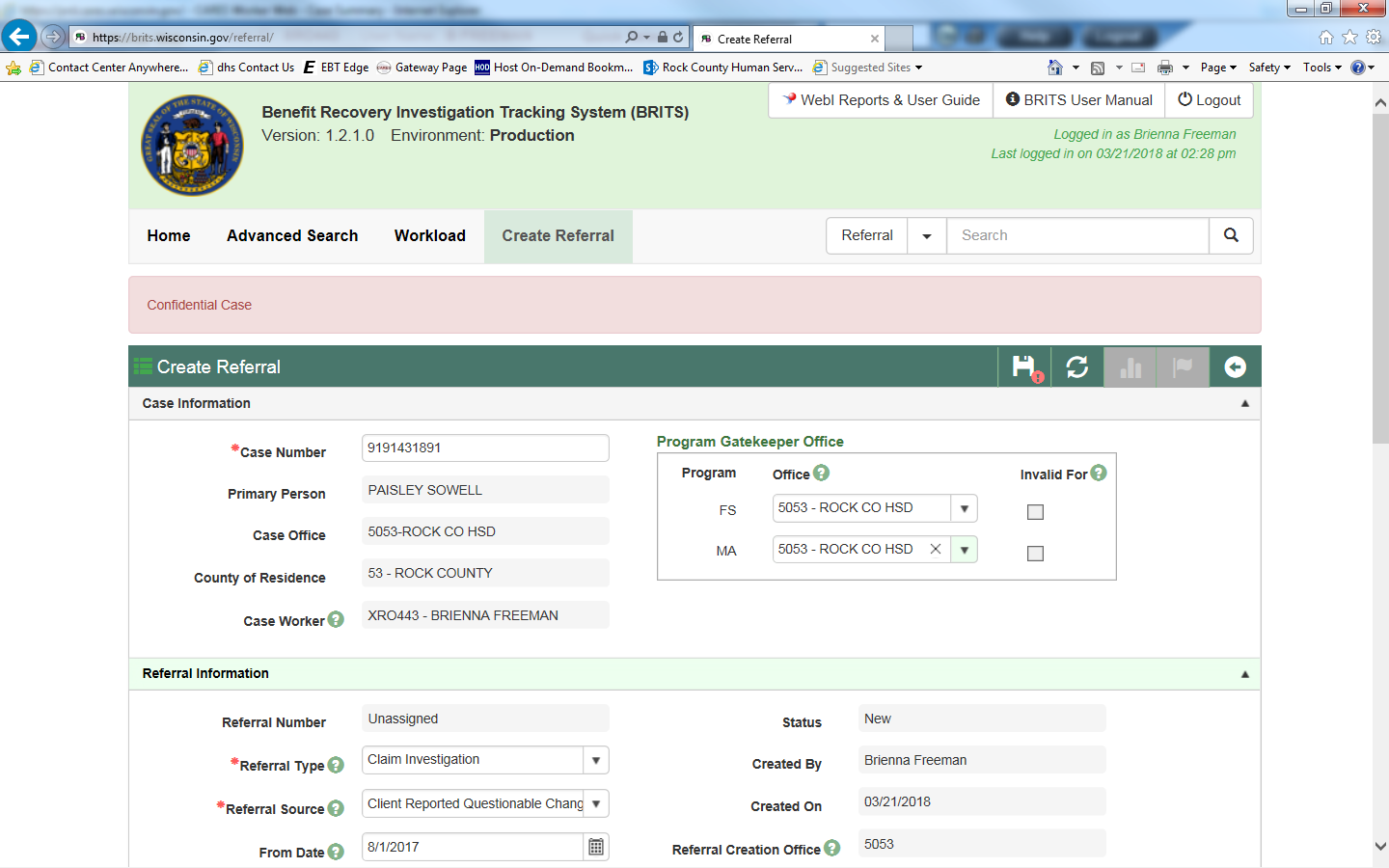
4

Select **ADD COMMENT** to open the Add/Edit Comment box to the left.

