

2024 Economy, Technology & Insurance Participation Survey

How optimistic are you in your dental practice as you look forward to 2025?

Very Positive – 22% Positive – 52% Neutral – 18%
Pessimistic – 7% Very pessimistic – 1%

Who is your Tech Support Company?

<u>Market Leaders:</u>	<u>Rating</u> (out of 10)
Erickson – 35%	8.5
Sunset – 18%	8.1
Boonya – 5%	9.2
Manta – 8%	7.0

RAISES:

Have you given or plan to give staff raises in 2024?

	<u>Metro</u>	<u>Outstate</u>
Yes	67%	81%
No	6%	3.5%
Some/not all/variable	24%	12%
Not Sure	3%	3.5%

DIGITAL COMMUNICATION:

Do you use Digital Communications Software?

Yes - 87%

<u>Market Leaders:</u>	<u>Rating</u> (out of 10)
Lighthouse – 13%	8.0
RevenueWell – 19%	8.5
Solution Reach – 5%	8.2
Weave – 11%	8.7

INSURANCE PARTICIPATION

<u>Insurance Company Name</u>	<u>Yes</u>
Delta Premier (“regular” Delta)	83%
HealthPartners PPO	46%
United Concordia	26%
Delta 216/State	26%
Cigna PPO	20%
MetLife PPO	20%
Delta PPO	23%
Medicare Advantage Plans	21%
Aetna PPO	16%
Medica	8%
Premier Dental Group/Sun Life	38%
Connection PPO Networks	15%
Dentemax PPO Networks	7%
Careington	4%
Other	2%
Have you dropped a PPO in the last 12 mos?	30%
Do you plan on leaving a PPO within 12 mos?	27%
Have you joined a PPO network in last 12 mos?	5%

DENTAL SOFTWARE

<u>Type</u>	<u>Yes</u>	<u>Satisfaction Rating Avg</u>
EagleSoft	34%	6.9
Open Dental	22%	6.7
Dentrix	20%	8.4
SoftDent	9%	6.1
PEB XL Dent	7%	6.4
Other*	7%	6.2

*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	28%	8.3
Cone Beam Imaging	46%	8.5
Dental Intel	15%	6.9
Digital Impressions Scanner	75%	8.6
Invisalign/6 mo. Smiles/Fastbraces	57%	7.7
Online Bill Pay for Patients	52%	8.5
Online Medical History	64%	7.7
Perio Laser Treatment	18%	6.8
Patients Self-Schedule Online	11%	6.0
AI Radiology (e.g., Pearl, Overjet)	13%	7.4

TOP CREDIT CARD PROCESSORS

<u>Company</u>	<u>% Responses</u>
Best Card	13%
Global Payments	9%
Rectangle	5%
Worldpay	4%

YOUR TOP ISSUES (in descending order)

1. Staff Issues, Finding Staff, Teamwork, Costs
2. Insurance PPO/Third Party Write-Offs
3. Overhead
4. Overbusy/Not Enough Capacity



Advanced Practice

MANAGEMENT and TRANSITIONS