



# Delta Dental of Arkansas — At A Glance

## ABOUT US

Founded in 1982, Delta Dental Arkansas is the state's largest dental benefits administrator. As a not-for-profit organization, our core mission is improving the oral health of Arkansans through commercial insurance, administration of State of Arkansas Medicaid dental benefits and The Dental Dental of Arkansas Foundation.

## COMMERCIAL INSURANCE

- Offers dental and vision insurance to Arkansas businesses as part of their employee benefits.
- Offers affordable dental and vision plans for self-employed individuals and families.
- Operates the state's largest network of dental providers, with 96% of Arkansas dentists in our PPO or Premier networks.

## BY THE NUMBERS

- Serves
  - 4,000+ Arkansas-based businesses
  - 975,000+ members in Arkansas
  - 2.3 million+ members nationwide
- More than 1,100 Arkansas dentists and specialists participate in Delta Dental's networks
- More than \$27 million in COVID-19 relief to group clients and dentists in 2020

## QUICK FACTS AS OF 2023

### 200+ employees

at our headquarters in Sherwood, AR and our NW Arkansas office

More than  
**3.1 million**  
claims processed

**<1 day** average  
response time to  
process each claim

**770,000+**  
customer  
service calls

**99.94%**  
of customer service  
calls resolved  
on first call

**61** Net Promoter  
Score

## ADMINISTRATION OF STATE OF ARKANSAS MEDICAID DENTAL BENEFITS

- Since 2018, we have served as the only Arkansas-based company approved to provide dental benefits for Arkansas Medicaid beneficiaries through our Delta Dental Smiles program.
- Hosts state-wide outreach and education programs for Delta Dental Smiles members to enhance understanding of available benefits and the importance of oral health care.
- Manages the Delta Dental Smiles network of nearly 700 (65%) of Arkansas dentists and specialists participating.

### BY THE NUMBERS

- 2023 outreach and education events: 97 in 41 counties, including 3 Toothapaloozas
- 50 partner organizations, including the Arkansas Department of Human Services
- Provided dental benefits to over 290,000 Arkansans. 73% (211,000) were children and 17% (80,000) were adults.
- Increased utilization rates of several care categories improving Arkansas' national ranking for Medicaid dental utilization from 47th to 13th overall.

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## THE DELTA DENTAL OF ARKANSAS FOUNDATION

- A 501(c)(3) organization that serves low-income, uninsured, and under-insured Arkansans through grant programs available to 501(c)(3) organizations.
- Offers 5 grant programs to facilitate access to oral health care, expand oral disease prevention and treatment programs and develop innovative ideas for oral health education.

### BY THE NUMBERS

- \$28+ million in grant funding reinvested back into Arkansas communities since 2008
- Average of more than \$1 million in annual grant support to Arkansas non-profit organizations for oral health projects
- Funded grant programs reach every region of the state
- Actual number of Arkansans benefitting from 2023 grants is 1,098,465



**Apply for Delta Dental of Arkansas Foundation Grants**

<https://deltadentalar.com/funding-opportunities>

## RECOGNITION

### 2012-2023

11-time consecutive winner of the Best Places to Work in Arkansas Award

### 2014

Business of the Year Award

### 2017

Outstanding Foundation (Delta Dental of Arkansas Foundation) Award

### 2022

Governor's Quality Award Challenge Award

### 2023

Governor's Quality Award Commitment Award

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## CONTACT US

**DeltaDentalAR.com**  
**501-835-2400**