

Delta Dental of Tennessee 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.

What Our Customers Are Saying



- **97.44%** Clients would recommend Delta Dental to a colleague
- **95.29%** Overall satisfaction among benefit administrators
- **94.68%** Members would recommend Delta Dental to family & friends
- **96.95%** Overall member satisfaction
 - **97.90%** Member retention (excluding mergers and acquisitions)

Helping Our Members

- **99.45%** inquiries resolved on first contact
- **26** seconds average speed of answer
- **88.21%** calls answered in 30 seconds or less
- **99%** claims processed within 10 working days
- **100%** claims processing accuracy



Financials

Total Assets	\$101,413,998
Capital & General Reserves	\$76,294,909
Total Operating Revenue	\$413,717,439
Total Benefits & Expense	\$363,010,683
Community Reinvestment	\$5,890,701

Sales

New Business	\$46,378,905
Total Covered Lives	1.4 million
Business Renewal Rate	97.8%

Cost Containment

Submitted Charges	\$1,093,240,539
The Delta Dental Difference	\$297,992,901
Contract Savings	\$104,500,749
Other Savings	\$133,014,281
Paid Charges	\$357,310,783

How Every Dollar Counts



88¢
Paid Claims



9¢
Administration



1¢
Philanthropy



1¢
Reserves



1¢
Taxes and Fees

