

DELTA DENTAL OF MINNESOTA EMPLOYER  
UPDATE



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# DEMONSTRATING AND DELIVERING REAL VALUE

**At Delta Dental of Minnesota, we recognize that today's dental benefits marketplace is more competitive than ever. And we are more focused than ever on providing value to you and your employees.**

**Delta Dental of Minnesota delivers real value.**

Our networks drive value for you and your employees. Delta Dental of Minnesota offers members access to the largest network in the state – and the nation. Through a unique contractual agreement, we maintain a network of participating dentists that includes about 80% of the licensed, practicing dentists in Minnesota, making our network nearly twice as large as our closest competitor. For members the network means convenience, freedom of choice and the advantage of discounts we're able to negotiate with dentists.

Beyond our networks, we add value through our nearly 40 years of expertise in dental benefits management. This includes:

- Keeping rates consistent and stable.
- Paying claims accurately and in a timely manner.
- Resolving issues quickly when they arise.
- Gauging satisfaction and making improvements based on the results. You can count on receiving measurably excellent service and outstanding value for your benefits dollar.

**We are committed to delivering outstanding value to you and your employees, and we are dedicated to earning and keeping you as a valued customer. Thank you for your business.**

# WORLD-CLASS CUSTOMER SERVICE

At Delta Dental of Minnesota, measurably excellent service is at the heart of everything we do. Providing top-quality customer service to our members, group customers and dentists is our priority. Every day, we field almost 5,000 calls – chiefly about benefits and participating dentists. Our Customer Service representatives undergo rigorous training to ensure fast, accurate and effective service. Customer Service calls are also monitored, and each representative is graded for quality assurance. Last year, Delta Dental of Minnesota processed about 5.6 million claims. Over 98% of claims are processed within 10 business days, with over 99% financial accuracy.

The satisfaction of our customers is evident. Our most recent survey reveals that 96% of respondents are satisfied with the quality of service provided by Delta Dental. The large group survey shows that 97% of groups are satisfied with our day-to-day-dental plan administration. Also, we have more than a 98% group retention rate among large groups. We attribute these high percentages, in part, to our quality service. As part of our commitment to excellence, we continuously look to new and efficient strategies to ensure you and your employees receive the superior service you expect and deserve.



## Service Statistics

Percent of Claims Turned Around in 10 Business Days	98.16%
Average Number of Days for Claims Turnaround	2.58
Claim Processing Accuracy	99.68%
Claim Payment Financial Accuracy	99.80%
Phone Response Time Average	10 seconds
Questions or Issues Resolved during First Call	97.72%
Claims Processed in 2007	5.6 million

# COMMUNITY SMILES®

At Delta Dental of Minnesota, our corporate commitment to providing good value, health and wellness, and community investment is the foundation of our company and defines who we are in the marketplace. Last year, through our *Community Smiles* corporate philanthropy and outreach programs, we contributed more than \$900,000 in grants and donations to support a range of programs addressing important oral health and community needs. The programs touched the lives of countless individuals – especially children in need – across Minnesota.

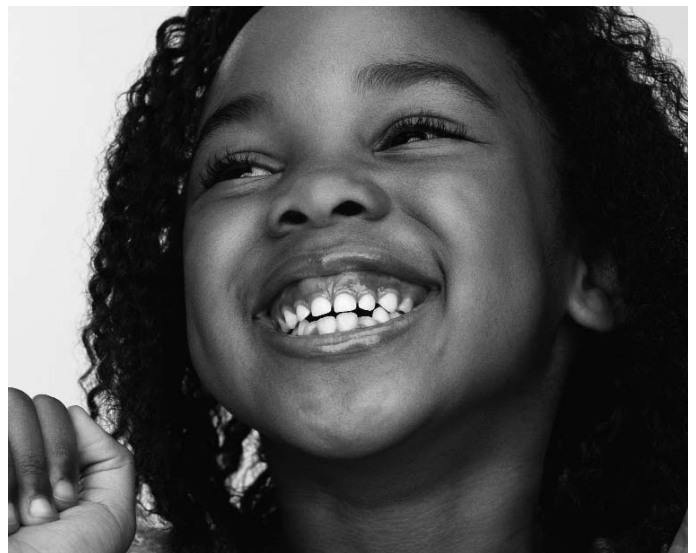
"We believe in giving back to the community, just like we believe in taking a leadership role in the discussion about improving oral health through accessible, affordable dental benefits. These beliefs shape the way we collaborate with organizations, particularly in addressing the oral health needs of underserved and uninsured individuals," said Ann Johnson, Director of Community Affairs.

