



Seagen Data Supplier RFI

Veeva Systems Inc.

August 2022

Seagen Data Supplier Questionnaire

Response ID:51 Data

3. Data Supplier Information

1. Company Legal Name

Veeva Systems Inc. (Veeva)

2. Year Founded

Veeva is a Public Benefit Corporation (PBC); traded on the NYSE (VEEV). (For details, visit: <https://www.veeva.com/pbc/> .)

3. Ownership Type

Public

4. Corporate Headquarters Address

4280 Hacienda Drive
Pleasanton, CA 94588

5. Major Operational Center Address (if unique from Corporate Headquarters)

N/A.

6. Company Origin and Overall Mission

Veeva is the leading provider of industry cloud solutions for the global life sciences industry. Our multitenant cloud software solutions meet the unique business needs of life sciences customers by delivering technology, data, and services to support their mission to improve and extend life.

Our Development and Quality solutions help organizations streamline their end-to-end product development and manufacturing processes to increase operational efficiency and maintain regulatory compliance throughout the product life cycle. Likewise, our Commercial software solutions for sales, medical, and marketing help organizations achieve better engagement with healthcare professionals and institutions across various communication channels.

In addition to software, Veeva also provides professional services, business consulting services, and managed services to support the implementation and ongoing support of our extensive portfolio of cloud-based applications.

7. Organizational Structure (Appx # of FTEs, appx # FTEs working on US pharmaceutical data, data processing & analytics, divisions, etc.)

Veeva maintains 5,685 employees across the globe. Nearly all of Veeva's employees are dedicated to serving life sciences companies. Please see below for a breakdown of our employees:

- Services: 1,847
- Development: 1,935
- Sales: 639
- Marketing: 127
- Strategy: 215
- G&A: 474
- Support: 448

8.

Key Contact Information for the contracting process (name, title, direct office telephone number, mobile telephone number, email)

Name: Murray Allen

Title: Senior Account Partner, North America Commercial

Phone: 509 954 1413 (m)

Email: murray.allen@veeva.com

9. What is your competitive advantage on patient claims data for Oncology and why should Seagen select your firm over others in your competitive market mix?

Veeva Compass (Compass) is the only data platform for life sciences that delivers on-demand data with the precision needed to accelerate and maximize commercial impact. To succeed today, pharmaceutical companies need data-driven strategies that allow for more intentional patient targeting and a deeper understanding of HCPs; traditional patient data approaches are not meeting these needs. With disconnected data sets and access limitations, companies struggle to truly understand patients and generate the insights needed to get treatments to those patients faster.

Compass is a modern approach to patient data. It offers unmatched data quality and accuracy, and unprecedented data access and speed.

1. **QUALITY:** Compass data depth and breadth provides greater visibility into the patient journey and provider treatment patterns, enabling clear and confident decision making. Our data acquisition strategy is centered on sourcing data from a cross-section of data partners (spanning payers, PBMs, pharmacies switches, clearinghouses, and more) to capture a more complete patient experience. As a result, we are able to meet customer needs where industry gaps once existed, specifically by delivering:

- Stronger Mx claims capture, with greater linkage of patient treatment to diagnosis
- Better coverage of specialty pharmacy (SP) drugs where traditional sources have lacked visibility due to SP data blocking
- Better coverage of diagnosing and treatment in institutions not observed in other claims data set (e.g., Texas Oncology, Florida Cancer, and more)

2. **ACCURACY:** Compass is built on privacy-safe, patient-identity linking technology that achieves the highest data accuracy in the industry.

- Fewer duplicate patients
- Fewer false positive matches
- An enhanced and more complete view of the patient journey

3. **ACCESS:** Compass provides on-demand access to an unlimited market basket, providing an improved ability to find patients and target HCPs in agile environments.

- Unlimited market basket
- On-demand access via the portal
- No restriction on the number of data pulls or user licenses associated with the licensed brand

4. **SPEED:** Compass data is updated daily. Eighty percent of our data comes to us daily and gets to you within 24 hours to enable faster omnichannel and commercial execution. resulting in:

- Earlier data access (compared to traditional sources and delivery methods)
- Faster omnichannel execution and enablement

Additionally, Veeva's focus on product and continuous innovation ensures customer access to a continuously appreciating asset, with specific focus on Oncology claims as a core pillar in our data acquisition strategy.

4. Seagen Account Team/Change Management

10.

Profile the proposed Seagen Account Team, including

Executive Sponsor (name & location) and

Account Team, including day-to-day account lead (please provide a proposed Org Chart and tenure of each team member)

Murray Allen, Senior Account Partner (who reports to our HQ in Pleasanton), serves as the primary point of contact for the relationship between Seagen and Veeva. Murray Allen will facilitate business development discussions, as well as coordination across other areas of the Veeva team which may include: professional services, product management, solution consulting and Veeva's executive management team.

At such time as a Veeva initiative or project is defined, a customer success manager is assigned to manage solution implementation scope and successful delivery of the Veeva application in conjunction with Seagen's resources. For each project, the CSM will oversee all project resource allocations to be consistent with Seagen's defined project charter. Upon selection of a project start date, resources are confirmed. (See our response to question 12 for more information.)

11. If applicable, upload file(s) to support answer to previous question here.

12.

Using the background provided, describe the staffing structure you suggest would work best for Seagen. Please be specific regarding the structure you recommend.

How would you manage the day-to-day interactions with the Seagen office?

How do you manage the communication ensuring expectations are met?

What is the process for managing escalations on projects?

Veeva's Customer Success team will manage and own the Seagen team onboarding and long-term engagement management for Compass Patient. (For details about our staffing structure and role descriptions, see our response to question 13.)

Daily interactions will be supported by your customer success lead who will acts as your day-to-day contact, as well as a connection point into the many different analytic and support functions within Veeva. Through the course of our partnership, we will continue to collaborate with Seagen to meet success milestones.

We define success as Seagen having users in the system who are pulling business-relevant data assets to meet their needs and requirements. We will ensure this by working with Seagen in the following activities:

- Kickoff session with Seagen business users for new user training that walks through the interface, features, best practices, and templates. The Customer Success team will use examples from your line of business, therapies, and markets to ensure this training is impactful.
- Help documentation, support guides and data dictionary to enable users to easily get the information they need to successfully use Compass Patient.
- Technical onboarding with Seagen technology team to ensure users are credentialed and VPN settings are set, file destinations and delivery preferences are established, and any barriers to access for incoming business users are resolved.
- Office hours calls for Seagen users to talk about their data needs and use cases with the product team. Seagen can also receive tips and tricks for the most impactful and performant queries. Typically, office hours begin as weekly sessions and decrease in frequency as the Compass Patient platform becomes more embedded into Seagen's workflow and analytic projects.
- Quarterly or semi-annual roadmap reviews with Seagen to give stakeholders an opportunity to advise on priority and add new functionality into the plan. Product may also present near-term features coming to Compass Patient during office hours.
- Ad hoc training, as needed, to onboard new users or teams into using Compass Patient.

Escalations will be handled by your customer success lead and will be triaged to the appropriate Veeva team to address anything brought forth. Support SLAs follow defined criteria and have affiliated response times. Executive sponsors can also be brought in to assist in crafting messages or supporting renewal conversations with Seagen's senior leadership as needed.

13.

Please provide an outline of the team members you would assign to Seagen and their roles:

Sales Leads/BD Leads

Service Leads

Consultants

Subject Matter Experts

Etc.

Our ongoing support model consists of the highest level of service and support, and in order to maintain the continuity between launch to ongoing support, your team will stay the same. This team of individuals is not assigned until contracting is completed. This will benefit the Seagen with increased confidence and maintained momentum from go-live.

