

## Our Mission

To advance the oral health and overall wellness of our customers and the general public by providing innovative benefits and professional partnerships through diversified strategic business and philanthropic initiatives.

## About Us

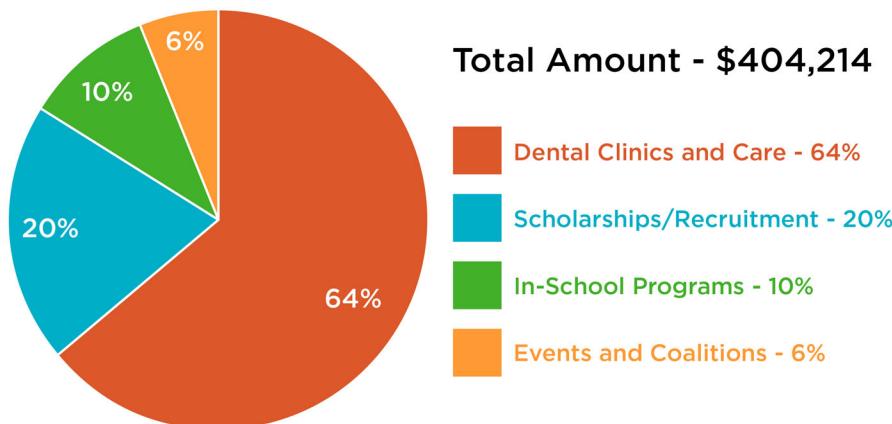
Founded in 1961, Northeast Delta Dental is comprised of the Delta Dental Plans of Maine, New Hampshire, and Vermont. Our dedication to delivering quality products and services—to individuals and families and groups of all sizes—is demonstrated through our Guarantee Of Service Excellence<sup>SM</sup> (GOSE<sup>SM</sup>) program. Our GOSE<sup>SM</sup> program is backed by a cash refund policy that guarantees seven major areas of service. Guided by our mission, we created the Health *through* Oral Wellness<sup>®</sup> (HOW<sup>®</sup>) program. HOW<sup>®</sup> is an innovative and comprehensive, patient-centered wellness program designed to help members maintain optimal oral health through education, risk assessment, and evidence-based models of care.

Northeast Delta Dental is a member company of Delta Dental Plans Association (DDPA), the nation's largest provider of dental benefits. DDPA is a network of 39 independent dental service organizations that conduct business in all 50 states, the District of Columbia and Puerto Rico. Our collaborative mission is to help improve the overall oral health of the nation by making dental care more available and affordable to the public through the expansion of dental benefits programs.

## Quick Facts

- Our award-winning company is driven by four core values: **communication, teamwork, quality, and integrity**.
- Approximately 200 employees work at Northeast Delta Dental with corporate offices in Concord, New Hampshire, and sales offices in Saco, Maine, and Burlington, Vermont.
- We cover nearly 961,000 people throughout the tri-state area.
- Our industry market share is 42% in Maine, 52% in New Hampshire, and 55% in Vermont.
- Our exceptional dentist network is the region's largest and includes 88% of the dentists in the tri-state area, or 1,829 participating dentists.
- In 2020, more than 1.5 million claims were processed for payment, with an average speed of adjudication of just 1.5 days.

## Community Benefits – New Hampshire, Maine, and Vermont



Our mission-sensitive philanthropy is fulfilled through the Northeast Delta Dental Foundation. The Foundation utilizes its resources to support oral health initiatives throughout Maine, New Hampshire, and Vermont through a grant application process. In 2020, our Foundation giving total was more than \$400,000.

In addition, Northeast Delta Dental supports organizations and initiatives important to the communities throughout our three states through a corporate grant application process.