



# 2008 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 128,000 participating dentists and 198,000 office locations. Delta Dental PPO is our national PPO network with 68,000 participating dentists practicing in 119,000 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 1,400 participating dentists, while Delta Dental Premier has 2,600 participating dentists.

### FINANCIAL RATINGS

A.M. Best Financial Rating

**A (Excellent)**

### 2008 CLIENT BASE

Employer groups	<b>8,000</b>
Members nationwide	<b>3.5 million</b>
Individually rated group retention rate	<b>99.45%</b>

### 2008 FINANCIALS\*

Premium and administrative revenue	<b>\$935 million</b>
Dental service claims	<b>\$856 million</b>
Operating expenses	<b>\$70 million</b>

*Of every premium dollar:*

Payment to the dentist (as benefits)	<b>92 cents</b>
Operating expenses	<b>7.4 cents</b>

### 2008 CUSTOMER SERVICE

Number of calls answered	<b>1.3 million</b>
Average # of calls per day	<b>5,200</b>
Number of claims processed	<b>6 million</b>
Average # of claims per day	<b>24,000</b>
Financial accuracy rate	<b>99.9%</b>
Average claim turnaround	<b>1.84 days</b>
% of electronically submitted claims	<b>60%</b>

### DELTA DENTAL OF MINNESOTA CORPORATE GROWTH AT A GLANCE

	1987	2008
Premium and administrative revenue	\$57 million	<b>\$935 million</b>
Operating expenses ratio	16%	<b>7.4%</b>
Members	600,000	<b>3.5 million</b>

For more information about Delta Dental of Minnesota, visit [www.deltadentalmn.org](http://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.