Seagen's core Veeva team will always include the following support:

- Executive Sponsor: The executive sponsor will serve as Seagen's contact into our executive staff and will oversee the project milestones and timeline with the Veeva Compass team assigned to you. Additionally, the executive sponsor will be available to meet quarterly (or as requested) with Seagen's executive team or board, as well as to attend conferences and events.
- Customer Success Lead: This person will serve as the primary point of contact during the kickoff and throughout our relationship with Seagen. This ensures that important use cases, business strategies, and clinical context is maintained. This role will have deep product knowledge to help guide Seagen in the successful execution of their data projects.
- Compass Analytic Bench: These Compass Patient analysts are available to assist in data investigations, including counts, coverages, fill rates, and more. They can also assist in answering data questions you may uncover in Seagen analyses. Your customer success lead will work closely with your organization to quantify and prioritize this work.

Optional Veeva resources (which may be subject to additional fees) can be brought in to support Seagen, including:

- Compass Strategy: This division of the Compass Patient strategy team can assist in helping you quantify and clarify your analytic requirements to ensure that key business objectives are being met.
- Commercial Analytics/Business Consulting: This division of Veeva can assist you with full scale analytic support, from project definition through to presentation-ready materials. Projects can be scoped and priced separately.

14. Seagen personnel would like to interview candidates proposed for the day-to-day lead role for their business either via Video or by direct visit. Is this possible?

As a mission-driven organization, customer success is important to the Veeva/Seagen partnership, and it is also one of our corporate values. As such, we welcome the opportunity for Seagen to engage with members of the compass account, strategy, product, and customer success teams prior to moving to contracting. The process for meeting/interviews is subject to further discussion as Seagen data and support needs are formalized.

15.

Implementation Business Rules and Timeline – please provide a detailed implementation plan and timeline from contract award to launch readiness that will include all brands (Adcetris, Padcev, Tinvak, Tuysa). For each of the activities in the implementation plan, please identify the responsible party within your company and required resources from Seagen in terms of function/role and level of involvement.

***Note: you may upload supporting files in following question.**

During both the implementation and maintenance phases of our engagement with Seagen, Veeva will follow a consistent and straightforward process to create Compass Patient access and to onboard users.

- Discovery: Veeva strategy and account partner (AP) will work with you to define market baskets and therapies for your license, as well as deeply understand initial use cases. While these details do not limit or restrict your access to the Compass Patient data set in any way, it does allow for a smooth transition between sales and customer success teams in the creation of your onboarding materials and new user trainings, so they can be tailored and impactful.
- Elapsed Timing: ~1-2weeks (elapsed)
- Seagen Resources: Business users
- Veeva Resources: AP, Compass Strategy
- Instance Creation: Information will be gathered by the Veeva AP (from Seagen) and will be provided to the Veeva Product team to oversee the creation of the Seagen instance, in which you will have your own users, provisioned UI and storage for templates and queries.
- Elapsed Timing: < 2 Weeks
- Seagen Resources: Business users

- Veeva Resources: AP, Compass Product, Customer Success

- Technical Onboarding: Technical onboarding with Seagen technology team will ensure that users are credentialed, VPN settings are set, file destinations and delivery preferences are established, and any barriers to access for incoming business users are resolved.

- Elapsed Timing: < 4 Hours

- Seagen Resources: Business users, Technology department

- Veeva Resources: Compass Product, Dev/OPs, Customer Success

- Kickoff & New User Training: Kickoff session will be in place with Seagen business users for new user training that walks through the interface, features, best practices, and templates. The Customer Success team will use examples gathered from the Use Cases & Strategy session to ensure this training is impactful.

- Elapsed Timing: < 4 Hours

- Seagen Resources: Business users

- Veeva Resources: Compass Strategy, Customer Success

The Compass Patient portal will be available to users immediately at the start of the contract, which enables them to begin pulling and using data right away.

16. If applicable, upload file(s) to support answer to previous question here.

17. What type of offerings are included in the data cost to support one-time change management of switching patient claims data? Example offerings can include consulting, report testing, business rules, support, training, communication and coordination, etc.

Your Compass Patient license will include data/portal training, new release/feature communications, fielding of ad hoc support and data investigations, and cross-functional coordination from the Customer Success team. The Customer Success team can also provide guidance on query design and application of business rules to support use cases as well as share industry best practices on patient claims data utilization.

Compass Patient is a data platform that supports an unlimited number of users who are able to generate an unlimited number of queries. Changes to these queries are done by the end users and do not incur change fees.

Our business consultants offer change management services to assist with the transition to Compass Patient. Seagen may incur additional fees for business consulting services, including (but not limited to) full-scale project consulting work and the creation and maintenance of business-specific reports and business rules.

5. Oncology Patient Data

18.

Please fill out and upload the workbook, titled "Oncology Patient Data Tables" that was included with the email sent to you with the link to this questionnaire. Specific ICD codes are provided in the spreadsheet/Excel file titled "Seagen ICD CPT Codes"

[Seagen_-_Patient_Data_Supplier_RFI_-_Oncology_Patient_Data_Tables_-_Veeva_Response_-_20220816.xlsx](#)

19.

Please describe your Longitudinal Patient/Claims and lab data offerings.

Does it include diagnosis codes (ICD-10)?

Provide physician-level data with unique ID?

Is data aggregated at the HCP level?

Compass Patient delivers real-time patient-level insights for understanding, analyzing, and assessing the market and patients at

each stage of the brand lifecycle. Compass Patient provides transaction-level prescription and medical claims patient data, including product (NDC), diagnosis (ICD), procedure (HCPCS, CPT), and prescriber information (NPI, VID). This information is designed to:

- Support advanced patient analytics, like switching, persistence, and compliance
- Understand the full patient journey
- Initiate population profiling and segmentation
- Conduct forecasting and promotional assessments

Data may be aggregated to the HCP level for provider-specific analyses. Additionally, customers may choose to license Compass Prescriber which delivers on-demand HCP-level metrics to inform better targeting and omnichannel engagement. Compass Prescriber provides HCP-level information, leveraging prescription and medical claims to deliver diagnosing, treating, referring and patient demographic information. Benefits include, but are not limited to:

- Track trial and adoption, including competitive product trends
- Adapt HCP targeting strategies based on earlier access to data
- Understand HCP patient populations and identify HCPs treating new patients
- Identify the top referring HCPs and HCP network referral patterns

Through Veeva's common data architecture, these products may be easily linked to other Veeva products, such as Veeva OpenData and Veeva Link, using the Veeva ID (VID) to allow for easier data integration.

20. Provide data delivery options, available frequency options (daily, weekly, monthly etc.) and data lags by claims type (Rx and Mx). Please provide data maturity curves specific to Seagen product basket.

***Note: you may upload data maturity curves in following question.**

Compass Patient delivers real-time patient-level insights for understanding, analyzing, and assessing the market and patients at each stage of the brand lifecycle. Compass Patient provides transaction-level prescription and medical claims patient data, including product (NDC), diagnosis (ICD), procedure (HCPCS, CPT), and prescriber information (NPI, VID). This information is designed to:

- Support advanced patient analytics, like switching, persistence, and compliance
- Understand the full patient journey
- Initiate population

21. Please upload data maturity files here.

[Seagen_-_Patient_Data_Supplier_RFI_-_Appendix_I._Data_Maturity_Curve_-_20220816.pdf](#)

22.

Describe your overall coverage and quality of experience in patient data in oncology data?

What is the availability of oral and infused oncology therapy data?

What restrictions (if any) do you have in the oncology market data

Veeva Compass captures ~65 percent of all prescription and medical claims in the United States and is growing to ~75 percent by the end of 2022, for which coverage may vary by therapeutic area and drug of interest. Given the diverse nature of the Compass data network, including claims from both open and closed network sources, Compass offers a unique and high-quality view into the patient experience.

