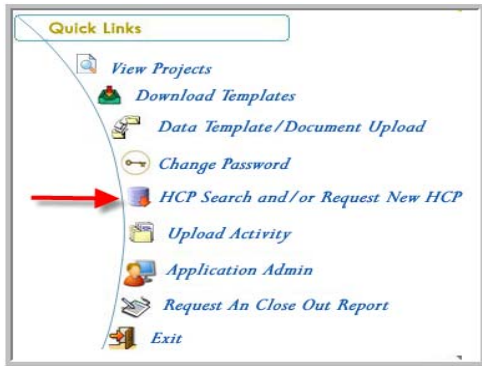


Supplier Quick Reference Guide

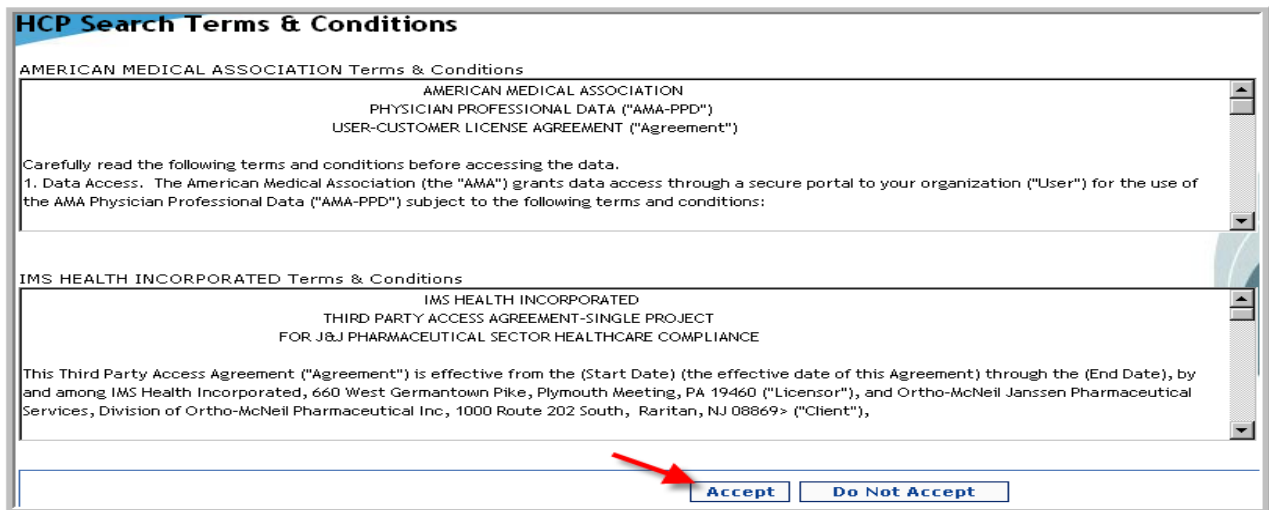
HCP Search and/or Request a New HCP

HCP Search:

1. Select the **“HCP Search and/or Request and New HCP”** link on Extranet Home Page:



2. Accept the HCP Search Terms & Conditions



Totality accesses information on Healthcare Professionals from a common Customer Master Database which contains a unique ID number (i.e., **JNJ HCP ID #**) for each Customer in order to track all payment/value exchange activity with that HCP. Since the Customer Master Database is purchased from IMS and AMA data sources, all users who access or search the Customer Master Database are required to accept the AMA and IMS terms & conditions.

In order to track payments/“value exchange” associated with a specific customer, each HCP is assigned a unique ID. Selecting the customer from a common database ensures this unique ID is documented and helps to avoid inconsistent information.

