



DSS Health Insurance

Maximizing Customer Satisfaction through Efficient Consultations

Streamlining Calls and Reducing Wait Times for Higher Customer Satisfaction





The Future of high-quality care

Dansk Sundhedssikring (DSS), the fastest-growing private health insurance company in Denmark, has partnered with Corti to; Increase customer satisfaction, reduce call times, and reduce customer wait times, when DSS Health Teams handle customer claims.

The aim of the collaboration is to empower healthcare employees to promptly respond to customer inquiries and provide appropriate treatment. This not only reduces the stress and burden for the healthcare professional but also ensures that patients receive efficient and effective care.

Challenge

DSS' focus is to deliver top-notch service while keeping costs in check during their rapid expansion. Their Health Teams play a pivotal role in supporting DSS' growth ambitions by being the main direct point of contact for insured customers. After talking to certified DSS healthcare professionals, customers are redirected to the correct treatment plan.

DSS' goal has always been to trim call times, minimize wait times, and elevate customer satisfaction simultaneously. However, constant hiring to keep up with their growth meant that DSS had to make large onboarding investments as well as risking negative impacts on company culture.



Solution

DSS has successfully partnered with Corti to structure every customer dialogue and automate most of the documentation work. These improvements transform the experience for both DSS healthcare professionals and customers. The automated documentation removes a major distraction and has meant more consistent, accurate case work across the company.

The fluent structuring of calls makes it easy to navigate health insurance policies, so the healthcare professionals can focus their entire attention on their customers.

By making it easy to navigate policies and document accurately, healthcare professionals are licensed to focus on what they do best, which is caring for customers.

Challenge

- DSS faced pressure to provide quality services while managing costs due to rapid growth.
- Increased demand meant DSS had a hard time reducing call and wait times, which was impacting customer satisfaction.

Solution

- Automated documentation leads to more consistent case work company-wide and decreases staff burnout caused by administrative work.
- Protocols make it easier to ensure consistency and quality in all customer interactions, allowing healthcare professionals to answer calls outside of their area of expertise, also during off peak hours, weekends and public holidays.
- Lack of coverage is automatically “flagged” during a call to ensure that healthcare professionals can focus on providing adequate care instead of remembering specific health insurance policies.
- Structured calls reduce call times by getting to the right information, faster.



“If you need me to support the mental health team today, just direct their calls to me. With Corti I feel much better and more comfortable with taking these calls. So, it isn’t a problem anymore.”

Pernille, Healthcare Advisor.



Results

DSS has experienced significant improvements in the speed and quality of their operations since partnering with Corti.

For the specific calls addressed in the initial scope, we saw a call-time reduction of 25%. After scaling out across all of their calls, DSS now saves half a day of call-time each week.

This has resulted in substantial cost savings, allowing healthcare professionals to answer more calls faster, and is generating a positive impact on customer satisfaction.

While call times are coming down and the number of calls that healthcare professionals can process has dramatically increased, many healthcare professionals have also reported feeling *less* tired and *more* capable of assisting customers since adopting Corti's software. It has meant that they can spend their energy listening and providing care instead of documenting and navigating policy.

- Significant cost savings, allowing nurses to answer more calls faster
- Positive impact on customer satisfaction
- Nurses feel less tired and better equipped to help customers
- Half a day saved each week

**"Before Corti I had around 28 calls a day...
now I can do around 40-50".**

Josefine, Healthcare Advisor.



“I used to have to remember all documentation by heart, even after three consecutive calls. Now I know that Corti takes care of everything.”

Josefine, Healthcare Advisor.





Conclusion

The collaboration between DSS and Corti is vital in supporting the company's growth by improving the quality of service, enhancing customer satisfaction, and supporting employee well-being.

Corti will continue to be a long-term partner for DSS with a focus on innovation and the adoption of new tools in the health insurance industry. As healthcare continues to evolve, partnerships like DSS and Corti's will play a crucial role in ensuring that health insurance companies can keep up with the changing landscape and continue to provide top-notch care to their clients.

"Corti is very important for our success and for our growth, our quality of service and our customers' experience and satisfaction."

Claus, Chief Operations Officer

About Dansk Sundhedssikring

Dansk Sundhedssikring (DSS) is the fastest-growing private health insurance company in Denmark, having seen a 30% growth in their customer base from 2020 to 2021. DSS is proud of the company's exceptional customer service and quality of care.

"Our healthcare professionals are there to help our customers. Quality of health care is at the heart of our DNA. Corti helps us achieve that".

Benedicte, Operations Specialist

Learn more about DSS

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