1. Compass captures both oral and infused therapies, including oral therapies distributed via specialty pharmacy and treatment in key HCOs (e.g., Texas Oncology and Florida Cancer), which may be blocked/not visible in other claims data sources.
2. No known restrictions.

23.

Do you offer subscription services powered by Longitudinal Patient/Claims data? If so, please explain.

What is the source of the patient claims data?

What is the period (duration) of claims?

How frequently is the data updated?

Veeva Compass Patient is a subscription-based license, providing customers with access to prescription and medical claims data. Benefits include, but are not limited to:

1. Veeva partners with pharmacy benefit managers (PBMs), payers, pharmacies, switches clearinghouses and others to curate a diverse network of claims data supporting both commercial and medical use cases.
2. The Compass data network dates back to January 2017, offering over five years of data access to all customers.
3. Compass data is updated daily. Approximately 80 percent of our data comes to us from our data partners on a daily basis and is delivered to customers within 24 hours via the Compass Data Platform to enable faster omnichannel and commercial execution.

24.

What is the data access structure for your data sets?

Are there any issues or restrictions for snowflake?

Provide complete data dictionary for your datasets

Currently, data can be delivered to SFTP, Amazon S3 or the Veeva Nitro Platform. Our short-term roadmap includes the addition of the Google Cloud Platform as an additional delivery option.

Veeva can also deliver data to Snowflake via Azure, which would be built for Seagen.

- This Requires a one-time set up to allow Veeva to push files to the Seagen Azure Blob container.
- Seagen has its own copy of the data in Azure Blob; there is no need to pull the same files multiple times from Veeva.
- Integration is in place with the VDC Portal to easily select Azure Blob as a delivery method (in addition to SFTP).
- Supports seamless delivery for both scheduled jobs and one-time deliveries.

For further details, see Appendix II. Veeva Compass Data Dictionary , uploaded in the Q30 response area for details. (Note, Appendix II is only relevant for our response to Q24 (not Q30), as we do not have an option to upload content here.)

25.

What is your level of CMS patient data integration and capture for oncology products?

Do you have FFS and Managed CMS claims data?

Veeva Compass captures both FFS and managed Medicare claims data. This data is captured from Veeva's diverse network of data partners, including but not limited to PBMs, plans, pharmacies, switches, clearinghouses, and more.

Direct Licensing from CMS

CMS licenses patient data through the Qualified Entity (QE) and Virtual Research Data Center (VRDC) programs. Veeva licenses VRDC; however, while neither program allows for relicensing of claims-level data, the VRDC license includes more data and greater flexibility than a QE license. For example, data in VRDC, but not QE, includes Medicare Advantage (Part C), Medicaid claims and enrollment, medication therapy management, assessment, and death index. This data may be used for internal analysis and to inform analytic methodologies leveraged, however, in order to remain compliant, data direct from CMS may not be integrated as part of Veeva Compass due to the aforementioned restriction on use.

26.

What lab data do you have for oncology patients?

What types of tests and attributes are available in the lab data? Please provide data dictionary for lab data.

Is lab data integrated with claims data having a common IDs for patients, HCPs, and payer dimensions?

What is the frequency and source of lab data?

Diagnostic tests are present in the medical claims component of Compass Patient, as identified via current procedural terminology (CPT) codes.

On our roadmap is the ability to integrate lab data with our Compass Patient claims records into what we are calling the Integrated Solution, where the integration would be enabled using our Veeva SafeMine technology. (We announced this

direction at our North American Commercial Summit in May; see <https://www.veeva.com/events/> for upcoming summits and events.) As such, we would like to understand the frequency and sources that would be required for Seagen, as it is possible to help shape the development plans with these factors in mind.

27.

How do you quality-check your data for accuracy?

Please specify any procedures that you have in place to catch and correct issues prior to data going to clients?

How do you ensure the highest quality data that can be trusted; and if an issue is found by a client, how is this handled?

The Compass Data Platform utilizes a mesh data system that cleanses and enriches data in many steps along the way.

Cleansing and quality checks include:

- Inbound standardization and data monitoring.
- Master data management with a variety of cleanup and quality checks for enrichment data, including drugs, diagnoses, procedures, payers and more.
- Transaction management where data is cleansed, matched, merged, deduped, and enriched.
- Patient management where patient data is cleansed before matching with quality control monitoring and measures.
- Quality delivery checks on each deliverable.
- The Compass Data Platform is full automated end-to-end, ensuring speed and quality in delivery.

Product enhancements are released every two weeks to ensure a continued path of improvement for both new product capabilities as well as the continued evolution of quality. In addition to proactive improvements, any data investigations (or observations) can be raised to Seagen's customer success lead; they will be investigated in a timely manner by the platform analytics team.

28.

What changes have you made to your data supplier network in the last 1 year? Can you provide estimate changes to the data volume based on the recent changes (e.g.: % new vs recurring each year). Please share examples of Oncology related data supplier disruptions in the last 1 year.

In the last year, Veeva has significantly expanded its data network. Across Rx and Mx, data under contract has increased by ~60 percent YoY. As a result, our coverage of Rx and Mx is soon growing to nearly 75 percent of U.S. claims, with multiple new partnerships already planned well into the future.

Veeva's network is federated and resilient, reducing reliance on any single partner to deliver our products, resulting in no significant interruptions nor downtime.

29. How are changes to your data suppliers managed and communicated with pharma manufacturers? Please provide examples of Oncology related data supplier change communicated to the customers in the last 1 year.

Changes in data suppliers are proactively communicated to our users, with notifications and specifics around the planned changes provided ~4 weeks in advance of any implementation. We are continuously expanding our data network and understand the importance of proactive communication with customers in order to manage both internal and external stakeholder expectations.

(Note, Appendix II, uploaded below for question 30, pertains to question 24.)

30. Option to upload examples of Oncology-related data supplier change communications.

[Seagen_-_Patient_Data_Supplier_RFI_-_Appendix_II._Veeva_Compass_Data_Dictionary_-_20220816.xlsx](#)

31. Can patient claims data be used for field triggers (based on diagnosis and/or Rx business rules)? If yes – provide key aspects on how your offerings are differentiated for field triggers (data lag, integration with CRM or reporting platform etc.)

Yes. Data may be used as an input to field triggers. Compass data is updated daily. Approximately 80 percent of our data comes to us from our data partners on a daily basis and is delivered to customers within 24 hours via the Compass Data Platform to enable faster omnichannel and commercial execution, than other, more traditional data sources.

In addition to providing data for triggers, Veeva also offers trigger services (for an additional fee). Using Veeva's common data architecture, rules are run daily and are loaded into Veeva CRM regularly, and Veeva's reporting platform is also updated daily. Veeva uses its Veeva Nitro Platform for this service.

32.

What socioeconomic and demographic data do you have including: race ethnicity, socioeconomic status, level of access to care by location, distance to advanced oncology sites?

What is the source of the data and how frequently is the data updated?

At what level can this data can be reported (HCP, Geo, National etc.)

Patient demographics currently delivered with Compass Patient include age, gender and geography.

The Veeva Compass roadmap is largely shaped by the voice of our customers, with a notable interest in the area of social determinants of health. We look forward to partnering with Seagen and all of our customers in the coming year (and beyond) to leverage these data attributes as part of Veeva Compass in the future.

33. Please provide us with your firm's position regarding use of data for publication:

Are there any considerations or restrictions regarding use of your data for publication or conference presentations?

Do you have examples you can provide of published studies and/or presentations using your data?

Have your data been used for regulatory and or HTA submissions? Please explain.

At this time, it is the opinion of the Compass team that Compass Patient Data is not intended for use in health economics and outcomes research (HEOR), suitable for clinical and pharmacoeconomic journal publication, due to the open nature of the data network.

