

2023 Economy, Technology & Insurance Participation Survey

How optimistic are you in your dental practice as you look forward to 2024?

Very Positive – 26% Positive – 45% Neutral – 20%
Pessimistic – 6% Very pessimistic – 3%

Who is your Tech Support Company?

<u>Market Leaders:</u>	<u>Rating</u> (out of 10)
Erickson – 30%	8.1
Sunset – 15%	8.2
Boonya – 7%	7.1
Manta – 7%	8.6

RAISES:

Have you given or plan to give staff raises in 2023?

	<u>Metro</u>	<u>Outstate</u>
Yes	68%	73%
No	3%	0%
Some/not all/variable	24%	17%
Not Sure	5%	10%

DIGITAL COMMUNICATION:

Do you use Digital Communications Software?

Yes - 72%

<u>Market Leaders:</u>	<u>Rating</u> (out of 10)
Lighthouse – 21%	7.7
RevenueWell – 20%	8.0
Solution Reach – 5%	7.1
Weave – 15%	8.0

Do you charge for the 1.6% Provider Tax?

Yes - 25%

INSURANCE PARTICIPATION

<u>Insurance Company Name</u>	<u>Yes</u>
Delta Premier (“regular” Delta)	87%
HealthPartners PPO	52%
United Concordia	38%
Delta 216/State	45%
Cigna PPO	30%
MetLife PPO	30%
Delta PPO	33%
Medicare Advantage Plans	27%
Aetna PPO	22%
Medica	20%
Premier Dental Group/Sun Life	45%
Connection PPO Networks	18%
Dentemax PPO Networks	12%
Other	3%
Have you dropped a PPO in the last 12 mos?	18%
Do you plan on leaving a PPO within 12 mos?	21%
Have you joined a PPO network in last 12 mos?	2%

DENTAL SOFTWARE

<u>Type</u>	<u>Yes</u>	<u>Satisfaction Rating Avg</u>
EagleSoft	38%	8.3
Dentrix	22%	7.6
Open Dental	18%	8.8
SoftDent	9%	7.4
PEB XL Dent	6%	8.0
Other*	7%	7.6

*7% 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	25%	8.5
Cone Beam Imaging	41%	8.9
Dental Intel	16%	8.0
Digital Impressions Scanner	71%	8.8
Intra-Oral Camera	89%	8.6
Invisalign/6 mo. Smiles/Fastbraces	57%	8.0
Online Bill Pay for Patients	46%	8.7
Online Medical History	54%	8.1
Perio Laser Treatment	18%	7.9
Patients Self-Schedule Online	8%	8.3

TOP CREDIT CARD PROCESSORS

<u>Company</u>	<u>% Responses</u>	<u>Avg Interest Rate</u>
Best Card	12%	2.42%
Global Payments	11%	3.13%
Worldpay	8%	2.79%
Rectangle	7%	2.48%

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