The Summary of Benefits and Coverage (SBC) document will help you choose a health <u>plan</u>. The SBC shows you how you and the <u>plan</u> would share the cost for covered health care services. NOTE: Information about the cost of this <u>plan</u> (called the <u>premium</u>) will be provided separately. This is only a summary. For more information about your coverage, or to get a copy of the complete terms of coverage, 1-800-359-2002. For general definitions of common terms, such as <u>allowed amount</u>, <u>balance billing</u>, <u>coinsurance</u>, <u>copayment</u>, <u>deductible</u>, <u>provider</u>, or other <u>underlined</u> terms, see the Glossary. You can view the Glossary at <u>www.sharphealthplan.com</u> or call 1-800-359-2002 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall <u>deductible</u> ?	\$4,000 Individual / \$8,000 Family (<u>Deductible</u> resets January 1 st)	Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u> .
Are there services covered before you meet your <u>deductible</u> ?	Yes. <u>Preventive care</u> and primary care services are covered before you meet your <u>deductible</u> .	This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount. But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers certain <u>preventive</u> <u>services</u> without <u>cost sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive services</u> at <u>https://www.healthcare.gov/coverage/preventive-care-benefits/</u> .
Are there other deductibles for specific services?	Yes. \$300 Individual / \$600 Family for <u>prescription drug coverage</u> . There are no other specific <u>deductible</u> .	You must pay all of the costs for these services up to the specific <u>deductible</u> amount before this <u>plan</u> begins to pay for these services.
What is the <u>out-of-</u> <u>pocket limit</u> for this <u>plan</u> ?	\$8,200 Individual / 16,400 Family	The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limit</u> has been met.
What is not included in the <u>out-of-pocket limit</u> ?	Premiums and health care this <u>plan</u> doesn't cover.	Even though you pay these expenses, they don't count toward the out-of-pocket limit.
Will you pay less if you use a <u>network provider</u> ?	Yes. See www.sharphealthplan.com or call 1-800-359-2002 for a list of <u>network providers</u> .	This <u>plan</u> uses a <u>provider network</u> . You will pay less if you use a <u>provider</u> in the <u>plan's network</u> . You will pay the most if you use an <u>out-of-network provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the <u>provider's</u> charge and what your <u>plan</u> pays (<u>balance</u> <u>billing</u>). Be aware, your <u>network provider</u> might use an <u>out-of-network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services.
Do you need a <u>referral</u> to see a <u>specialist</u> ?	Yes.	This <u>plan</u> will pay some or all of the costs to see a <u>specialist</u> for covered services but only if you have a <u>referral</u> before you see the <u>specialist</u> .

DT - OMB control number: 1545-0047/Expiration Date: 12/31/2019)(DOL - OMB control number: 1210-0147/Expiration date: 5/31/2022) (HHS - OMB control number: 0938-1146/Expiration date: 10/31/2022)

Page 1 of 11

Individual 20760 / HIOS 92499CA0020006-01

All <u>copayment</u> and <u>coinsurance</u> costs shown in this chart are after your <u>deductible</u> has been met, if a <u>deductible</u> applies.

		What You Will Pay		Limitations Exceptions 8 Other
Common Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
	Primary care visit to treat an injury or illness	\$40 <u>copay</u> /visit; <u>deductible</u> does not apply	Not covered	None
If you visit a health care <u>provider's</u> office or	<u>Specialist</u> visit	\$80 <u>copay</u> /visit; <u>deductible</u> does not apply	Not covered	Preauthorization is required, except for obstetric gynecologic services.
clinic	Preventive care/screening/ immunization	No charge; <u>deductible</u> does not apply	Not covered	You may have to pay for services that aren't preventive. Ask your <u>provider</u> if the services needed are preventive. Then check what your <u>plan</u> will pay for.
lf you have a test	<u>Diagnostic test</u> (x-ray, blood work)	\$40 <u>copay</u> /visit (blood work); \$85 <u>copay</u> /visit (x-rays); <u>deductible</u> does not apply	Not covered	None
	Imaging (CT/PET scans, MRIs)	\$325 <u>copay</u> /procedure; <u>deductible</u> does not apply	Not covered	Preauthorization is required.
If you need drugs to treat your illness or condition More information about <u>prescription drug</u> <u>coverage</u> is available at www.sharphealthplan.co m	Generic drugs (Tier 1)	\$16/30-day supply, \$32/90-day supply	Not covered	
	Preferred brand drugs (Tier 2)	\$60/30-day supply, \$120/90-day supply	Not covered	*Pharmacy <u>deductible</u> applies to drugs on Tiers 1, 2, 3 and 4. Brand drugs are not covered if a generic version is available,
	Non-preferred brand drugs (Tier 3)	\$90/30-day supply, \$180/90-day supply	Not covered	unless <u>preauthorization</u> is obtained. <u>Preauthorization</u> is required for certain generic drugs. 90-day supply copay applies
	Specialty drugs (Tier 4)	20% <u>coinsurance</u> up to \$250 per 30-day supply after pharmacy <u>deductible</u>	Not covered	to mail order only.