3. Begin Search for HCP – Select the appropriate HCP Type from the dropdown menu (i.e., “Professional” (individual) or (“Institution”))

4. Enter the Minimum Required Search Criteria – Last Name and State (* red asterisk fields)

- **NOTE:** Country default = US. If searching for **Non-US HCP**, select appropriate Country
- **NOTE:** If the HCP ID or State License # is known, that is all that is required. **Minimal search requirements are HCP Name and State OR Zip/Postal code.**

HCP Search

HCP Main Type: Professional

**HCP's Last Name:

**State: --

HCP Type: --

HCP Sub Type: --

HCP's First Name:

HCP's Middle Name:

Former Name:

*HCP ID:

*ME Number:

*DEA Number:

*Medical License #: -State- --

Address Line 1:

Address Line 2:

Address Line 3:

City:

**Zip/Postal Code:

Country: United States

Phone Number:

Clear Search Cancel

Additional information about an HCP can be viewed by clicking on the HCP ID.

Institution Search Results

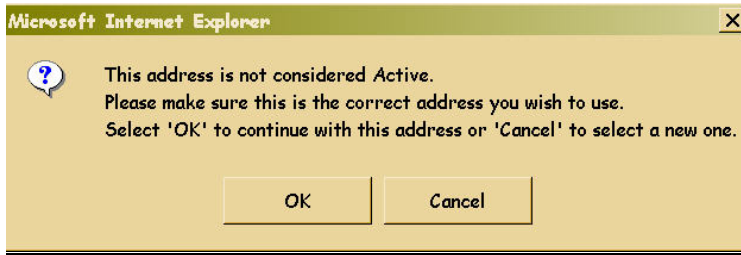
If you do not see the HCP you are looking for, you can [refine your search](#) or [add/modify an HCP](#).

Leave Totality : Fri Dec 15 19:57:26 EST 2006
 Arrive Web/Method: Fri Dec 15 19:57:26 EST 2006
 Leave Web/Method: Fri Dec 15 19:57:35 EST 2006
 Display Result : Fri Dec 15 19:57:35 EST 2006

19 items found, displaying all items. 1

HCP ID	Full Name	Address	City	State/ Provn	Postal Code	Country
▶ 12832006	Johns Hopkins Hosp	600 Wolf St	Baltimore	MD	21287	US
▼ 12906092	Johns Hopkins Hosp	601 N Caroline St	Baltimore	MD	21287	US
Address Status: Active Address Type: OFC Address Phone:		Customer Type: Hospital Customer Sub Type: Other Customer Status: Active Customer Phone:				
▶ 8375610	Johns Hopkins Hosp Main Pharm	600 N Wolfe St	Baltimore	MD	21287	US
▶ 8814289	Johns Hopkins Hosp Phs	600 N 180Th	Baltimore	MD	21287	US

NOTE: If you pick a professional that is not active or does not have an active address, you will receive the warning message: ***You can still select this HCP if it is correct.***



Why are the results abbreviated?

Our system uses a tool to “standardize” all records entered into the database. This standardization process abbreviates certain words, such as: hospital = “hosp,” association = “assoc,” clinic = “clnc.” Sometimes even first names get abbreviated (i.e. Robert = “Robt”). Although there is no need to abbreviate criteria in the search screens, the results will reflect this standardization.

SEARCH TIPS

Searching for an HCP may require several attempts. While it’s wonderful to find exactly who you need the first time, this is truly the exception! Wrong spellings, wrong cities, incorrect or incomplete addresses can hinder a successful search.

Totality suggests to first use only the required minimum criteria (see previous question). If the search yields too many results, try narrowing the results down by adding a city, a first initial, or a first name to the criteria.

First, try modifying your search (less is more). If you found an HCP that closely matches your desired HCP (i.e. same HCP, different address), select that HCP. If you cannot find your HCP at all, then click the “Add an HCP” link and complete the Add HCP form.

