



Supplier Denied Exceptions- Table of Contents

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Supplier Denied Exceptions- - Return to Supplier

Informational Only - Suppliers will receive an email that requires Supplier action due to the request being denied by the Reviewer or routed to FDA Approver. Suppliers will log into eSettlements to view the Exception and take the appropriate of the DENIED request

Bill Only Request Summary

Attachments

Surgery Location 08702 Irvine Med Ctr OR
 Case ID 785533
 Work Order ID 0000432425
 Supplier 100013471 ZIMMER US INC
 Entered by Sara Lundberg
 Entered Date 09/18/2023

Surgery Date 02/21/2023
 Physician Name [Redacted]
 BO Request Status Pending Review
 Misc Fee Type
 Misc Fee Amount \$0.00
 Total Line Amount \$2,357.42

Submission Date 09/20/2023

Total Amount \$2,357.42

Supplier Comment [Redacted]

FDA Approver [Search Box]

Comment History 09/19/2023 - H370856(Bradford K Henderson) - DENIED - Denial - checked with OR nurse - items not used in case

Route to FDA

Enter Comments [Redacted]

Bill Only Items 5 rows

Status	Exception Reason	Supplier Item ID	*Description	Item ID	*BO Qty	POU Qty	*Request UOM	POU UOM	Request Unit Price	Item Master Price	Merchandise Amt	*UNSPSC	Category Code Description	Manufacturer	MPN	Model No	GTIN	Contract
✖	Item not found on Case ID	00590103533	SCREW TRIAL 33MM 3.2MM 3.5MM NEXGEN HEX HEAD 1EA=PK/2	10267601	1		EA			\$0.00		42293401	SURGICAL GUIDES	ZIMMER	00590103533		00889024466418	Lot/Serial
✔	Valid	42532006701	STEM TIB PERSONA 5D D LT KNEE CEMENT	10427847	1	1	EA	EA				42321803	TIBIAL EXTENSION STEM	ZIMMER	42532006701		00889024471030	KP82014 Lot/Serial
✔	Valid	00597206526	COMPONENT PATELLAR STD 7.5MM 26MM INSET NEXGEN UHMWPE KNEE	10102483	1	1	EA	EA				42321804	PATELLAR IMPLANT	ZIMMER	00597206526		00889024635364	KP82014 Lot/Serial
✔	Valid	42500006001	COMPONENT FEM 6 NARROW KNEE LT CEMENTED POST STAB PERSONA	10439871	1	1	EA	EA				42321801	FEMORAL KNEE COMPONENT	ZIMMER	42500006001		00889024228733	KP82014 Lot/Serial
✔	Valid	42512400510	INSERT ARTICULAR 6-9 CD 10MM KNEE LT POST STAB VIVACIT-E	10689365	1	1	EA	EA				42321806	TIBIAL INSERT	ZIMMER	42512400510		00889024237087	KP82014 Lot/Serial

Approve Deny



Supplier Denied Exceptions- - Log In Information

Purpose: This guide provides instructions on how to log in to the Bill Only module

1. Log into OneLink

Use this link <https://onelink.kp.org/>

Note: Supplier Administrators will assign **User ID and Password**

2. Click on **eSettlements** Tile



3. Check your email for 2-Step Verification Code and enter **Verification code**. Select **Verify Code**. You will be taken to the **eSettlements** tile

Note: Verification Code is only valid for 5 minutes

Note: Verification Code is only valid for 5 minutes

4. From the **eSettlements Dashboard** select the **Bill Only** Icon

eSettlements Dashboard



Supplier Denied Exceptions- - Searching for Denied Request

5. Identify the **DENIED** request and select to review

Bill Only Request 17 rows

Case ID	Surgery Location	Surgery Date	Physician	Supplier	Workorder	Total Amount	PO BU	PO ID	Invoice ID	Payment Ref	Due/Paid Date	BO Request Status	Entered by	Entered Date	Details
1155988	Los Angeles Medical Ctr OR	02/22/2023		JOHNSON & JOHNSON HEALTH CARE SYSTEM		\$5,025.00						Denied	Guy Bracco	09/12/2023	>
770177	Irvine Med Ctr OR	05/03/2023		JOHNSON & JOHNSON HEALTH CARE SYSTEM		\$914.00						Draft	Guy Bracco	09/13/2023	>
TEST	Los Angeles Medical Ctr OR	09/13/2023	S	JOHNSON & JOHNSON HEALTH CARE SYSTEM		\$10.00						Draft	Guy Bracco	09/13/2023	>
1152580	Los Angeles Medical Ctr OR	02/17/2023		JOHNSON & JOHNSON HEALTH CARE SYSTEM		\$0.00						Draft	Guy Bracco	09/12/2023	>

