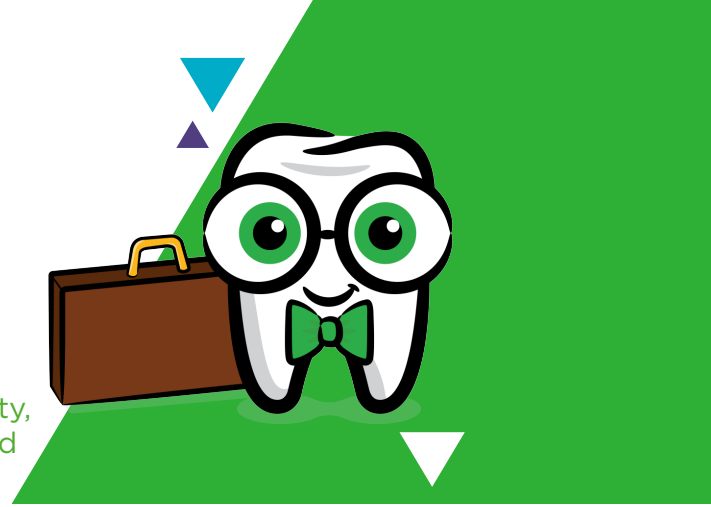


# Delta Dental of Tennessee 2023 Annual Report

## Ensuring Healthy Smiles

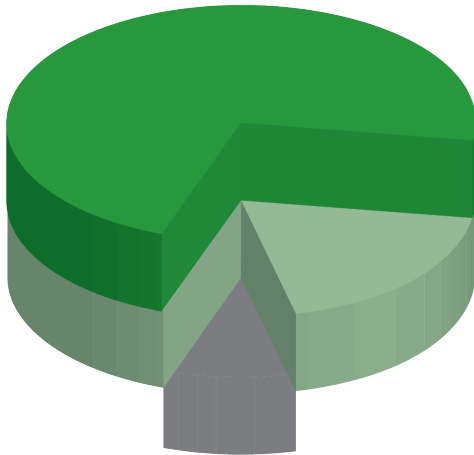
Our goal is to focus on our three core values: Service, Integrity, and Community. Those values guide our every interaction and provide a positive return as evident in each number below.



### Our Network Numbers

based on the 3,294 Tennessee dentists

- PPO Network
- Premier Network
- Out-of-Network



### What Our Customers Say



- **97.75%** Clients would recommend Delta Dental to a colleague
- **97.38%** Overall satisfaction among benefit administrators
  - **93.38%** Members would recommend Delta Dental to family & friends
  - **95.99%** Overall member satisfaction
- **99.30%** Member retention (excluding mergers and acquisitions)

### Helping Our Members



- **99.63%** inquiries resolved on first contact
- **13 seconds** average speed of answer
- **90.54%** calls answered in 30 seconds or less
- **99.85%** claims processed within 10 working days
- **100%** claims processing accuracy
- **11 years** average employee tenure, meaning more experienced professionals answering your questions

### Financials

Total Assets	\$112,009,576
Capital & General Reserves	\$85,899,203
Total Operating Revenue	\$433,170,406
Total Benefits & Expense	\$423,688,881
Community Reinvestment	\$4,083,699

### Sales

New Business	\$13,884,271
Total Covered Lives	1.5 million
Business Renewal Rate	97%

### Cost Containment

Submitted Charges	\$1,161,225,413
The Delta Dental Difference	\$335,598,102
Contract Savings	\$114,135,701
Other Savings	\$127,550,979
Paid Charges	\$374,580,684

## How Every Dollar Counts

**88¢**  
Paid Claims



**9¢**  
Administration



**1¢**  
Philanthropy



**1¢**  
Reserves



**1¢**  
Taxes and Fees

