

2020 Economy, Technology & Insurance Participation Survey

COVID RELATED:

Are you charging for PPE?

No - 71% Yes, \$10-\$15 - 25% Yes, \$16-\$20 - 3.5%

Are you using Cavitron in your practice?

Yes - 42% No - 16.5% Limited - 40%

Which is your most common length of time now for an adult recall appointment in your office (including time between appointments if relevant)?

45 min - 3.5% 50 min - 5.5% 60 min - 73%
70 min - 11.5% 80+ minutes - 6%

How optimistic are you in your dental practice as you look forward to 2021?

Very Positive - 17% Positive - 56% Neutral - 20.5%
Pessimistic - 5% Very pessimistic - 1.5%

RAISES:

Have you given or plan to give staff raises in 2020?

	Metro	Outstate
Yes	35%	42%
No	27%	20%
Some/not all/variable	26%	23%
Not Sure	12%	15%

DIGITAL COMMUNICATION:

Do you use Digital Communications Software?

Yes - 59%

Market Leaders:	Rating (out of 10)
RevenueWell - 26%	8.1
Lighthouse 360 - 24%	7.6
Solution Reach - 18%	7.1
Weave - 8%	8.4

INSURANCE PARTICIPATION

	Yes
Delta Premier ("regular" Delta)	87%
HealthPartners PPO	54%
Premier PPO Networks	49%
United Concordia	47%
Delta 216	38%
Cigna PPO	40%
Delta PPO	33%
MetLife PPO	29%
Medicare Advantage Plans	28%
Aetna PPO	28%
Medica	26%
Connection PPO Networks	10%
Dentemax PPO Networks	9%
Other	3%
Have you dropped a PPO in the last 12 mos?	7%
Do you plan on leaving a PPO within 12 mos?	13%
Have you joined a PPO network in last 12 mos?	4%

DENTAL SOFTWARE

		Satisfaction Rating Avg
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

	Yes	Satisfaction Rating Avg.
Cerec/E4D	16%	7.7
Online Medical History	32%	8.0
Online Bill Pay for Patients	30%	8.6
Patients Self-Schedule Online	8%	6.8
Dental Intel	2%	9.0
Digital Impressions Scanner	35%	8.6
Intra-Oral Camera	88%	8.5
Invisalign/6 mo. Smiles/Fastbraces	40%	8.0
Perio Laser Treatment	14%	7.9
Cone Beam Imaging	20%	8.9

YOUR TOP ISSUES (in descending order)

1. Costs/Guidelines/Stress Associated with COVID
2. Staff Issues, Finding Staff, Teamwork, Costs
3. Insurance PPO/Third Party Write-offs
4. Production Growth, Filling Schedule, "Busyness"
5. Government Interference
6. Getting New Patients, Marketing
7. Overhead
8. Practice Transition
9. Associate Issues
10. Cash Flow



Advanced Practice

MANAGEMENT and TRANSITIONS

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