General Tips:

- Less is more – start with the minimum criteria/information, then update criteria as needed
- If you have an actual JNJ ID or license number, use that first
- For HCP searches, double check the Professional / Institution selection (organizations, hospitals, and professional groups are listed under the institution selection, individuals are listed under the professional selection)

HCP Professionals:

- If have HCP ID #, license or ME #, enter that first
- “Less is More” – start with minimum criteria and adjust search criteria as needed
- Common names - may want to enter additional information to narrow down search results (i.e., first name, city, etc)
- Start by entering ONLY the Professional’s last name and state.
- If search results are large:
 - Enter Professional’s first name or part of first name (especially if last name is common)
 - Enter Professional’s city

Helpful links to obtain or verify the State license information

Credential Verification by State: <http://www.noah-health.org/en/usmd/state.html>

Nurse License Verification websites



"Nursing License
Verification Web Site:

Boards of Pharmacy <http://www.nabp.net/indexroster.asp>

Entering Search Fields:

- Last Name** – provide correct spelling of the last name, full last name without suffix information (e.g., Bertino Jr.). You may need to search different combinations of hyphenated last names (e.g. Danielle Mele Arends, Danielle Mele-Arends, Danielle Arends, or Danielle Mele) or prefixed last names (De Miguel, DeMiguel, El Sayed, Elsayed)
- First Name** – please provide the full first name not a combination of first initial and middle name (e.g., H. Steve), nicknames (e.g. B.J.), or shortened names (e.g. Mike, Ed, Patty)
- Modify criteria if results are large:** Last Name = Smith; State = CA → 500 search results
 - ❖ Enter part of Professional's first name (especially if last name is common) or full first name
 - First name: **Ste** (useful to return multiple spellings of a name Steve, Steven, Stephen) (100 search results)
 - First name: **Stephen** (31 search results)
 - ❖ If first name does not limit search results enough enter Professional's city [only use in very limited circumstances]
- Address listed in the Customer Master may not be the exact address but if you know it is the same person the use of the HCP ID is acceptable.

Contact address:

Anand Sajeev, MD
216 Light House View Drive Stevensville MD

Search Results:

1500 Forest Glen Rd	Silver Spring	MD
9305 Belle Terre Way	Potomac	MD
7343 Hanover Pkwy Ste A	Greenbelt	MD
7343 Hanover Pkwy Ste A	Greenbelt	MD
7227 Hanover Pkwy Ste B	Greenbelt	MD

Address on State License:

7343A HANOVER PKWY
GREENBELT, MD 20770

NOTE: Can upload a template without a JNJ ID – Totality will perform an auto search

- Applies to HCP Individuals only – not institutions
- Because source data is IMS/AMA databases, high probability that search may result in no or multiple matches if individual is a non-perscriber

HCP Institutions:

- Start by entering ONLY the Institution’s name and state
- Try not to use abbreviations (i.e. Saint, not St.)
- If using the word “Cross,” use “Cr” (i.e. Holy Cross Hospital = Holy Cr)
- For multi-word names, start with the first few words, then add on (i.e. enter “Scripps” instead of “Scripps Memorial Hospital”)
- Exclude general words from the Institution’s name (i.e. “hospital,” “clinic,” “university”), especially if no results are returned
- Please note that HCP Name fields have automatic wildcards, meaning the criteria entered in that field will return all results containing that criteria (i.e. “Belson” will return “Jerome Belson Clinic,” etc.)
- Do not use the word “The” (i.e., “the” Nephrology Associates)
- Do not use apostrophes (i.e., Saint Peter, not Saint Peter’s)
- Search results may truncate some words of the Institution name (i.e., Parker Jewish Institutes of Health Care and Rehabilitation = Parker Jewish Inst for Hlth Care and Rehab)
- Sometimes a hospital may be listed under the parent company and/or the health system’s name in addition to the hospital’s name.

