

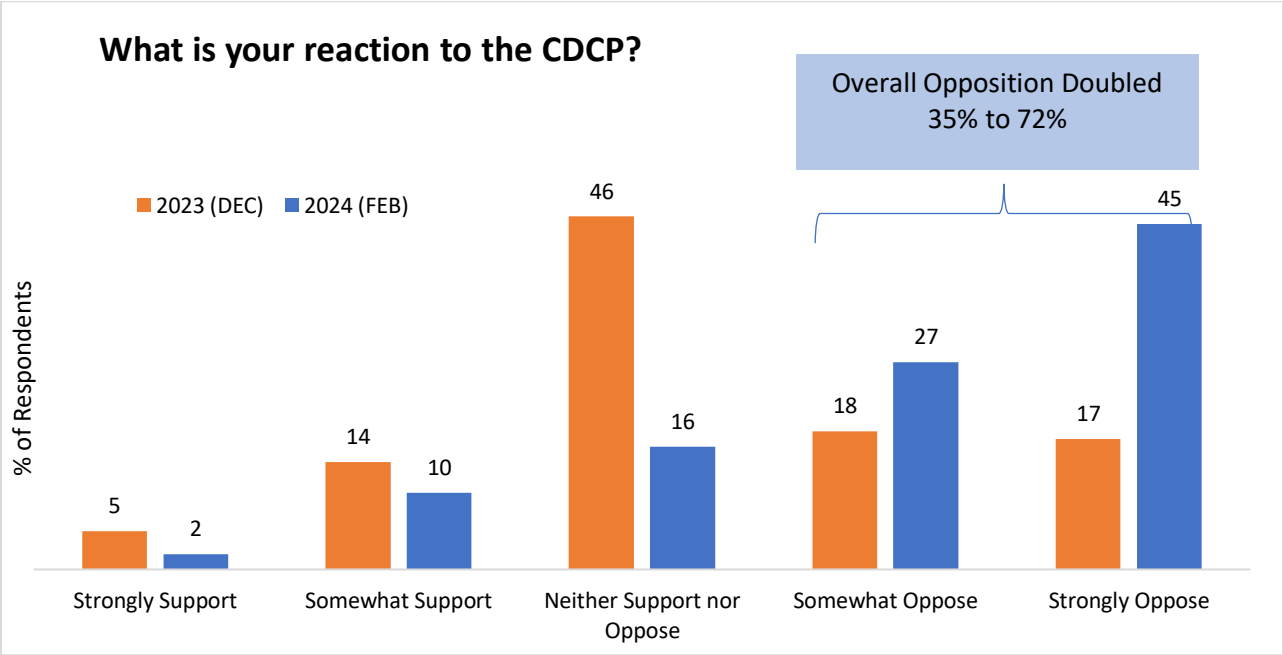
CDCP Pulse 2.0 Survey National Results

Executive Summary

- Details of the Canadian Dental Care Plan were released in February 2024. In collaboration with the CDA, all PDA's invited their members to provide their reaction to the details.
- Canadian dentists express a limited level of support of the plan coupled by limited level of interest in participating. The level of opposition is double that which was reported in the initial reaction survey.
- On aggregate, the most common reason given for not participating is the administrative burden. Common secondary reasons are the lack of clarity on how it will work with the Provincial programs, the Benefit Grid not being similar to the current Suggested fees and the requirement to sign an agreement.
- The very few who say they are likely to participate would balance bill the patient for the difference.

