

# Clova CareCall — South Korea's AI phone service for isolated elderly citizens

AI in the Public Sector · Good practice · South Korea

Quality score: 73/100

Evidence strength: Quasi-experimental

### Summary

South Korea's Clova CareCall places AI-driven phone check-ins with ~50,000 isolated elderly across 150+ institutions. Peer-reviewed studies show depression improvements and a comparative analysis found a 44% reduction in solitary deaths in participating municipalities.

### Key dimensions

| Dimension                                  | Score |
|--------------------------------------------|-------|
| Evidence of impact / measured public value | 3/3   |
| Transparency, fairness & accountability    | 2/3   |
| Transferability / demonstrated replication | 1/3   |
| Scalability beyond pilot                   | 3/3   |
| Governance, capability & sustainability    | 2/3   |

Evaluated by C-NAPSE

### Data sources

C-NAPSE web research — accessed 2026-06-21

South Korean municipal welfare authorities (Seoul Metropolitan Government, Busan, Gyeonggi Province et al.) — accessed 2026-06-21

Seoul Metropolitan Government — AI well-being check service (official) — accessed 2026-06-21

Scientific Reports: AI CareCall reduces depression and improves memory in dementia (PMC 2025) — accessed 2026-06-21

BMC Geriatrics: AI call conversations and depressive symptom detection (2026) — accessed 2026-06-21

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