# KPMG

# The power of ingenuity

## Comment processing support for a federal health agency

By combining our team of health policy leads, project management professionals, and data managers with intelligent automation analysts, KPMG can help you process large volumes of stakeholder comments received in response to proposed rules and RFIs.

## Collecting and cataloging stakeholder comments

KPMG helps federal agencies quickly download comments from their source—such as the FDMS—and convert them into a standardized format.

We catalog comments by various categories based on the client's preference including organization name, stakeholder type, and stakeholder geographic location, enabling easy identification and prioritization of the comments.

## Extracting and summarizing information

KPMG leverages its team of healthcare professionals, many of whom have health policy experience, to help clients identify, extract, and summarize information from the comment narrative as relevant to the rule and/or the questions raised by stakeholders.

## Calculating key metrics

KPMG can help clients with calculation of key metrics, such as the number of:

— Comments received by stakeholder type
— Comments received in response to each Code of Federal Regulation provision
— Comments received by geographic location
— Pages reviewed.

Additionally, KPMG can help the client with identification of duplicate comments, form letters, and sign-on campaign letters.

## Use of intelligent automation capabilities

KPMG can automate many of the manual, repetitive tasks in the comment processing process via our intelligent automation capabilities, enabling expedited reviews.

## Identifying common themes and topics raised

KPMG can assist clients with identifying common themes and/or topics raised by each stakeholder in their comments. Summaries of the common themes observed provide the client with a quick, high-level snapshot of the major points and priority topics presented by the stakeholders in their comment submissions.

## The challenge

A federal health agency released a request for information (RFI) to the public to help determine the best mechanisms to achieve its policy goals. The federal heath agency received over 3,000 public comment submissions from various stakeholders, such as consumer advocacy groups, employer associations, foundations, think tanks, insurance companies and entities, medical and healthcare entities, provider and religious organizations, state and local governments, and identified or anonymous individuals. The federal health agency engaged KPMG to accurately catalog, process, and summarize these submissions.

## KPMG's response

To aid the federal health agency KPMG:

— **Preprocessed the comment submissions.** We downloaded comment submissions from the Federal Docket Management System (FDMS) and cataloged them by stakeholder type.
— **Processed the comment submissions.** We identified and extracted relevant information from each comment submission and summarized the extracted information.
— **Aggregated summaries.** We provided a report summarizing key themes and common topics raised by each stakeholder type in their comment submissions.

— **Conducted reconciliation activities.** We calculated relevant metrics and identified duplicate submissions, form letters, and sign-on letters.
— **Conducted project management-related activities.** We organized training and feedback sessions and kept track of each downloaded comment submission throughout the processing journey.

## The result

KPMG successfully:

— Assembled a team and processed a large volume of comments in a short period of time
— Summarized the comment submissions, with the information broken down by key metrics and priority topics
— Catalogued summaries by stakeholder type(s) and RFI questions addressed, and provided the client with easy search functionality
— Provided the client with a summary of common themes observed across all of the comment submissions received, equipping the client with a quick, high-level, independent snapshot of the major points and priority topics mentioned in the comment submissions as well as trends organized by stakeholder type(s) and by RFI question.

## Contact us

**Tom Dowd**
Federal Healthcare
Sector lead
**T:** 703-244-5567
**E:** tdowd@kpmg.com

**Kristin Simons**
Federal Healthcare
Strategy lead
**T:** 703-286-8687
**E:** ksimons@kpmg.com

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