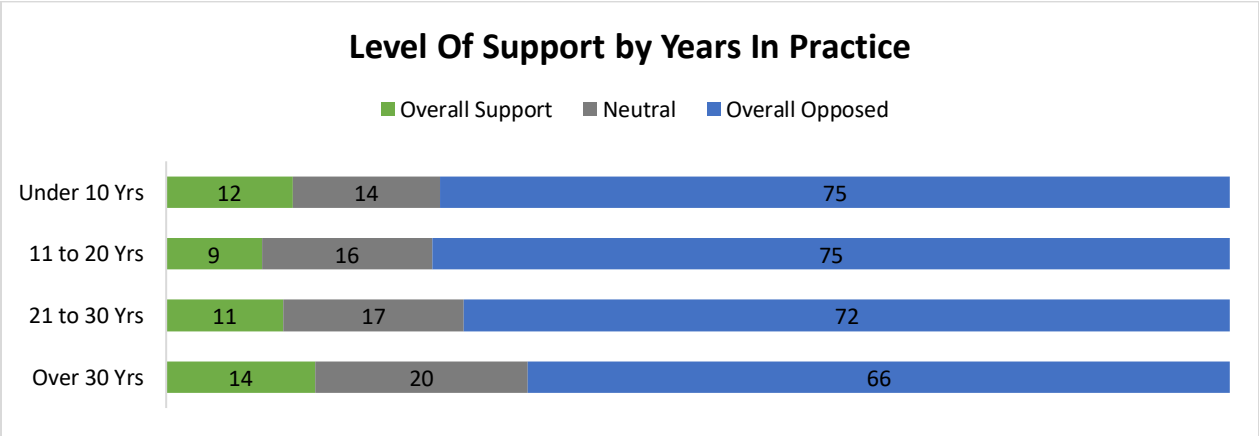
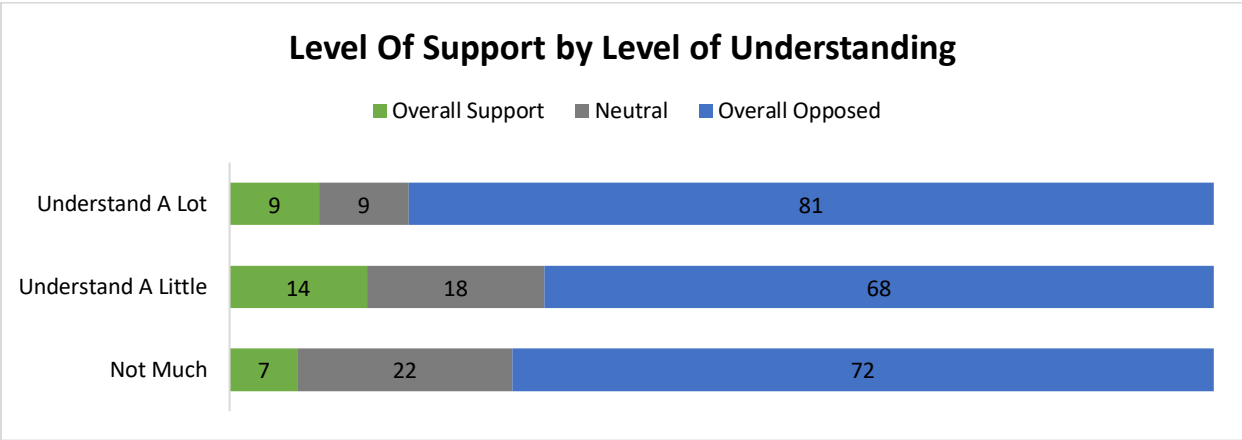
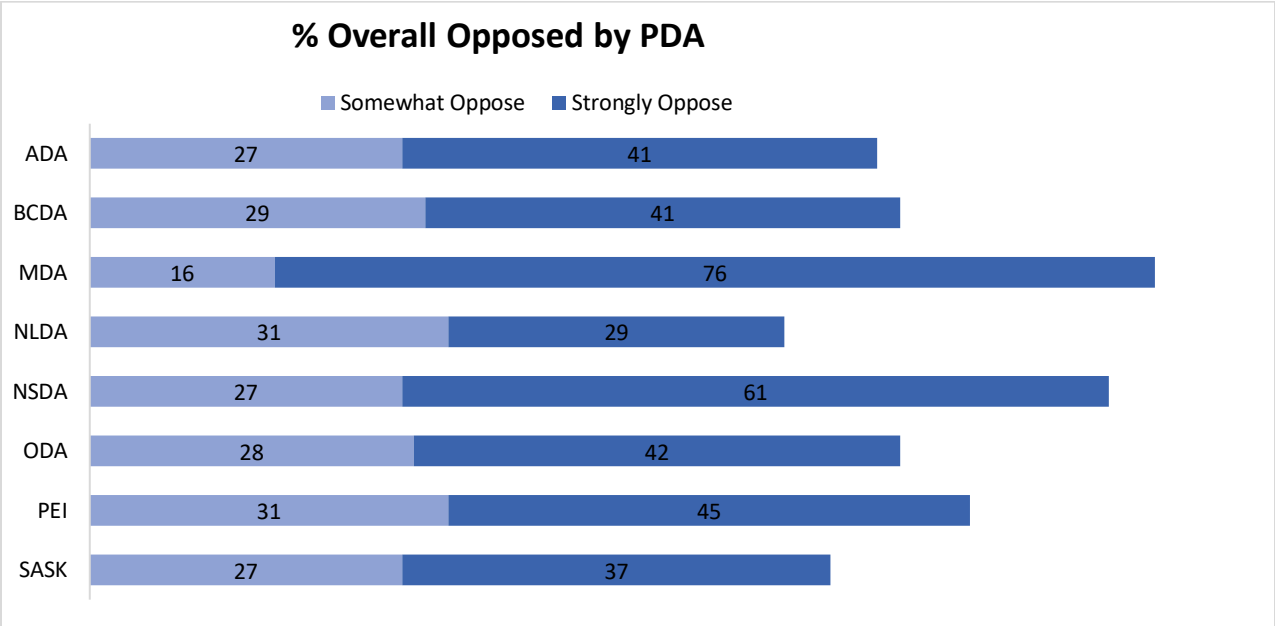
Level of Support or Opposition

