

# THE LINK



*The Link is a monthly newsletter published by Delta Dental of New Mexico about the role of dental insurance, and the link between oral health and overall health. Since it includes oral health news, industry news, and Delta Dental updates, it's also our link to you.*

## CEO Year-End Update



Walt Bolic, CEO

With much in the headlines about discouraging economic news — particularly as it has related to the solvency of major banks and insurance carriers — Delta Dental of New Mexico remains financially solid and able to meet its oral health mission. As a not-for-profit New Mexico corporation, Delta Dental is governed by a Board of Directors of New Mexico dentists and community leaders. The Board is committed to business strategies which enable growth while maintaining the financial integrity that is required for long term success. During 2008, we were able to increase membership in Delta Dental Plans by almost 15,700 members while maintaining the number of staff employed in 2007. Through our Joint Marketing Agreement with Presbyterian, the state's largest health plan, we were able to offer individual dental benefits for the first time. We were selected by the New Mexico Retiree Health Care Authority to offer two new Delta Dental plans to retired state employees while the State of New Mexico selected Delta Dental for a new four year contract term. In addition, over 1,800 employers chose to purchase or renew their Delta Dental plans.

Through our Community Benefit Fund, we made over \$150,000 of contributions to New Mexico organizations with oral health missions during 2008 — a clear indication of our Board's commitment to giving back to our New Mexico communities.

In 2008, we continued to produce claim administrative procedural and financial accuracy audit results that exceed 99%, an operational "success story" by any definition.

To meet the challenges of 2009, Delta Dental will implement several new strategic, sales and operational strategies. We are excited about the future and look forward to our continued relationship with you. *Delta Dental wishes you the best of holidays!*

During the holidays, we are especially aware of the blessings we have — both individually and as a New Mexico company. Thank you for the confidence you place in us throughout the year. We are grateful for the opportunity we have to improve access to dental care in New Mexico and for the role each of you play in improving oral health in our state.



**HAPPY NEW YEAR FROM ALL OF US AT DELTA DENTAL OF NEW MEXICO!**