* For more information about limitations and exceptions, see the <u>plan</u> or policy document at www.sharphealthplan.com.

Individual 20760 / HIOS 92499CA0020006-01

What You Will Pay		Limitations, Exceptions, & Other		
Common Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Important Information
lf you have outpatient	Facility fee (e.g., ambulatory surgery center)	20% <u>coinsurance;</u> <u>deductible</u> does not apply	Not covered	Preauthorization is required.
surgery	Physician/surgeon fees	20% <u>coinsurance;</u> <u>deductible</u> does not apply	Not covered	Preauthorization is required.
	Emergency room care	\$400 copay/visit (facility fee); <u>deductible</u> does not apply No charge/visit (physician fee); <u>deductible</u> does not apply	\$400 copay/visit (facility fee); <u>deductible</u> does not apply No charge/visit (physician fee); <u>deductible</u> does not apply	Cost sharing waived if admitted to the hospital.
If you need immediate medical attention	Emergency medical transportation	\$250 copay/trip; deductible does not apply	\$250 copay/trip; deductible does not apply	None
	<u>Urgent care</u>	\$40 copay/visit; <u>deductible</u> does not apply	\$40 copay/ visit; <u>deductible</u> does not apply	Services must be approved by your primary care provider and received at urgent care facilities affiliated with your Plan Medical Group. Out-of-Network services are covered only when you are outside of the Service Area for your Plan Network.
	Facility fee (e.g., hospital room)	20% <u>coinsurance</u>	20% <u>coinsurance</u>	
lf you have a hospital stay	Physician/surgeon fees	20% <u>coinsurance;</u> <u>deductible</u> does not apply	20% <u>coinsurance;</u> <u>deductible</u> does not apply	Preauthorization is required for non- emergency services. Out-of-network services are covered for emergency care only.

		What You Will Pay		Limitations, Exceptions, & Other	
Common Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Important Information	
If you need mental health, behavioral health, or substance abuse services	Outpatient services	Mental Health/Substance Use Disorder Office visits: \$40 <u>copay</u> /visit; <u>deductible</u> does not apply Group therapy: \$40 <u>copay</u> /visit; <u>deductible</u> does not apply Other outpatient services*: 20% <u>coinsurance</u> up to \$40 <u>copay</u> /visit; <u>deductible</u> does not apply Mental Health/Substance Use Disorder	Mental Health/Substance Use Disorder Office visits: Not covered Group therapy: Not covered Other outpatient services*: Not covered Mental Health/Substance Use Disorder	Preauthorization is required. *Applies to intensive outpatient program and partial hospitalization program.	
	Inpatient services	20% <u>coinsurance;</u> (facility fee/physician fee) <u>deductible</u> does not apply to physician fee	20% <u>coinsurance;</u> (facility fee/physician fee) <u>deductible</u> does not apply to physician fee	emergency services. Out-of-network services are covered for emergency care only.	
lf you are pregnant	Office visits	No charge/visit; <u>deductible</u> does not apply	Not covered	<u>Cost sharing</u> does not apply for <u>preventive</u> services. Depending on the type of	
	Childbirth/delivery professional services	20% <u>coinsurance;</u> <u>deductible</u> does not apply	20% <u>coinsurance;</u> <u>deductible</u> does not apply	services, a <u>copayment</u> , <u>coinsurance</u> , or <u>deductible</u> (if applicable) may apply. Maternity care may include tests and	
	Childbirth/delivery facility services	20% <u>coinsurance</u>	20% <u>coinsurance</u>	services described elsewhere in the SBC (i.e. ultrasound). Out-of-network services are covered for emergency care only.	