- Over 7 in 10 dentists oppose the Plan overall with 45% having feelings of **strong** opposition.
- This is double the initial reaction recorded in December of 2023 when limited details were available.
- Differences are evident by province, where dentists in Manitoba and Nova Scotia dentists are more likely to be opposed overall (circa 9 in 10) and primarily **strongly** opposed.
- Those who have a high level of understanding of the program, are more likely to be opposed than those who do not.
- Similarly, those who are newer to practice (under 20 years) are more likely to be opposed than those who are more seasons (over 20 years).



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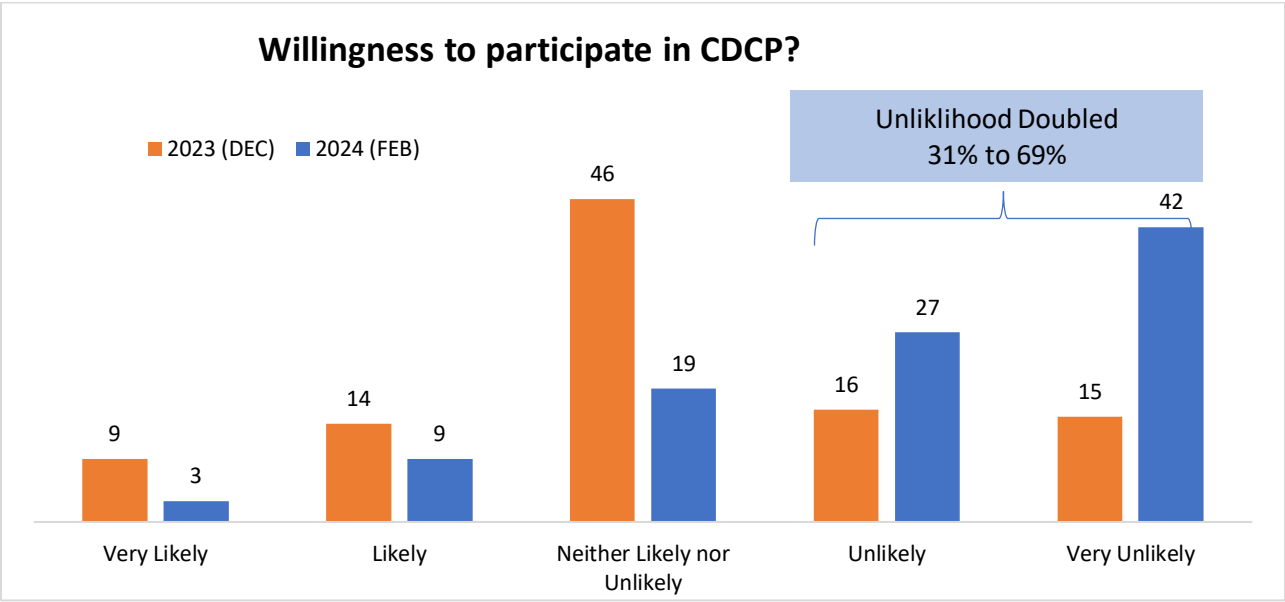
By Province



