



## **FREQUENTLY ASKED QUESTIONS**

### **PREVENTIVE PLAN QUESTIONS**

#### **Why doesn't my dentist show up in Dominion's search results?**

Dominion has been continually recruiting dentists since we became the new dental administrator for the Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. (Kaiser Permanente) Dental Programs. We have been very successful to date, and chances are that your dentist has already been contacted. He or she may be in the process of completing the necessary participation paperwork and credentialing procedure.

We encourage you to check this website as it is updated daily. A complete dentist directory is also available on Dominion's website for Kaiser Permanente members at [DominionDental.com/Kaiser](https://DominionDental.com/Kaiser).

Dominion intends to provide the best possible access to participating dentists for Kaiser Permanente members. We have dedicated recruitment staff continually developing our network. Once a dentist passes our credentialing process he or she is added to our website within 24 hours.

If you would like to request that your dentist be contacted about joining the Dominion networks, please [click here](#).

#### **Did my \$30 copayment change for Preventive Services?**

The \$30 copayment for services related to cleanings, certain X-rays and exams under the Kaiser Permanente Preventive Plan did NOT change. This benefit represents approximately 55 percent of the most frequently performed dental services.<sup>1</sup> It includes the routine services of oral exams, bitewing x-rays and cleanings, which can cost up to \$215 in the Washington Metropolitan area.<sup>2</sup>

#### **Can each family member select a different participating dental office?**

Yes, Preventive Plan subscribers and their dependents may receive care from different participating dental offices. You may select a "general dentist" from the list of participating Preventive Plan dentists for yourself and each of your eligible family members.

#### **Can a member change dentists for any reason?**

Preventive Plan members can utilize any general dentist in our Preventive Plan network. You do not need to notify Dominion of the dentist you select. To receive services, simply contact a participating general dentist that is accepting new patients and make an appointment for services.

#### **Do you cover pre-existing conditions?**

The Preventive Plan covers pre-existing conditions, including coverage for missing teeth.

### **How does a dentist verify member eligibility?**

Participating dentists can verify Preventive Plan eligibility using your Kaiser Permanente membership card or the Dominion Member Services help line.

### **What is your dependent age policy?**

Please see your Kaiser Permanente plan information for your dependent age policy.

### **When can I add a dependent?**

Rules for adding a dependent may vary. Generally, dependents may be added during an open enrollment period and/or within 30 days of a life status change (i.e., marriage, divorce, birth or adoption). Please see your Kaiser Permanente plan information for details regarding adding or deleting a dependent.

### **How do I arrange for specialty care?**

Preventive Plan members requiring orthodontia treatment may contact a participating orthodontist directly to make an appointment. For other specialty care services, members simply receive a referral from their participating general dentist. Specialists are available in many locations throughout the community, but your discounted fees will be higher for care you receive from a network specialist.

### **What happens if I have an emergency?**

If a Preventive Plan member is temporarily more than 50 miles away from home and requires emergency dental treatment to alleviate pain, bleeding or swelling, he or she may seek treatment from any dentist.

Dominion will reimburse the member up to \$50 for palliative treatment after submitting copies of their receipt to Dominion. Any member copayments that apply under the member's plan will be deducted from the claim payment rendered by Dominion. Emergency claims can be mailed to:

Dominion Dental Services USA, Inc.  
Attn: Accounting  
115 South Union Street, Suite 300  
Alexandria, VA 22314

If post-emergency care is required, you must receive it from your participating dentist.

### **Will I be charged a fee if I miss a dentist appointment?**

Participating dentists may charge you an administrative fee if you miss a scheduled dental appointment without giving 24 hours advanced notice. The fee may vary depending on the participating dentist; however, in no event shall the missed appointment fee exceed \$30 for a single visit.

### **What information will I receive when I join a Kaiser Permanente dental plan?**

Along with your medical plan membership card information from Kaiser Permanente, subscribers will continue to receive a dental rider contract, which explains the program in detail.

A complete dentist directory, frequently asked questions and fee schedules are available on Dominion's website for Kaiser Permanente members at [DominionDental.com/Kaiser](https://www.dominiondental.com/Kaiser).

<sup>1</sup> Dominion Dental Services, Inc. – based on annual review of utilization data.

<sup>2</sup> Based on the Captiva context fee schedule's 80<sup>th</sup> percentile fee information.