

The Delta Dental Organization

Delta Dental is proud to be America's largest, most experienced dental benefits company. Made up of 39 independent, affiliated member companies, Delta Dental is a not-for-profit organization with some for-profit affiliates. Delta Dental's member companies are all members of the Delta Dental Plans Association (DDPA), whose mission is to help improve the overall oral health of the nation by making dental care more available and affordable to the public through the expansion of dental benefits programs. Together, we offer a nationwide dental benefit programs for a wide range of groups and individuals. Delta Dental member companies administer programs that provide enrollees with quality, cost-effective dental benefits. Since 1954, Delta Dental has worked to improve oral health in the U.S. by emphasizing preventive care, and making dental coverage affordable to a wide variety of groups.

As a system, for 2017, Delta Dental was staffed with **7,571 full-time equivalent (FTE) employees** to service its customers.

Delta Dental Products

Delta Dental member companies offer a variety of programs for groups and individuals that range from managed fee-for service and preferred-provider programs (PPOs) to dental health maintenance organizations (DHMOs), as well as customized programs as needed. Delta Dental member companies provide quality, consistent dental benefits programs to groups with a multi-state labor force. These products include:

- **Delta Dental Premier®**: a national, network based dental program in which participating dentists are prohibited from billing the patient above the maximum allowed fee.
- **Delta Dental PPO™**: a national, network based dental program in which participating dentists agree to deeper discounts.
- **DeltaCare®**: a dental health maintenance organization
- **Delta Dental Legion®**: a voluntary dental benefits program developed to serve Uniformed Service Retirees and their families.
- **DeltaVision®**: an affordable vision benefit plan offered in select Delta Dental markets.
- **Delta Dental Patient Direct®**: a dental discount program available in selected Delta Dental markets for groups, individuals and families.

Delta Dental Enrollment Statistics (Data for 2017)

- Delta Dental services more than **78 million Americans**.
- The **compound annual enrollment growth rate** from 2012 to 2017 is **5.3 percent**.

Line of Business Enrollment

- Commercial and Public Sector: 60.5 million
- Public Entitlement: 17.6 million

Commercial Product Enrollment Only

- Delta Dental PPO Plus Premier: 37.5 million enrollees
 - Delta Dental PPO: 17.2 million enrollees
 - Delta Dental Premier: 3.2 million enrollees
 - DeltaCare/DeltaCare USA (DHMO): 2.0 million enrollees
 - Delta Dental EPO: 161,000 enrollees
 - Patient Direct: 62,000 enrollees
 - Other Enrollees: 421,000 enrollees (reflects enrollment for custom networks)
- We have **29.5 million primary subscribers** (main policyholders, not including dependents/spouses). (Note that this count does not include lives for public entitlement programs (e.g., Medicaid, Medicare, CHIP, Indian Health Services, et cetera) because enrollment for this business is done individually rather than as a family, so the term “primary subscriber” is not applicable).
 - Our overall **subscriber retention rate is 90.13 percent**. Subscriber retention, or persistency, is defined as the percent of commercial and public sector group and individual subscribers in force as of the prior reporting year-end that were still in force as of the current reporting year-end.

Delta Dental Enrollment Market Share Statistics (Data for 2016)

- **Overall: 30.5 percent** of the 249 million people estimated by NADP to have dental coverage in the United States and Puerto Rico.
- **Commercial and Public Sector: 37.5 percent** of the 155.9 million people estimated by NADP to have dental coverage through a plan sponsor or individually purchased. Enrollment market share for fully-insured commercial and public sector business is **27.9 percent**, while enrollment market share for self-funded commercial and public sector business is **48.0 percent**.
- **Public Entitlement: 20.7 percent** of the 83.9 million people estimated by NADP to have dental coverage through public entitlement programs.

Delta Dental Group Customer Statistics (Data for 2017)

- Delta Dental provides dental coverage to **more than 146,000 groups**** nationwide.
 - Delta Dental PPO Plus Premier: 82,329 groups
 - Delta Dental PPO: 38,571
 - Delta Dental Premier: 25,055 groups
 - Delta Dental EPO: 1,739
 - DeltaCare/DeltaCareUSA (DHMO): 4,841 groups
 - Patient Direct: 141 groups
 - Other groups: 771 groups

**The total number of groups by product exceeds the total number of unique groups because groups with multiple plan options are counted under each product.

- Delta Dental provides coverage for employees of **42.8 percent of Fortune 1000 companies**. Forty-one of the companies serviced by Delta Dental are in the top 100, while 223 are in the top 500.
- Our overall **group retention rate is 87.15 percent**. Group retention, or persistency, is defined as the percent of commercial and public sector groups in force as of the prior reporting year-end that were still in force as of the current reporting year-end.

Delta Dental Financial and Operational Statistics (Data for 2017)

- Delta Dental posted approximately **\$23.3 billion** in revenue.
- Delta Dental donated more than **\$61 million** in charitable contributions.
- Delta Dental processed more than **123 million dental claims** (approximately 2.4 million every week), with a **claim payment accuracy rate of 99.67 percent**.
- Delta Dental's unique cost control measures and contractual agreements with dentists help to ensure quality care at moderate fees, **saving groups more than \$18.7 billion**.

Delta Dental Network Statistics (Data for 2Q 2018)

- Delta Dental PPO Plus Premier: 154,818 dentists in 351,180 dentist locations
- Delta Dental PPO: 108,824 dentists in 266,032 dentist locations
- Delta Dental Premier: 154,748 dentists in 332,545 dentist locations
- DeltaCare: 62,944 dentist locations