

Delta Dental of Missouri

2018 Annual Summary



Helping people live better lives through improved dental health

2018 saw Delta Dental of Missouri broaden its reach and impact—bringing vital dental coverage and donated care to more people than ever in its 60 years as a dental benefits leader and non-profit organization.

In Missouri and in South Carolina, where we do business as Delta Dental of South Carolina, we delivered flexible dental benefit plans at affordable rates for our clients and their employees, as well as directly to individuals and families. Delta Dental's national proprietary dentist networks ensured access to high-quality care for our members.

We also provided DeltaVision® eye care benefits to many clients.

Giving back to advance oral health

To help more people access dental care and education services, we awarded \$2.4 million in grants to organizations that align with our mission to improve oral health and overall health, including:

- A \$100,000 grant to Give Kids A Smile clinics in Saint Louis, which provide free dental care to hundreds of kids each year;
- A \$50,000 grant to the Roy J. Rinehart Foundation for the University of Missouri—Kansas City School of Dentistry Indigent Patient Care Program, which gives preventive and restorative care to patients in need;
- A \$42,500 grant to the Palmetto Health Foundation Rural Dentistry Initiative to help expand dental care to residents at a new satellite clinic in Winnsboro, South Carolina;
- A \$10,000 grant to Epworth Children's Home in Columbia, South Carolina, to help provide urgent dental services to uninsured children in foster care.

In 2018, our long-running Land of Smiles® touring educational show with Delta Dental's Tooth WizardSM, Tooth Fairy and PlaqueManSM taught 71,000+ Missouri grade-school kids how to take care of their growing smiles through 366 performances. In South Carolina, our program reached 55,000+ kids through 248 shows.

Our mission is to help *everyone* at *every age* have a healthy smile.

Key Information

501(c)(4) non-profit company founded in 1958, headquartered in Saint Louis, Missouri

2,233 Group Clients

1.9 Million Members

97.1% Member Retention Rate

\$608 Million Incurred Claims

3.3 Million Claims Processed

94.6% Claims Processed within 14 Days

99.8% Financial Accuracy in Claims Payments

1.4 Million Calls to Customer Service

93% Calls Answered within 30 Seconds

99.95% Inquiries Resolved on First Contact

94.2% Members Satisfied with Customer Service

95% of Practicing Dentists in Missouri Participated in a Delta Dental Network

75% of Practicing Dentists in South Carolina Participated in a Delta Dental Network

\$2.4 Million in Charitable Funding for Oral Health Initiatives and Community Outreach Programs

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