

# 2018 Economy, Technology & Insurance Participation Survey

## PRODUCTION:

So far in 2018 (compared to 2017) is your practice production:

	<u>Metro</u>	<u>Outstate</u>
Up	59%	64%
Down	12%	14%
Even	28%	21%

## COLLECTIONS:

So far in 2018 (compared to 2017) are your practice collections:

	<u>Metro</u>	<u>Outstate</u>
Up	55%	53%
Down	16%	20%
Even	27%	25%

## NEW PATIENTS:

So far in 2018 (compared to 2017) are your new patients:

	<u>Metro</u>	<u>Outstate</u>
Up	44%	48%
Down	15%	16%
Even	39%	30%

## RAISES:

Have you given or plan to give staff raises in 2018?

	<u>Metro</u>	<u>Outstate</u>
Yes	52%	60%
No	22%	12%
Some/not all/variable	19%	17%
Not Sure	7%	11%

Do you **CHARGE FOR CROWN** at the seat or prep?

Prep 65%                      Seat 35%

## IN-HOUSE MEMBERSHIP PLAN:

Do you have an In-House Membership Plan?

Yes 35%                      Rating 8.0 (out of 10)

## DIGITAL COMMUNICATION:

Do you use Digital Communications Software?

Yes - 57%

## Market Leaders:

	<u>Rating</u> (out of 10)
Lighthouse – 34%	8.1
RevenueWell – 24%	7.6
Solution Reach – 20%	8.1



## DENTAL SOFTWARE

		<u>Satisfaction Rating Avg</u>
EagleSoft	38%	8.2
SoftDent	15%	7.2
Dentrix	14%	7.9
Open Dental	14%	8.8
PEB XL Dent	12%	8.3
EZ Dental	3%	6.5
Other*	5%	7.8

\*5% reported other software—none with more than 2% of market share.

## TECHNOLOGY

	<u>Yes</u>	<u>Satisfaction Rating Avg.</u>
Cerec	19%	8.0
Cone Beam Imaging	15%	9.0
E4D	4%	6.3
Diagnodent/CariVu	31%	6.7
Digital Impressions Scanner	21%	8.6
Online Bill Pay	24%	7.8
Intra-Oral Camera	82%	8.3
Chartless	72%	8.9
Invisalign/6 mo. Smiles/FastBraces	35%	7.9
Laser Perio Treatment	15%	8.1

## INSURANCE PARTICIPATION

	<u>Yes</u>
Delta Premier (“regular” Delta)	88%
HealthPartners PPO	53%
Premier PPOs	49%
Cigna PPO	46%
Delta 216	44%
Delta PPO	35%
United Concordia	43%
MetLife PPOs	38%
Medica	33%
Aetna PPOs	32%
Connection PPOs	13%
Dentemax PPOs	15%
Other	5%
Have you <b>dropped</b> a PPO in the last 12 months?	8%
Do you plan on <b>leaving</b> a PPO within 12 months?	10%
Have you <b>joined</b> a PPO network in last 12 months?	8%

## YOUR TOP ISSUES (in descending order)

1. Insurance PPO/Third Party Write-Offs
2. Finding Staff
3. Staff Issues, Motivation, Teamwork, Costs
4. Production, Growth, Filling Schedules, “Busyness”
5. Attracting New Patients, Marketing