Enter a detailed comment as to how the overpayment occurred, how it was discovered, how it was verified, the time frame & programs effected and the date of discovery.

Select **UPDATE** when complete.

You may also add supporting documents using the **ADD DOCUMENTS** button just below the comments section. .



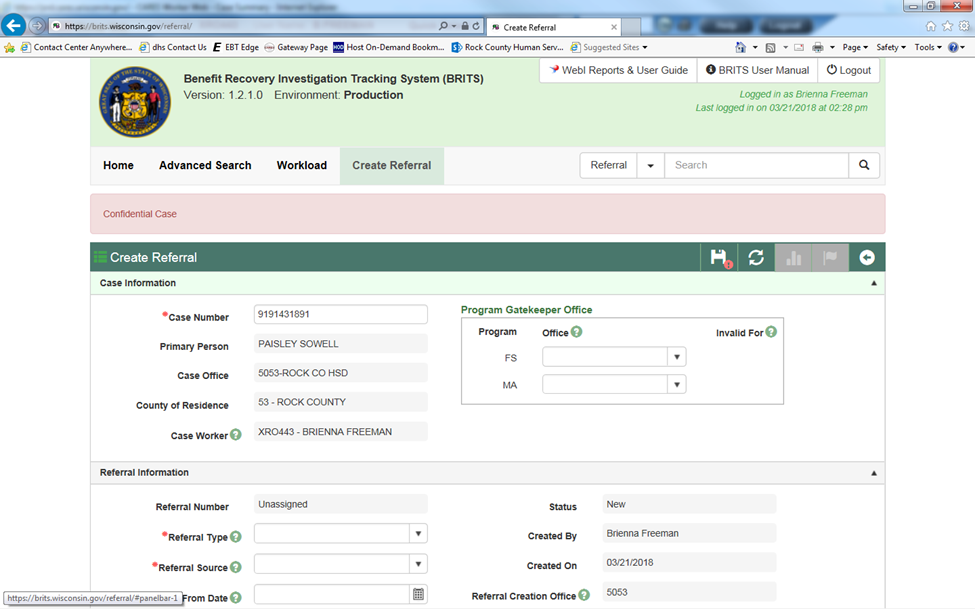
When you have completed steps 1-4, save your entries by selecting the SAVE icon. This will generate the BRITS referral tracking number.

The BRITS referral tracking number should be entered into the CWW case comments.

5

**Entering a Front End Verification Investigation (FEV)**

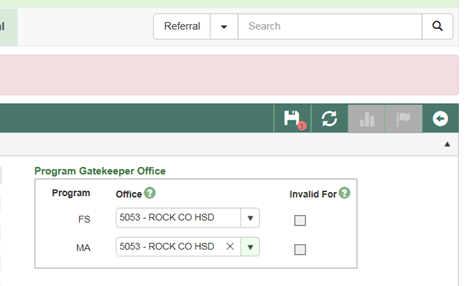
* IF you find client information questionable and believe that the case warrants a visit from our investigative firm, you should enter a **Front End Verification** referral. To do this, you must follow these steps:



1

Select the appropriate office number in the **Program Gatekeeper Office** section.

