

DOMINION NATIONAL

Statewide Benefits Office
SBO
Benefits Made Easy

**Dental Enrollment 2024:
Your Path to Wellness**

State of Delaware

Presented By
Dominion National

Dominion National is the brandname 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 Aetna Insurance Company, and administered by DDSUSA, Inc. in DE, MD, PA and VA. Vision Plans are underwritten by DDS 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 a bold, purple font. 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". At the bottom right, there is a small logo for "DOMINION NATIONAL" with a small number "2" next to it.

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 currently licensed in 28 states plus the District of Columbia.

PRODUCTS INCLUDE  DENTAL +  VISION

BENEFITS

AMONG OUR **850,000** CUSTOMERS ARE LEADING¹



HEALTH PLANS



EMPLOYER GROUPS



MUNICIPALITIES



ASSOCIATIONS



INDIVIDUALS



HEALTH INSURANCE EXCHANGES



MEDICARE ADVANTAGE ORGANIZATIONS



CHILDREN'S HEALTH INSURANCE PROGRAMS (CHIP)

42,000

DENTIST LISTINGS in the Mid-Atlantic

413,000

DENTISTS NATIONALLY¹

AND A LEADING NATIONAL VISION NETWORK

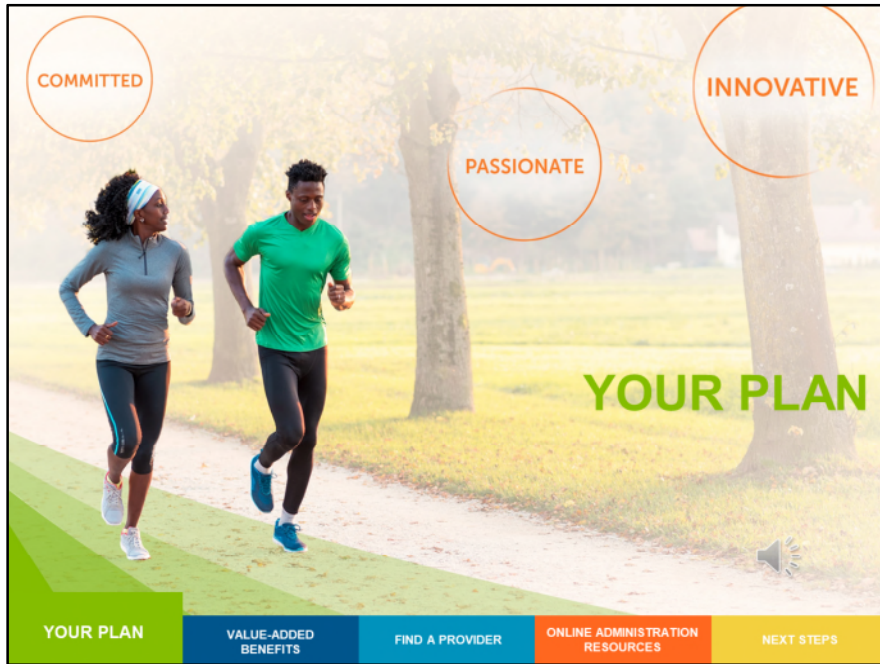


¹ Dominion National Internal Performance Report, 2023.



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First, a little about us: Founded in 1996, we operate in 28 states and DC and serve over 850,000 customers.



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
6,600 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, 2023. 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 benefit 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



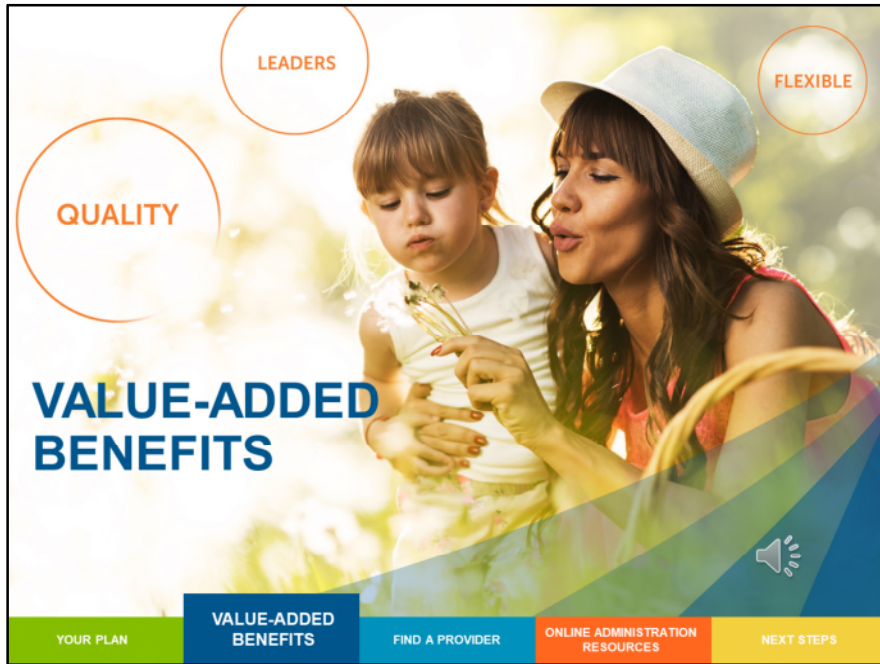
Please contact your Benefit Administrator or Dominion's Customer Service at 888.518.5338 for more information



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.



