



appian

Health Authority Inquiry (HAI)

Faster, efficient, compliant HA engagement



The KPMG Health Authority Inquiry (HAI) is an AI-driven accelerator designed to help life sciences companies automate and streamline the intake and response process for regulatory inquiries. By reducing manual effort, improving response consistency, and leveraging insights from historical HA interactions, our accelerator enables faster, more efficient, and compliant engagement with Health Authorities.

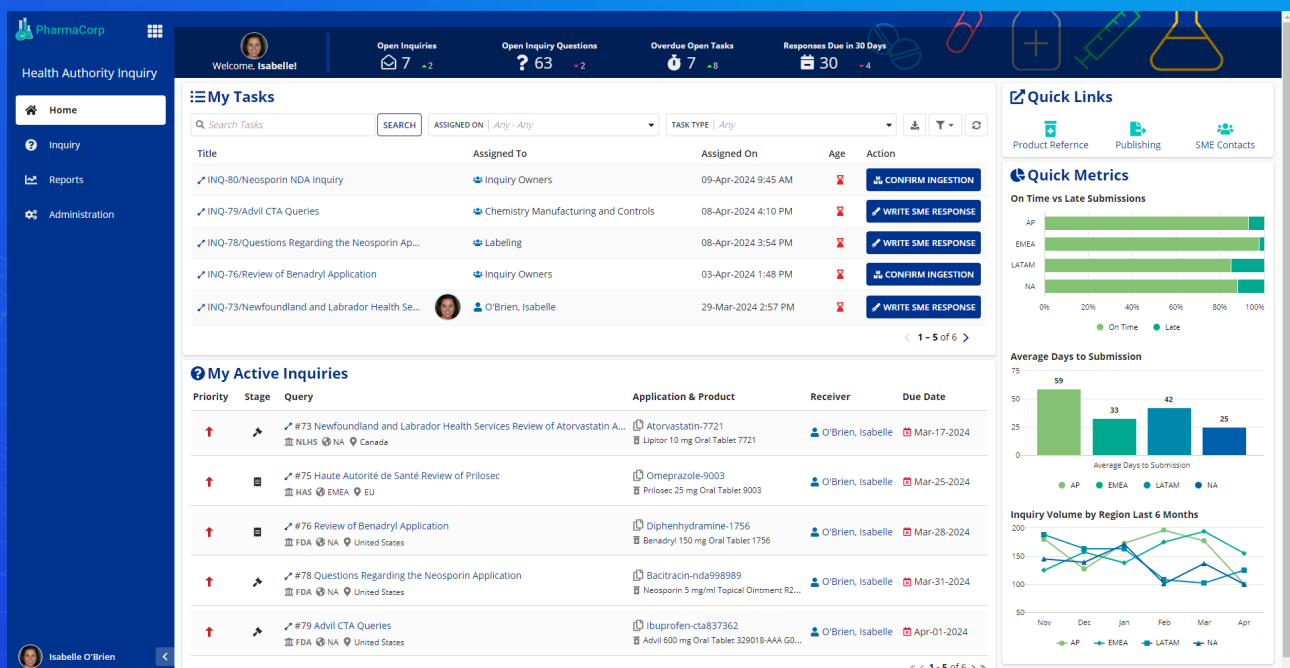


Gain control of your HAI process

Life sciences companies receive thousands of inquiries per year from healthcare authorities. Responding requires enormous financial and labor resources, and the process is burdened with inefficiencies. Manual input can add to the challenges by introducing the possibilities of errors and redundancies.

The KPMG Health Authority Inquiry (HAI) accelerator is designed to streamline the process of responding to Health Authorities. Driven by AI, HAI automates the inquiry intake and helps classify and assign questions to the right subject matter experts. Insights from similar past questions and responses are easily available to aid in response generation. HAI also offers translation capabilities so, no matter the language of the inquiry, they can be responded to in a timely manner.

Through intuitive and easy-to-use dashboards, users now can simplify and speed up the inquiry process, save time, reduce potential errors, and gain greater control.





How it works

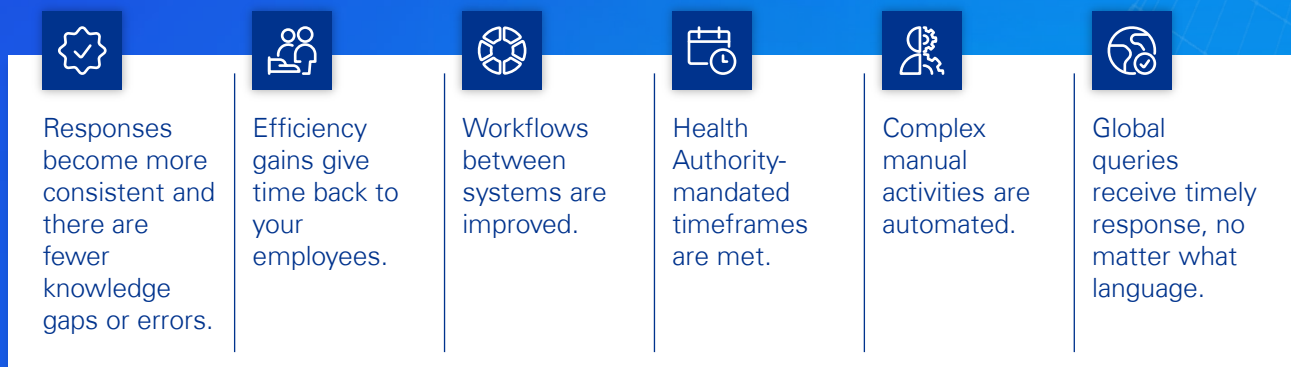
HAI requests are automated, which means response times are slashed and greater consistency is embedded into the process. When a Health Authority inquiry arrives:



Why it matters

KPMG HAI not only creates greater speed and efficiency but also allows the organization to build a repository of searchable questions and their responses that users can leverage for future inquiries.

Among its benefits:



KPMG HAI also provides tailored reports that give you greater visibility into:



Cycle time metrics

Submission performance

AI performance



Success in action

Faced with limited visibility and inefficient tracking, a global pharmaceutical company struggled to manage Health Authority Inquiries (HAIs), making regulatory compliance reporting difficult. KPMG implemented an automated intake solution that streamlined workflows, enabled automated responses, and maintained a comprehensive historical record for future reference. Within just three months of go-live, the solution successfully processed over 3,500 HAIs and supported more than 1,000 regulatory end users across the globe—transforming compliance operations with speed, scale, and confidence.



KPMG Intelligent Life Sciences Solutions: Transforming Operations for Tomorrow

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 (SPTR): 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



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