

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

DELTA DENTAL OF MINNESOTA

ABOUT US

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

LARGEST DENTAL NETWORKS

National: Delta Dental Premier® is the largest dental network in the country.

Participating dentists	145,000
Office locations	292,000

Delta Dental PPOSM (Preferred Provider Organization) is our national PPO network.

Participating dentists	89,500
Office locations	207,000

Regional: Delta Dental networks include approximately 89 percent of the licensed, practicing dentists. Participating dentists:

Delta Dental Premier	3,140
Delta Dental PPO	1,695

CLIENT BASE

Employer groups	7,500
Members nationwide	3.8 million
Minnesota-based Fortune 500 companies served	15 out of 19



CUSTOMER SERVICE

Number of calls answered	1.53 million
Average # of calls per day	6,017
Phone response time (members)	21 seconds
First call resolution rate	97.04%
Call abandonment rate (members)	1.52%
Number of claims processed	6.59 million
Average # of claims per day	26,032
Financial accuracy rate	99.96%
Average claim turnaround	1.87 days
% of electronically submitted claims	80.9%

INVESTING IN OUR COMMUNITIES

As a nonprofit, our commitment to improving oral health goes beyond providing quality, affordable dental plans for our customers. We are committed to improving the oral health of all Minnesotans. In 2013, through our combined Community Benefit activities we gave more than \$3 million.

Highlights include:

- \$650,000 in grants and donations to approximately 70 organizations, primarily to improve Minnesotans' oral health.
- Oral health promotion at 130 community health fairs.
- Free dental screenings for 20,000 children.
- 100,000 toothbrushes, toothpaste and dental floss distributed to schools and community organizations.
- Delta Dental of Minnesota Foundation awarded grants totaling \$2.4 million to improve oral health and dental access for underserved Minnesotans.