Postal Address:

Cottage Health System
 Santa Barbara Cottage Hospital
 PO Box 689
 Pueblo at Bath Street
 Santa Barbara, CA 93102-0689

Sample Search: Name: Cottage State: CA

9 items found, displaying all items. 1

HCP ID	Full Name	Address	City	State/ Provn	Postal Code	Country
▶ 8559764	Cottage Hlth Syst	PO Box 689	Santa Barbara	CA	93102	US
▶ 8559764	Cottage Hlth Syst	Pueblo At Bath	Santa Barbara	CA	93105	US
▶ 8393120	Cottage Oaks Fmly Practic	200 Cottage Ave Ste 202	Manteca	CA	95336	US
▶ 15162060	Goleta My Cottage Hosp	700 Alamo Pintado Rd	Solvang	CA	93463	US
▶ 8289421	Goleta My Cottage Hosp Subacute Nursing Ctr	351 S Patterson Ave	Santa Barbara	CA	93111	US
▶ 19287500	Santa Barbara Cottage Hosp	Pueblo At Bath St	Santa Barbara	CA	93102	US
▶ 8252846	Santa Barbara Cottage Hosp	Pueblo At Bath	Santa Barbara	CA	93105	US
▶ 8252846	Santa Barbara Cottage Hosp	PO Box 689	Santa Barbara	CA	93102	US
▶ 8351657	Santa Barbara Cottage Hosp Skilled Nursing Facility	Pueblo At Bath	Santa Barbara	CA	93105	US

- Address listed in the Customer Master may not be the exact address but if you know it is the same institution the selection of the HCP is acceptable.

Contact address:

Parker Jewish Institute for Health Care and Rehabilitation
271-11 76TH AVENUE NEW HYDE PARK, NY 11040

Search Results:

Parker Jewish Inst For Hlth Care And Rehab
1 Delaware Dr Ste 104 New Hyde Park NY 11042

MULTIPLE SEARCH RESULTS:

IMPORTANT: Need to select the appropriate person/# to ensure Totality is tracking/associating the payment to the correct HCP/State.

- If results include same name/state with multiple addresses, but SAME JNJ ID # - The (street) address does not matter. Select the business address.
- If results include same name/state with multiple addresses – but DIFFERENT JNJ ID # - this represents an error/duplicate record in the CRM database. Select the JNJ ID for the closest address. Click on the JNJ ID to enter the record for more information on the HCP to match against license #, specialty, etc.

INCORRECT HCP DATA or “No Matching Records Found” – Select the “Add an HCP” link

If you find an address that is incorrect or need to add a new address, you may request an update to the Customer Maser database. Begin by clicking the ‘Add/Modify HCP’ link in the search window. Next, correct the information and then submit the request. This data is reviewed by the Totality Data Steward and then processed. Please note that added or updated data may be overwritten by data received by IMS during monthly loads. IMS is the highest level of data accuracy and their information will supersede anything else.

Institution Search Results

If you do not see the HCP you are looking for, you can [refine your search](#) or [add/modify an HCP](#).

Leave Totality : Fri Dec 15 20:00:41 EST 2006
Arrive Web/Method : Fri Dec 15 20:00:41 EST 2006
Leave Web/Method : Fri Dec 15 20:00:45 EST 2006
Display Result : Fri Dec 15 20:00:45 EST 2006

There are no HCP's that match your search criteria. Please adjust your criteria or try the FUZZY search.

HCP Search Results

[HCP Search](#) » Search Results

If you do not see the HCP you are looking for, you can [refine your search](#) or [add an HCP](#).

No matching records found.

ADD/CHANGE an HCP

If an HCP is not in the database and your search turns up empty, or you need to change information about an HCP, you can click the 'add/modify an HCP' link. You will be directed to the form below to submit the information. The information will be reviewed by Totality Data Steward and updated within 5 business days. An e-mail notification will be sent informing the person of the new HCP ID#

[HCP Search](#) » [Search Results](#) » **HCP Add Form**

HCP Add Form

Check if multiple HCP add requests are needed (i.e., greater than 20).