34. If applicable, upload file(s) to support answer to previous question here.

6. Data Evolution

35. How are you evolving your patient data strategy and strategic focus based on your knowledge of your clients' needs?

The Veeva Compass roadmap is largely shaped by the voice of our customers. Therefore, key areas of focus, within our roadmap, include data acquisition strategy, product strategy, product features, and associated prioritization. This feedback will be obtained through regularly scheduled meetings with Seagen's Customer Success team and through executive governance meetings, which can be scheduled monthly or quarterly, based on Seagen's needs.

36. How are you addressing the evolving healthcare landscape and what information and data does your organization see as most important to help your clients answer their most challenging questions?

Having quality and accurate data that is delivered on-demand and with speed, allows our clients to quickly answer their most challenging questions with confidence. If the inputs to the equation are not accurate and comprehensive, then the answers our outputs will be flawed. We want to ensure we are positioning our clients for success and that they can utilize our data to help improve the lives of their patients and potential patients.

As it relates to the evolving healthcare landscape, the Integrated Solution, mentioned previously, will be designed to address the privacy risks that exist in the industry, as the amount of patient data and data our clients want to integrate grows exponentially. This solution will be a transformative change for the industry.

37.

How are you pipelining new data and opportunities or partnerships? What are the areas that your organization is prioritizing for future product offerings and services?

Product requirements and customer feedback inform our data acquisition efforts. As a result, we intend to continue investing heavily in new sources and improving unrepresented areas. In 2022, we set the goal of increasing the data captured in

challenging geographies, non-reporting pharmacies, oncology, and specialty products.

7. Other Services

38. Do you offer Analytics Services around your or other's data offerings? If so, please explain.

Veeva's commercial analytics team provides a wide range of services spanning patient analytics, HCP analytics, field analytics, and commercial operation services. Capabilities include but are not limited to:

- Patient Analytics: Market sizing, risk stratification and patient journey
- HCP Analytics: Segmentation, targeting, and access
- Field Analytics: Reach and frequency, reporting and sales reporting
- Operational Services: Territory and alignment, size and structure and territory design

We will be happy to engage in further discussions with Seagen to provide a complete capabilities overview of how Veeva's commercial analytics services may be leveraged to help Seagen drive growth.

39.

Do you offer Consulting Services related to your oncology patient data offerings? If so, please explain.

How do you proactively offer ideas and perspectives based on your deep knowledge of your client's data that highlights actionable opportunities?

Yes. Customer success support will be included with Seagen's Veeva Compass license. Seagen's customer success lead will be responsible for day-to-day engagements and product support (as described in our response to question 12). The customer success lead will also be responsible for creating additional value for Seagen by sharing industry best practices for data analysis and showcasing ways in which Compass data may be used to support oncology-specific use cases. (Many of our Compass customers also partner with our commercial analytics team for additional consulting support aligned to brand-specific needs.)

40. Who do you view as your competitors for each of your product offerings?

Within the context of transactional/record level data, any vendor within the healthcare data landscape that provides anonymous patient level data (APLD), to be leveraged for varying analysis use cases, would be considered a competitor to the Compass Patient product. Some examples include IQVIA, Clarivate, Definitive, etc.; however, as it pertains to the type of client access to APLD we provide (platform access, unlimited market basket, speed), we do not believe there are any other competitors currently on the market.

41. Do you offer Master Data Management services? Data validation services?

Yes, as an add-on service, Veeva offers Veeva Network. Veeva Network is the only life science specific industry customer master/master data management (MDM) application. As such, a majority of its customer master functionality has been pre-built for integration to Veeva CRM and other life science applications (i.e., data warehouses, Concur, etc.). This provides customers an acceleration for implementation, as many of the traditional components (CRM integration, customer data model, matching and de-duping processes) are already pre-configured and can be integrated/deployed in weeks. The system is also very flexible with an open architecture and can be customized to any Seagen-specific business needs.

Veeva Network is also a multi-domain MDM tool and can be configured to master product, payer, patient consent, and other data; data is critical for almost every commercial business process in a life sciences company. When master data (e.g., HCPs, HCOs, addresses, licenses, products, and payers) is inaccurate, not trusted, and/or not timely, these commercial processes are severely impacted. Master data issues can occur as a result of poor source data, poor system architecture and poor integration capabilities.

In addition, Veeva Network is pre-integrated with Veeva OpenData, the life science industry's most comprehensive reference, compliance and affiliations data set. Therefore, validation services are pre-built into the application. Veeva OpenData also maintains a large, global data stewardship team to assist with any additional data validation, de-duping and enhancement services required by our customers. It is available in over 65 geographic areas, today, and will be available in over 100

countries by the end of 2023.

42. Do you offer data integration services? For instance, can your patient claims data integrate with other data providers like Lab, EHR, SPs etc. using standard patient tokens like Datavant?

Yes. Veeva will provide integration services that are aligned with the Integrated Solution. Due to the significant risk associated with integrating the data outlined and having that data present in our clients' environments, where other data sets may exist and where patient re-identification may be possible, we are taking a patient privacy first approach to complete this type of integration effort on behalf of Seagen and other clients within our environment.

43. What products and services do you provide that integrate various data sets for a more comprehensive understanding of markets?

The Integrated Solution is where we will be working to integrate various data sets with Compass Patient data. Additionally, we offer Veeva Nitro, a data science and analytics platform that connects data, technology and business consulting services to provide actionable commercial insights for agile decision-making. This will allow you to answer your most important business questions with accuracy and speed.

Veeva Nitro is specifically tailored for life sciences data that ranges from activity and performance to more complex areas, such as patient services, specialty pharmacy, digital engagement, content creation, and usage. These data sources have increased the complexity of commercial operations while also requiring greater cost and resource efficiency. Traditional data warehouse and analytics solutions cannot meet the need for speed and flexibility for nimble commercial models of a modern life sciences organization. Veeva Nitro provides innovative ways to get data in, simple tools to get data out and an intuitive, out-of-the-box data visualization and exploration tool to build analytics.

By eliminating the time, effort, maintenance of custom data management, delivery, and visualization platforms, Veeva Nitro unlocks the value of life sciences data for all business users. It can be used to

- Help you plan your field force
- Understand your patients, HCPs and thought leaders
- Materialize the insights that your data science team is delivering back to you based on the aforementioned data sources

Prebuilt analytics, an industry-specific data model and native integration via intelligent synchronization to all Veeva Commercial Cloud applications (including Veeva CRM, Vault, OpenData, Align, and Network) enables field execution and engagement insights from day one. Additionally, Veeva Nitro lays the foundation for data science in areas such as pre-launch planning, provider targeting, and segmentation.

44. Do you offer staff augmentation services? Please describe your typical roles, pricing, and oversight.

Veeva analytics offers retainer models to perform analytics services to meet customer needs. For these programs, there is a primary contact who does the majority of the engagement, but they can also bring in experts in data science, specific data sets and processes, when necessary. Veeva typically provides these with six or 12-month contracts, and they vary on the expectation in support.

45. What is your overall turnover rate for your staff augmentation roles, if you provide such roles? What is your average tenure on the staff augmentation teams for each role?

N/A. Staff augmentation is not a model offered by Veeva Services.

46.

Are any of your services offshore?

Do you offer an onshore alternative?

Do you have hybrid models?

For any Seagen services engagement, all Veeva services and employees will be located in North America.

8. Pricing/Contracting

47. Can you meet a deadline for a contract signing of October 1, 2022?

The order form will be ready for Seagen's signature by October 1, 2022, assuming we have achieved alignment on the scope of the order form, for Compass Patient, by no later than September 12, 2022. Please note, for an order form to be marked as signed as of August 1, 2022, this assumes no changes have been made by Seagen in terms of parameters/requirements.

