

ARKANSAS INSURANCE
HALL OF FAME
— ★ ★ ★ —

CLASS OF 2026 INDUCTEE

Lynn Harbert

CIOP



COMPANY

Delta Dental of Arkansas

LEADERSHIP

Senior VP and Chief Operating Officer

KEY ACCOUNT

Walmart, for her entire career

COMMUNITY

Former President, Cabot Lions Club

EARLY CAREER

Lynn Harbert joined Delta Dental of Missouri in 1975 and grew with the company for 14 years, serving eventually as the organization's Director of Professional Relations. During this time, she also represented the organization on various boards and committees, which is something she continued when she transitioned to Delta Dental of Arkansas. As the company continued to evolve, Lynn was at the forefront, guiding her team and encouraging buy-in from stakeholders.

BUILDING ARKANSAS OPERATIONS

In 1989, Lynn was integral in creating Delta Dental of Arkansas's relationship with Walmart, the company's largest account, and built up the Arkansas operations office from 15 team members to more than 100. As a proven operations leader, Lynn Harbert cultivated the growth of Delta Dental of Arkansas's key contract with Walmart during her 30+ years of service with the company. Although her role changed and she was eventually promoted to Senior Vice President and Chief Operating Officer, Lynn retained ownership

and responsibility of the Walmart account for the entirety of her career. In addition, as SVP/COO, she identified strategies for streamlining operations and implemented various process improvements that reduced claims processing times from an average of 15 days to less than one day. She also created procedures to bring customer service answer times down to less than ten seconds.

AUTOMATION AND TRANSFORMATION

Bringing the company into the 21st century was also part of Lynn's charge, and she spearheaded the rollout of an automated claims processing system, as well as navigated four conversions and migrations over the years. Through this automation, claims payment accuracy was 99.5% or more and claims auto-adjudication was 90% or higher. Under her guidance, Delta Dental successfully transformed its operational model and team more than once, reducing claims processing times and optimizing service performance.

— MISSION AND VALUES

Lynn was the liaison between operation leaders and the Board of Directors, providing quarterly updates to keep Directors fully informed. An important component of her operational leadership was reinforcement of the company's mission and core values: Community Service, Respect, World Class Service, and Integrity. Lynn championed these values and made them integral to every aspect of her and her team's work throughout her career.

— COMMUNITY AND LEARNING

Outside of the workplace, Lynn formerly served as President for the Cabot Lions Club, Chair of the Development Committee with The Centers for Youth & Families Board of Directors, and Treasurer of the Board for Executive Women International's Little

Rock Chapter. She is committed to empowering and improving others in her community and in her own life.

Always learning and open to new discoveries, Lynn has pursued additional professional development through the Harvard University Graduate School of Business, "Making Corporate Boards More Effective," the Stanford University Leadership and E-Business Programs, the Soderquest Leadership Summit, and Dale Carnegie Management Training. She earned the CIOP Designation through the Chartered Leadership Operations Professional organization.

— FAMILY

Lynn and Max have been married for 28 years and together they have five children and nine precious grandchildren.

