

2023 Uniform Dental Benefit Claims**2023 Claims by Coverage Category for State Uniform Dental**

Coverage Category	Procedures Billed	Amount Paid
Diagnostic	503,908	\$22,371,596
Preventive	323,518	\$19,535,310
Routine Filling	99,426	\$12,398,917
Oral Surgery	22,635	\$1,782,588
Endodontics	5,519	\$1,088
Periodontics	37,674	\$3,186,979
Crowns/Onlays	27,565	\$0
Bridges/Dentures	10,228	\$0
Orthodontics	21,079	\$2,787,686
Total	1,051,552	\$62,064,164

Uniform Dental Enrollees as of December 31, 2023

	Subscribers Enrolled	Spouses Enrolled	Children Enrolled
Regular State (Non-Medicare)	61,295	33,569	56,786
Medicare Eligible	21,741	10,032	587
Retirees	3,477	1,331	784
Graduate Assistants	7,049	1,138	984
Wisconsin Public Employees (WPE) Local (Non-Medicare)	2,869	1,815	3,297
WPE Local Medicare Eligible	217	108	24
WPE Local Retirees	126	47	13
State Total	93,562	46,070	59,141
Local Total	3,212	1,970	3,334
Retirees Total	3,902	1,449	835
Active Employee Total	93,171	46,662	61,678
Total for All	96,774	48,040	62,475

Attachment B

Plan Year 2023 Delta Dental Customer Service Statistics for the State of Wisconsin

Reason Description	Number of Inquiries	Percent of Total Inquires
Benefits/Coverage/Eligibility	7,600	34.03%
Claims/Predetermination Status	4,151	18.59%
Payment Issues	255	1.14%
Eligibility Only	2,621	11.74%
ID Card Request	3,336	14.94%
COB	885	3.96%
Provider Directory	921	4.12%
Student Status	2	.01%
Balance Billing	6	.03%
Enrollment Update Provided Electronically	15	.07%
Website	1,992	8.92%
Grievance	4	.02%
Group Billing	5	.02%
Name/Address/Cell #/Email Update	152	.68%
HIPPA	17	.08%
Vision	313	1.40%
Par/PPO Dentist Contract	4	.02%
EBICP Update Member Health Record	23	.10%
COBRA Problems	5	.02%
Fraud & Abuse	1	.00%
Nontraditional Ortho	2	.01%
Teledentistry	1	.00%
Directed Provider to Self Service	13	.06%
BVN: Additional Information	3	.01%
Group Coverage for Another State	7	.03%
Total	22,334	100%

September 2018 Delta Dental Customer Service Statistics for the State of Wisconsin

Reason Description	Number of Inquiries	Percentage of Inquires
Benefits/Coverage/Eligibility	569	50.40%
Claims/Predetermination Status	183	16.21%
Certificate of Benefits	22	1.95%
Dentist Directory	57	5.05%
EBICP Update Member Health Record	2	0.18%
Eligibility Only	74	6.55%
ID Card Request	123	10.89%
Name/Address/Cell #/Email Update	23	2.04%
Par/PPO Dentist Contract	1	0.09%
Payment Issues	45	3.99%
Vision	1	0.09%
Website	29	2.57%
Total	1129	100.00%