



# City of Greensboro

Melvin Municipal  
Office Building  
300 W. Washington Street  
Greensboro, NC 27401

## Agenda Report

File Number: 2024-822

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### Agenda Item# G.4.

**Agenda Date:** 12/3/2024. **Department:** Human Resources  
**Meeting Type:** Council Meeting **Category:** Consent Agenda

**Title:** 2024 – 822 Resolution Authorizing a Contract Extension in the Amount of \$552,816 with Delta Dental of North Carolina

**Council Priority: Place an ‘x’ in the box.**

- |  |  |
|--|--|
| <input type="checkbox"/> Safest City                     | <input type="checkbox"/> Most Skilled Workforce                                      |
| <input type="checkbox"/> Easiest Place to Do Business    | <input type="checkbox"/> Most Connected City   |
| <input type="checkbox"/> Youth Sports Capital            | <input type="checkbox"/> Hub of Recreation and Entertainment                         |
| <input type="checkbox"/> Abundance of Attainable Housing | <input checked="" type="checkbox"/> Other/Admin <u>Benefits Compensation Package</u> |

**Council District:** All

**Public Hearing:** No

**Advertising Date/By:** N/A

**Contact 1 and Phone:** Jamiah Waterman, Ext. 4629

**Contact 2 and Phone:** Nancy Gillespie, Ext. 2504

**PURPOSE:**

To approve a contract extension between the City of Greensboro and Delta Dental of North Carolina for the provision of Third Party Dental Administration Services.

**BACKGROUND:**

The City entered into a contract with Delta Dental of North Carolina to provide Third Party Dental Administration Services on January 1, 2016. The contract was extended on January 1, 2020 through December 31, 2024 with an option to renew the contract for an additional three years, the contract term will be from January 1 2025 to December 31, 2027.

The Delta Dental contract is a cornerstone of the City’s benefits compensation package, requiring long-term consistency to deliver desired outcomes for both our employees and the City of Greensboro. Maintaining stable administration, pricing, and plan design is crucial to our Total Benefits Compensation Strategy. Delta Dental has met all of their contractual performance guarantees, including customer services performance, balance billing guarantee, claim’s payment, financial and processing accuracy. Delta Dental has not increased their administrative fees for the City of Greensboro since 2019. The administrative fees for this contract period will increase from \$3.39 to \$3.49 per month per Enrollee.

*Vision Statement: “A Community with Endless Economic Opportunities and Exceptional Quality of Life.”*

**BUDGET IMPACT:**

Funding for this contract is budgeted for the People and Culture Department, in the estimated annual amount of \$184,272 with an estimated total contract term amount of \$552,816.

**ACCOUNT NUMBER:**

684-10-1021001.5419; 684-10-1021002.5419

**RECOMMENDATION / ACTION REQUESTED:**

It is recommended that City Council approve the three year contract extension in the amount of \$552,816.00 with Delta Dental of North Carolina to provide Third Party Dental Administration Services.