HCP Type:	Professional	* Address Type:	--
* Customer Type:	--	* Address Status:	Active
* Customer Sub Type:	--	<small>Please insure Address Line 1 includes only location numbers and streets and Address Line 2 includes only suites, etc. Addresses must be valid by the United State Postal Service and are used to obtain the extended zip code by the Customer Master Application. You may check the address by using the following USPS Website.</small>	
* Customer Status:	Active	* Address Line 1:	
* First Name:		Address Line 2:	
* Last Name:		Address Line 3:	
Middle Name:		* City:	
Suffix:	--	* State/Province:	--
Primary Speciality:	--	* Postal Code:	
Title:	--	* Country:	United States
Degree:	--	Address Phone Number:	
ME Number:			
DEA Number:			
Phone Number:			

ADDING a New HCP: *Single HCP Add*

1. Refine your search!
Remember – less is more when searching the Customer Master Database.

Institution Search Results

If you do not see the HCP you are looking for, you can [refine your search](#) or [add an HCP](#).

Leave Totality : Wed May 23 17:15:20 CEST 2007
 Arrive WebMethod: Wed May 23 17:15:20 CEST 2007
 Leave WebMethod: Wed May 23 17:15:25 CEST 2007
 Display Result : Wed May 23 17:15:25 CEST 2007

No matching records found.

2. If your search returns a result that closely matches your HCP (different address, etc), select that supplier. Remember – Totality is primarily concerned with the unique HCP ID.

Institution Search Results

If you do not see the HCP you are looking for, you can [refine your search](#) or [add an HCP](#).

Leave Totality : Wed May 23 17:15:20 CEST 2007
 Arrive WebMethod: Wed May 23 17:15:20 CEST 2007
 Leave WebMethod: Wed May 23 17:15:25 CEST 2007
 Display Result : Wed May 23 17:15:25 CEST 2007

No matching records found.

3. If you still cannot find your desired HCP, click the "Add and HCP" link.

4. Fill out the required areas of the HCP Request form.

HCP Search > Search Results > HCP Add Form

HCP Add Form

HCP Type:

* Customer Type: <input type="text" value="--"/>	* Address Type: <input type="text" value="--"/>
* Customer Sub Type: <input type="text" value="--"/>	* Address Status: <input type="text" value="Active"/>
* Customer Status: <input type="text" value="Active"/>	* Address Line 1: <input type="text"/>
* Institution Name: <input type="text"/>	Address Line 2: <input type="text"/>
Phone Number: <input type="text"/>	Address Line 3: <input type="text"/>
	* City: <input type="text"/>
	* State/Province: <input type="text" value="--"/>
	* Postal Code: <input type="text"/>
	* Country: <input type="text" value="United States"/>
	Address Phone Number: <input type="text"/>

Note – Address structure must be able to be validated by the US Postal Service (i.e. address fields should be used for addresses, city field for city, etc.)

5. After completing the request form, click "Submit." The Totality Data Steward will review the request and respond within 5 business days.

Multiple HCP Adds (more than 20 at one time)

Supplier also has the option of submitting an offline request to add multiple HCP's at one time

- Perform the on line HCP Search.
- When "no results" found, select – "add new hcp" link
- On "add" page, click box, add Multiple hcp's → user will be redirected to another screen

HCP Search » Search Results » HCP Add Form

HCP Add Form

Check if multiple HCP add requests are needed (i.e., greater than 20).

HCP Type: Professional
 * Customer Type: --
 * Customer Sub Type: --
 * Customer Status: Active
 * First Name:
 * Last Name:
 Middle Name:
 Suffix: --
 Priority Specialty: --

Address Type:
 * Address Status: AC
 Please insure Address Line 1 includes only suites, etc.
 Address lines are used to obtain the
 n. You may check the ad
 Line 1:
 Line 2:
 Address Line 3:
 * City:

Microsoft Internet Explorer
 Box is Checked, open to screen with excel files
 OK Cancel

Request Multiple HCP Adds

If requesting multiple additions (i.e., greater than 20) to the Healthcare Professional Master data, please complete the request form below and email it to TG@prdus.inj.com. for review and processing. You will be contacted within five (5) business days regarding the status

Non-US HCP Add Requests :

Please ensure applicable Privacy "Notice" requirements have been met (e.g., approved Privacy clause in executed consultant contract or Privacy Notice Letter) to permit the collection and use of Non-US HCP personal identifying information (PII) in the Totality database. Please contact the applicable J&J affiliate Project Manager if you have questions.

