

DOMINION NATIONAL

Statewide Benefits Office
SBO
Benefits Made Easy

**Dental Enrollment 2023:
Your Path to Wellness**

State of Delaware

Presented By
Dominion National

Dominion National is the brand name for the Dominion group of companies. Dental plans are underwritten by Dominion Dental Services, Inc. (DDS), Dominion Dental Services USA, Inc. (DDSUSA) is a licensed administrator of dental and vision benefits. Vision plans are underwritten by Avallon Insurance Company, and administered by DDSUSA. DE, DC, MD, PA and VA. Vision Plans are underwritten by DDSI in all other states where Dominion National operates. The Discount Program is offered through DDSUSA.

Hi! We're Dominion National and we're excited to partner with you on your path to health and wellness.



The slide features a central icon of a checkmark inside a square, flanked by horizontal lines. Below this is the title "MEETING OBJECTIVES & AGENDA" in bold purple text. A horizontal bar below the title is divided into five colored segments: green, dark blue, light blue, orange, and yellow. Each segment contains an icon and text: a tooth for "YOUR DENTAL PLAN", a dollar sign for "VALUE-ADDED BENEFITS", a magnifying glass for "FIND A DENTIST", a cloud with an upward arrow for "ONLINE ADMINISTRATION RESOURCES", and a checkmark for "NEXT STEPS". The Dominion National logo and a small number "2" are in the bottom right corner.

MEETING OBJECTIVES & AGENDA

- YOUR DENTAL PLAN
- VALUE-ADDED BENEFITS
- FIND A DENTIST
- ONLINE ADMINISTRATION RESOURCES
- NEXT STEPS

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Let's take a look at your dental plan, including our value-added benefits, how to find a dentist in your community, where to access tools and resources and more.

ABOUT DOMINION NATIONAL



Founded in 1996, Dominion is operational in Arizona, Connecticut, Delaware, Georgia, Illinois, Kansas, Maryland, Massachusetts, New Jersey, Oregon, Pennsylvania, Virginia, Washington and Washington DC

Dominion members have access to over

36,000
DENTIST LISTINGS
in the Mid-Atlantic

350,000
DENTISTS NATIONALLY¹

AND A LEADING NATIONAL VISION NETWORK

PRODUCTS INCLUDE  DENTAL +  VISION

BENEFITS

AMONG OUR **900,000** CUSTOMERS ARE LEADING²



HEALTH PLANS



EMPLOYER GROUPS



MUNICIPALITIES



ASSOCIATIONS



INDIVIDUALS



HEALTH INSURANCE EXCHANGES



MEDICARE ADVANTAGE ORGANIZATIONS

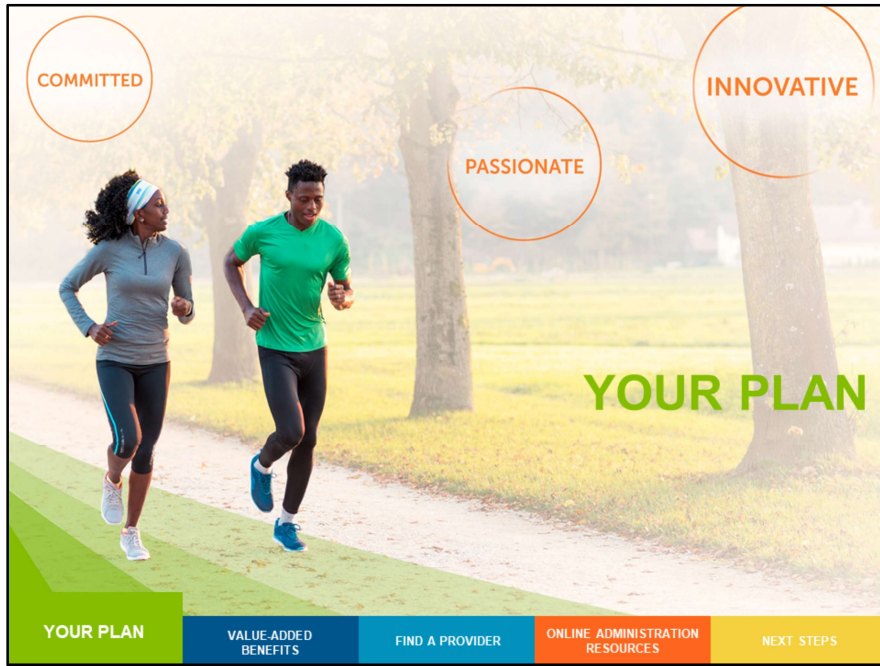


CHILDREN'S HEALTH INSURANCE PROGRAMS (CHIP)

— 96% MEMBER SATISFACTION RATE² —

¹ Dominion National Internal Performance Report, 2021.
² Dominion National Member Satisfaction Survey, October 2021.

