



2009 Fact Sheet

ABOUT US

Delta Dental of Minnesota is one of the largest providers of dental benefits in the nation. As a nonprofit organization, our mission is to provide Minnesotans with access to a range of quality, affordable dental benefit plans that meet their needs and improves oral health.

LARGEST DENTAL NETWORKS

National: Delta Dental Premier is the largest dental network in the country with 132,000 participating dentists and 203,000 office locations. Delta Dental PPO is our national PPO network with 72,000 participating dentists practicing in 125,000 locations.

In Minnesota: Through a unique contractual agreement, Delta Dental maintains a network of participating dentists that includes about 80 percent of the licensed, practicing dentists in Minnesota. In Minnesota, Delta Dental PPO has more than 1,500 participating dentists, while Delta Dental Premier has more than 2,650 participating dentists.

FINANCIAL RATINGS

A.M. Best Financial Rating

A (Excellent)

2009 CLIENT BASE

Employer groups	8,000
Members nationwide	3.5 million
Individually rated group retention rate	98%

2009 FINANCIALS*

Premium and administrative revenue	\$972 million
Dental service claims	\$895 million
Operating expenses	\$70 million

Of every premium dollar:

Payment to the dentist (as benefits)	92.2 cents
Operating expenses	7.2 cents

2009 CUSTOMER SERVICE**

Number of calls answered	1,325 million
Average # of calls per day	5,240
Number of claims processed	6.2 million
Average # of claims per day	24,450
Financial accuracy rate	99.9%
Average claim turnaround	1.47 days
% of electronically submitted claims	69.8%

DELTA DENTAL OF MINNESOTA CORPORATE GROWTH AT A GLANCE

	1987	2009
Premium and administrative revenue	\$57 million	\$972 million
Operating expenses ratio	16%	7.2%
Members	600,000	3.5 million

For more information about Delta Dental of Minnesota, visit www.deltadentalmn.org.

*Delta Dental of Minnesota is an authorized licensee of Delta Dental Plans Association (DDPA) and administers insured Delta Dental products. DeCare ASO, LLC, a subsidiary of DeCare International and also an authorized licensee of DDPA, administers Delta Dental products on a self-insured basis. Data presented combines all Delta Dental products.