	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other	
Common Medical Event		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Important Information	
	Home health care	\$45 <u>copay</u> /visit; <u>deductible</u> does not apply	Not covered	Preauthorization is required. Coverage is limited to short-term, intermittent services, 100 visits/calendar year. Cost sharing is per visit.	
	Rehabilitation services	\$40 <u>copay</u> /visit; <u>deductible</u> does not apply	Not covered	Preauthorization is required. Includes physical therapy, speech therapy, and occupational therapy.	
lf you need help	Habilitation services	\$40 <u>copay</u> /visit; <u>deductible</u> does not apply	Not covered	Preauthorization is required.	
recovering or have other special health	Skilled nursing care	killed nursing care 20% coinsurance Not covered	Not covered	Preauthorization is required. Coverage is limited to 100 days/benefit period.	
needs	Durable medical equipment	20% <u>coinsurance;</u> <u>deductible</u> does not apply	Not covered	Preauthorization is required.	
	Hospice services	Inpatient: No charge/admission; <u>deductible</u> does not apply Outpatient: No charge/visit; <u>deductible</u> does not apply	Not covered	Preauthorization is required.	
	Children's eye exam	No charge	Not covered	Eye exams are covered once every 12 months.	
If your child needs dental or eye care	Children's glasses	No charge	Not covered	Frames/lenses are covered once every 12 months.	
	Children's dental check-up	No charge	Not covered	Limited to once every six months. Sharp Health Plan's pediatric dental benefits are provided by Delta Dental. Please refer to the Delta Dental schedule of benefits for further details about your pediatric dental benefits.	

Services Your Plan Generally Does NOT Cover (Check your policy or plan document for more information and a list of any other excluded services.)				
Chiropractic care	Hearing aids	Private-duty nursing		
Cosmetic surgery	 Infertility treatment 	 Routine eye care (Adult) 		
Dental care (Adult)	Long-term care	Routine foot care		
	 Non-emergency care when travel U.S. 	ling outside the		
Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your plan document.)				
Abortion	Bariatric surgery	Weight loss programs		

Acupuncture

Your Rights to Continue Coverage: There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or https://www.dol.gov/ebsa/contactEBSA/consumerassistance.html: California Department of Managed Health Care at 1-888-466-2219 or http://www.dol.gov/ebsa/contactEBSA/consumerassistance.html: California Department of Managed Health Care at 1-888-466-2219 or http://www.dol.gov/ebsa/contactEBSA/consumerassistance.html: California Department of Managed Health Care at 1-888-466-2219 or http://www.dol.gov/ebsa/contactEBSA/consumerassistance.html: California Department of Managed Health Care at 1-888-466-2219 or http://www.dol.gov/ebsa/contactEBSA/consumerassistance.html: California Department of Managed Health Care at 1-888-466-2219 or http://www.dol.gov/ebsa/contactEBSA/consumerassistance.html: California Department of Managed Health Care at 1-888-466-2219 or http://www.healthHelp.ca.gov: Office of Personnel Management Multi State Plan Program at 1-800-318-2596 or https://www.opm.gov/healthcare-insurance/multi-state-plan-program. Other coverage options may be available to you, too, including buying individual insurance coverage through the Health Insurance Marketplace. For more information about the Marketplace. For or call 1-800-318-2596.

Your Grievance and Appeals Rights: There are agencies that can help if you have a complaint against your <u>plan</u> for a denial of a <u>claim</u>. This complaint is called a <u>grievance</u> or <u>appeal</u>. For more information about your rights, look at the explanation of benefits you will receive for that medical <u>claim</u>. Your <u>plan</u> documents also provide complete information on how to submit a <u>claim</u>, <u>appeal</u>, or a <u>grievance</u> for any reason to your <u>plan</u>. For more information about your rights, this notice, or assistance, contact: California Department of Managed Health Care at 1-888-466-2219 or <u>http://www.HealthHelp.ca.gov</u>.

Does this plan provide Minimum Essential Coverage? Yes.

Minimum Essential Coverage generally includes plans, health insurance available through the Marketplace or other individual market policies, Medicare, Medicaid, CHIP, TRICARE, and certain other coverage. If you are eligible for certain types of Minimum Essential Coverage, you may not be eligible for the premium tax credit.

