

At a Glance: Delta Dental of North Carolina



Mission Statement: to improve the oral health of the communities we serve.

Key Facts

- North Carolina's largest dental network—38 percent larger than our next-closest competitor
- Nonprofit dental service corporation created in 1970
- Based in Raleigh, North Carolina
- A leading administrator of dental benefits in North Carolina
- More than 987,000 North Carolinians have access to our dental networks
- Historically, we retain more than 95 percent of our clients each year

Robust Delta Dental Networks—Crucial for Patient Choice and Savings

- Delta Dental PPOSM, a national preferred provider organization dental program in which participating dentists agree to accept discounted fees, has more than 2,200 participating dentists in North Carolina, and more than 109,000 nationally.
- 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, has nearly 3,300 participating dentists in North Carolina, and more than 155,000 nationally.

Delta Dental Products

Delta Dental of North Carolina offers a variety of flexible dental benefit plans for groups of all sizes. Employer groups can choose between Delta Dental PPO plus Premier and Delta Dental PPO (Standard) plans, as well as customized risk and administrative services only plans. Plans are also available nationwide for organizations headquartered in North Carolina with employees in other states. Delta Dental of North Carolina also offers individual dental plans.

The Big Picture

Delta Dental of North Carolina and its affiliates in Arkansas, Indiana, Kentucky, Michigan, New Mexico, Ohio and Tennessee are collectively among the largest dental plan administrators in the nation. In 2017, the enterprise covered 13.3 million people and paid out more than \$3 billion for dental treatment. Delta Dental's processes and procedures to manage costs saved groups and members approximately \$5.2 billion in 2017.

Delta Dental of North Carolina 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 more than 78 million Americans in more than 146,000 groups nationwide.



Dedication to Quality

Delta Dental of North Carolina holds ISO 9001 Quality Certification—an international standard of quality and excellence.

Our company's industry-leading technology platform has been internationally recognized and provides the ultimate in fast and flexible service, including online, real-time claims processing. In addition, our customer service department is certified as a Center of Excellence by BenchmarkPortal. This award is based on demonstrated superior performance on both cost- and quality-related metrics as compared with peers.

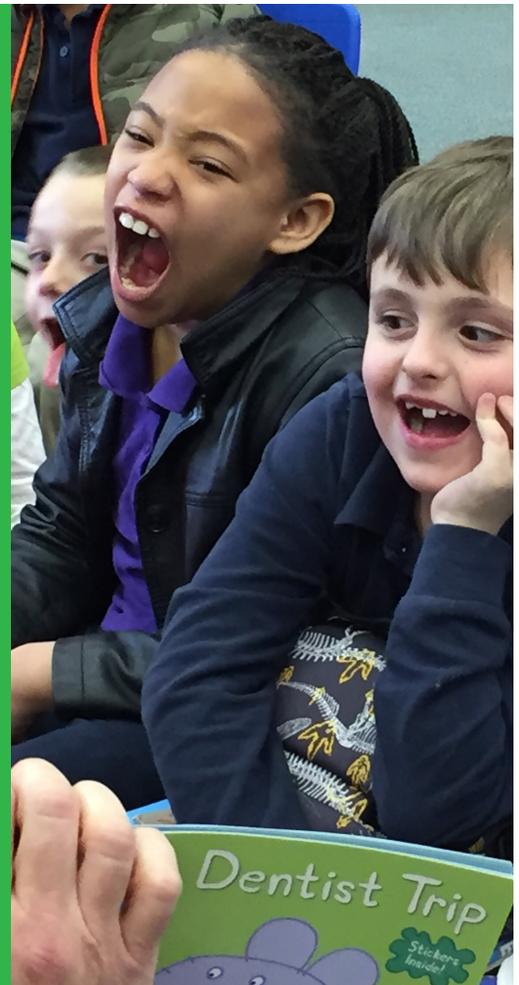
Community Commitment

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

Through the Delta Dental Foundation (DDF), which is the philanthropic arm of Delta Dental of North Carolina and its affiliates in Michigan, Ohio and Indiana, we provide financial support to programs and organizations dedicated to improving oral health and advancing oral health research and the dental profession.

Since its inception in 1980, the Delta Dental Foundation has provided grants totaling more than \$27 million to organizations, including the Ada Jenkins Center, Carolinas HealthCare Foundation, North Carolina Dental Health Fund and Wilkes Public Health. In addition, the DDF provides grants to a variety of community organizations specifically focused on children's oral health through its annual North Carolina Smiles for Kids grant program.

From equipping dental treatment rooms and mobile dental vans, to providing direct treatment to uninsured and at-risk populations, and creating and distributing a wide range of oral health education resources, Delta Dental and the DDF are dedicated to promoting good oral health and making a difference in the communities we serve.



Local statistics current as of September 2018. National statistics current as of December 2017.