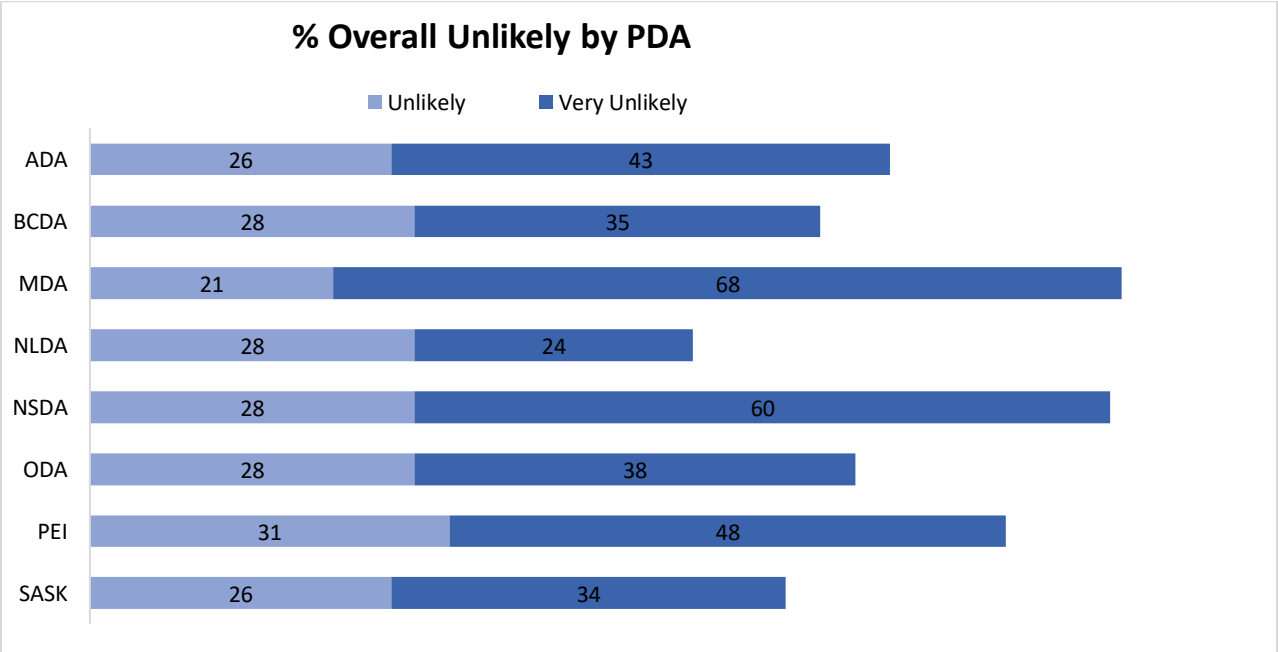
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Likelihood to Participate

