

# AI-Powered Healthcare Appeals & Grievances Management, Built on ServiceNow

*Streamline Compliance. Resolve Faster. Protect Member Trust.*

Health plans lose valuable time and compliance confidence to manual Appeals and Grievances workflows. Missed deadlines, inconsistent letters, duplicate cases, and costly external reviews create unnecessary risk.

KeenStack's AI-Powered Healthcare Appeals and Grievances Management app, built on ServiceNow, automates intake, enforces regulatory timelines, and strengthens audit readiness, so payer operations run smarter, faster, and more compliant.

## Key Features

### *Document Intelligence for Intake Automation*

Extract, process, and automate Appeals and Grievances intake with Document Intelligence for faster, more accurate case creation.

### *Now Assist Case Validation*

Now Assist automates Appeals and Grievances validation using knowledge article requirements to ensure compliance and completeness.

### *Coordinator Insights Dashboard*

Coordinators view insights on Appeals and Grievances via Platform Analytics Dashboard for real-time visibility and performance tracking.

### *AI-Driven Intake and Routing*

Automatically capture, classify, and route appeals and grievances across fax, email, and portal channels. The right clock starts on day one.

### *Compliance Automation*

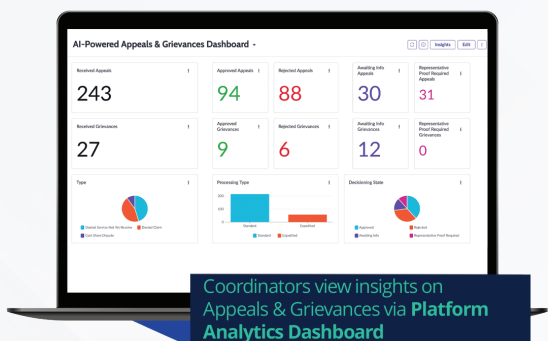
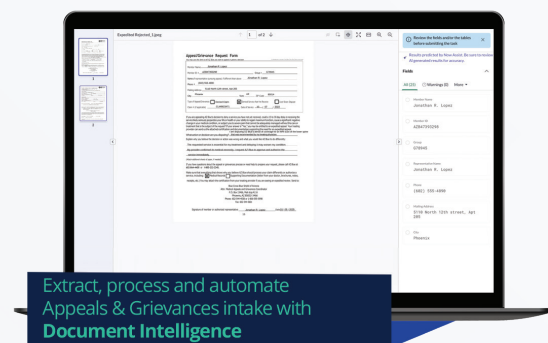
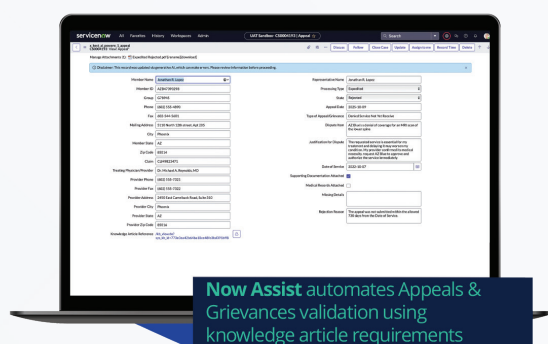
Enforce CMS timeliness rules, generate regulator-grade notices, and maintain a complete audit trail for every case.

### *Audit-Ready Documentation*

Use standardized templates, automated letters, and dashboards that make audits faster and error-free.

## Why ServiceNow

Built natively on ServiceNow, the solution connects with your existing claims, clinical, and EMPI systems. It delivers low-code agility, secure data handling, and faster compliance evolution without custom development.



**Book A Demo**

Transform Appeals and Grievances management. Simplify compliance, boost productivity, and protect member satisfaction with KeenStack on ServiceNow.