



VBA Benefits Corporation 2024 Reporting



2024 Network utilization



37.2% - PPO Network
2023: 40.7%



49.7% - Premier Network
2023: 50.5%



Most enrollees are protected by
the policies in our provider
contracts





Executive summary

- Members who received their preventive care in 2023 had \$362 less in costs in the 2024 plan
- 53.5% claims paid for Diagnostic & Preventive
 - 52.0% in 2023
 - BoB is 46.4%
- 28.8% of members had one cleaning, 34.5% had two or more
 - 26.8% and 35.7%, respectively, in prior period
 - BoB is 23.5% and 27.9%
- 2.5% of met or exceeded their annual max
 - Basic: 1.2%
 - Comprehensive: 2.8%
 - Indemnity: 3.8%
 - Voluntary: 5.7%
 - 2.3% in prior period
 - BoB is 1.9%

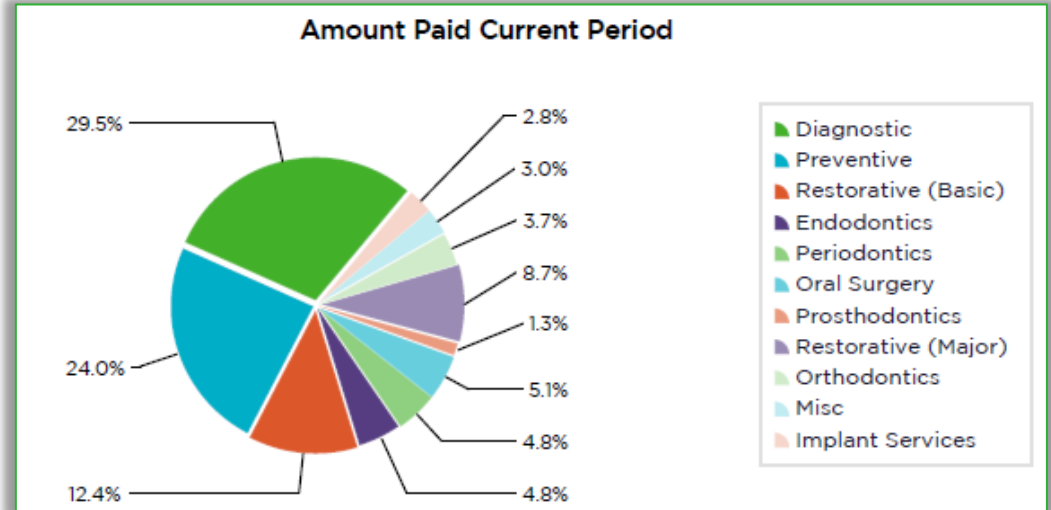
Claims by coverage category

All coverage categories are within ~2.0% of the BoB norm, except:

- Preventive/Diagnostic +7.1%
- Orthodontics -4.3%

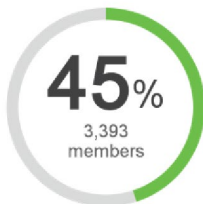
In 2023, all coverage categories were within ~2.0% of the BoB norm, except:

- Preventive/Diagnostic +6.8%
- Orthodontics -4.0%



2024 Dental Action Report - highlights

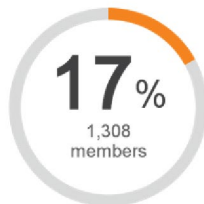
Healthy



Peers 44%

These members had preventive care only

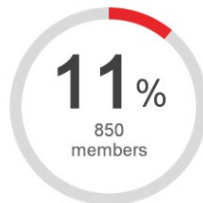
Moderate



Peers 17%

These members primarily had preventive care and treatment

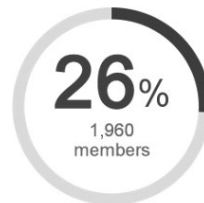
Serious



Peers 12%

These members had emergency care only or extensive care

No Visit



Peers 27%

These members had no dental claims

- 2024 Oral Health Score is 66/100 - score represents distribution of members across oral health categories without the No Visits being considered. Score of 50 or above is average with some healthy and some unhealthy behaviors.
 - DDVA Book of Business Health Score: 60/100
- 45% of members are considered “Healthy”
 - DDVA Book of Business: 37%
- 26.1% of members didn’t see a dentist in the last plan year compared to 26.1% in 2023
 - 15% of members have not see a dentist in two years
 - DDVA Book of Business: 35% and 20%
- The majority of No Visit members are age 20 and older, with 20 to 34 year olds having the largest number (594) and largest percentage (38%)
 - 20 to 49 typically captures the majority of No Visits

The cost of no visits

Delaying care may increase the risk of oral health problems that have been linked whole health concerns such as diabetes, heart disease and Alzheimer's disease.

This graph shows the average cost per member in the current year after one or more years of visits (grey) or no visits (yellow).

Members who delay care tend to require more expensive treatment when they finally return to the dentist.

The majority of care that members needed after 4 years of no visits was for the treatment of tooth decay and gum disease.

The graph below shows the average cost per member in the current year after 1 or more years of visits or no visits.



Network updates



Provider landscape

- Dentists face unprecedented workforce pressures
 - Staffing issues – 89% of surveyed dentists said it was extremely or very challenging to recruit a hygienist over the last 3 months
 - Post-COVID utilization is higher for some procedures; patients are "catching up" and providers having to do more P&D services
- Dentists are impacted by recent inflation and incomes are flat in 2022-2024
 - Most patients cannot afford retail dental fees
 - We can't raise fees high enough to retain some dentists; would erode any employer savings
- 36% have dropped one or more networks in the past 12 months
- Joining large group practices and DSO
- Dentists leave loudly and return quietly

This is not a Delta Dental problem.

Where are the patients going? (US)



2022

15.2%

Treated by Large Group/
Affiliated Practices
(50+ Locations)

2023

15.9%

Treated by Large Group/
Affiliated Practices
(50+ Locations)

2024

16.4%

Treated by Large Group/
Affiliated Practices
(50+ Locations)



24.5%

Treated by Smaller Multi-Location
Groups (2-49 Locations)

24.7%

Treated by Smaller Multi-Location
Groups (2-49 Locations)

24.8%

Treated by Smaller Multi-Location
Groups (2-49 Locations)



60.3%

Treated by Unaffiliated Single
Location Practices

59.4%

Treated by Unaffiliated Single
Location Practices

58.8%

Treated by Unaffiliated Single
Location Practices

Source: Fluent



*We create healthy
smiles through our
people, access to quality
oral care and health-
related products and
services.*