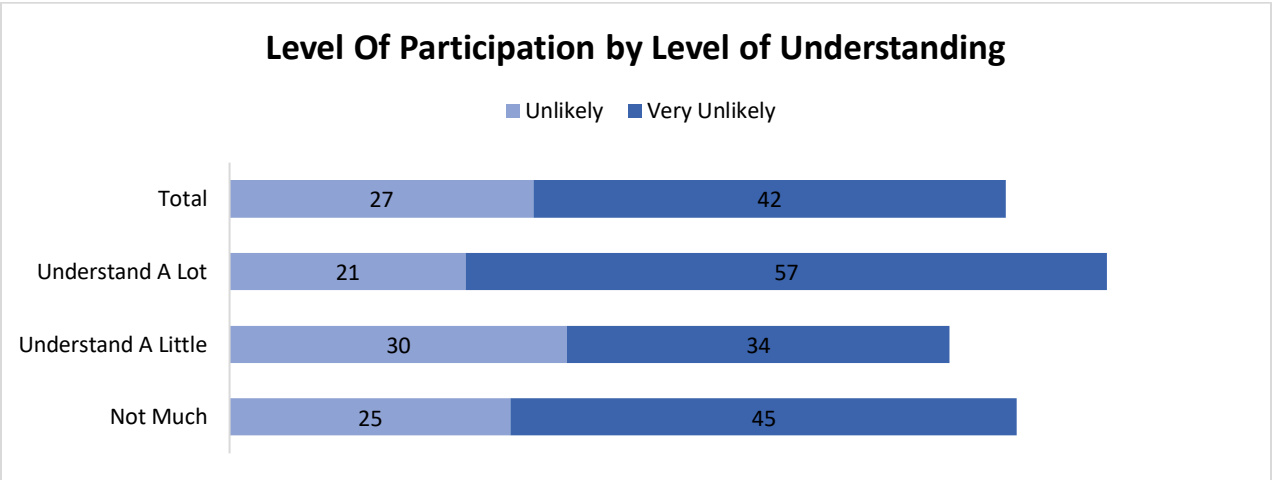
- Similarly, about 7 in 10 are unlikely to participate in the Plan.
- Those from Manitoba and Nova Scotia are more **unlikely** to participate than elsewhere.
- Those who understand ‘a lot’ are much more unlikely to participate than others.
- The likelihood of participation doesn’t vary by years in practice or size of community.