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

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.¹ 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 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.

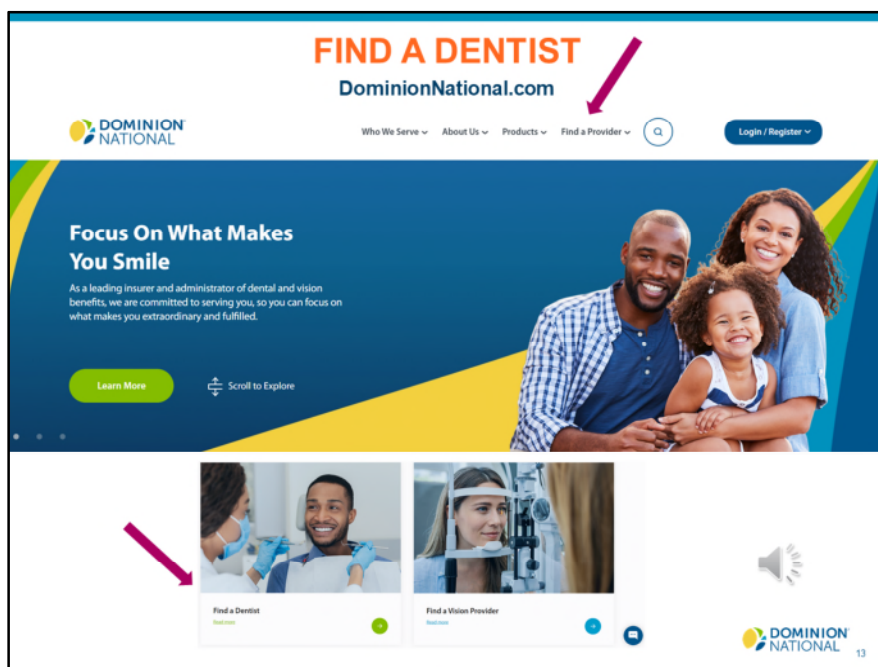


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We've also teamed up with Amplifon Hearing Health Care to bring you valuable discounts on hearing aids. These discounts are available to Dominion members. You can learn more at [amplifonusa.com forward slash dn](https://amplifonusa.com/forward/slash/dn).



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

Select Distance **5** miles

Find
Less Options

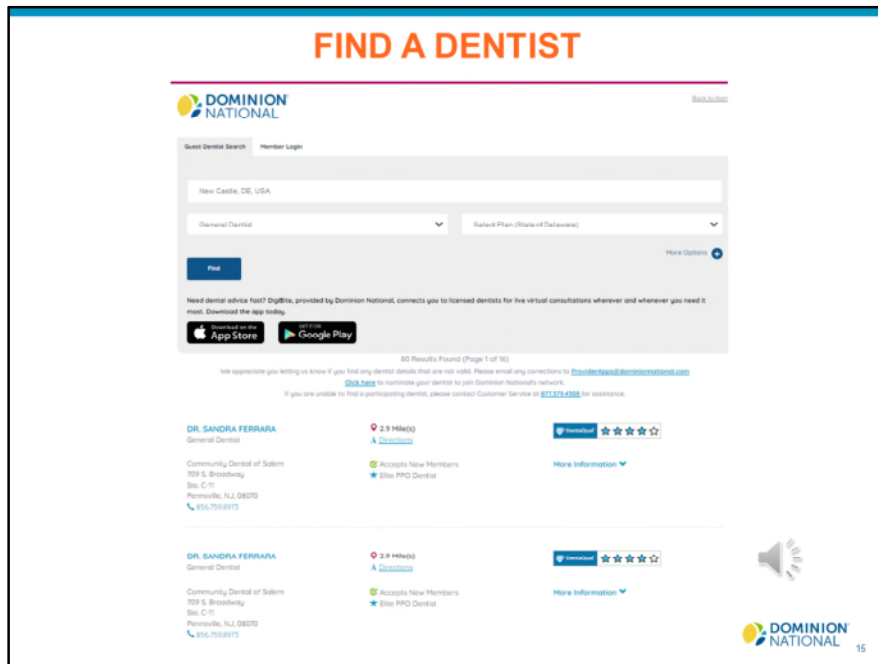
Maximum Access, Convenience and Flexibility
 Dominion National members have access to a robust dental network. In fact, 98% of Dominion members have access to two dentists within 10 miles of their homes.¹

Dental Resources
[Nominate Your Dentist](#) | [Dental Provider Selection Page](#) (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 serving your plan.

