

2021 Economy, Technology & Insurance Participation Survey

COVID RELATED:

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% 50 min – 6% 60 min – 85%
70 min – 5% 80+ minutes – 2%

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

Very Positive – 27% Positive – 54% Neutral – 16%
Pessimistic – 3% Very pessimistic – 2%

RAISES:

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

	<u>Metro</u>	<u>Outstate</u>
Yes	62%	66%
No	15%	5%
Some/not all/variable	22%	21%
Not Sure	1%	8%

DIGITAL COMMUNICATION:

Do you use Digital Communications Software?

Yes - 78%

<u>Market Leaders:</u>	<u>Rating</u> (out of 10)
Lighthouse – 28%	8.0
RevenueWell – 27%	8.1
Weave – 11%	8.6
Solution Reach – 8%	7.8

DENTAL SOFTWARE		
<u>Type</u>	<u>Yes</u>	<u>Satisfaction Rating Avg</u>
EagleSoft	41%	8.0
Dentrix	17%	7.8
Open Dental	15%	8.9
PEB XL Dent	11%	7.4
SoftDent	11%	6.9
EZ Dental	2%	8.0
Other*	3%	8.3

*3% reported other software—none with more than 2% of market share.

TECHNOLOGY		
<u>Type</u>	<u>Yes</u>	<u>Satisfaction Rating Avg.</u>
Cerec/E4D	27%	8.3
Cone Beam Imaging	20%	8.9
Dental Intel	2%	8.0
Digital Impressions Scanner	48%	8.9
Intra-Oral Camera	89%	8.4
Invisalign/6 mo. Smiles/Fastbraces	49%	8.3
Online Bill Pay for Patients	36%	8.6
Online Medical History	44%	8.0
Opera DDS	5%	8.4
Perio Laser Treatment	21%	7.6
Patients Self-Schedule Online	5%	8.0
3D Printer	5%	8.5

INSURANCE PARTICIPATION

<u>Insurance Company Name</u>	<u>Yes</u>
Delta Premier (“regular” Delta)	84%
HealthPartners PPO	54%
United Concordia	44%
Delta 216/State	43%
Cigna PPO	40%
MetLife PPO	34%
Delta PPO	30%
Medicare Advantage Plans	21%
Aetna PPO	28%
Medica	19%
Premier Dental Group/Sun Life	44%
Connection PPO Networks	14%
Dentemax PPO Networks	11%
Maverest	8%
Careington	6%
Other	6%
Have you dropped a PPO in the last 12 mos?	13%
Do you plan on leaving a PPO within 12 mos?	13%
Have you joined a PPO network in last 12 mos?	3%

YOUR TOP ISSUES (in descending order)

1. Staff Issues, Finding Staff, Teamwork, Costs
2. Insurance PPO/Third Party Write-Offs
3. Costs/Guidelines/Stress Associated with COVID
4. Production Growth, Filling Schedule, “Busyness”



Advanced Practice

MANAGEMENT and TRANSITIONS

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