By Province

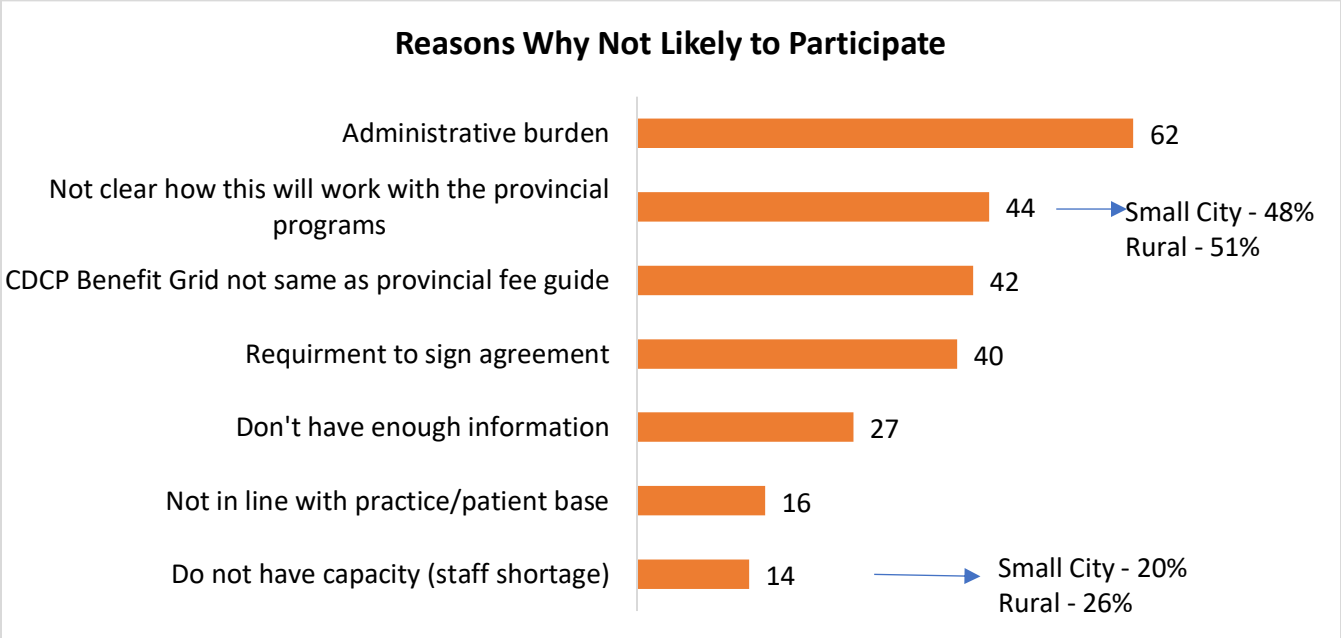


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Reasons for Not Likely to Participate

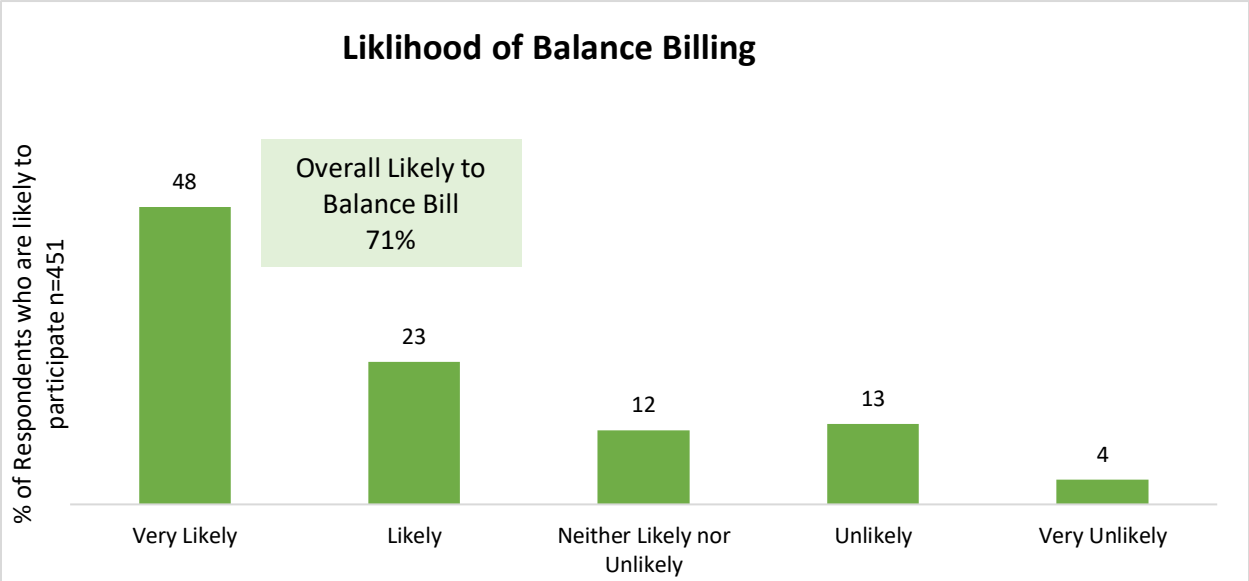
- The most common reason given for not being likely to participate is the administrative burden.
- Secondary reasons are lack of clarity on how it will integrate with provincial programs, the Benefit Grid not being the same as provincial fees and the requirement to sign agreement.
- Those in small cities or rural areas are more likely to say than other areas that the reasons are the lack of clarity with provincial programs and a lack of capacity.