Over 75 organizations received funding for a variety of health prevention and education activities including: oral health, heart disease, diabetes, birth defects, cancer and many more. In addition, we supported over 25 youth service projects through the *Serve a Smile*™ program and promoted oral health at 50 community health fairs.

"We invested in these programs in order to help prevent and treat dental disease, to empower children and families to become active partners in their healthcare and to ensure a healthier place for all Minnesotans to live, work and thrive," said Johnson.

Because accurate and understandable oral health information is critical to developing healthy behaviors, we develop and distribute *Smile Discoveries*™ fact sheets dedicated to a variety of important oral health-related topics.

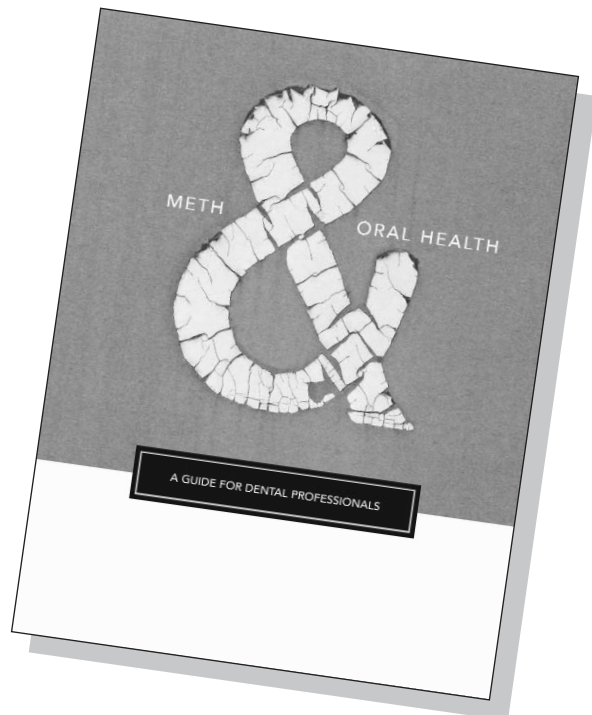
In addition, each year Delta Dental of Minnesota distributes thousands of toothbrushes, toothpaste samples and floss containers to Head Start classrooms, schools and community organizations. Because tooth decay is the most common preventable childhood disease, we link our giving of dental supplies to educational and motivational messages that strongly encourage the development of healthy, lifelong habits.



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## METH AND ORAL HEALTH GUIDE

Delta Dental of Minnesota collaborated with Hazelden Foundation, one of the nation's most highly respected drug rehabilitation centers, to create the informational booklet, *Meth and Oral Health: A Guide for Dental Professionals*. Created with expertise from nationally recognized meth and oral health researchers, the booklet offers facts about meth and its users, and describes what dental professionals can do to help. The booklet was mailed to all dentists in the network. To download a copy, go to [www.deltadentalmn.org](http://www.deltadentalmn.org) and click on "Oral Health Information."



# ASK ASEA

Asea Safgren is director of account management at Delta Dental of Minnesota. If you have questions you would like us to address in *EmployerUpdate*, please send them to Lynda Holland, Editor, at [lholland@deltadentalmn.org](mailto:lholland@deltadentalmn.org) or Delta Dental of Minnesota, 3560 Delta Dental Drive, Eagan, MN 55122.



## Question:

I have questions, and I need answers quickly. Where can I go to get the information I need?

## Answer:

We want you to get answers to all your post-sale questions as fast as possible. You'll find a variety of information, resources and interactive tools on our

Web site [www.deltadentalmn.org](http://www.deltadentalmn.org). Click on "Employers" to access print-ready forms such as claim forms, enrollment forms and more. The link also houses electronic copies of the Group Administration Manual, online enrollment information and product descriptions.

Employer Services, a division of our Customer Service department, is dedicated to assisting you with important issues including enrollment, billing and benefits. To reach an expert, dial toll free **1-866-318-9449** or local **651-994-5300**.



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