First, a little about us: Founded in 1996, we operate in 12 states and districts nationwide and serve over 900,000 customers. We have a positive track record of client satisfaction and we're proud of our 97% member satisfaction rate.



Now, let's explore all your dental plan has to offer.

ENROLL IN DOMINION'S SELECT PLAN 705XSD (DENTAL HMO)¹ AND SAVE!

Great Value, Fixed Fees, Limited Costs and Lower Premiums

One of the largest Dental
HMO-style networks in the
Mid-Atlantic region with over
5,200 dentist listings²

Must use a participating dentist

Lower monthly premiums

Predictable, pre-determined fees

No waiting periods, deductibles
or maximum dollar limits

Orthodontic benefits provided
for adults and children

Discounts on implant services

Plan includes an extra cleaning
for diabetics and expectant
mothers

1 Managed care plan with exclusive network, fixed member copayments, no annual maximum dollar limits, no waiting periods and no deductibles.
2 Dominion National Network Analysis Report and Dominion National Internal Performance Report, 2019. Mid-Atlantic includes D.C., Delaware, Maryland, New Jersey,
Pennsylvania and Virginia. Participating providers are subject to change.
This policy includes limitations, exclusions and terms under which the policy may be continued in force or discontinued. For costs and complete coverage details, ask your
benefits administrator.



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If you're interested in great value, fixed fees, limited costs and lower premiums, our Dental HMO is for you. With one of the largest Dental HMO-style networks in the Mid-Atlantic, our plan features no waiting periods, deductibles or maximum dollar limits, orthodontic benefits for adults and children and discounts on implant services. We'll even include an extra cleaning if you're diabetic or expecting.

SUMMARY OF BENEFITS

PLAN FEATURES	SELECT PLAN 705XSD	NO CHARGE ³ FOR:
Office Visit Copayment	\$10	<ul style="list-style-type: none"> Oral Exams Semi-annual Cleanings Bitewing X-rays Topical Fluoride for Children <p>These procedures account for over 66% of dental services most frequently performed for adults and almost 91% of the most frequently performed services for children.⁵</p>
Deductibles	None	
Maximum Annual Limit	No Limit	
Maximum Lifetime Ortho Limit	No Limit	
Claim Forms ⁴	None	
Benefits	Scheduled (Fixed Fees)	
Pre-existing Condition	None	
Waiting Periods	None	

³ Subject to a \$10 office visit copayment.

⁴ Out-of-area emergency care reimbursement requires a receipt or other proof of loss.

⁵ Based on annual review of utilization data by Dominion National.



To summarize, our Dental HMO features:

- An office visit copayment of \$10
- No deductibles
- No maximum annual limit
- No maximum lifetime orthodontia limit
- No claim forms to fill out
- No exclusions for pre-existing conditions and no waiting periods

Additionally, there's no charge for oral exams, semi-annual cleanings, bitewing X-rays or topical fluoride for children. Now that's value!

WHAT ARE MY MONTHLY RATES?