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Balance Billing and Participation Level

- Among the very few who are likely to participate in the Plan, about 7 in 10 are likely to balance bill the patient for the portion not covered by the plan.
- Also, among the few who are likely to participate, the most (about 6 in 10) will see any patients who present, and offer any services that are required.



What statement best describes the preferred level of participation in the CDCP?	Among those Likely or Very Likely to participate n=450
As allowed, seeing ONLY patients of record	19
All patients	57
Don't know	24

What statement best describes the preferred level of service that will be provided under the CDCP?	Among those Likely or Very Likely to participate n=450
As allowed, select services only (e.g. those not requiring pre-authorization)	20
All services	57
Don't know	23

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Current Decision

- Among all respondents, if they were required to decide at the time of the survey, the majority would NOT participate in the Plan.

If you needed to decide right now, which statement best captures your intent?	Total 3691
Choose NOT to participate in CDCP	61
Choose to participate and balance bill usual fees	35
Choose to participate and NOT balance bill beyond CDCP Grid	5

Activity Undertaken

- 65% have reviewed the CDCP Benefit Grid and 60% attended or watched a Town Hall from their own association.
- Those who are newer to practice were slightly more likely to review the Benefit Grid than those who had been in practice for over 20 years.
- Just about a quarter to one third have reviewed the Claims Processing and Payment Agreement.

Q3 – Which if any of the following have you done?	% saying	Under 10 Yrs	11 to 20 Yrs	21 to 30 Yrs	Over 30
Reviewed the 2023 CDCP Benefit Grid	65	70 ↑	71 ↑	64	59
Attended/watched recording of Town Hall/Information webinar from Dental Association	60	59	64	64	61
Reviewed the Claims Processing and Payment Agreement required to treat patients	27	29	28	28	27
Attended/watched an Information session hosted by Health Canada	19	20	21	18	20
None	13	11	9	12	15

Contact with Sun Life

- About 4 in 10 had been contacted by Sun Life and primarily by mail. Most were neutral (67%) and about a third (28%) were left with a negative impression of the contact.
- Those who were contacted by phone are more likely to have a negative reaction than those who were contacted by email or mail.

Q4 –Have you or your office been contacted by Sun Life with respect to the CDCP?	% saying
Yes	39
No	37
Unsure	24

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Q5 – What was your impression of the interaction with Sun Life (among those who said YES – n= 1545)	% saying	Phone	Email	Mail
Positive or Very Positive	5	7	6	5
Neutral	67	54	67	67
Negative or Very Negative	28	39 ↑	28	29

Q6 – How did they contact you or your office (among those who said YES – n= 1545)	% saying
Mail	65
Email	37
Phone	12
Don't know	4

Respondent Profile

- 44% of respondents have heard ‘a lot’ about the Canadian Dental Care Plan.
- But only 24% say they understand ‘a lot’ about it.
- Respondents were largely in Private Practice (88%) either in a solo or group practice setting, general practitioners and in an urban setting.

% saying	Q1 – Heard about CDCP	Q2 – Understand CDCP
A lot	44	24
A little	45	57
Not Much	10	19

How would you describe your practice?	3673
	%
Private Practice (solo)	29
Private Practice (2 or more)	59
Corporate	9
Government Sponsored	1
Other	2
Are you a general practitioner or a specialist?	%
General Practice	91
Specialist	9
How many years have you been in practice in Canada	%
Under 10 Years	28
11 to 20 years	28
21 to 30 years	22
Over 30 years	22
What is the population where you practice?	%
Metropolitan/Urban	66
Small City/Suburban	24
Rural	10

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Number of Responses By Province:

Alberta – 657
British Columbia – 942
Manitoba – 329
Newfoundland – 80
Nova Scotia – 246
Ontario – 1451
PEI – 31
Saskatchewan - 258