

Attribute	Fact
Length of Service	BCBST Dental products have been serving Tennesseans since 1972. That's over 35 years of service and experience with dental and Tennessee.
Membership	We serve over 575,000 commercial dental members for both group and individual products.
Persistency	90 percent of all members are renewing with our dental products and renewal increases average 4.5 percent.
Close Ratio	Of all dental quotes that we release, nearly 20 percent of the groups purchase a BCBST commercial dental product.
Growth	We have grown our dental membership over 50 percent since January 2005.
Gross Premium	Over \$90 million in premium and equivalents is attributable to commercial dental each year.
Tennessee Network Size	With over 2,000 dentists participating in our DentalBlue network it is not surprising that 80% of our Tennessee members use a network dentist.
National Network Access	DenteMax is the second largest dental network in the United States, having over 80,000 dentists participating and serving over 3 million members. With 140,000 total dentists in the country, that's better than one out of every two dentists under contract.
Average Discounts	Both our Tennessee network and DenteMax deliver savings between 10 percent and 30 percent.
Member Savings	Member cost sharing on Type C services is generally 50 percent. With a 30 percent discount on a crown charge of \$900, a member can save \$150 out of pocket by using a network dentist.
Network Growth	We are currently targeting under-served counties of Tennessee for growth. Since the beginning of 2007 over 90 providers have been added throughout the state.
Product Enhancements	Since 2007, we have added new dental options such as DentalBlue Choice Plus and DentalBlue Select. We have added Implant coverage, a dental cost tool, and Oral Health and dental specific Web pages.
Customer Satisfaction	Over the last 12 months our average member satisfaction score is 4.6 on a 5-point scale.
Customer Service	We answer nearly 1,000 calls per day from our dental members and on average answer over 80 percent in less than 30 seconds.
Claims Timeliness	99 percent of claims are completed within 30 calendar days.
Inquiries resolved	99 percent of inquiries are resolved within seven calendar days.



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801 Pine Street
Chattanooga, TN 37402