48. Are your terms flexible for each individual component of your services concerning contract length? (i.e., some stand-alone services can be contracted for 1 or 2 years, while others may be 3 years)

The Veeva products and services mentioned in this questionnaire can be contracted together or separately, depending on what works best for Seagen. In terms of contract length, in order to provide clients with the freedom to choose and have flexibility, Veeva does not lock clients into multi-year contracts. We continuously invest in our products/services and believe in the value they provide. Consequently, our pricing model and annual contracts mirrors this belief, so that Veeva is able to show its value year in and year out.

49. What out-clauses do you typically offer with contracts on data purchases?

Please see the Data Products Addendum, part of the MSA currently in place, which includes the terms and conditions on licensing Veeva data products (including Veeva OpenData).

50.

Are there any restrictions to the use of data that you sell to Pharmaceutical Manufacturers?

What is your policy around TPAs, and do you block any companies from entering into a TPA with you?

Are there any additional restrictions on reporting HCP level data to sales or medical teams?

Veeva believes the industry needs a new approach to data sharing, as the historical approach to TPAs is lengthy and limiting; therefore, Veeva developed a new approach. We require third-parties to sign our Authorized Data Use Agreement (ADUA), which is Veeva's TPA, and we allow them to access Veeva's data products on behalf of all our mutual customers. We created a self-service link where companies can easily sign our ADUA; more than 700 companies have already signed it. Please reach out to tpa@veeva.com to find out whether your vendor has signed it.

In terms of restrictions, please see the Data Products Addendum for details.

9. Compliance/Security

51. Please outline your HIPAA compliance protocols.

Please see our HIPAA Security Rule Compliance Assessment for details. (Please visit the following site to view the assessment: <https://veeva-marketing.veevavault.com/ui/externalUserLandingPage?token=1188-acbb2fbf-c552-407f-924a-3d2a6618d32b>.)

52. What is your policy concerning on-site work since COVID-19? What are your plans moving forward to allow for on-site work?

Veeva has a Work Anywhere policy, which means employees can work in an office or at home on any given day. It's about getting the work done in the way and place that works best for each person. This applies across all locations and departments.

On-site audits at our Pleasanton, Oxford, and Seoul, facilities are currently suspended due to the COVID-19 pandemic. Veeva has subsequently enhanced its remote audit program to replicate the on-site program with additional time for auditor self-service provided to our documents. Like all global organizations Veeva evaluated its employee working patterns during this period and is now a fully 'Work Anywhere' company, this means that when our offices return to being fully open to visitors, subject matter experts may likely be in attendance over video call rather than in person in the room.

53. What is your data continuity plan?

All of our customer job data is managed and stored within Amazon Web Services (AWS) S3, allowing for 11 9's of durability and

replicated across multiple zones for maximum redundancy.

Internal data is also stored in AWS S3 and in redundant AWS' RDS databases with point-in-time policy retention of 35 days.

54.

Do you have disaster preparedness plans in place? Do you share the plans with clients?

Have you ever lost a client's data? What happened?

How would you demonstrate your ability to execute?

Yes. Veeva has documented disaster recovery and business continuity plans in place. Veeva's procedures and plans, as well as the additional details requested, may be shared during an audit.

55.

Security of IT/Data structure – please provide supporting documentation regarding your data center and how does your structure decrease risk for _____?

IT structure

Data security & HIPAA / HITRUST Compliance and Certification

Back-up functionality

Operational % uptime

Back-up generator

Location of back-up data center

Internal Audit function

See Appendix III. Veeva ComplianceDocs for details. More specifically, as it relates to the list presented, please view the Technical Operations Overview and QMS Overview items highlighted within the appendix.

56. If applicable, upload file(s) to support answer to previous question here.

[Seagen_-_Patient_Data_Supplier_RFI_-_Appendix_III._-_Veeva_ComplianceDocs_-_20220816.pdf](#)

Question: Please provide the counts of patients by diagnosis in the table; please note that all time periods are 2-year/24-month time periods. Specific ICD codes are provided in spread sheet titled “Seagen ICD CPT Codes”

Patient Counts by Diagnosis										
	Unique Patients		Total Claims		Unique NPI		# Academic Institutions		# Community Institutions	
Category	2018-2019	2020-2021	2018-2019	2020-2021	2018-2019	2020-2021	2018-2019	2020-2021	2018-2019	2020-2021
Lung Cancer	946,657	883,202	56,605,233	48,890,514	478,382	463,804	1,157	1,145	36,351	34,307
Metastatic Lung Cancer	393,088	363,812	22,642,769	20,188,545	293,897	283,895	1,108	1,054	20,262	13,632
Urothelial Cancer	544,066	505,874	17,450,689	16,362,676	296,231	286,434	1,099	1,091	23,249	22,572
Metastatic Urothelial Cancer	75,280	74,681	3,987,209	3,865,416	116,672	114,135	993	994	9,640	9,700
Cervical Cancer	91,997	86,488	3,577,458	3,431,531	112,607	107,310	1,000	990	11,295	10,890
Metastatic Cervical Cancer	21,241	22,465	1,070,842	1,090,191	45,391	46,243	878	860	4,618	4,947
Colorectal Cancer	802,215	744,706	43,742,220	40,847,732	434,904	425,980	1,148	1,140	34,512	32,929
Metastatic Colorectal Cancer	218,422	213,209	13,966,655	13,158,071	214,698	207,216	1,079	1,072	15,868	15,671
Hodgkin's Lymphoma	102,020	91,502	3,887,491	3,391,815	125,744	115,257	1,036	1,024	12,571	11,842
Breast Cancer	2,136,271	2,048,974	82,809,954	79,321,492	529,802	524,096	1,160	1,155	41,307	39,489
Metastatic Breast Cancer	317,687	317,542	17,124,297	16,497,446	228,506	224,903	1,078	1,086	17,121	16,887

All metastatic cancer counts must have a diagnosis for the primary cancer type (e.g., Metastatic Lung must have primary of lung)

Note 1: Metastatic cancer counts reflective of metastatic diagnosis in 2-year time period specified, with diagnosis for primary cancer type 2018-2021.

Note 2: Academic institutions are defined as HCOs tied to a teaching hospital, as identified by Veeva OpenData.

Question: Please provide patient counts by payer type; please note that all time periods are 2-year/24-month time periods. Does your payer data include plan data including: plan number, co-pay amount, allowed cost?

Patient Counts by Payer Type						
	Commercial	Medicare	Medicaid	Other	Null	Total
Category	2020-2021	2020-2021	2020-2021	2020-2021	2020 - 2021	2020-2021
Metastatic Lung Cancer	279,378	157,457	32,378	923	50,194	363,812
Metastatic Urothelial Cancer	260,050	144,212	29,872	756	45,339	339,298
Metastatic Cervical Cancer	18,340	5,888	3,368	40	2,724	22,465
Metastatic Colorectal Cancer	167,760	78,446	18,744	490	29,185	213,209
Hodgkin's Lymphoma	77,384	16,089	8,703	344	7,878	91,502
Metastatic Breast Cancer	253,075	106,552	27,063	758	43,220	317,542

All metastatic cancer counts must have a diagnosis for the primary cancer type (e.g., Metastatic Lung must have primary of lung)

Yes or No: Payer data include:

Plan Number:	No
Co-pay Amount	Yes
Allowed Cost	No

*Note 1: Metastatic cancer counts reflective of metastatic diagnosis in 2-year time period specified, with diagnosis for primary cancer type 2018-2021.
Payment subtype for Managed Medicare and Managed Medicaid currently only available for Rx data and therefore not available for diagnoses provided.*

*Note 2: Payer type classifications reflect those pay types currently available in Compass Patient for medical claims data.
(a) Managed Medicare as a classification is not currently available but expected with release in the future per the Veeva Roadmap.
(b) Medicaid includes both Medicaid (FFS) and Managed Medicaid.*

Note 3: Plan number and allowed cost currently not available in Compass Patient but are under consideration as future Roadmap enhancements.

Note 4: Compass patient pay attribute inclusive of co-pay and out-of-pocket cost.