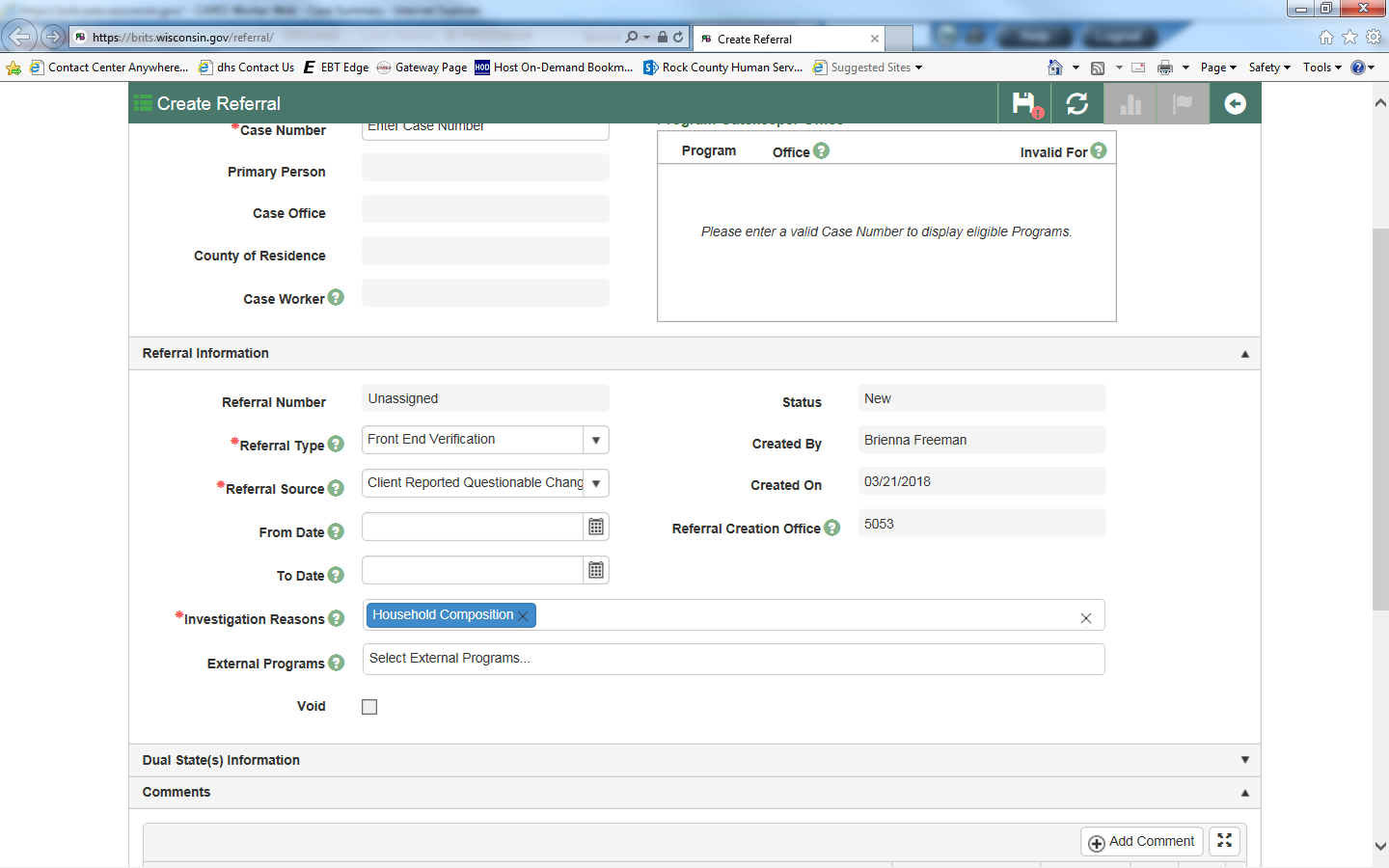
Enter the Case Number in the appropriate field. This will populate the primary person’s name, case office, county of residence and case worker.



