



At a glance: Delta Dental of Michigan



Striving to improve oral health

From families and small companies to large corporations, Delta Dental of Michigan strives to provide the best oral health coverage for every member. Today, we are Michigan's largest dental benefits administrator, and we've made it our mission to improve oral health through benefit plans, advocacy and community support.

- We provide coverage to 5.5 million people.
- We contract with 94 percent of all Michigan dentists.
- Historically, we retain more than 95 percent of business each year.

Combined with affiliates in Arkansas, Indiana, Kentucky, New Mexico, North Carolina, Ohio and Tennessee, Delta Dental of Michigan is part of one of the largest dental benefits administrators in the nation. In 2015, the enterprise:

- Covered 14.1 million people.
- Paid out \$3.3 billion for dental treatment.
- Saved groups and members approximately \$4.5 billion.

Delta Dental of Michigan is a member of the Delta Dental Plans Association, a nationwide system of independently operated dental health service organizations.

The Delta Dental system provides coverage for more than 73 million Americans in more than 122,000 groups nationwide.

Finding participating dentists in Michigan is easy!

- 5,700 Delta Dental PPOSM access points.
- 1,700 Delta Dental EPO access points.
- 10,900 Delta Dental Premier[®] access points.

Products designed with members in mind

Delta Dental of Michigan offers a variety of flexible dental benefits plans. This allows us to build plans for our clients based on their specific wants and needs. Employer groups and union sponsors can choose from:

- Delta Dental PPO, a national preferred provider organization dental program in which participating dentists agree to discounted fees.
- Delta Dental EPO, an exclusive provider organization program.
- Delta Dental Premier, a national managed fee-for-service dental program in which participating dentists are prohibited from billing the patient above a maximum allowed fee.

Delta Dental of Michigan also offers a discount card program called Delta Dental Patient Direct[®] and individual dental plans.



Since its inception in 1980, the Delta Dental Foundation, which is the philanthropic arm of Delta Dental of Michigan, Ohio, Indiana, and North Carolina, has provided grants totaling more than \$22 million to organizations dedicated to improving oral health and advancing oral health research and the dental profession.

Supporting our communities

Our communities are a big part of who we are. That's why we are dedicated to getting involved and making a difference to those we serve.

Through our corporate citizenship and philanthropy efforts, we provide financial support to a multitude of programs, people and organizations dedicated to improving oral and overall health—especially for underserved populations. Our employees donate hundreds of volunteer hours to activities that support these efforts in our communities. This support includes:

- Packing weekly food for hundreds of impoverished school children.
- Establishing dental clinics and funding dental treatment rooms in schools and hospitals.
- Providing dental care to those who are uninsured and/or underserved.

A leader in the industry

Dedication to quality

Delta Dental of Michigan has maintained ISO 9001 Quality Certification—an international standard of quality and excellence—since 2002.

Our call center is a BenchmarkPortal Certified Center of Excellence and was recertified in 2014. This certification is awarded to call centers whose metrics are compared against the best practices of peer groups. Centers that attain certification do so on the basis of objective, quantitative data, which is audited and validated by researchers from BenchmarkPortal and the Center for Customer-Driven Quality.

Our latest survey shows 96 percent of members would recommend us to others—a telling sign of member satisfaction.



We were awarded 2015 Call Center of the Year for medium-sized call centers from BenchmarkPortal!

Our data center is one of only a few in the world to have earned a Tier 3 rating for design.

Advanced technology

Delta Dental of Michigan's data center ensures a high level of resiliency for the services provided. Our industry-leading technology platform has been internationally recognized and provides the ultimate in fast, flexible service, including real-time claims processing. More than 95 percent of all claims—electronic, online and paper—are processed without any manual intervention.

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Sources: Delta Dental of Michigan internal data, June 2016; Delta Dental Plans Association, www.deltadental.com (national group statistics).