Question: Please provide patient counts by brand (see attached spreadsheet); please note that all time periods are 2-year/24-month time periods

Brand	2018-2019	2020-2021
Adcetris	4,329	5,096
Avastin	627,886	591,589
Bavencio	653	1,735
Blenrep	-	653
Enhertu	-	3,182
Herceptin	51,347	27,173
Herceptin Hylecta	227	1,024
Herzuma	1	478
Kadcyla	6,261	11,378
Kanjinti	2,283	27,367
Keytruda	69,408	110,994
Lynparza	5,033	9,040
Nerlynx	2,402	1,764
Ogivri	9	4,110
Ontruzant	-	680
Opdivo	52,043	49,211
Padcev	3	2,163
Perjeta	25,310	29,789
Phesgo	-	1,181
Pomalyst	12,746	12,583
Revlimid	50,119	45,706
Rituxan	126,194	87,557
Rituxan Hycela	6,249	7,618
Trazimera	-	5,051
Trodelvy	-	2,444
Tukysa	-	1,922

Note: Compass supplemented code list with additional J-Codes where unique to product.

Question: Please provide the counts of HER2 testing for mCRC and mBC patients (see attached spreadsheet); please note that all time periods are 2-year/24-month time periods

Table 4 Lab Testing - # Tests Ordered

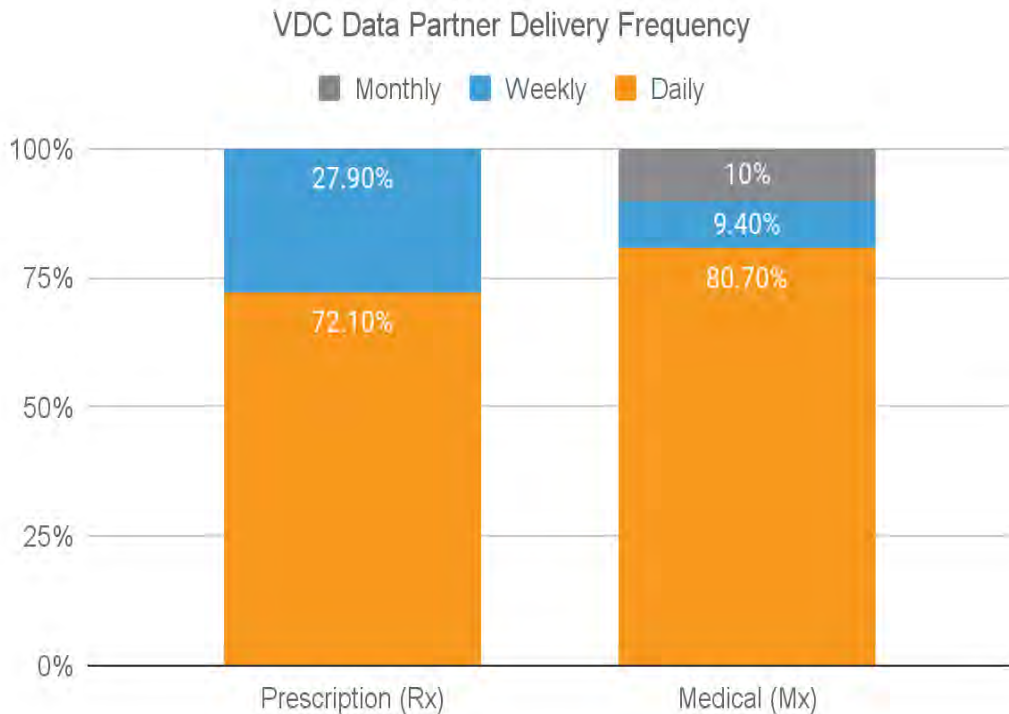
Test	2018-2019	2020-2021
HER2 testing for mCRC patients	461,863	472,029
HER2 testing for mBC Patients	8,087	1,464

Note: Metastatic cancer counts reflective of metastatic diagnosis in 2-year time period specified, with diagnosis for primary cancer type 2018-2021.

Recency of Inbound Claims: Daily Data Delivery

Majority of **claims** are **received daily** from data partners

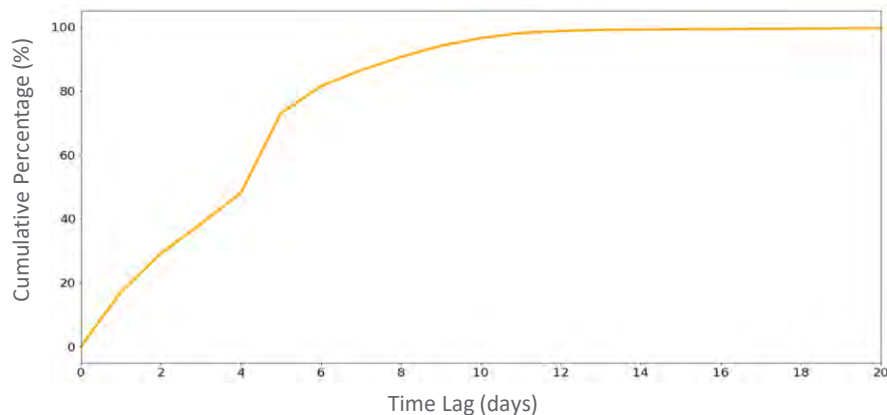
- 78% of inbound data in Data Cloud is received via daily update channels, including as recent as yesterday



Data Completeness Over Time

Data is made available to you via the portal within 24hrs of receipt from our partners

Prescription (Rx) Claims

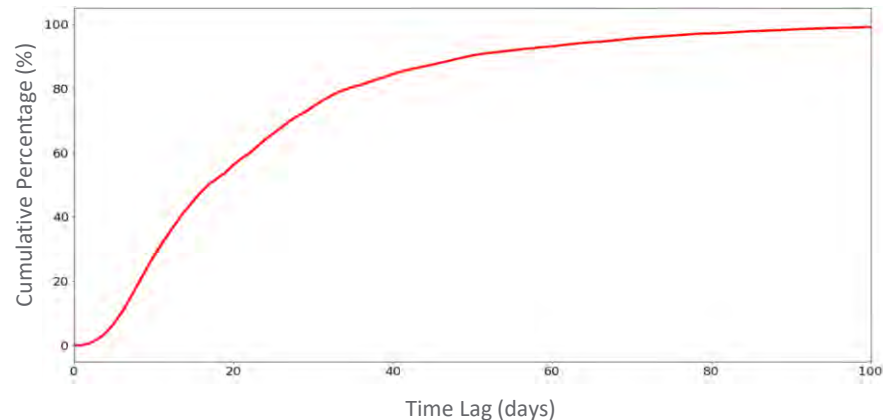


90% of Rx Data available in 1 week

50% of Rx Data available within 4 days

(Reaches completion in 2 weeks or less)

Medical (Mx) Claims



90% of Mx Data available within 45 Days

75% of Mx Data available within 30 Days

(Reaches completion in 90 days or less)

