



Delta Dental of New Mexico "Report Card"
January 1, 2009 through December 31, 2009 *

Customer Service (Benefit Services)

- Speed of answering calls: 93.83% within 45 seconds

Claims Processing

- Claims turn-around time: 88.8% within 5 calendar days
- Financial accuracy of paid claims 99.8%
- Procedural accuracy of paid claims: 99.2%

Provider Networks – Points of Access

Delta Dental Premier

1094

Advantage Network

870

Delta Dental PPO

744

PPONew Mexico

921

Delta Dental is a network of 39 independent, not-for-profit dental plans conducting business in all 50 states, the District of Columbia, and Puerto Rico – collectively the largest provider of dental benefits in the country. These plans are all members of the Delta Dental Plans Association (DDPA), whose mission is to help improve the overall oral health of the nation by making dental care more available and affordable.

The Association exists to help member plans enhance their ability to provide dental benefits programs to customers and subscribers. Among its many functions, DDPA establishes and enforces performance standards. In all categories, Delta Dental of New Mexico exceeded both DDPA performance standards and the even more stringent standard of excellence targets set by its own leadership team.

*Measurements in the report are derived from quality assurance audits.