

Delta Dental of Tennessee *Ensuring Healthy Smiles*

Our **vision** is to improve the overall wellness of the people in the communities we serve through our products, advocacy, education and philanthropy.

What Our Customers Are Saying



- **95.19%** Members would recommend Delta Dental to family & friends
- **94.78%** Clients would recommend Delta Dental to a colleague
 - **98.00%** Member retention (excluding mergers and acquisitions)
- **97.74%** Overall member satisfaction
 - **95.00%** Overall satisfaction among benefit administrators

Helping Our Members

- **99.45%** inquiries resolved on first contact
- **11** seconds average speed of answer
- **91.7%** calls answered in 30 seconds or less
- **99.92%** claims processed within 10 working days
- **100%** claims processing accuracy



Financials

Total Assets	\$110,372,650
Capital & General Reserves	\$90,493,105
Total Operating Revenue	\$379,236,869
Total Benefits & Expense	\$363,913,372
Community Reinvestment	\$8,782,489

Sales

New Business	\$13,517,047
Total Covered Lives	1,405,234
Business Renewal Rate	98.0%

Cost Containment

Submitted Charges	\$959,535,506
The Delta Dental Difference	\$247,954,376
Contract Savings	\$85,313,275
Other Savings	\$114,670,629
Paid Charges	\$326,901,720

86¢
Paid Claims



How Every Dollar Counts



9¢
Administration



2¢
Philanthropy



2¢
Reserves



1¢
Taxes and Fees