MONTHLY RATES	
SUBSCRIBER	\$27.94
SUBSCRIBER + SPOUSE	\$51.96
SUBSCRIBER + CHILD/REN	\$56.00
SUBSCRIBER + FAMILY	\$76.08



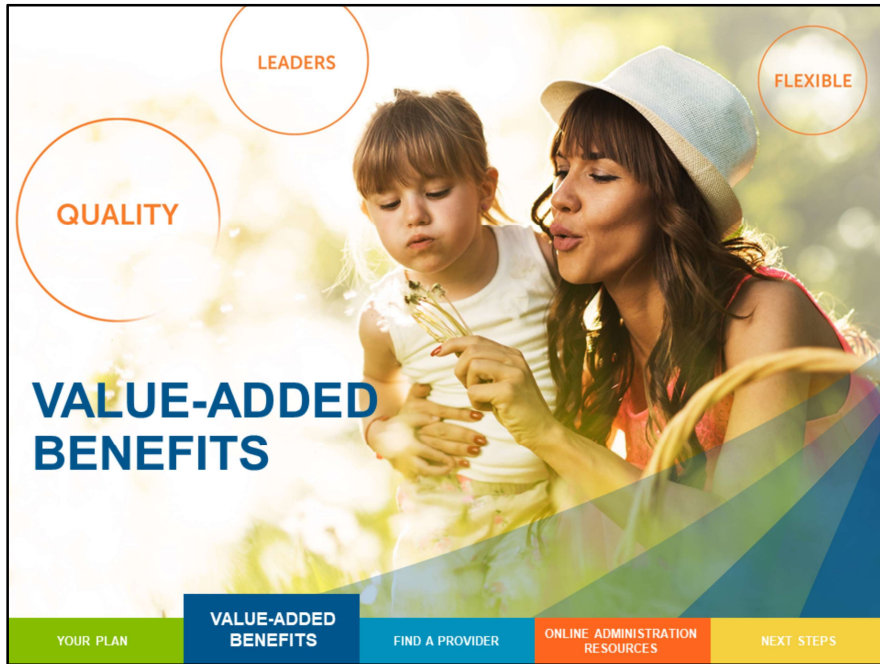
Please contact your Benefit Administrator or Dominion's Customer Service at 888.518.5338 for more information



Depending on your family size and coverage needs, your monthly rates will be:

- \$27.94 for an individual subscriber
- \$51.96 for a subscriber plus spouse
- \$56.00 for a subscriber plus child or children
- \$76.08 for a subscriber plus family

If you have questions, contact your Benefit Administrator or our Customer Service team at 888.518.5338. We're here and happy to help.



Your plan also includes added wellness benefits. Let's take a look at them now.

PREVENTION REWARDS PROGRAM

Get your cleanings. Receive your reward!

To encourage you to receive preventive services, we will pay \$20 for each family member enrolled with Dominion National who receives two cleanings from a network dentist during the plan year.

No additional action will be required on your part to receive the reward as we will automatically send the primary subscriber the reward check for members who qualify.







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Imagine getting paid just to get your dental cleanings? Our Prevention Rewards Program does just that! Plan participants automatically receive \$20 for each family member who gets two cleanings from a network dentist during the plan year.

TELEDENTISTRY COVERAGE

We've extended teledentistry coverage indefinitely to help ensure you have convenient access to virtual dental exams. This allows in-network teledentistry consultations for limited problem-focused evaluation (CDT code D0140). Any teledentistry services provided will count toward any applicable benefit frequency limitations.

To receive a teledentistry consultation:

-  Review your dental benefit to confirm coverage and out-of-pocket costs for limited problem-focused evaluation (CDT code D0140), if any.
-  Contact your dental office to confirm that teledentistry consultations are available.
-  Make sure you have the proper technology. If your dentist prefers live video conferencing, you may need a smartphone, tablet or computer with a camera, as well as internet access. In some cases, your dentist may request that you email or text photos to review and discuss during a phone call.
-  Schedule your appointment.



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Our teledentistry coverage gives you quick and convenient access to virtual dental exams. Please keep in mind, **any teledentistry services provided will count toward any applicable benefit frequency limitations.** To receive a consultation, simply follow these four easy steps.

Supporting You on Your Path to Wellness

SmileDirectClub's Clear Aligner Program

SmileDirectClub's orthodontic clear aligners offer a flexible and convenient alternative to traditional braces without the higher price tag or required monthly in-person visits. You can save up to 67% on orthodontia compared to the national average cost of traditional braces and Invisalign.¹

Learn more by visiting DominionNational.com/sdc.

Discount Hearing Program through Amplifon Hearing Health Care

Dominion has partnered with global hearing care leader Amplifon to bring you a hearing discount program offering an average of 64% savings off the retail price on more than 1,400 hearing aid options with access to over 5,000 credentialed provider locations nationwide.² The Amplifon hearing discount program is available as part of your Dominion membership and requires no additional action to sign up.

