

Delta Dental of Tennessee 2025 Annual Report

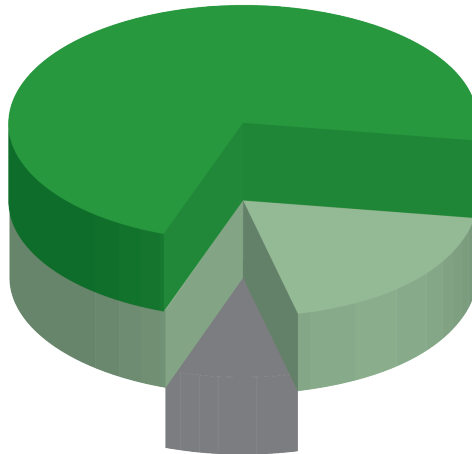
Ensuring Healthy Smiles

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 3,361 Tennessee Dentists

- PPO Network
70.3%
- Premier Network
88.4%
- Out-of-Network
11.6%



What our customers say

- **96.1%** Clients would recommend Delta Dental to a colleague
- **97.8%** Overall satisfaction among benefit administrators
- **91.9%** Members would recommend Delta Dental to family & friends
- **95.5%** Overall member satisfaction

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
- **99.9%** Claims processed within 10 working days
- **100%** Claims processing accuracy
- **10.5 years** Average employee tenure, meaning more experienced professionals answering your questions

How every dollar counts

Paid claims: **88¢**

Administration: **9¢**

Philanthropy: **1¢**

Reserves: **1¢**

Taxes & fees: **1¢**



Financials

Total Assets	\$139,830,414
Capital & General Reserves	\$107,353,971
Total Operating Revenue	\$490,079,020
Total Benefits & Expense	\$480,087,611
Community Reinvestment	\$1,361,530

Sales

New Business	\$30,023,482
Total Covered Lives	1,523,387
Business Renewal Rate	95.7%

Cost Containment

Submitted Charges	\$1,367,563,506
The Delta Dental Difference	\$421,483,386
Contract Savings	\$146,834,576
Other Savings	\$143,865,098
Paid Charges	\$420,930,355