Categories	Record Typ	Attribute Label	Attribute Name	Description	Supporting Details	Example	Data Type
Delivery	RX, MX	Query ID	query_id	ID generated for each scheduled data pull. This is ID indicating the	Matches Query ID in the Portal on the	465	integer
Delivery	RX, MX	Job ID	job_id	ID generated for each job run	Matches Job ID in the Portal on the job	352	integer
Transactio	RX, MX	Record ID	record_id	Unique ID for each record	The first 2-character prefix of Record ID	TX81f14a2f-dec5-	varchar(38)
Transactio	RX, MX	Record Type	record_type	Indicates whether the transaction is a Prescription or Medical	"RX" - Prescription Claim record	RX	varchar(3)
Transactio	RX	Prescription Number	prescription_num	Hashed identifier for the original prescription number generated by	The first 2-character prefix of	RX9b17d8617e54a34	varchar(18)
Transactio	MX	Claim ID	claim_id	Identifier for the medical claim. This identifier is hashed to ensure	The first 2-character prefix of Claim ID is	MX2947JDHACH6LCY	varchar(32)
Transactio	MX	Charge Line Number	charge_line_number	Identifier for each line of the claim, unique within each Claim ID		1	integer
Date	RX, MX	Transaction Date	transaction_date	Date the prescription is dispensed or the service was provided		2020-10-12	Date (YYYY-MM-
Date	RX, MX	Transaction Day	transaction_day	Day the prescription is dispensed or the service was provided		12	varchar(2)
Date	RX, MX	Transaction Month	transaction_month	Month the prescription is dispensed or the service was provided		10	varchar(2)
Date	RX, MX	Transaction Year	transaction_year	Year the prescription is dispensed or the service was provided		2020	varchar(4)
Patient	RX, MX	Patient ID	patient_id	Unique patient ID, persistent across data pulls	The first 2-character prefix of Patient ID	PTCH6LCYTZ5HQ50IX	varchar(20)
Patient	RX, MX	Age	age	Age of patient at the time of transaction in 5-year age brackets	All patients have the same birth date	0-4	varchar(5)
Patient	RX, MX	Year of Birth	year_of_birth	Year of birth of the patient	The value is '0000' when the patient is 80	1964	varchar(4)
Patient	RX, MX	Gender	gender	Gender of the patient	"F" - Female	F	varchar(1)
Patient	RX, MX	ZIP3	zip3	ZIP3 (first 3 digits of ZIP code) of the patient		344	varchar(3)
Patient	RX, MX	State	state	State of patient based on patient's ZIP3	Mapping based on Simplemaps	FL	varchar(2)
Transactio	RX, MX	Product ID	product_id	National Drug Codes (NDC) of the product or medical supply	Most Product IDs are 11-digit NDC	47918088236	varchar(19)
Product	RX, MX	Product Name	product_name	Product name given to the group of Product IDs, managed by Veeva		Afrezza	varchar(100)
Product	RX, MX	Product Description	product_desc	More descriptive product name		Afrezza 4 unit (30)- 8	varchar(100)
Product	RX, MX	Product Category	product_category	Categorizes whether the product is generic or branded	"G" - the product is generic	B	varchar(50)
Product	RX, MX	Compound Name	compound_name	Generic product name, representing the way that physicians		insulin inhalation,	varchar(100)
Product	RX, MX	Therapeutic Area 1	ta1	Primary, broadest, therapeutic area of the product. Therapeutic		Diabetes	varchar(100)
Product	RX, MX	Therapeutic Area 2	ta2	Secondary therapeutic area of the product. Therapeutic areas were		Insulin	varchar(200)
Product	RX, MX	Therapeutic Area 3	ta3	Tertiary, most granular, therapeutic area of the product.		Inhaler	varchar(255)
Product	RX, MX	OTC Flag	otc	Flags whether the product is over-the-counter	"Y" - the product is over-the-counter	N	varchar(1)
Product	RX, MX	Strength	strength	Strength of the product including unit of measure		4 units- 8 units	varchar(255)
Product	RX, MX	Active Ingredient	active_ingredient	The full salt/chemical name of all active ingredients of the product		insulin human, rDNA	varchar(255)
Product	RX, MX	Company Name	company_name	Company responsible for packaging of the product	This field contains the names of	MannKind	varchar(255)
Product	RX, MX	Route	route	Description of route of administration, indicating how the product		inhalation	varchar(50)
Product	RX, MX	Dose Form	dose_form	The physical form of a dose of the product		Powder	varchar(100)
Product	RX, MX	Product J-Code	product_j_code	J-code related to the product. Product J-Code is not sourced from	Product J-Code is different from Product	J3260	varchar(6)
Product	RX, MX	Obsolete Datetime	obsolete_datetime	This field contains data only if a product is no longer manufactured.		2005-02-09	Date (YYYY-MM-
Transactio	RX	Fill Number	fill_number	Number of times a patient has filled this prescription associated	For example,	2	numeric(2)
Transactio	RX	Number of Authorized	num_authorized_refills	The number of refills provided in the prescription authorized by the		4	numeric(2)
Transactio	RX	Days Supply	days_supply	Number of days the product was supplied to the patient in the		30	numeric(3)
Transactio	RX, MX	Quantity Dispensed	qty_dispensed	Describes the amount of product dispensed in the transaction or		30	numeric(10,3)
Transactio	MX	Units of Service	units_of_service	Number of days or units associated with the medical services, e.g.		1	numeric(10,3)
Transactio	RX, MX	Unit of Measure	unit_of_measure	Provides the measurement for the Quantity Dispensed on the	Unit of measure can have the following	EA	varchar(2)
Transactio	RX, MX	Unit of Measure	unit_of_measure_desc	Description of Unit of Measure		Each	varchar(20)
Cost	MX	Line Charges	line_charges	The amount submitted by the provider for payment for each line of		100	numeric(18,2)
Transactio	RX, MX	Place of Service	place_of_service	Two-digit codes indicating the setting where a service was provided	Full text description of Place of Service	11	varchar(2)
Transactio	RX, MX	Place of Service	place_of_service_desc	Description of Place of Service		Office (11)	varchar(1023)
Transactio	MX	Telehealth	telehealth	Flags whether the visit is conducted remotely	"Y" - the visit is conducted remotely	Y	varchar(1)
Provider	RX, MX	HCP ID	hcp_id	Rendering Provider NPI. Represents the HCP that wrote the	For Medical Claims, while most	1366564304	varchar(35)
Provider	RX, MX	HCP VID	hcp_vid	Rendering HCP Veeva ID. It can be used to integrate with all Veeva	Veeva ID is the unique ID created and	24316720792679321	varchar(18)
Provider	RX, MX	HCP Specialty 1	hcp_specialty_1	Primary Specialty for the Rendering HCP, provided by Veeva		Pulmonary Disease	varchar(200)

