



## Annual Report 2023

# Delta Dental of Colorado Does More... for our customers, our communities, and all of Colorado.

Delta Dental of Colorado is the largest — and only nonprofit — dental and vision benefits carrier in Colorado. Our customers know they can expect more from us when it comes to the services we provide, the products we offer, the strength of our network, and the commitment to our mission, which is to improve the oral health of the communities we serve.

## More satisfied smiles...

In 2023, Delta Dental of Colorado gave our customers, providers, employer groups, brokers, and team members more reasons to smile by doing more to support our members' oral health, to promote preventive care and create cost savings, and to support our local communities. We welcomed more than 327,000 new dental members across the state and more than 10,000 DeltaVision® members in more than 340 groups. Our team members provided exceptional service to our customers leading to:

**100%**

Employer satisfaction with Delta Dental of Colorado for the second consecutive year\*

**85%**

Provider satisfaction with Delta Dental of Colorado\*

## More access to care...

In 2023, our more than 1.6 million members in more than 7,000 groups — and more than 80,000 members through our individual coverage options — took advantage of more of their dental benefits:

**449,484**

Members with 2+ cleanings

**933,743**

Members who had a claim

**5,560,000**

Total services covered

Our provider network continues to grow with the help of our local provider relations team who had more than 3,600 contacts with providers and their staff through calls, in-person visits, emails, and new participating provider welcome kit deliveries. Additionally, free CPR certifications were given to more than 400 providers and their staff across the state.

\* Percentage of respondents who overall were at least somewhat satisfied or more.

- ▶ 2,579 Delta Dental PPO™ providers
- ▶ 1,086 Delta Dental Premier® providers
- ▶ 2,192 Medicare Advantage providers

# 3,665 providers

Almost 90% of Colorado's total providers

## More support for the community...

As a nonprofit on a mission to improve the oral health of the communities we serve, our team members stepped up to do more for Colorado communities with volunteering and giving efforts:

# \$55,515

Donation match from  
Delta Dental of Colorado

- ▶ 1,729 hours volunteered
- ▶ 74% of team members volunteered
- ▶ \$34,000+ donated by team members
- ▶ 18 team members leading on nonprofit boards

We also celebrated the second year of our partnership with Colorado Gives Day and the Corporate Giving Challenge. We saw a 50% increase from last year in contributions from the Colorado business community totaling \$538,053.

Through the Delta Dental of Colorado Foundation, we did more for 87,000 Coloradans across three key initiatives to improve access to oral health care, prevention, and expansion of the oral health workforce.

## 46,402

Coloradans served through  
our access-to-care initiative

## 31,591

Coloradans served through  
our prevention initiative

## 9,505

Coloradans served through  
our workforce Initiative

From 2022-23, the foundation invested more than \$9 million focused on these initiatives and found that more than 90% of grantees met, exceeded, or made significant progress on the goals outlined in their grants.

We look forward to continuing to be the most trusted dental and vision benefits carrier in the state by doing more for our employers, members, providers, brokers, and community members.