

THE CHATTER

Oral Health Advice from Delta Dental of Arkansas

Delta Dental of Arkansas is celebrating its 40th anniversary

1982 Opens First Office

Opens its first two-room office in downtown Little Rock under the direction of Earl Gladden, director of marketing for Blue Cross Blue Shield of Oklahoma, and his wife Grace.

- **August 12, 1982**
Receives its Certificate of Authority by the Arkansas Insurance Commissioner.
- **August 1983**
Achieves its initial goal of signing 400 dentists as participating providers.

1983 First Client

Signs its first major, statewide client with 4,000 members.

2000 Gladden Retires

Earl Gladden retires and Ed Choate succeeds him as President and CEO.

- **2004**
After several office moves, constructs permanent headquarters building at 1513 Country Club Road in Sherwood.



2005-2010

5-time annual Bronze or Silver winner of Governor's Family-Friendly Employer/Governor's Work-Life Balance Award, presented by Arkansas Department of Human Services

2007 Individual/Family Insurance

Starts offering individual/family insurance in addition to group insurance plus vision coverage.

2008 Launches DDAR Foundation

Launches the Delta Dental of Arkansas Foundation to provide statewide support to communities and nonprofit organizations for oral health education, prevention and treatment.

- **2008**
Starts offering coverage for implants as one of the first dental insurance companies in the nation.

2011 Community Fluoridation

In response to Act 197 of the Arkansas Legislature, pledges to fund the community fluoridation of all Arkansas water systems serving 5,000 or more residents. The 7-year, \$7 million project results in the delivery of optimally fluoridated tap water to more than 90% of Arkansans, higher than the national average.

- **2014**
Wins "Arkansas Business of the Year" Award, Category III, presented by the Arkansas Business Publishing Group.



2014
Arkansas Business of the Year Award, Category III, presented by Arkansas Business Publishing Group

- **2016**
Synthesizes the company core values into 4 concepts: Act with Integrity; Focus on Community; Respect People, and Provide World-Class Service

2017 Wins Contract

Wins contract to become one of the two benefits providers of the Arkansas Medicaid dental program.



2017
Outstanding Foundation Award (Delta Dental of Arkansas Foundation), presented by the Association of Fundraising Professionals, Arkansas Chapter

- **2018**
Implements first-ever Medicare Advantage product.

2020 COVID-19 Relief

Provides more than \$27.4 million in direct COVID-19 relief funding to network dentists, business clients, members and community partners.

2021 New CEO

Ed Choate retires. Kristin Merlo succeeds him as President and CEO. She's only the third chief executive in the company's 40-year history.

2022 "Best Places to Work"

Named one of the "Best Places to Work" in Arkansas for the 10th consecutive year in the annual survey conducted by Arkansas Business Publishing Group, making Delta Dental one of only two Arkansas businesses with that distinction.



Today, Delta Dental of Arkansas has

- 211 employees** and serves more than
- 4,000+** Arkansas-based employers
- 800,000+** Arkansans and
- 2.4 million** Americans nationwide
- 1,115 Arkansas dentists** participate in one or more Delta Dental of Arkansas networks:
- 1,115 Premier | 625 PPO providers**
- 703 Delta Dental Smiles providers**
- 565 Medicare Advantage providers**

For our next 40 years, we'll stay focused on improving the oral health of all Arkansans.

Thank you for being a valued Delta Dental of Arkansas member!