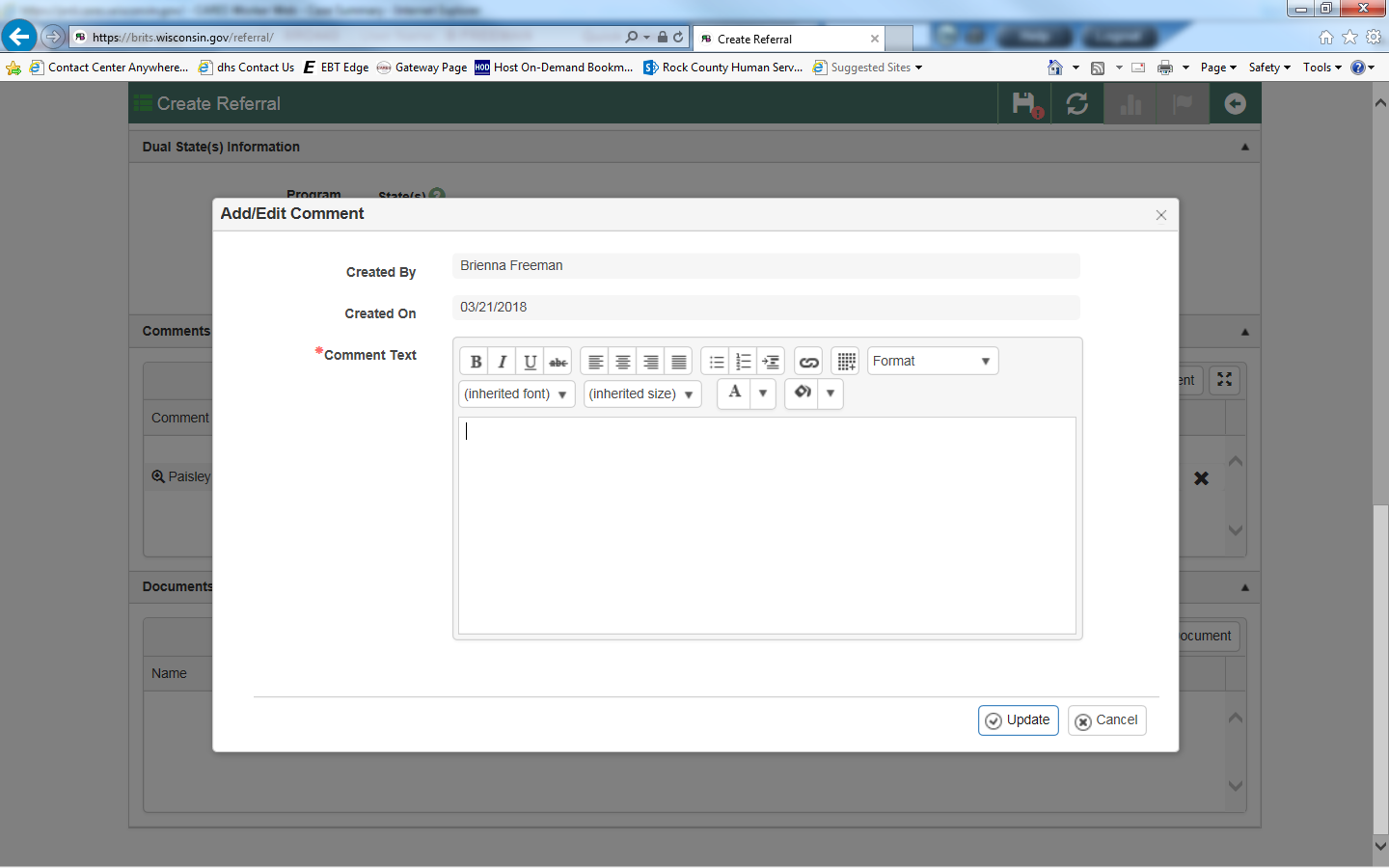
