

Instructions for Providers

Confirming Coverage

Congressional members and their staff are not required to choose a participating office prior to receiving services. If you have questions or would like to confirm a member's eligibility, please call 855.733.7524 to speak with a Dominion National specialist. Specialists are available Monday through Friday from 7:30 a.m. to 6:00 p.m. EST. You can also use Dominion's Interactive Voice Recording (IVR) system (available 24 hours a day) by calling the same the number.

When confirming eligibility, please remember to refer to the member's date of birth and their social security number.

Copayment Collection

As the provider, you may charge the member the associated copayment that correlates to the covered service(s) received and bill the balance of the amount based on your contracted fees or billed amount, if you are not participating dental provider, to Dominion. No balance billing is required.

If you choose not to accept the member's co-pay or submit a claim on the member's behalf at the time of service, the member will be required to pay the entire billed amount and then file a claim to Dominion for reimbursement at the claims address listed below. Reimbursement is calculated based on the total amount billed less the co-pay.

If you would like to obtain a copy of the copayment/fee schedule, please visit DominionNational.com/kaiserprovider or call 855.733.7524 and a Dominion specialist will fax or email you a copy of this document.

Specialty Care Referrals

Specialty care is covered under the listed copayment fee. Members may receive care from any provider in their area. No referral paperwork or pre-authorization is required from the general dentist.

Exclusions and Limitations

There are unique exclusions and limitations to the Kaiser Permanente programs. We encourage you to review the Plan and become familiar with the exclusions and limitations to ensure appropriate billing to the member.

You can obtain a copy of the plan, including exclusions and limitations, by visiting DominionNational.com/kaiserprovider or call 855.733.7524 and a Dominion specialist will fax or email you a copy of this document

Submitting Claims

Please use Dominion Dental Services: Payor ID DOM01. Acceptable electronic formats are ANS link and Tesia PCI.

Dominion Dental Services USA
P.O. Box 1126
Elk Grove Village, IL 60009