



CONTACTS

Contacts listed below are for benefit administrators and producers.
Employee inquiries should be directed to the Member Services Department.

CORPORATE HEADQUARTERS

251 18th Street South
Suite 900
Arlington, VA 22202

EMAIL ADDRESS

Same as before, but will change to
"@DominionNational.com"

WEB ADDRESS

DominionNational.com

MEMBER SERVICES

- Confirm eligibility and coverage
- ID cards
- Claim questions/issues
- Help finding a participating dentist

Group Administrators:
Account Manager or
Group Service Center
gsc@DominionNational.com
877.559.9624

Members:
Member Services Department
Representatives available M-F,
7:30 a.m. to 6:00 p.m. EST
Integrated Voice Response available 24/7
888.518.5338

BILLING

- Copies of invoices
- Accounts receivable
- Questions about credits, debits, carried forward balance and amount due

Group Service Center
gsc@DominionNational.com
877.559.9624

CLAIMS

- All claims-related inquiries

Member Inquiries:
Member Services Department
888.518.5338

Claims, Encounters or Utilization Submission:
Dominion National
P.O. Box 1126
Elk Grove Village, IL 60009
888.208.8290 (toll-free fax)

ENROLLMENT

- Additions
- Terminations
- Reinstatements
- Employee changes (name, address, coverage levels)
- Online enrollment assistance

enrollments@DominionNational.com

Group Service Center
877.559.9624



ACCOUNT SERVICE

- Renewals
- Plan design questions/changes
- Escalated service issues
- Enrollment meetings/benefit fairs
- Enrollment materials
- Group changes: address, phone number, benefit administrators

Account Manager or
Group Service Center
gsc@DominionNational.com
877.559.9624

RECRUITMENT

- Nominate your dentist to our networks

<https://www.DominionNational.com/dentist-nomination-form>
Provider Services
888.471.3631