

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

- **95.02%** Members would recommend Delta Dental to family & friends
- **98.60%** Clients would recommend Delta Dental to a colleague
- **98.30%** Member retention (excluding mergers and acquisitions)
- **97.70%** Overall member satisfaction
- **97.61%** Overall satisfaction among benefit administrators

Financials

2020

Total Assets	\$107,002,696
Capital & General Reserves	\$82,992,219
Total Operating Revenue	\$362,928,358
Total Benefits & Expense	\$345,821,669
Community Reinvestment	\$11,553,344

Cost Containment

Submitted Charges	\$874,715,853
The Delta Dental Difference	\$216,745,393
Contract Savings	\$77,507,059
Other Savings	\$274,522,257
Paid Charges	\$305,941,142

Sales

New Business	\$15,469,000
Total Covered Lives	1,372,138
Business Renewal Rate	97.4%

Helping Our Members *Our Stats*

- 99% inquiries resolved on first contact
- 11 seconds average speed of answer
- 91.8% calls answered in 30 seconds or less
- 99.98% claims processed within 15 working days
- 100% claims processing accuracy

How Every Dollar Counts

87¢ Paid Claims

9¢ Administration

2¢ Philanthropy

1¢ Taxes and fees

1¢ Reserves



18th Consecutive Year