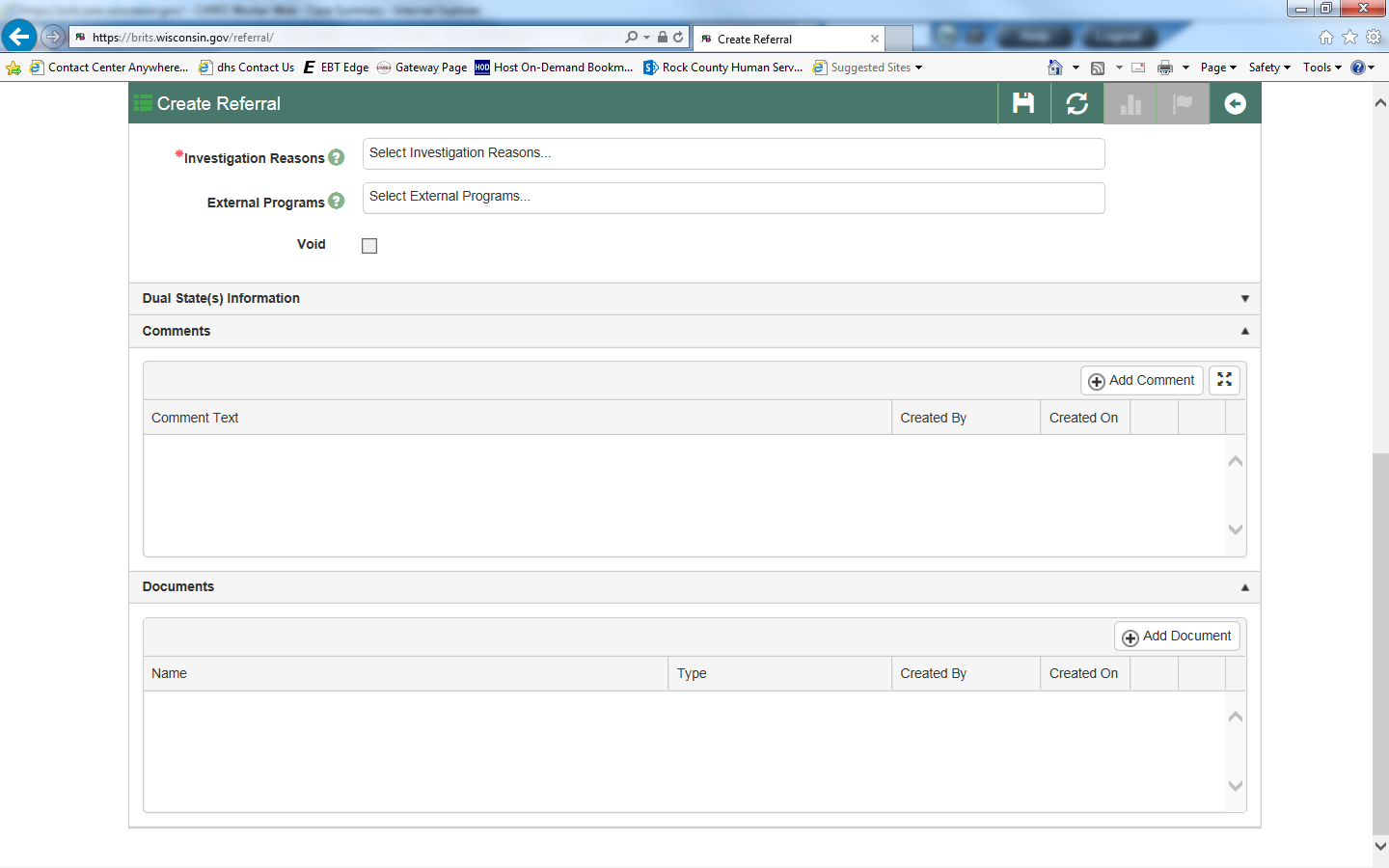
Update the following:

