

## Delta Dental of Colorado



### Purpose of This Document

We post a Company Profile for each Colorado Stand Alone Dental Plan (SADP) selling dental insurance on Connect for Health Colorado. It will give you information about the dental network and unique product offerings and programs so you can compare dental plans while you shop for insurance coverage.

### Company Summary

Delta Dental of Colorado is the state’s leading dental benefits company and the only one based in Colorado. We focus on one thing – dental insurance – and work to improve the oral health of our 1.4 million members.

- Delta Dental of Colorado offers affordable, comprehensive dental plans for individuals, families, and businesses
- It’s easy to find a dentist from one of the largest dental networks in the state
- Claims are processed quickly and accurately, leading to high member satisfaction
- Customer service is located in Denver to provide the service you expect when you need it
- Members can find explanations of benefits, estimated costs, and other information at [www.DeltaDentalCO.com](http://www.DeltaDentalCO.com)
- Members can download the free mobile app available for iOS and Android
- Delta Dental of Colorado is a nonprofit company that gives back to the community



#### Company Statistics

**Founded In:** 1958

**Website:** [www.DeltaDentalCO.com](http://www.DeltaDentalCO.com)

**Coverage Area:** Entire state of Colorado

*Coverage area shows the area where a health insurance plan accepts members.*

#### Colorado Membership (2020 Membership):

**Individual Members:** 79,370



#### Company at a Glance

- Providing dental benefits to individuals, families, and businesses for almost 65 years
- Quality dental plans with affordable rates, large networks, and world-class customer service
- Claims paid within days – not weeks – and a live person is ready to help you when you call
- A nonprofit company with a commitment to the communities we live and work in.

### Network Summary

Exchange products are PPO-only. Members must see a Delta Dental of Colorado PPO™ provider. Our PPO network includes 2,575 PPO providers across all dental specialties, in all areas of the state. Our providers are trusted partners in providing you with quality care and their trust in us is shown time and again in their high ratings of Delta Dental of Colorado.

# Dental Company Profile



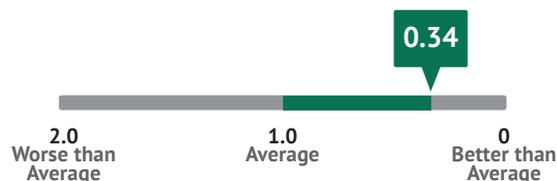
## Confirmed Complaints

### Confirmed Complaints: 2

People complain to the Colorado Division of Insurance (DOI) about things like claims handling, cancellation of a policy or a premium refund. In a “confirmed complaint,” the DOI decided the insurance company did not follow the state insurance law or regulation, a federal requirement, or the terms and conditions of an insurance policy or certificate they sold. Confirmed complaints come from people in all group sizes, not just individual plans like those available at Connect for Health Colorado.



## Consumer Complaint Index



The complaint index shows how often people complain about their health insurance company compared to other companies. These numbers are adjusted for the size of the company and how many policy holders it has in Colorado. A company’s total number of complaints divided by its total premium income for a specific insurance product is the complaint index. The average is 1.0. An index greater than 1.0 means more people complained about **Delta Dental of Colorado** than other companies.

*Source: 2020 Colorado DORA Division of Insurance Online Complaint Report*



## Unique Offerings and Programs

Delta Dental of Colorado gives you the power to use and manage your dental benefits easily. Through our innovative plans, large proprietary network, and expert customer service, we make dental care accessible, affordable, and simple, leading you to a healthier smile and life.

We are a nonprofit company with a mission to improve the oral health of the communities we serve...something we take very seriously. Preventive dental care can positively impact your overall health. That’s why we offer unique benefit enhancements on certain plans to reduce barriers to the most appropriate care!

We know that better oral health leads to better overall health. Our members can get oral health and wellness information at [www.DeltaDentalCO.com](http://www.DeltaDentalCO.com).

And we make it easy for you to get in touch with us. Our online tools and free mobile app are one click (or swipe) away and are easy to use with access to see your claims, benefits, your member ID card, and even find a dentist. Whenever you need help, wherever you are, Delta Dental of Colorado is there.

## Additional Detail

You can search, compare and assess providers, and other health care facilities using these tools:  
[www.ConnectForHealthCo.com/resources/find-right-plan/dental-options](http://www.ConnectForHealthCo.com/resources/find-right-plan/dental-options)



## Awards and Recognition

Recent awards include:

- United Way: *Champion of Hope Award*
- Civic 50 Colorado
- Colorado Women's Chamber of Commerce: *Top 25 Women in Business* (CEO Helen Drexler)
- Denver Business Journal: *Most Admired CEO*
- Colorado Biz *Top Company: Healthcare*
- National Philanthropy Day: *Outstanding Small Business*
- 2018 Colorado Business Committee for the Arts: *Business for the Arts Award*



## In The Community

Delta Dental of Colorado's commitment to serving communities across our state has guided our nonprofit mission for nearly 65 years. Colorado is our home, and we have a responsibility to ensure we are doing our part to make it the best place to live for all Coloradans. Our community impact efforts are complemented by our foundation's philanthropic activities. We believe our collective efforts will improve the well-being of all Coloradans and make the greatest possible social impact on oral health across the state. Driven by the collective strength of our corporate social responsibility culture and the philanthropic impact of our foundation, our dedication to making a difference in the health of our community is woven into every facet of what we do.

Since not everyone is served by the traditional insurance system, Delta Dental of Colorado Foundation works to improve oral health equity so that every person can have a healthy mouth regardless of life circumstances. We want to create a continuum of accessible oral health care across a lifetime. The foundation works with partners statewide to provide innovative oral health support for our neighbors with the most to gain, advancing oral health equity through community-based grants, engaging with organizations across the state, and supporting policy and systems change. Learn more about the foundation at [DeltaDentalCoFoundation.org](http://DeltaDentalCoFoundation.org). We believe our efforts together will make the greatest social impact.