

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

- **98.08%** Members would recommend Delta Dental to family & friends
- **98.92%** Clients would recommend Delta Dental to a colleague
- **97.60%** Member retention (excluding mergers and acquisitions)
- **99.02%** Overall member satisfaction
- **98.92%** Overall satisfaction among benefit administrators

Helping Our Members *Our Stats*

- 99% inquiries resolved on first contact
- 14 seconds average speed of answer
- 89.04% calls answered in 30 seconds or less
- 98.44% claims processed within 10 working days
- 99.83% claims processing accuracy

Financials

	2019	2018
Total Assets	\$86,818,272	\$83,128,279
Capital & General Reserves	\$68,621,573	\$61,744,094
Total Operating Revenue	\$387,706,669	\$376,580,838
Total Benefits & Expense	\$384,746,279	\$372,461,505
Community Reinvestment	\$7,268,013	\$5,187,114
Submitted Charges	\$928 million	\$891 million
Paid Charges	\$338 million	\$333 million
Cost Management Savings	\$589 million	\$558 million
The Delta Dental Difference	\$226 million	\$208 million
Other Savings	\$110 million	\$102 million
New Business	\$14,629,000	\$24,900,000
Total Covered Lives	1,338,000	1,275,146
Business Renewal Rate	97.1%	98.3%

How Every Dollar Counts

88¢ Paid Claims

7¢ Administration

3¢ Taxes and fees

1¢ Philanthropy

1¢ Reserves



17th Consecutive Year

Delta Dental of Tennessee

Giving Back to Our State

At Delta Dental of Tennessee our **values** center around **service, community** and **integrity**. We understand that our success begins and ends with providing superior quality service, and we seek opportunities to invest in the betterment of our communities by building open and inclusive relationships based on honesty, trust and respect.

\$7.3 Million

Our Values at Work

In 2019, collective giving for the Smile180 Foundation and Delta Dental of Tennessee was more than \$7.3 million* in cash and in-kind contributions to more than 119 organizations across the state.



31%

Charitable Dental Clinics

These clinics offer free and reduced-cost services to uninsured and financially challenged patients.



21%

Dental Education

Investing in the dental programs offered by the University of Tennessee Health Science Center College of Dentistry and Meharry Medical College School of Dentistry helps ensure a healthy future for Tennesseans.



20%

Community Organizations

Delta Dental of Tennessee partners with health-conscious non-profit organizations who share our passion for our community's well-being.



18%

Children's Hospitals

Delta Dental of Tennessee is proud to support the work of clinics and hospitals working to bring healthy little smiles across the state.



10%

In-kind Donations

Each year Delta Dental of Tennessee donates thousands of toothbrushes, mouthguards and other oral health tools to community organizations.

About Delta Dental of Tennessee

Delta Dental of Tennessee is the state's largest independent dental benefits carrier with nearly 1.3 million lives covered. As part of the Delta Dental Plans Association, Delta Dental of Tennessee members have access to the largest dental network in the nation with more than 154,000 providers serving more than 332,000 locations. With the simple mission of ensuring healthy smiles, Delta Dental of Tennessee works hard to help members of the communities it serves.

DeltaDentalTN.com

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