Provider	RX, MX	HCP Specialty 2	hcp_specialty_2	Secondary Specialty for the Rendering HCP, provided by Veeva		Critical Care	varchar(200)
Provider	MX	Referring HCP NPI	referring_hcp_npi	NPI of the HCP who directed the patient for care to the HCP		1386933992	varchar(15)
Provider	MX	Referring HCP VID	referring_hcp_vid	Veeva ID for the referring HCP	Veeva ID is the unique ID created and	24303609448706969	varchar(18)
Provider	MX	Referring HCP Specialty	referring_hcp_specialty_1	Primary Specialty for the Referring HCP, provided by Veeva		Hospitalist	varchar(200)
Provider	MX	Referring HCP Specialty	referring_hcp_specialty_2	Secondary Specialty for the Referring HCP, provided by Veeva		Internal Medicine	varchar(200)
Provider	MX	Facility NPI	facility_npi	The NPI of the site where the patient was diagnosed and/or treated	The attribute is enriched using OpenData	1386188837	varchar(15)
Provider	MX	Facility VID	facility_vid	The Veeva ID of the site where the patient was diagnosed and/or	Veeva ID is the unique ID created and	24297700045147443	varchar(18)
Provider	MX	Billing Provider NPI	billing_provider_npi	The NPI of the billing entity responsible for billing a patient for	The billing provider can also be servicing,	1427049956	varchar(15)
Provider	MX	Billing Provider VID	billing_provider_vid	The Veeva ID of the billing entity responsible for billing a patient for	Veeva ID is the unique ID created and	24297702343626035	varchar(18)
Procedure	MX	Procedure Code	procedure_code	Code of the procedure performed. Codes may be any of the 3		E1390	varchar(5)
Procedure	MX	Procedure Code	procedure_code_desc	Procedure Code Description	Only HCPCS codes have descriptions	Oxygen concentrator,	varchar(300)
Procedure	MX	Procedure Code	procedure_code_modifier1	Used to supplement information or provide care descriptions for		RR	varchar(2)
Diagnosis	RX, MX	Diagnosis Code 1	diagnosis_code_1	ICD-9/ICD-10 code for primary diagnosis	The diagnosis (disorder being evaluated	E1110	varchar(15)
Diagnosis	MX	Diagnosis Code 2	diagnosis_code_2	ICD-9/ICD-10 code for secondary diagnosis	Other additional codes for any coexisting	D860	varchar(15)
Diagnosis	MX	Diagnosis Code 3	diagnosis_code_3	ICD-9/ICD-10 code for tertiary diagnosis	Other additional codes for any coexisting	E1165	varchar(15)
Diagnosis	MX	Diagnosis Code 4	diagnosis_code_4	ICD-9/ICD-10 code for fourth diagnosis	Other additional codes for any coexisting	E669	varchar(15)
Diagnosis	RX, MX	Diagnosis Code 1	diagnosis_code_1_desc	Diagnosis code 1 description		Type 2 diabetes	varchar(255)
Diagnosis	MX	Diagnosis Code 2	diagnosis_code_2_desc	Diagnosis code 2 description		Sarcoidosis of lung	varchar(255)
Diagnosis	MX	Diagnosis Code 3	diagnosis_code_3_desc	Diagnosis code 3 description		Type 2 diabetes	varchar(255)
Diagnosis	MX	Diagnosis Code 4	diagnosis_code_4_desc	Diagnosis code 4 description		Obesity, unspecified	varchar(255)
Diagnosis	RX, MX	Diagnosis 1 Class 1	diagnosis1_class1	Primary, broadest, category of diagnosis for diagnosis_code_1	Class 1 is the diagnosis description of the	Type 2 diabetes	varchar(255)
Diagnosis	RX, MX	Diagnosis 1 Class 2	diagnosis1_class2	Secondary, more granular, category of diagnosis for	Class 2 is the diagnosis description of the	Type 2 diabetes	varchar(255)
Diagnosis	MX	Diagnosis 2 Class 1	diagnosis2_class1	Primary, broadest, category of diagnosis for diagnosis_code_2	Class 1 is the diagnosis description of the	Sarcoidosis	varchar(255)
Diagnosis	MX	Diagnosis 2 Class 2	diagnosis2_class2	Secondary, more granular, category of diagnosis for	Class 2 is the diagnosis description of the	Sarcoidosis of lung	varchar(255)
Diagnosis	MX	Diagnosis 3 Class 1	diagnosis3_class1	Primary, broadest, category of diagnosis for diagnosis_code_3	Class 1 is the diagnosis description of the	Type 2 diabetes	varchar(255)
Diagnosis	MX	Diagnosis 3 Class 2	diagnosis3_class2	Secondary, more granular, category of diagnosis for	Class 2 is the diagnosis description of the	Type 2 diabetes	varchar(255)
Diagnosis	MX	Diagnosis 4 Class 1	diagnosis4_class1	Primary, broadest, category of diagnosis for diagnosis_code_4	Class 1 is the diagnosis description of the	Overweight and	varchar(255)
Diagnosis	MX	Diagnosis 4 Class 2	diagnosis4_class2	Secondary, more granular, category of diagnosis for	Class 2 is the diagnosis description of the	Obesity, unspecified	varchar(255)
Diagnosis	RX, MX	Diagnosis ICD Type	diagnosis_icdtype	Type of ICD code corresponding to Diagnosis Code 1 (Primary	ICD10 - Diagnosis Code 1 is an ICD-10	ICD10	varchar(5)
Payer	RX	Primary Payer Name	payer_name_primary	Name of the primary payer. A primary payer is the insurer that pays	Payer name may be null due to HIPAA		varchar(100)
Payer	RX	Secondary Payer Name	payer_name_secondary	Name of the secondary payer. A secondary payer covers remaining	Payer name may be null due to HIPAA		varchar(100)
Payer	RX, MX	Primary Payment Type	payment_type_primary	Description of payment type for the primary payer. This attribute is	"Cash" - Money or an equivalent, as a	Commercial	varchar(30)
Payer	RX	Secondary Payment	payment_type_secondary	Description of payment type for the secondary payer	Same values as Primary Payment Type:	Medicaid	varchar(30)
Payer	RX	Primary Payment	payment_subtype_primary	Description of payment subtype for the primary payer, more		Large Employer	varchar(75)
Payer	RX	Secondary Payment	payment_subtype_secondary	Description of payment subtype for the secondary payer, more		Managed Medicaid	varchar(75)
Payer	RX	Primary Payer Pay	payer_amount_paid_primary	Total amount to be paid by the primary payer		60	numeric(13,2)
Payer	RX	Secondary Payer Pay	payer_amount_paid_secondary	Total amount to be paid by the secondary payer		30	numeric(13,2)
Payer	RX	Patient Pay Amount	patient_pay_amount	The amount the patient paid out of pocket		10	numeric(13,2)
Payer	RX	Number of Payers	num_payers	Number of payers that covered the claim. Multiple payers can	Payers with payment types Medicare,	2	integer

APPENDIX III. – VEEVA COMPLIANCE DOCS

Veeva offers our current and prospective customers access to a secure electronic repository of important product documents—including SOC reports, certifications, and white papers (e.g., *regulatory assessments*, *process overviews*)—via **ComplianceDocs**. Customers with a signed MSA can access validation documentation related to our products, as well as additional operations reports (e.g., *disaster recovery*, *pen test*, *SLA/performance*). In the event of a regulatory inspection, we can quickly configure the necessary access rights so that auditors can view Veeva documentation remotely.

With a signed NDA, prospective customers may request access to the repository by submitting a [support ticket](#). If you already have access to ComplianceDocs, you will be prompted to log in to your account when clicking on the provided links.

For your convenience, we are providing a digest of our most requested documents below.

ComplianceDocs Links for Prospective Customers

White Papers

- [Veeva ComplianceDocs Overview \(QV-4100\)](#)
- [Veeva QMS Program Overview \(QV-04446\)](#)
- [Veeva CSV Program Overview \(QV-04447\)](#)
- [Veeva SDLC Program Overview \(QV-04681\)](#)
- [Veeva ISMS Program Overview \(QV-10815\)](#)
- [Veeva Technical Operations Overview \(QV-05377\)](#)
- [Veeva Supplier Management Program Overview \(QV-09641\)](#)
- [Customer Audit Program Overview \(QV-18329\)](#)

Regulatory Assessments

- [Vault Data Integrity Controls Assessment \(QV-04400\)](#)
- [FDA 21CFR11 Compliance Assessment \(QV-00503\)](#)
- [EU Annex 11 Compliance Assessment \(QV-00451\)](#)
- [Japan ERES Compliance Assessment \(QV-03505\)](#)
- [HIPAA Security Standard Compliance Assessment \(QV-05382\)](#)
- [Veeva Commercial Products Suite Regulatory Assessment \(QV-01183\)](#)
- [Veeva Network MDM Regulatory Assessment \(QV-06728\)](#)

Certifications

- [Veeva Bridge \(Gap\) Letter SOC2 Type II - January 2022](#)
- [Veeva Systems SOC 2 Type II Report \(Sep20- Sep21\)](#)
- [Veeva ISO 27001/27018 Certificate \(QV-16505\)](#)
- [Veeva ISO 9001 Certificate \(QV-14074\)](#)

Industry Assessments

- [CRM CAIQ Assessment](#)
- [CRM SIG Lite Assessment](#)
- [Vault CAIQ Assessment](#)
- [Vault SIG Lite Assessment](#)

Additional Documentation

- [Veeva - Certificate of Liability Insurance \(COI\)](#)
- [Veeva 2022 W-9](#)