



April 2019

Now bring dental operational issues directly to the Customer Service Unit

We've made a change to the process for resolving dental operational issues, and it's going to make it much easier for you. Starting now, instead of contacting Dominion Dental USA, you can contact Kaiser Permanente for any dental-related operational issues. This new process applies to small, mid and large commercial groups, Medicare groups, and federal groups. Kaiser Permanente will work with Dominion Dental USA as needed. Dental issues you now should bring directly to Kaiser Permanente include:

- Billing
- Claims
- Configuration
- Coverage
- Customer Service
- Eligibility
- Network
- Provider issues

Who to contact for dental operational issues

MAS Employer Broker Service Center

Phone: **1-877-514-5114**

Hours: 8:30AM – 5:00PM EST. Mon-Fri

Email: MAS-EBS@kp.org