

## Delta Dental of Indiana Profile

### Mission Statement:

To be the dental benefits company of choice in the markets we serve.

#### Key Facts

- Nonprofit service corporation created in 1982
- Largest administrator of dental benefits in Indiana providing coverage to more than 710,000 people across the state
- Indiana’s largest dental network; we contract with approximately 75 percent of all Indiana dentists
- Historically, we retain over 95 percent of business each year
- Latest survey shows 96 percent of members would recommend us to others—a telling sign of member satisfaction

#### Robust Delta Dental Networks—Crucial for Patient Choice

- Delta Dental PPO<sup>SM</sup>, a national preferred provider organization dental program in which participating dentists agree to accept discounted fees, has nearly 3,700 dentist sites in Indiana.
- Delta Dental EPO, an exclusive provider organization program, has nearly 1,100 dentist sites in Indiana.
- Delta Dental Premier<sup>®</sup>, a national managed fee-for-service dental program in which participating dentists are prohibited from billing the patient above a maximum allowed fee, has more than 5,200 dentist sites in Indiana.

#### Delta Dental Products

Delta Dental of Indiana offers a variety of rich and flexible dental benefits plans for groups of all sizes. Employer groups and union sponsors can choose from Delta Dental PPO, Delta Dental Premier and Delta Dental EPO plans. Delta Dental of Indiana also offers a discount card program called Delta Dental Patient Direct<sup>®</sup> and individual dental plans.

#### Dedication to Quality

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

The organization’s industry-leading technology platform has been internationally recognized and provides the ultimate in fast, flexible service, including online, real-time claims processing. In addition, our data center is one of only a few in the world to have earned a Tier 3 rating for design, which ensures a high level of resiliency for the services provided.



#### The Big Picture

Delta Dental of Indiana with its affiliates in Arkansas, Kentucky, Michigan, New Mexico, North Carolina, Ohio and Tennessee collectively are among the largest dental plan administrators in the nation. In 2013, the enterprise covered 12.1 million people and paid out nearly \$3 billion for dental treatment. Delta Dental’s processes and procedures to manage costs saved groups and members approximately \$3.4 billion in 2013.

Delta Dental of Indiana is a member of the Delta Dental Plans Association, a nationwide system of independently-operated dental health service plans. The Delta Dental system provides coverage for 60 million Americans in more than 111,000 groups nationwide.

#### Corporate Citizenship and Philanthropy

At Delta Dental, we’re committed to our communities!

Through our Corporate Citizenship and Philanthropy department, we provide financial support to a multitude of programs, people and organizations dedicated to improving oral and overall health—especially for underserved populations.

In addition, our employees are involved in food and book drives and donate hundreds of volunteer hours to activities that promote oral and overall health as well as education and literacy.

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 over \$15 million to organizations dedicated to improving oral health and advancing oral health research and the dental profession.

From packing weekly food for hundreds of impoverished school children to equipping dental treatment rooms and clinics in schools and hospitals, to providing scholarships and research grants to dental colleges and universities, Delta Dental and its employees are dedicated to getting involved and making a difference in the communities we serve.