

Delta Dental of Illinois

Key Book of Business Measures 2023 v 2022



Average claim payment is **\$180.67***

- Diagnostic, perio and preventative claims costs up **4%***
- Bridges/dentures and crowns/onlays costs down **1%***
- Routine filling, orthodontics and endodontics claims costs up **3%***
- Oral surgery costs up **5%***



48% of paid claims dollars are concentrated in the preventative and diagnostic procedure categories, an increase of **4%** from 2022



Maintained network utilization of **89%**



Maintained excellent customer service and claims processing results



Maintained member and client satisfaction levels

- **18** member NPS
- **59** group client NPS



Grew networks

- **2%** growth in Delta Dental PPOSM network
- **5%** growth in Delta Dental Premier[®] network

Smart plans for smart mouths.



*per member per month