Self-Service Member Resources
 Dominion recognizes that you need quick and convenient access to real-time benefits 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](#)

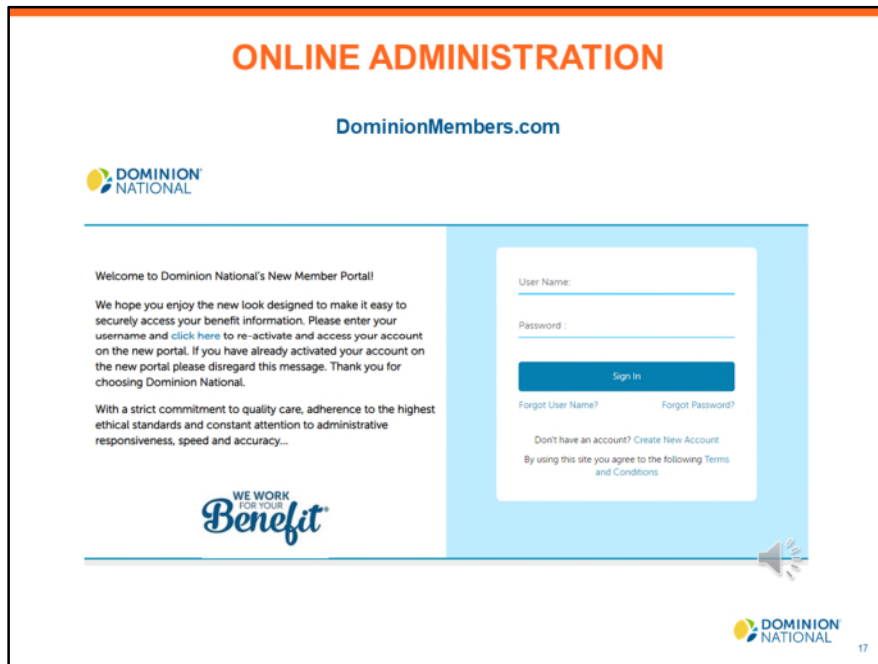
Now, enter the zip code or address you'd like search, choose your plan type - which is Select Plan (State of Delaware) - in the drop-down menu and click "Find." You can also search for a specific dental office name or by a dentist's first or last name.



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.

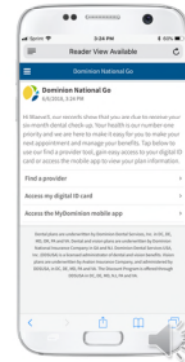
Digital ID Cards



Dentist Search



Service Follow-ups



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.**

MYDOMINION MOBILE APP

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



Find a dentist



View ID cards



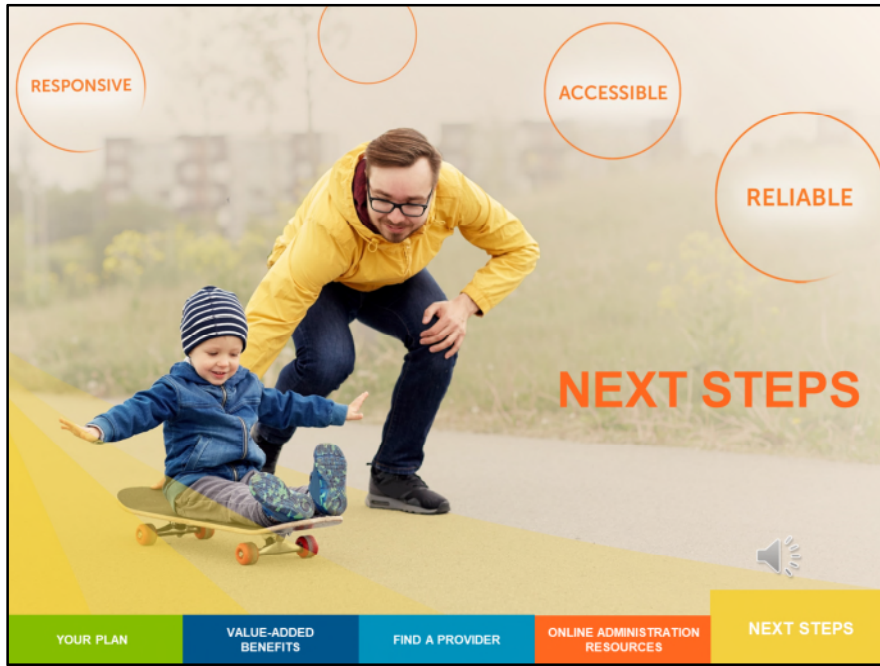
View plan information

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.

NEXT STEPS



Your Benefit Administrator will provide your enrollment information to Dominion and begin payroll deductions



You will receive ID cards with your plan documents, on average, within 4 business days

Customer Service: 888.518.5338
Member Portal: [DominionMembers.com](https://www.DominionMembers.com)



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- 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](https://www.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



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.

THANK YOU

WE WORK
FOR YOUR
Benefit[®]



Thank you for choosing Dominion National. We work for YOUR benefit.