

Dominion National 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.

MEMBER PORTAL

<https://DominionMembers.com>

Online Access - Real Time, Password Protected

PORTAL FEATURES



ID Cards



Dental Cost Calculator



Find a Provider



Member Service Requests



Obtain Plan Information and Certificates of Coverage

LOGIN INSTRUCTIONS



Go to <https://DominionMembers.com>.

Select "Create New Account" and complete login request form. You will receive a confirmation email within 24 hours with your login information.

You will be prompted to change your password. Change the password to one that you will remember. Passwords must have a minimum of eight characters including at least one capital letter, one number and one special character (#!\$%*).

Log back into the portal and enter your password.

CONNECT ON DOMINION NATIONAL GO

Receive personalized account communications straight to your mobile device by connecting on Dominion National Go. Text notifications also provide an easier way to access your digital ID card, find a provider and stay informed.

BENEFITS OF CONNECTING ON GO



Valuable Resources On-The-Go

Access your ID card and provider search information in seconds



Overall Wellness

We'll help you stay healthy with messages tailored to your needs



Stay Informed

You will be notified when there are important items that need your attention

HOW IT WORKS



Go combines text with secure web messaging that you can access from your smartphone, tablet or computer. Text notifications take you directly to your private message where you can take action or get support. Your personal feed conveniently retains all of your notifications in one place.

THREE WAYS TO REGISTER



Call 888.596.0716



Text "DN GO" to 73529



Visit bit.ly/connectongo

The Dominion National mobile communications service is provided by Relay Network. Review Terms and Conditions at <https://my.relayit.com/terms-and-conditions>, which includes your consent to receive notifications via automated text message from Dominion National. Not required to purchase goods and services from Dominion. You may revoke your consent to receiving text communications at any time by replying "STOP" upon receipt of a message. Message and data rates may apply.

MYDOMINION MOBILE APP

The MyDominion mobile app provides members 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.

HOW DO I FIND A PARTICIPATING DENTIST?

Dominion National has extensive networks providing access to over 300,000 national PPO dentist listings and one of the largest Select Plan and ePPO networks in the Mid-Atlantic region.¹ Follow the below instructions to find a participating dentist.








INSTRUCTIONS

Go to DominionNational.com/find-a-dentist.

Utilize the searchable features to find general dentists and specialists near your home or office. You may filter your search by city, state or zip code, dentist name and type or language(s) spoken.

You must select your plan type in the dropdown menu in order to determine the corresponding network.

Once you have entered in the search criteria, click "Find" and your results will be displayed. Search results provide detailed contact information including:

-  Office and email addresses
-  Office and emergency phone numbers
-  Dentist status (accepting new members)
-  Hours of operation
-  Handicap accessibility
-  Language(s) spoken
-  Directions to the dental office

1. Dominion National Internal Performance Report, November 2017. Mid-Atlantic includes D.C., Delaware, Maryland, New Jersey, Pennsylvania and Virginia. Participating providers are subject to change.
2. Managed care plan with exclusive network, fixed member copayments, no annual maximum dollar limits, no waiting periods and no deductibles.

Dental plans are underwritten by Dominion Dental Services, Inc. in DC, DE, MD, OR, PA and VA. Dental and vision plans are underwritten by Dominion National Insurance Company in GA and NJ. Dominion Dental Services USA, Inc. (DDSUSA) is a licensed administrator of dental and vision benefits. Vision plans are underwritten by Avalon Insurance Company, and administered by DDSUSA, in DC, DE, MD, PA and VA. The Discount Program is offered through DDSUSA in DC, DE, MD, NJ, PA and VA.



SELECT PLAN ONLY

Select Plan² members must select a participating dentist prior to making a dental appointment. Except for out-of-area emergency care, you must receive treatment at the dental office you selected. Family members may use different participating dentists.

HOW TO CHOOSE YOUR DENTIST:

Option 1: Create your online account through Dominion's Member Portal at <https://DominionMembers.com>. Once you have logged in, simply go to your "Member Summary" and select the "Change Dentist" option in the bottom left menu.

Option 2: Call Dominion at 888.518.5338.



CAN'T FIND THE DENTIST OF YOUR CHOICE?

Nominate them for consideration in the Dominion network by going to DominionNational.com/find-a-dentist and clicking "Nominate Your Dentist."