



June 19, 2020

Dear Producer:

We understand that due to COVID-19, our customers may not have recently had access to dental care. We are pleased to announce the following enhancements, at no additional cost, to maximize their 2020 dental benefit dollars.

- **Prevention Rewards: We will pay our members to go to the dentist!**

Dominion is offering our commercial group PPO and ePPO members and any covered family member who receives one in-network cleaning between June 15, 2020 and December 31, 2020 a \$20 cash reward.\* We will pay our members to get their teeth cleaned! Through Dominion's innovative Prevention Rewards program, each covered family member who receives two cleanings during the plan year from a participating Dominion network dentist receives a \$20 cash reward. This has been tested and well received with several large commercial group clients. For a limited time, we are extending a promotional version of this program requiring only one cleaning to all commercial group PPO and ePPO clients as an incentive to encourage our members to get back to the dentist. No additional action is required from the member to receive the reward as we will automatically send them the reward check. Checks are sent monthly to members who qualify. Simply make an appointment with your dentist.

- **We Increased Annual Maximums**

Dominion is automatically increasing annual maximums for commercial group PPO and ePPO members for in-network services by 25% for the remainder of 2020. For example, if they currently have a \$1,000 annual maximum, they will be automatically upgraded to a \$1,250 maximum for the remainder of 2020. Original annual maximum amounts will resume in 2021 and beyond. Members can access their plan information by visiting Dominion's secure, online member portal at [DominionMembers.com](https://DominionMembers.com) or through the MyDominion mobile app.

- **Teledentistry Coverage Extension**

Dominion will continue to allow benefits for in-network teledentistry consultations through the end of the year for limited and problem-focused evaluation and re-evaluation (CDT codes: D0140, D0170 and D0171). Any teledentistry services provided after June 15th will count toward any applicable benefit frequency limitations.

- **Personal Protective Equipment (PPE) Payment for Dentists**

Dominion will provide an additional per visit payment to its participating dentists to help with the costs of PPE, which includes N95 masks, face shields, gowns and other protective equipment designed to help with infectious disease control. Dominion is offering PPE payments only for **in-network** PPO and ePPO covered services performed starting June 15, 2020 and may extend payments

through the end of the year.\* Your in-network dentist will not charge you additionally for PPE.

We are pleased to play a role in helping to ensure the satisfaction of our customers and hope you will take advantage of the expanded dental coverage that is now available.

We wish you and your family good health and safety as we collectively persevere through the coronavirus pandemic.

Sincerely,

Dominion National

\* Prevention Rewards payments and PPE payments are subject to change based on state mandates and experience.