

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](http://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:



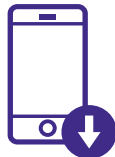
Find A Dentist



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](https://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.<sup>1</sup> Follow the below instructions to find a participating dentist.








### INSTRUCTIONS

Go to [DominionNational.com/find-a-dentist](https://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



### SELECT PLAN ONLY

Select Plan<sup>2</sup> 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](https://DominionNational.com/find-a-dentist) and clicking "Nominate Your Dentist."

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. In New Jersey, Select Plans are available in Camden, Cumberland and Gloucester counties only.

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.



## FINDING A PARTICIPATING DENTIST IS EASY AS 1-2-3

As an AFSPA associate and member of a Dominion National dental plan, you have access to a large network of dentists. 98% of Dominion members have access to at least two dentists within 10 miles.<sup>1</sup> Follow the instructions below to find a participating dentist.

**1. Go to [DominionNational.com/find-a-dentist](https://DominionNational.com/find-a-dentist).**

Utilize the searchable features to find general dentists and specialists near your home or office. Simply enter your preferred zip code and **choose Elite Plus ePPO** from the drop-down menu. You may also filter your search by address, dentist specialty, or dentist's office or name.

**2. Call the dental office for an appointment.**

Detailed contact information for each dental office displays within the online search results as well as dentist status (accepting new patients), languages spoken, directions to the dental office and more. Once you have chosen a dentist, call their office to make an appointment.

**3. WHAT TO SAY TO THE DENTIST'S OFFICE:**

I have dental coverage with Dominion National. I am covered by Dominion National's Elite Plus ePPO dental network.

If the dental office still has questions please have them call **888.518.5338** or the office may log into our secure online Provider Portal at [DominionProvider.com](https://DominionProvider.com) to confirm your eligibility.

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Dominion is here to assist AFSPA associates with any questions you may have about your dental plan. Call 888.518.5338 to speak with a Service Team Associate during the hours of 7:30 a.m. to 6:00 p.m. Eastern, Monday through Friday, or access plan information through our 24-hour Interactive Voice Response (IVR) system.

<sup>1</sup> Dominion National Internal Performance Report, 2020 and Network Analysis Report, 2020. Participating dentists are subject to change.