

Covered Entity Case Management

Faster, more efficient,
and consistent 340B inquiry responses



Experience seamless communication, automated workflow consolidation, and consistent inquiry responses with our KPMG Covered Entity 360 accelerator, designed to assist commercial drug manufacturing companies with the centralization and automation of diverse 340B related inquiries, including good faith audits, contract pharmacy policy inquiries, state carve-out inquiries, non-compliance inquiries, eligibility update requests, reclassifications, and refunds. Our accelerator addresses a unique market gap by ensuring efficient tracking, workflow, consistent responses, and robust data security.



Visibility, consolidation, and consistency for your 340B process

Navigating the complexities of Covered Entity (340B) inquiries presents multifaceted challenges: obscured visibility, error-prone manual tracking, inconsistent responses, and growing communication hurdles as stakeholders increase.

The **KPMG Covered Entity 360** platform is an industry first: The only automated tool on the market designed for the efficient management of 340B inquiries. As a result, users can enjoy a greater safeguard for compliance, less risk, and the flexibility to scale as 340B regulations evolve over time.

This centralized platform transforms the 340B inquiry process by replacing spreadsheets, SharePoint documents, and shared group email inboxes with automated workflows. It provides users with a comprehensive 360-degree view, enhancing visibility and consistency while building a historical record that is vital for informed strategic decision-making.

Task Type	Inquiry ID	Inquiry Category	Inquiry Subcategory	Covered Entity Name	Inquirer	Received On	Status
Review & Assign Inquiry	418	Refund	340B to Non 340B Pricing	BioConnect Health	MedVision Solutions	Aug 7, 2025, 5:31 pm	In Progress
Review & Assign Inquiry	39	General Inquiry	Case Study	WellConnect Healthcare	-	Aug 6, 2025, 5:31 pm	In Progress
View Communication	123	Contract Pharmacy Policy	Non-Conforming Claims	-	-	Aug 5, 2025, 5:31 pm	Received
Review & Assign Inquiry	418	Refund	340B to Non 340B Pricing	BioConnect Health	MedVision Solutions	Aug 7, 2025, 5:31 pm	In Progress
Review & Assign Inquiry	39	General Inquiry	Case Study	WellConnect Healthcare	-	Aug 6, 2025, 5:31 pm	In Progress
View Communication	123	Contract Pharmacy Policy	Non-Conforming Claims	-	-	Aug 5, 2025, 5:31 pm	Received
Review & Assign Inquiry	418	Refund	340B to Non 340B Pricing	BioConnect Health	MedVision Solutions	Aug 7, 2025, 5:31 pm	In Progress
Review & Assign Inquiry	39	General Inquiry	Case Study	WellConnect Healthcare	-	Aug 6, 2025, 5:31 pm	In Progress
View Communication	123	Contract Pharmacy Policy	Non-Conforming Claims	-	-	Aug 5, 2025, 5:31 pm	Received



How it works

The KPMG Covered Entity 360 platform centralizes all 340B inquiry-related data into a single location, featuring intuitive interfaces and dashboards that simplify processes and provide multiple stakeholders—from legal teams to executive leadership—with a unified source of truth to foster collaboration. Users can continuously monitor the status and milestones achieved in each case, while receiving timely reminders and notifications to ensure smooth operations and adherence to complex policies.

Users also receive:



AI-powered inquiry ingestion to automatically create, route, and extract data from emails, eliminating manual data entry.



Automated workflows to ensure consistent and efficient processing.



Secure handling and storage of sensitive information with audit trails.



Enhanced visibility into inquiry status and historical response data.



Chatbot assistance for instant support with powerful search across inquiries, knowledge repositories, and documents.



Historical inquiries to help manage uniform adherence to policies.



Why it matters

The value of KPMG Covered Entity 360 platform includes:



Greater visibility:
There are no visibility gaps as users gain unified access to all inquiry data, documents, and historical responses.



Greater consistency:
Automated workflows ensure consistent messaging and efficient processing of inquiries.



Security and governance:
Secure data management with role-based access and audit trails.



Improved collaboration:
Task and escalation tracking gives internal stakeholders greater ease in coordination.



Thorough analytics and reporting:
Self-serve analytics to create impactful custom reports, uncover trends, and perform comprehensive analyses with AI-powered pattern recognition.



Success in action

A leading global life sciences company worked with KPMG to help address its fragmented and cumbersome 340B inquiry process that was creating visibility gaps, inconsistent responses, and operational delays. The KPMG Covered Entity 360 accelerator helped transform the process, introducing automation to ensure consistency and efficiency, centralization to improve visibility and reduce error, greater data security, and analytics tools for informed strategic planning.

An example of some of the inquiry types are the following:

Contract pharmacy policy inquiry
Customer contract eligibility inquiry
Reclass inquiry
Refund inquiry



HRSA termination
Good faith inquiry
Accommodation requests
Threshold payments



KPMG delivers a comprehensive suite of solutions designed to modernize core life sciences operations. By leveraging AI, automation, and advanced technology, we help clients master regulatory complexity, streamline commercial and compliance processes, and unlock new efficiencies. Each solution, from contracting to transparency reporting, is crafted to solve specific industry challenges while contributing to a more connected, controlled, and intelligent enterprise.



Pharma Commercial Contracting Automation (CCA): An AI-enabled platform to streamline the entire contract lifecycle, improving third-party relationships and driving efficiency in commercial contracting.



Healthcare Professional (HCP) Engagement Assist: Automates and manages interactions with healthcare professionals and organizations to ensure compliance, reduce risk, and improve engagement.



State Pricing Transparency Reporting (S PTR): A centralized platform that simplifies and streamlines state-specific drug price transparency reporting to ensure compliance and accuracy.



Health Authority Inquiry (HAI): An AI-driven tool for managing the intake and response process for regulatory inquiries, reducing manual effort and ensuring consistent, compliant communication.



Covered Entity Case Management (340B): Centralizes and automates the management of 340B-related inquiries, including audits, eligibility, and refunds, for faster and more consistent responses.



Elevate your enterprise

Built for mission-critical operations, Appian's AI-powered platform automates and improves key business processes to reduce costs, elevate customer experiences, and create a strategic advantage. By pairing our deep Life Sciences industry knowledge with a modern AI-powered platform, KPMG provides solutions that generate significant sector capabilities alongside lasting ROI and value for our clients.

Contact KPMG to learn more



Racheal Vicari
Director Advisory, Platforms
KPMG LLP
T: 813-301-2205
E: rachealvicari@kpmg.com



Evan Bartell
Partner, Life Sciences Advisory
KPMG LLP
T: 212-872-3849
E: ebartell@kpmg.com

Some or all of the services described herein may not be permissible for KPMG audit clients and their affiliates or related entities.

Learn about us: kpmg.com

The information contained herein is of a general nature and is not intended to address the circumstances of any particular individual or entity. Although we endeavor to provide accurate and timely information, there can be no guarantee that such information is accurate as of the date it is received or that it will continue to be accurate in the future. No one should act upon such information without appropriate professional advice after a thorough examination of the particular situation.

© 2026 KPMG LLP, a Delaware limited liability partnership, and its subsidiaries are part of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

The KPMG name and logo are trademarks used under license by the independent member firms of the KPMG global organization.