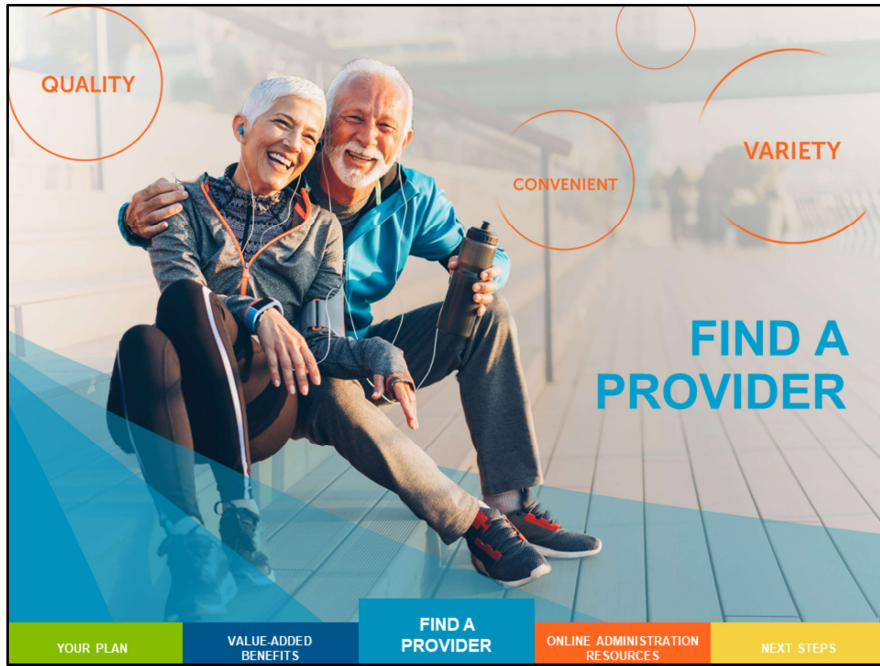
Visit amplifonusa.com/dn or call 855.565.1072 to connect with a hearing care advocate today.

¹ Cost of traditional braces and traditional invisible aligners based on average total fees for treatment of mild-to-moderate malocclusion. Data on file at SmileDirectClub. Not all individuals are suitable candidates for clear aligners. These services, which are offered and arranged for by SmileDirectClub, are intended for certain individuals who have mild or moderate orthodontic needs and only if approved by a state-licensed dentist or orthodontist. Dominion National is not a provider of dental care services. Notice of this SmileDirectClub offering is for informational purposes only and is not medical advice.

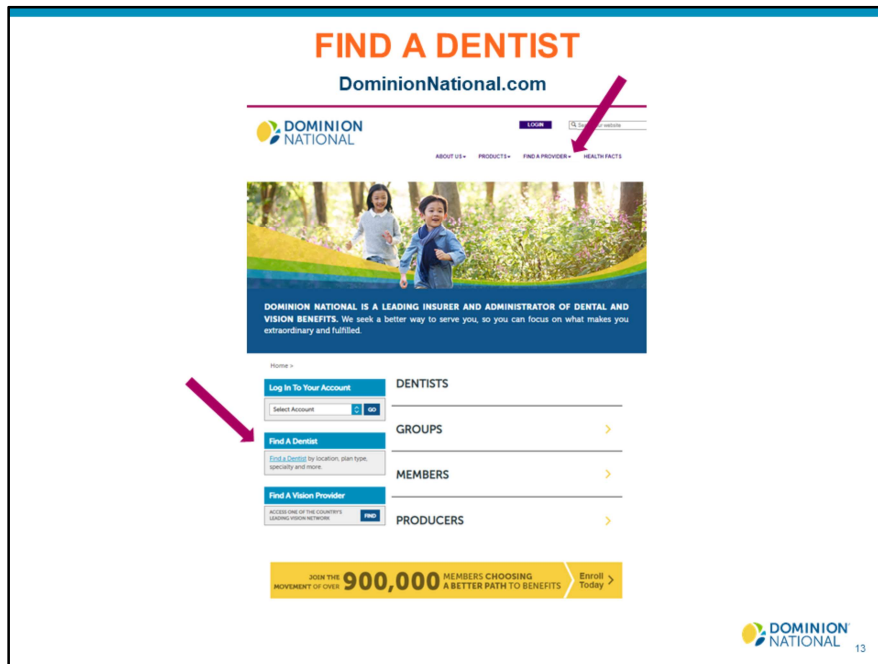
² Based on Amplifon Hearing Health Care average member savings data for 2020. Pricing valid only at participating in-network locations. Amplifon Hearing Health Care is solely responsible for the administration of hearing health care services and its own financial and contractual obligations. Dominion Dental Services, Inc., which operates under the trade name "Dominion National" and Amplifon are independent, unaffiliated companies. Dominion National is not a provider of, nor provides coverage for, hearing health care services. The Amplifon Hearing Health Care discount program is not approved for use with any 3rd party payor program, including government and private third-party payor programs. Hearing services are administered by Amplifon Hearing Health Care, Corp. Notice of this Amplifon offering is for informational purposes only and is not medical advice.