6. Select to expand tab and search by **Request Status** or select Denied under the **Case Status** heading to review **Exception Reasons**

Note: You can search for the status for any Case from the Expand tab

Request Status

- Pending Review (7)
- Draft (3)
- PO Created (5)
- Denied (1)
- Submitted (1)

Entered By

- Guy Bracco (17)

Bill Only Request 17 rows

Case ID	Surgery Location	Surgery Date	Physician	Supplier	Workorder	Total Amount	PO BU	PO ID	Invoice ID	Payment Ref	Due/Paid Date	BO Request Status	Entered by	Entered Date	Details
1155988	Los Angeles Medical Ctr OR	02/22/2023		JOHNSON & JOHNSON HEALTH CARE SYSTEM		\$5,025.00						Denied	Guy Bracco	09/12/2023	>
770177	Irvine Med Ctr OR	05/03/2023		JOHNSON & JOHNSON HEALTH CARE SYSTEM		\$914.00						Draft	Guy Bracco	09/13/2023	>
TEST	Los Angeles Medical Ctr OR	09/13/2023	S	JOHNSON & JOHNSON HEALTH CARE SYSTEM		\$10.00						Draft	Guy Bracco	09/13/2023	>
1152580	Los Angeles Medical Ctr OR	02/17/2023		JOHNSON & JOHNSON HEALTH CARE SYSTEM		\$0.00						Draft	Guy Bracco	09/12/2023	>
770177	Irvine Med Ctr OR	05/03/2023		JOHNSON & JOHNSON HEALTH CARE SYSTEM		\$1,406.00	08501	0000440679				PO Created	Guy Bracco	09/13/2023	>
1501292	Downey Med Ctr OR	03/03/2023		JOHNSON & JOHNSON HEALTH CARE SYSTEM	UAT 361026	\$2,990.00	08506	0000974546				PO Created	Guy Bracco	09/15/2023	>
1506167	Downey Med Ctr OR	03/02/2023		JOHNSON & JOHNSON HEALTH CARE SYSTEM	UAT 361025	\$2,990.00	08506	0000974547				PO Created	Guy Bracco	09/15/2023	>
1532660	Downey Med Ctr OR	03/07/2023		JOHNSON & JOHNSON HEALTH CARE SYSTEM	UAT 361787	\$2,990.00	08506	0000974548				PO Created	Guy Bracco	09/15/2023	>
1481953	Downey Med Ctr OR	03/06/2023		JOHNSON & JOHNSON HEALTH CARE SYSTEM		\$2,990.00	08506	0000974545				PO Created	Guy Bracco	09/15/2023	>
1014559	Los Angeles Medical Ctr OR	01/23/2023		JOHNSON & JOHNSON HEALTH CARE SYSTEM		\$100.00						Pending Review	Guy Bracco	09/15/2023	>

Click the Expand Tab to Search by Request Status

10/17/23

4

Supplier Denied Exceptions- - Review Comment History

7. Identify the **DENIED** request and select to review and select it

8. Review the **Comment History** to determine the reason for the request being **DENIED**
 Note: Pull the lower left corner to expand the field

9. Click  to edit the existing request

10. Contact OR Case Manager to confirm Case Log documentation. Update request accordingly

11. Click  to upload any updated attachments
 Note: Updated attachments may be required after verification of the OR Case Log

Bill Only Request 17 rows

 

Case ID	Surgery Location	Surgery Date	Physician	Supplier	Workorder	Total Amount	PO BU	PO ID	Invoice ID	Payment Ref	Due/Paid Date	BO Request Status	Entered by	Entered Date	Details
1155988	Los Angeles Medical Ctr OR	02/22/2023		JOHNSON & JOHNSON HEALTH CARE SYSTEM		\$5,025.00						Denied	Guy Bracco	09/12/2023	

Bill Only Request Summary

 

