

# 2019 Economy, Technology & Insurance Participation Survey

## PRODUCTION:

So far in 2019  
(compared to 2018)

|      | <u>Metro</u> | <u>Outstate</u> |
|------|--------------|-----------------|
| Up   | 50%          | 59%             |
| Down | 23%          | 19%             |
| Even | 27%          | 23%             |

## COLLECTIONS:

So far in 2019  
(compared to 2018)

|      | <u>Metro</u> | <u>Outstate</u> |
|------|--------------|-----------------|
| Up   | 48%          | 58%             |
| Down | 20%          | 25%             |
| Even | 32%          | 17%             |

## NEW PATIENTS:

So far in 2019 (compared to 2018) are your new patients:

|      | <u>Metro</u> | <u>Outstate</u> |
|------|--------------|-----------------|
| Up   | 42%          | 54%             |
| Down | 22%          | 6%              |
| Even | 35%          | 33%             |

## RAISES:

Have you given or plan to give staff raises in 2019?

|                       | <u>Metro</u> | <u>Outstate</u> |
|-----------------------|--------------|-----------------|
| Yes                   | 44%          | 64%             |
| No                    | 15%          | 12%             |
| Some/not all/variable | 35%          | 19%             |
| Not Sure              | 6%           | 5%              |

Do you **CHARGE FOR CROWN** at the seat or prep?

Prep 61%                      Seat 39%

## IN-HOUSE MEMBERSHIP PLAN:

Do you have an In-House Membership Plan?

Yes 34%                      Rating 8.3 (out of 10)

## DIGITAL COMMUNICATION:

Do you use Digital Communications Software?

Yes - 73%

## Market Leaders:

Rating (out of 10)

|                      |     |
|----------------------|-----|
| Lighthouse – 28%     | 8.1 |
| RevenueWell – 23%    | 7.6 |
| Solution Reach – 21% | 8.1 |
| DemandForce – 6%     | 8.0 |

| <u>DENTAL SOFTWARE</u> |     |                                |
|------------------------|-----|--------------------------------|
|                        |     | <u>Satisfaction Rating Avg</u> |
| EagleSoft              | 36% | 8.2                            |
| Dentrix                | 22% | 7.9                            |
| SoftDent               | 12% | 7.2                            |
| PEB XL Dent            | 11% | 8.0                            |
| Open Dental            | 10% | 8.8                            |
| EZ Dental              | 2%  | 8.0                            |
| Other*                 | 7%  | 7.9                            |

\*5% reported other software—none with more than 2% of market share.

## TECHNOLOGY

|                                    | <u>Yes</u> | <u>Satisfaction Rating Avg.</u> |
|------------------------------------|------------|---------------------------------|
| Cerec                              | 23%        | 8.1                             |
| Cone Beam Imaging                  | 27%        | 9.0                             |
| Patients Schedule Online           | 11%        | 7.4                             |
| Dental Intel                       | 4%         | 7.8                             |
| Digital Impressions Scanner        | 31%        | 8.5                             |
| Online Bill Pay for Patients       | 33%        | 8.0                             |
| Intra-Oral Camera                  | 89%        | 8.6                             |
| Invisalign/6 mo. Smiles/FastBraces | 41%        | 8.3                             |
| Perio Laser Treatment              | 19%        | 7.7                             |

## INSURANCE PARTICIPATION

|  | <u>Yes</u> |
|--|------------|
| Delta Premier (“regular” Delta)                      | 87%        |
| HealthPartners PPO                                   | 56%        |
| Premier PPOs   | 46%        |
| Cigna PPO  | 41%        |
| Delta 216  | 45%        |
| Delta PPO  | 37%        |
| United Concordia                                     | 40%        |
| MetLife PPOs   | 30%        |
| Medica   | 25%        |
| Aetna PPOs   | 26%        |
| Connection PPOs                                      | 13%        |
| Dentemax PPOs  | 13%        |
| Other  | 8%         |
| Have you <b>dropped</b> a PPO in the last 12 mos?    | 13%        |
| Do you plan on <b>leaving</b> a PPO within 12 mos?   | 8%         |
| Have you <b>joined</b> a PPO network in last 12 mos? | 9%         |

## YOUR TOP ISSUES (in descending order)

1. Insurance PPO/Third Party Write-Offs
2. Staff Issues, Finding Staff, Teamwork, Costs
3. Production, Growth, Filling Schedules, “Busyness”
4. Attracting New Patients, Marketing
5. Practice Transition
6. Technology: Costs, Keeping Up
7. Collections
8. Government Interference
9. Keeping on top of Practice Management
10. Associate-Related Issues

# Advanced Practice

MANAGEMENT and TRANSITIONS