We've also teamed up with SmileDirectClub and Amplifon Hearing Health Care to bring you valuable discounts on both orthodontic clear aligners and hearing aids. Both of these benefits are available to Dominion members. You can explore all the programs have to offer at **DominionNational.com forward slash sdc** and **amplifonusa.com forward slash dn**.



Ready to find a provider? Let's get started!



Simply go to DominionNational.com and click on **“Find a Provider”** at the top of the home page or **“Find a Dentist”** on the center of the page.

FIND A DENTIST

DominionNational.com/Find-a-Dentist

[Guest Dentist Search](#) | [Member Login](#)

Enter Zip Code or Address

Choose Specialty ▼ | Choose a Plan Type (Required) ▼

Select Distance **5** miles

Dental Office Name

Dentist First Name | Dentist Last Name


[Find](#) Less Options ▼

Maximum Access, Convenience and Flexibility
Dominion National members have access to a robust dental network. In fact, 98% of Dominion members have access to two dentists within 10 miles of their homes.¹

Dentist Resources
[Nameplate Your Dentist](#) | [Dental Provider Selection Form](#)
(Requires your dental office name and address) | [Specialist Referral Procedures](#)
(Maryland only)

Please contact the dental office before seeking services to confirm the provider and facility are actively participating in the network servicing your plan.

Self-Service Member Resources
Dominion recognizes that you need quick and convenient access to real-time benefit information and resources. We also understand that each of our customers is unique and has different communication preferences so we've created a variety of online tools to provide you with instant access to your account when and wherever you need it. [Learn more](#)

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Now, enter the zip code or address you'd like search, choose your plan type - which is a Select Plan - in the drop-down menu and click "Find." You can also search for a specific dental office name or by a dentist's first or last name.

FIND A DENTIST

Guest Dentist Search
Member Login


Choose Specialty v
Choice PPO v

Find
More Options +

2446 Results Found (Page 1 of 490)

If you are unable to find a participating dentist, please contact Customer Service at [877.373.4368](tel:877.373.4368) for assistance. [Click here](#) to nominate your dentist to join Dominion National's network.

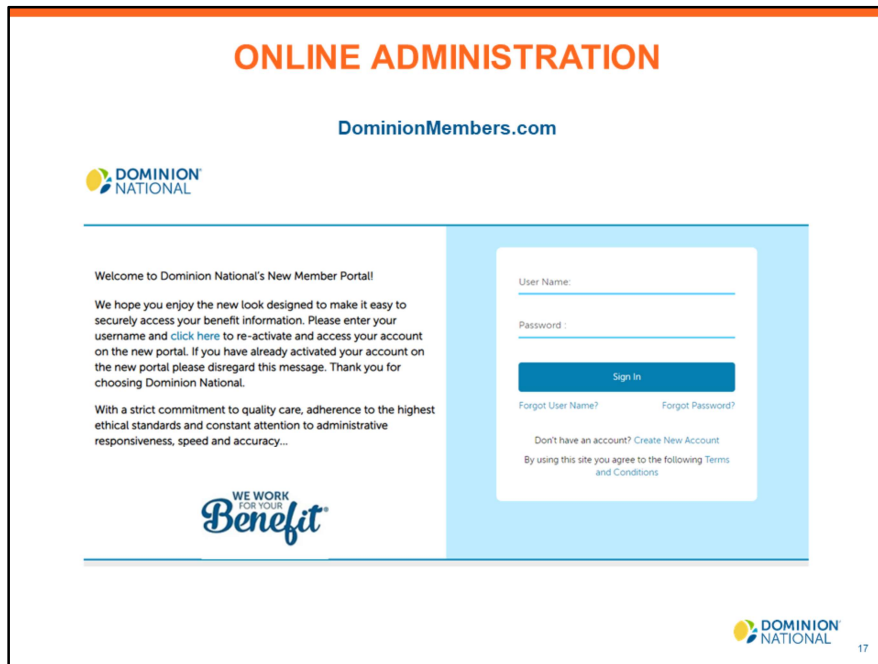
<p>DR. EDISON ABRIL Periodontist</p> <p>Stephen A Mabry Dds 2800 10th St N Arlington, VA, 22201 703.527.3554</p>	<p>📍 0.4 Mile(s) Directions</p> <p>✔ Accepts New Members</p>	<p>Additional Language(s) Spoken N/A</p> <p>More information v</p>
<p>DR. MEHDI ADILI General Dentist</p> <p>Mehdi Adli DDS PC 1920 Clarendon Blvd Arlington, VA, 22201 703.528.0800</p>	<p>📍 0.4 Mile(s) Directions</p> <p>✔ Accepts New Members</p>	<p>Additional Language(s) Spoken N/A</p> <p>More information v</p>