Surgery Location	08720 Los Angeles Medical Ctr OR	Surgery Date	02/22/2023	Purchase Order
Case ID	1155988	Physician Name		
WorkOrder		BO Request Status	Denied	
Supplier	100017201 JOHNSON & JOHNSON HEALTH CARE SYSTEM	Misc Fee Type	FRGHT01 Freight Charges	
Entered by	Guy Bracco	Misc Fee Amount	\$35.00	
Entered Date	09/12/2023	Total Line Amount		
Submission Date	09/12/2023	Total Amount		
Supplier Comment				
Comment History	09/12/2023 - E479949(Gwendolyn Aimee Phillips) - DENIED - Lines 1 and 2 were entered in error.. Please delete and resubmit			

 Pull right lower corner to expand field to see entire Comment History

Bill-Only Items 7 rows

Supplier Item ID	Description	KP Item ID	BO Qty	UOM	Unit Price	Merchandise Amt	UNSPSC	Category Code Description	Manufacturer	MPN	Model No	GTIN	Contract
102035114	SCREW BONE L14 MM OD3.5 MM SPINE PLY NONSTERILE 4 MM ROD	10747548	8	EA			42321610	SPINAL SCREW	J&J-DPY	102035114		10705034508696	KP80233 Lot/Serial
102000000	SCREW SET TITAN T15 STD SPINE LOCK CAP NONSTERILE	10747547	8	EA			42321610	SPINAL SCREW	J&J-DPY	102000000		10705034514352	KP80233 Lot/Serial
202033330	TAP 3MM 0-50MM STD THREAD SURG SYMPHONY NONSTERILE LF REUSAB	10767053	1	EA			42292401	SURGICAL TAPS	J&J-DPY	202033330		10705034532554	KP80233 Lot/Serial
388394	BIT DRILL 65MM 2.4MM QUICK COUPLING STOP NONSTERILE	10092835	1	EA			42291708	SRG DRLBT OR ACC	J&J-DPY	388.394		10705034772745	KP80233 Lot/Serial
102063060	ROD SPINAL 60MM 3.5MM LORDOSIS TITAN	10747546	2	EA			42321609	SPINAL ROD	J&J-DPY	102063060		10705034511658	KP80233 Lot/Serial
002095000	CASE INST ACRYLONITRILE BUTADIENE STYRENE	10122452	1	EA			42181518	CA F/MED INST SET OR ITS ACC	J&J-DPY	002095000			Lot/Serial
TEST	test		1	EA			42295500	SRG IMPLAND EXPANDERS AND					Lot/Serial



Supplier Denied Exceptions- - Editing Request

1 Enter Case Details 2 Add items to Case 3 Review and Submit

Total Line Amount \$1,435.00
 Total Amount \$1,470.00

Bill-Only Items 7 rows

Supplier Item ID	Description	KP Item ID	*Qty	*UOM	Unit Price	Merchandise Amt	*UNSPSC	Category Code Description	Manufacturer	MPN	Model No	GTIN	Contract	Lot/Serial	+	-
102035114	SCREW BONE L14 MM OD3.5 MM SPINE PLY NONSTERILE 4 MM ROD	10747548	8	EA			42321610	SPINAL SCREW	J&J-DPY	102035114		10705034508696	KP80233	Lot/Serial	+	-
102000000	SCREW SET TITAN T15 STD SPINE LOCK CAP NONSTERILE	10747547	8	EA			42321610	SPINAL SCREW	J&J-DPY	102000000		10705034514352	KP80233	Lot/Serial	+	-
202033330	TAP 3MM 0-50MM STD THREAD SURG SYMPHONY NONSTERILE LF REUSAB	10767053	1	EA			42292401	SURGICAL TAPS	J&J-DPY	202033330		10705034532554	KP80233	Lot/Serial	+	-
388394	BIT DRILL 65MM 2.4MM QUICK COUPLING STOP NONSTERILE	10092835	1	EA			42291708	SRG DRLBT OR ACC	J&J-DPY	388.394		10705034772745	KP80233	Lot/Serial	+	-
102063060	ROD SPINAL 60MM 3.5MM LORDOSIS TITAN	10747546	2	EA			42321609	SPINAL ROD	J&J-DPY	102063060		10705034511658	KP80233	Lot/Serial	+	-
002095000	CASE INST ACRYLONITRILE BUTADIENE STYRENE	10122452	1	EA			42181518	CA F/MED INST SET OR ITS ACC	J&J-DPY	002095000				Lot/Serial	+	-
DESCONLY	Hip		1				42295500	SRG IMPLAND EXPANDERS AND	3M-ORTHO	54321				Lot/Serial	+	-

or select

12. Update any information based on the Reviewer Comments and the or Case Log documentation and populate in the appropriate fields