1. Referral Type: Front End Verification
2. Referral Source: How was the overpayment found (SWICA, Discrep, Child Support, Client Reported Questionable, etc.).
3. Investigation Reasons: Select reasons for the overpayment.

2



3



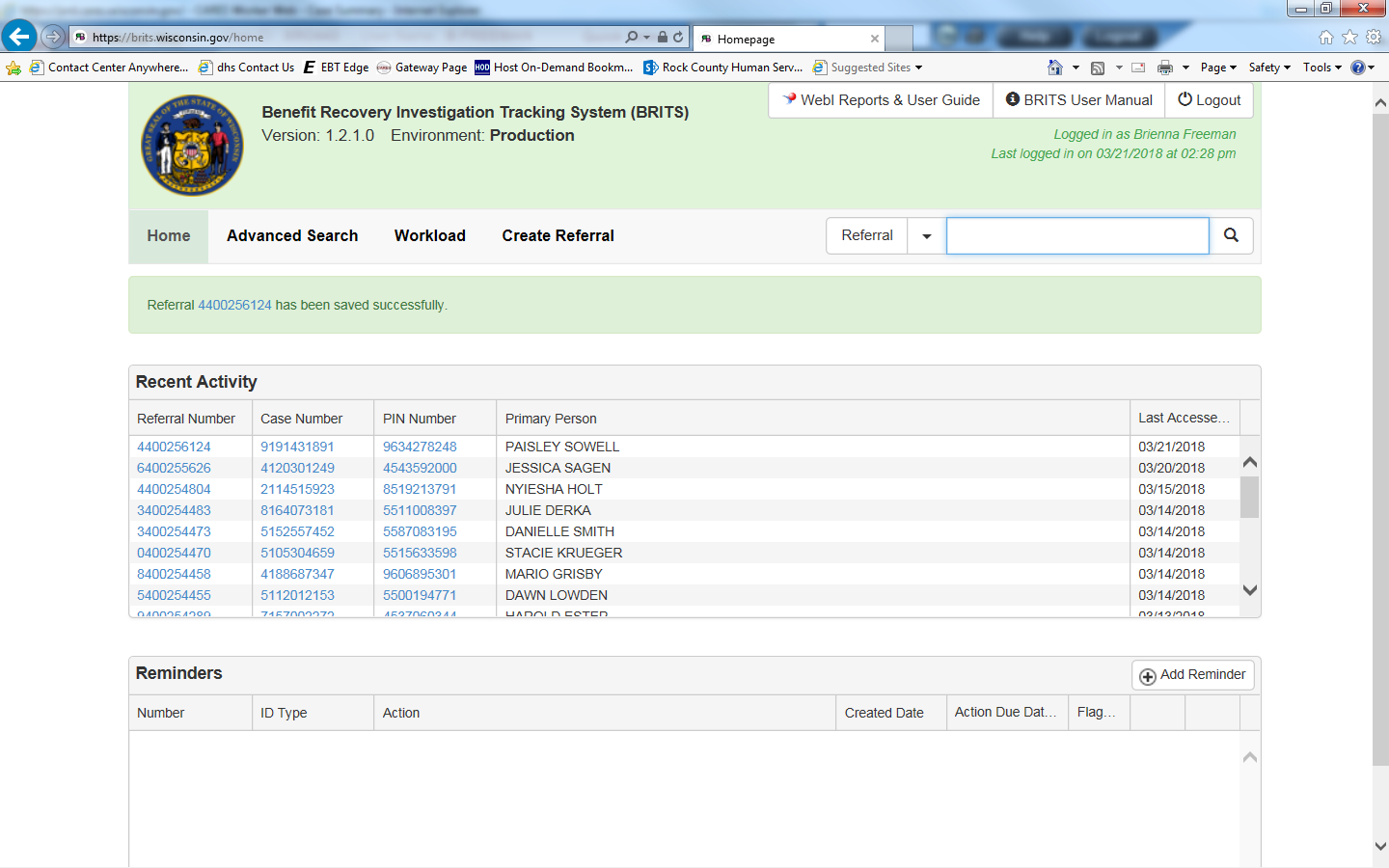
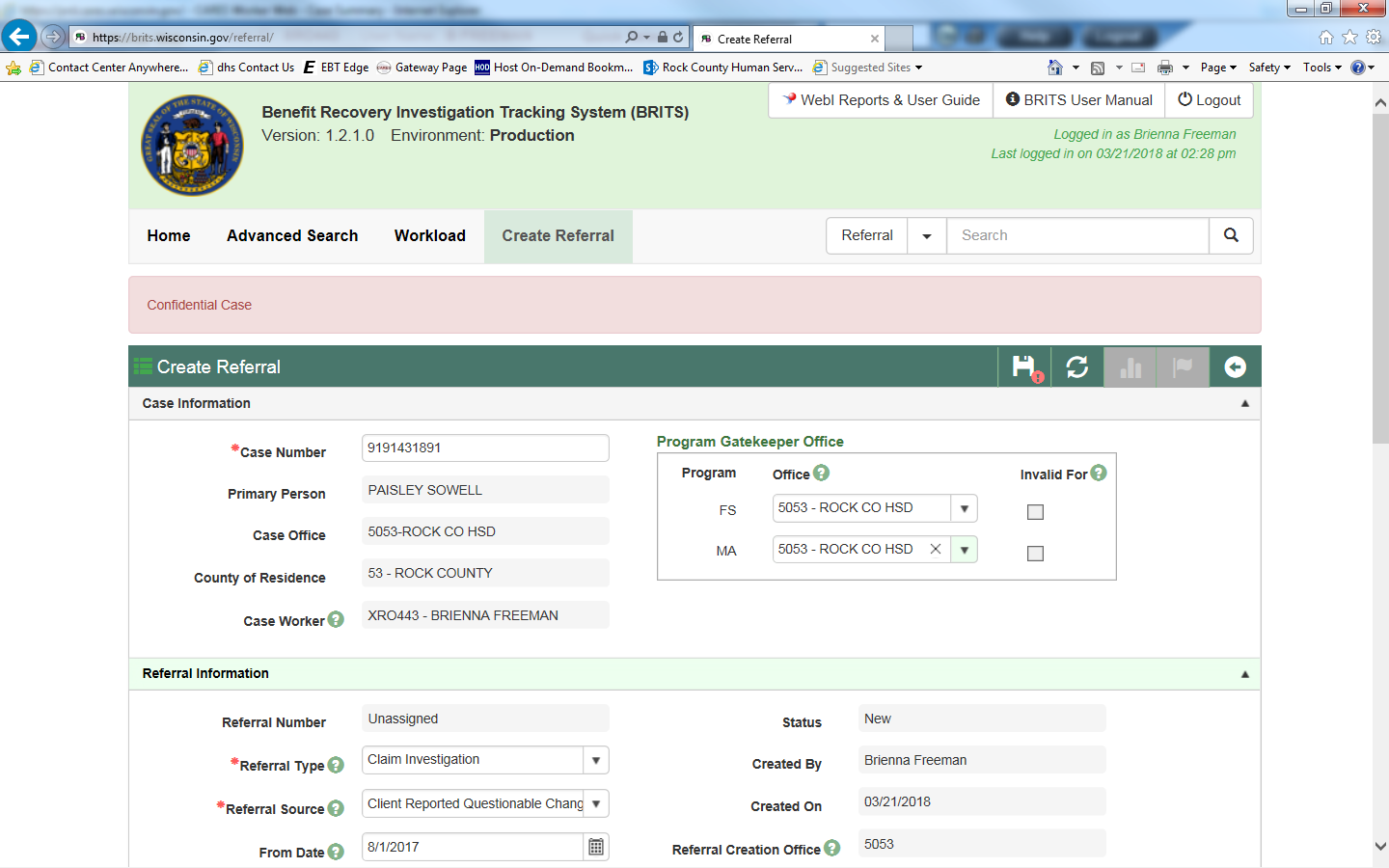
4

Select **ADD COMMENT** to open the Add/Edit Comment box to the left.

Enter a detailed comment as to why the investigation is necessary as well as what information you would like verified.

Select **UPDATE** when complete.

You may also add supporting documents using the **ADD DOCUMENTS** button just below the comments section.



When you have completed steps 1-4, save your entries by selecting the **SAVE** icon. This will generate the BRITS referral tracking number.

The BRITS referral tracking number should be entered into the CWW case comments.

5