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Participating providers will be displayed and include the office's address, phone number, distance and other helpful information such as accepted plans and languages spoken.










Ready to get started? Let's look at the online tools and resources available to you 24/7 on our member portal.




Managing your plan is easy with our portal - DominionMembers.com. If you've already activated your account, simply sign in with your user name and password. You can also re-activate your account, create a new account or recover your user name or password.

**ONLINE ACCESS—REAL-TIME,
PASSWORD PROTECTED**

Information and administration when you need it!

 ID cards	 Contracts and certificates
 Plan information	 Customer service requests
 Dental cost calculator	 General correspondence
 Dental office transfers	

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Everything you need to manage your plan is right online, including digital ID cards and dental office selection. You can even keep track of customer service requests and correspondence from our team.

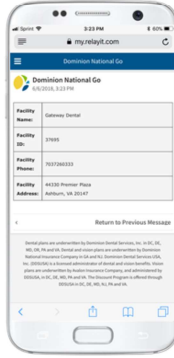
DOMINION NATIONAL GO

Members receive personalized account communications straight to their mobile device.

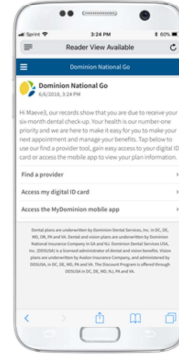
Digital ID Cards



Dentist Search



Service Follow-ups



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With Dominion National Go, you'll receive account communications right to your mobile device. You can access digital ID cards, search for a dentist and follow up on service requests. **Opt-in to receive these helpful communications at DominionNational.com/go.**

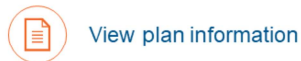
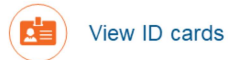
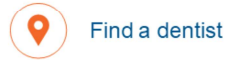
Slide 19

MT4 How do members access DN GO? Do they need to opt in?
Melissa Thompson, 3/3/2022

MT5 Is this correct?
Melissa Thompson, 3/3/2022

MYDOMINION MOBILE APP

The MyDominion mobile app provides you with easy access to account and plan information. With MyDominion, you can:

