

# 2022 Economy, Technology & Insurance Participation Survey

How optimistic are you in your dental practice as you look forward to 2023?

Very Positive – 19% Positive – 49% Neutral – 23%  
Pessimistic – 6% Very pessimistic – 3%

Who is your Tech Support Company?

Market Leaders:	Rating (out of 10)
Erickson – 35%	8.4
Sunset – 18%	8.1
DTG – 6%	9.2
Manta – 6%	7.4

Do you charge for 1.8% Provider Tax?

Yes - 17%

## RAISES:

Have you given or plan to give staff raises in 2022?

	Metro	Outstate
Yes	74%	77%
No	5%	2%
Some/not all/variable	18%	13%
Not Sure	3%	7%

## DIGITAL COMMUNICATION:

Do you use Digital Communications Software?

Yes - 77%

Market Leaders:	Rating (out of 10)
Lighthouse – 25%	7.9
RevenueWell – 22%	7.8
Solution Reach – 13%	7.7
Weave – 12%	8.3

## INSURANCE PARTICIPATION

Insurance Company Name	Yes
Delta Premier (“regular” Delta)	88%
HealthPartners PPO	52%
United Concordia	40%
Delta 216/State	39%
Cigna PPO	32%
MetLife PPO	24%
Delta PPO	29%
Medicare Advantage Plans	29%
Aetna PPO	23%
Medica	19%
Premier Dental Group/Sun Life	46%
Connection PPO Networks	12%
Dentemax PPO Networks	10%
Other	4%
Have you <b>dropped</b> a PPO in the last 12 mos?	18%
Do you plan on <b>leaving</b> a PPO within 12 mos?	18%
Have you <b>joined</b> a PPO network in last 12 mos?	2%

## DENTAL SOFTWARE

Type	Yes	Satisfaction Rating Avg
EagleSoft	38%	8.2
Dentrix	22%	7.8
Open Dental	16%	9.0
SoftDent	9%	7.6
PEB XL Dent	7%	8.0
Other*	8%	7.1

\*8% reported other software—none with more than 2% of market share.

## TECHNOLOGY

Type	Yes	Satisfaction Rating Avg.
Cerec/E4D	20%	8.3
Cone Beam Imaging	33%	9.3
Dental Intel	9%	8.3
Digital Impressions Scanner	60%	8.8
Intra-Oral Camera	87%	8.3
Invisalign/6 mo. Smiles/Fastbraces	45%	8.2
Online Bill Pay for Patients	43%	8.6
Online Medical History	44%	8.2
Perio Laser Treatment	13%	7.7
Patients Self-Schedule Online	9%	8.1

## YOUR TOP ISSUES (in descending order)

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



Advanced Practice

MANAGEMENT and TRANSITIONS