

# Delta Dental of Tennessee 2024 Annual Report

## Ensuring Healthy Smiles

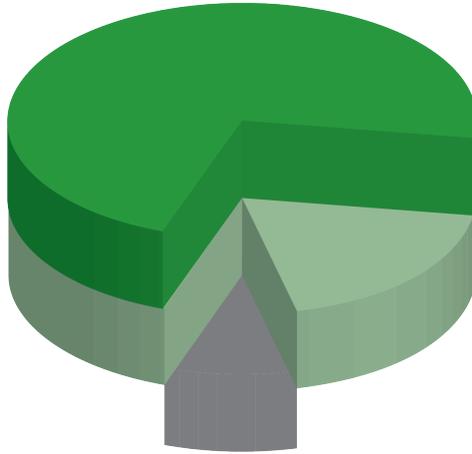
Our goal is to focus on our three core values: service, integrity, and community. Those values guide our every interaction and provide a positive return as evident in each number below.



### Our network numbers

based on the 3,366 Tennessee Dentists

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



### Financials

Total Assets	\$119,607,362
Capital & General Reserves	\$94,230,053
Total Operating Revenue	\$465,066,858
Total Benefits & Expense	\$455,829,040
Community Reinvestment	\$1,404,598

### What our customers say

- **98.3%** Clients would recommend Delta Dental to a colleague
- **97.4%** Overall satisfaction among benefit administrators
- **92.9%** Members would recommend Delta Dental to family & friends
- **95.7%** Overall member satisfaction
- **97.3%** Member retention (excluding mergers and acquisitions)

### Helping our members

- **96.7%** Inquiries resolved on first contact
- **15 seconds** Average speed of answer
- **88.5%** Calls answered in 30 seconds or less
- **99.7%** Claims processed within 10 working days
- **100%** Claims processing accuracy
- **11 years** Average employee tenure, meaning more experienced professionals answering your questions

### Sales

New Business	\$24,596,495
Total Covered Lives	1,503,110
Business Renewal Rate	97%

### How every dollar counts

- Paid claims: **88¢**
- Administration: **9¢**
- Philanthropy: **1¢**
- Reserves: **1¢**
- Taxes & fees: **1¢**



### Cost Containment

Submitted Charges	\$1,281,317,402
The Delta Dental Difference	\$380,175,863
Contract Savings	\$132,630,681
Other Savings	\$144,904,123
Paid Charges	\$401,208,503