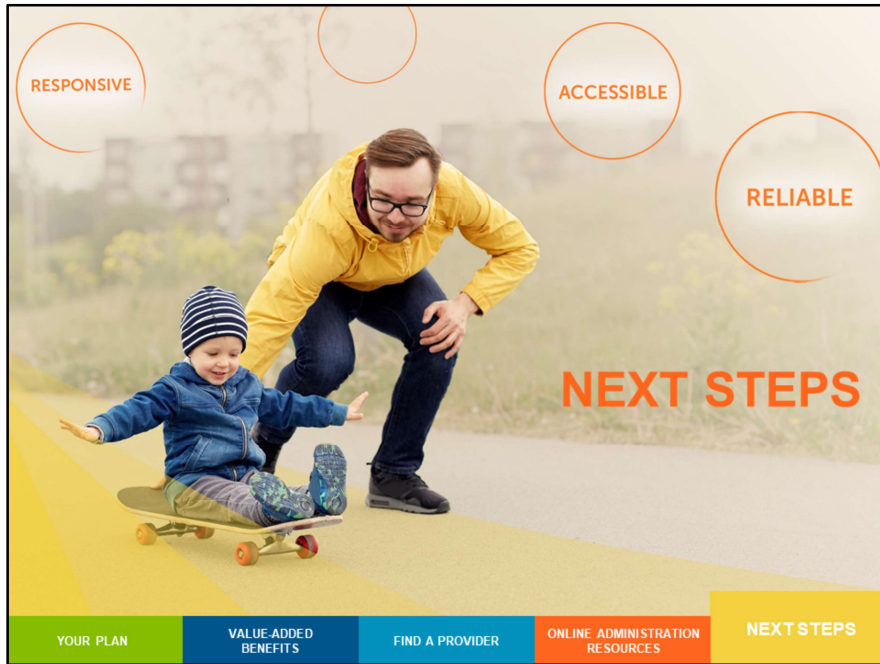


The MyDominion app is compatible with iPhone® and Android™ and can be downloaded through our website at DominionNational.com/mobile.

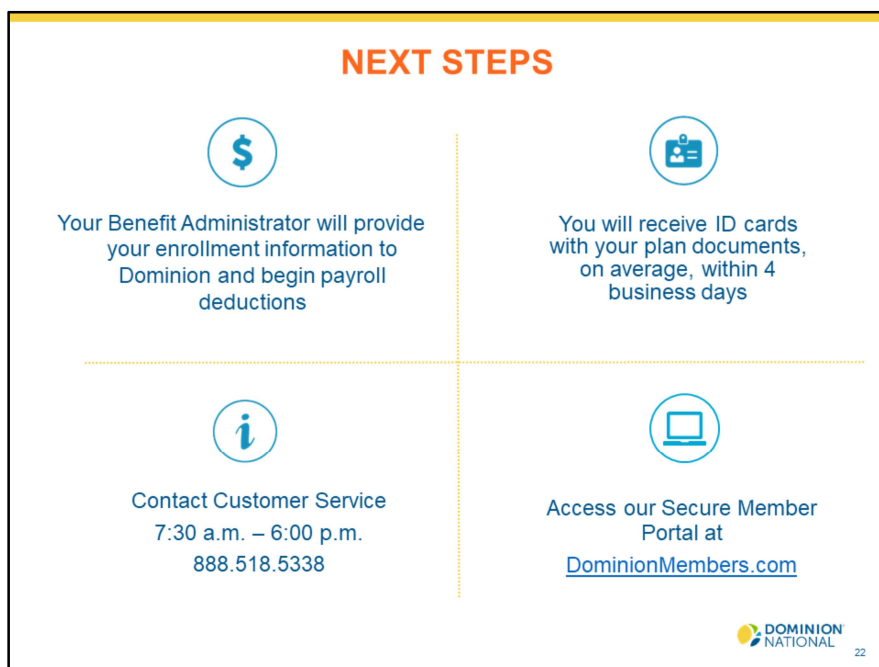


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Our MyDominion mobile app gives you access to your plan anytime, anywhere and is compatible with both iPhone and Android devices. Simply head to DominionNational.com/mobile to get started!



Ready to get started? Here's what comes next.



- Your Benefit Administrator will send your enrollment information to Dominion and begin payroll deductions
- You can expect your ID cards and plan documents to arrive in the mail within 4-7 days
- Remember, once you've enrolled, you must select a participating plan dentist to get started

We're excited to team up with you on your path to good health! Remember, we're here to help. You can contact our Customer Service Team from 7:30 a.m. to 6:00 p.m. Eastern Time, Monday through Friday, at 888.518.5338. You can also access your account 24/7 on Dominion's secure member portal at DominionMembers.com

CUSTOMER SATISFACTION SURVEY

While the customer satisfaction survey is not required to receive your Prevention Rewards, we encourage you to take a couple of minutes to complete it so that we may evaluate our services, share feedback with our providers and identify areas to better serve you.

Survey Link: surveymonkeys.com/r/SODsurvey



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Current customers: We want to hear from you! To participate in our customer satisfaction survey, simply go to the link provided and tell us what's working and where we can improve.