- [Request Form - Request to add multiple HCPs to HCP Master in Excel \(.xls\) format.](#)
- [Instructions - Completing the Request Form for adding multiple HCPs in Acrobat \(.pdf\) format.](#)

CANCEL

- Download the excel file. Select whether the request will be for Individuals or Institutions.

File Download

Do you want to open or save this file?

Name: HCP Add form.xls
 Type: Microsoft Office Excel 97-2003 Worksheet
 From: totalitygateway.inj.com

Open Save Cancel


While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)

Add Individual(s)

Add Institution(s)

- Complete all required fields of the manual “HCP Add Form” for Multiple HCP Add Requests

NOTE: All “Required” vs “Optional” data fields must be completed to eliminate delay in processing.

	A	B	C	D	E	F	G	H	I	
1								HCP Add Form		
2								Individual	Print	
3		<i>picklist</i>	<i>picklist</i>	<i>picklist</i>	<i>picklist</i>	<i>picklist</i>				
4		HCP Type	Type of Request	Customer Type	Customer Sub.Type	Customer Status	Current HCP ID Number	First Name	Middle Name	Last Name
5		Required	Required	Required	Required	Required	Optional	Required	Optional	Required
6		Validation: can only be "PROF"	Validation: can only be "Add" or "Change"	Validation: must be alphanumeric [picklist available]	Validation: (1) must be a sub-type of the Customer Type selected (e.g. Customer Type = Nurse the Sub-Type must be one of the Nurse sub-types) [picklist available]	Validation: can only be "Active"	Validation: (1) Only required for "change" requests (2) HCP ID must be numeric	Validation: must be alphanumeric	Validation: must be alphanumeric	Validation: must be alphanumeric
7										
8		<i>Enter Information Below:</i>								
9	1	PROF				Active	N/A			
10	2	PROF				Active	N/A			

- Submit the completed form to the Totality mailbox – TG@prdus.jnj.com
- It will take at least 5 business days to complete your request and may take longer depending on the number current number of requests internally and externally.
- An e-mail will be sent to the person notifying them that there request has been completed along with all the new HCP ID numbers.

SPECIAL NOTES on NON-US HCPs:

Some Non-US HCPs exist in the CRMDB. A request to add a NON-US HCP may be acceptable as long as appropriate **Privacy Notice** is included in the affiliate HCP agreement or appropriate **Privacy Notice** is provided to notify the HCP of the collection, storage, use and potential transfer of their personally identifiable information (i.e., PII) in the CRMDB/totality systems. Contact the applicable affiliate project manager to confirm Privacy documentation.

REMINDERS and TIPS:

- ✓ All uploaded HCP payment/value exchange activity must be associated with a **JNJ HCP ID #**.
- ✓ The Totality system will perform an automatic search on individuals if no JNJ HCP ID# provided but there is a high probability that there will be multiple possible matches.
- ✓ *ExUS HCPs* require that their contract include the necessary privacy language or that the individual be notified that their personal information will be captured.

Example of necessary privacy language:

Certain personal identifying information (e.g., name, hospital or clinic address and phone number, curriculum vitae) may be collected by (name of J&J affiliate) and transmitted to other affiliates of Johnson & Johnson and their respective agents worldwide for internal project management purposes. Accordingly, personal information may be transmitted to countries outside the European Economic Area, such as the United States, which the EU has determined lack adequate privacy laws. Nonetheless, Sponsor and its affiliates and agents will apply adequate privacy safeguards to protect such personal information.