13. Click to upload any updated attachments
Note: Updated attachments may be required after verification of the OR Case Log

14. Click or select



Supplier Denied Exceptions - Review and Submit Request

15. Review all information entered for accuracy

16. Click 

17. You will be returned to the **Bill Only Request** page in **Submitted** status

1
Enter Case Details

2
Add items to Case

3
Review and Submit

← Previous
Submit

Surgery Location 08720 Los Angeles Medical Ctr OR

Case ID 1155988

WorkOrder

Supplier 100017201 JOHNSON & JOHNSON HEALTH CARE SYSTEM

Entered by Guy Bracco

Entered Date 09/12/2023

Submission Date 09/12/2023

Supplier Comment

Surgery Date 02/22/2023

Physician Name MORSETTE DELMORE

Misc Fee Type EX005 Excise Tax (5 doses per UOM)

Misc Fee Amount \$35.00

Total Line Amount \$1,255.00

Total Amount \$1,290.00

Attachments

Bill-Only Items 7 rows

Supplier Item ID	Description	KP Item ID	Qty	UOM	Unit Price	Merchandise Amt	UNSPSC	Category Code Description	Manufacturer	MPN	Model No	GTIN	Contract
102035114	SCREW BONE L14 MM OD3.5 MM SPINE PLY NONSTERILE 4 MM ROD	10747548	8	EA			42321610	SPINAL SCREW	J&J-DPY	102035114		10705034508696	KP80233
102000000	SCREW SET TITAN T15 STD SPINE LOCK CAP NONSTERILE	10747547	8	EA			42321610	SPINAL SCREW	J&J-DPY	102000000		10705034514352	KP80233
202033330	TAP 3MM 0-50MM STD THREAD SURG SYMPHONY NONSTERILE LF REUSAB	10767053	1	EA			42292401	SURGICAL TAPS	J&J-DPY	202033330		10705034532554	KP80233
388394	BIT DRILL 65MM 2.4MM QUICK COUPLING STOP NONSTERILE	10092835	1	EA			42291708	SRG DRLBT OR ACC	J&J-DPY	388.394		10705034772745	KP80233
102063060	ROD SPINAL 60MM 3.5MM LORDOSIS TITAN	10747546	2	EA			42321609	SPINAL ROD	J&J-DPY	102063060		10705034511658	KP80233
002095000	CASE INST ACRYLONITRILE BUTADIENE STYRENE	10122452	1	EA			42181518	CA F/MED INST SET OR ITS ACC	J&J-DPY	002095000			
DESCONLY	Hip		1	EA			42295500	SRG IMPL AND EXPANDERS AND	3M-ORTHO	54321			

Bill Only Request 17 rows

Case ID	Surgery Location	Surgery Date	Physician	Supplier	Workorder	Total Amount	PO BU	PO ID	Invoice ID	Payment Ref	Due/Paid Date	BO Request Status	Entered by	Entered Date	Details
1155988	Los Angeles Medical Ctr OR	02/22/2023	MORSETTE DELMORE	JOHNSON & JOHNSON HEALTH CARE SYSTEM		\$1,290.00						Submitted	Guy Bracco	09/12/2023	>



Supplier Denied Exceptions - Cancelling Request

If Bill Only Request requires cancellation for any reason, please do the following;

18. Click to **Cancel** the Request

19. Confirm cancellation of the Bill Only Request by selecting **OK**

Bill Only Request Summary

Attachments

Surgery Location 08720 Los Angeles Medical Ctr OR Surgery Date 04/19/2023 Purchase Order

Case ID 1159957 Physician Name [REDACTED]

WorkOrder 1159957 BO Request Status Denied

Supplier 100017201 JOHNSON & JOHNSON HEALTH CARE SYSTEM Misc Fee Type

Entered by Guy Bracco Misc Fee Amount \$0.00

Entered Date 09/11/2023 Total Line Amount [REDACTED]

Submission Date 09/11/2023 Total Amount [REDACTED]

Supplier Comment This should provide error message for duplicate entry

Comment History 09/11/2023 - E479949(Gwendolyn Aimee Phillips) - DENIED - This is a duplicate Request.. This Case and Item was duplicated. Please provide evidence for the extra quantity requested.

