

Fact Sheet about Delta Dental

- Delta Dental of Michigan was established in 1957 as the Michigan Dental Service Corporation. Today, it is affiliated with Delta Dental of Indiana, Kentucky, New Mexico, North Carolina, Ohio, and Tennessee.
- The affiliated companies collectively employ about 1,000 people, and comprise one of the largest dental plan administrators in the nation. The number of employees located in Delta Dental's two Michigan offices totals about 600.
- In 2010, the enterprise paid more than \$2 billion for dental care for nearly 8 million people. Offices are located in Okemos and Farmington Hills, Mich.; Columbus and Cleveland, Ohio; Indianapolis and Greenwood, Ind.; Nashville, Knoxville, and Memphis, Tenn.; Louisville, Ky.; Albuquerque, N.M.; and Raleigh and Charlotte, N.C.
- In 2010, the company processed more than 15 million claims, 91.2 percent within 10 working days.
- Delta Dental offers the largest network of participating dentists in Michigan. The 5,300 dentists represent 93 percent of practicing Michigan dentists, a record high participation rate for the company.
- Delta Dental of Michigan and its affiliates are members of the Delta Dental Plans Association, a national network of independent not-for-profit dental service corporations. Nationally, Delta Dental provides the largest network of dentists, a position it has held for five decades. Across the U.S., three out of four dentists participate with Delta Dental—more than 137,500 dentists in 109,600 locations.
- Delta Dental of Michigan, Ohio and Indiana is ISO 9001 certified—an international standard of excellence and quality—and its call center holds the prestigious BenchmarkPortal Certification given in conjunction with the Center for Customer-Driven Quality located at Purdue University. The certification recognizes the call center as a “Certified Center of Excellence.” In addition, its data center is only one of a few in the world to have earned a Tier 3 rating for design from the Uptime Institute and is on track to set a new standard for electrical power handling.
- In 2010, Delta Dental of Michigan provided more than \$1.6 million in grants to programs that improve oral health and enhance the well-being of residents in communities where it does business.
- Delta Dental offers a variety of dental benefit plans including managed fee-for-service, preferred provider organization (PPO), and prepaid dental health programs. It also administers Healthy Kids Dental for Medicaid-eligible children in Michigan and dental benefits for low-income children through MICHild.
- Delta Dental's Michigan-based customers include General Motors, Chrysler, Whirlpool, The Dow Chemical Company, State of Michigan, and Michigan Public School Employees Retirement System.