Review the reason for the DENIAL. Take Appropriate action

Bill-Only Items

1 row

Supplier Item ID	Description	Item ID	*BO Qty	*UOM	Unit Price	Merchandise Amt	*UNSPSC	Category Code Description	Manufacturer	MPN	Model No	GTIN	Contract
108843007	CAGE SPINAL ACIS PROTI LORDOTIC MEDIUM 7MM SPINE	10723765	1	EA	[REDACTED]	[REDACTED]	42321605	SPINAL INTERBODY CAGE	J&J-DPY	108843007		00819917020427	KP80233 Lot/Serial

Bill Only Request Summary

Attachments

Surgery Location 08720 Los Angeles Medical Ctr OR Surgery Date 04/19/2023 Purchase Order

Case ID 1159957 Physician Name JAMSHIDI ALI

WorkOrder 1159957 BO Request Status Denied

Supplier 100017201 JOHNSON & JOHNSON HEALTH CARE SYSTEM Misc Fee Type

Entered by Guy Bracco Misc Fee Amount \$0.00

Entered Date 09/11/2023 Total Line Amount \$600.00

Submission Date 09/11/2023 Total Amount \$600.00

Supplier Comment This should provide error message for duplicate entry

Comment History 09/11/2023 - E479949(Gwendolyn Aimee Phillips) - DENIED - This is a duplicate Request.. This Case and Item was duplicated. Please provide evidence for the extra quantity requested.

Do you want to Cancel the request

Bill-Only Items

1 row

Supplier Item ID	Description	Item ID	*BO Qty	*UOM	Unit Price	Merchandise Amt	*UNSPSC	Category Code Description	Manufacturer	MPN	Model No	GTIN	Contract
108843007	CAGE SPINAL ACIS PROTI LORDOTIC MEDIUM 7MM SPINE	10723765	1	EA	\$600.00	\$600.00	42321605	SPINAL INTERBODY CAGE	J&J-DPY	108843007		00819917020427	KP80233 Lot/Serial



Supplier Denied Exceptions - Confirmation of Cancellation

20. The status of the Bill only Request will be in **CANCELLED** status.

Please refer to **CREATE BILL ONLY** learning guide to submit a new Bill only Request

Bill Only Request 7 rows

+ ▼ Upload
📄 🔍

Case ID	Surgery Location	Surgery Date	Physician	Supplier	Workorder	Total Amount	PO BU	PO ID	Invoice ID	Payment Ref	Due/Paid Date	Case Status	Entered by	Entered Date	Details
1130164	Los Angeles Medical Ctr OR	01/27/2023		JOHNSON & JOHNSON HEALTH CARE SYSTEM	6853 1195119	\$340.00	08516	0001047704				PO Created	Guy Bracco	09/11/2023	>
1138021	Los Angeles Medical Ctr OR	01/25/2023		JOHNSON & JOHNSON HEALTH CARE SYSTEM	126256299	\$546.00	08516	0001047705				PO Created	Guy Bracco	09/11/2023	>
1141369	Los Angeles Medical Ctr OR	01/20/2023		JOHNSON & JOHNSON HEALTH CARE SYSTEM	1195119	\$444.00						Denied	Guy Bracco	09/11/2023	>
1159957	Los Angeles Medical Ctr OR	04/19/2023		JOHNSON & JOHNSON HEALTH CARE SYSTEM	127050922	\$1,570.00						Approved	Guy Bracco	09/11/2023	>
1159957	Los Angeles Medical Ctr OR	04/19/2023		JOHNSON & JOHNSON HEALTH CARE SYSTEM	1159957	\$600.00						Cancelled	Guy Bracco	09/11/2023	>
TEST	Los Angeles Medical Ctr OR	09/11/2023	TEST	JOHNSON & JOHNSON HEALTH CARE SYSTEM	TEST DENY	\$0.00						Submitted	Guy Bracco	09/11/2023	>
1129909	Los Angeles Medical Ctr ASC	01/31/2023		JOHNSON & JOHNSON HEALTH CARE SYSTEM	6853 1195119	\$1,050.00						Draft	Guy Bracco	09/11/2023	>



Supplier Denied Exceptions- - Standard Exception Reasons

Exception Reason	Recommended Action
Case ID is not found in OneLink	Obtain Case ID from Operating Room and add to request
Item Not found on Case ID	Confirm with Case Log that the item has been used
Quantity on Bill-Only Request exceeds Quantity on OneLink POU	Validate item quantity with OR. Reduce quantity on request
Item is found in POU inventory (owned or consigned)	Remove item from request. Work with Supply Chain to order the item