Does this plan meet the Minimum Value Standards? Yes.

If your <u>plan</u> doesn't meet the <u>Minimum Value Standards</u>, you may be eligible for a <u>premium tax credit</u> to help you pay for a <u>plan</u> through the <u>Marketplace</u>.

Language Access Services:

English

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-800-359-2002 (TTY:711).

Español (Spanish)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Lame al 1-800-359-2002 (TTY:711).

繁體中文 (Chinese)

注意 : 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1-800-359-2002 (TTY:711)。

Tiế ng Việ t (Vietnamese)

CHÚ Ý: Nế u bạ n nói Tiế ng Việ t, có các dịch vụ hỗ trợ ngôn ngữ miễ n phí dành cho bạ n. Gọ i số 1-800-359-2002 (TTY:711).

Tagalog (Tagalog – Filipino):

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-359-2002 (TTY:711).

한국어 (Korean):

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-359-2002 (TTY:711) 번으로 전화해 주십시오.

Հայերեն (Armenian)։

ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվձար կարող են տրամադրվել լեզվական աջակցության ծառայություններ։ Զանգահարեք 1-800-359-2002 (TTY (հեռատիպ)՝ 711).

فارسی (Farsi): توجه :اگر به زبان فارسی گفتگو می کنید، تسهیالت زبانی بصورت رایگان برای شما تماس بگیرید (TTY:711) 2002-359-800 با. باشد می فراهم.

Русский (Russian):

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-359-2002 (телетайп: 711).

日本語 (Japanese):

注意事項:日本語を話される場合、無料の言語支援をご利用いただけます。1-800-359-2002 (TTY:711) まで、お電話にてご連絡ください。

* For more information about limitations and exceptions, see the <u>plan</u> or policy document at www.sharphealthplan.com.

Page 7 of 11

Individual 20760 / HIOS 92499CA0020006-01

Language Access Services (Cont.):

ةيبرعلا :(Arabic)

ملحوظة : إذا كنت تُتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. تصل برقم 2002-359-800 (رقم هاتف الصم والبكم: 711).

ਪੰਜਾਬੀ (Punjabi):

ਧਿਆਨ ਧਿਓ: ਜੇ ਤੁਸੀਂ ਪੰ ਜਾਬੀ ਬੋਲਿ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਧਿੱ ਚ ਸਹਾਇਤਾ ਸੇਿਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਿ ਹੈ। 1-800-359-2002 (TTY:711) 'ਤੇ ਕਾਲ ਕਰੋ।

រន្ទា (Mon Khmer, Cambodian):

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតឈ្នួល គឺអាចមានសំរាប់បំអឺអ្នក។ ចូរ ទូរស័ព្ទ

1-800-359-2002 (TTY: 711)⁴

Hmoob (Hmong):

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-800-359-2002 (TTY:711).

हिंदी (Hindi):

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-359-2002 (TTY: 711) पर कॉल करें।

ภาษาไทย (Thai):

เรียน: ถ้าคณ์พดภาษาไทยคณสามารถใช้บริการช่วยเหลือทางภาษาได้ ฟรี โทร 1-800-359-2002 (TTY:711).

Notice of Nondiscrimination

Sharp Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, or disability. Sharp Health Plan does not exclude people or treat them differently because of race, color, national origin, ancestry, religion, sex, marital status, gender, gender, gender identity, sexual orientation, age, or disability.

Sharp Health Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - o Qualified sign language interpreters
 - o Information in other formats (such as large print, audio, accessible electronic formats, or other formats) free of charge
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - o Information written in other languages

If you need these services, contact Customer Care at 1-800-359-2002. If you believe that Sharp Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, or disability, you can file a grievance with our Civil Rights Coordinator at:

Sharp Health Plan Attn: Appeal/Grievance Department 8520 Tech Way, Suite 200 San Diego, CA 92123-1450 Telephone: 1-800-359-2002 (TTY: 711) Fax: (619) 740-8572

You can file a grievance in person or by mail, fax, or you can also complete the online Grievance/Appeal form on the Plan's website sharphealthplan.com. Please call our Customer Care team at 1-800-359-2002 if you need help filing a grievance. You can also file a discrimination complaint if there is a concern of discrimination based on race, color, national origin, age, disability, or sex with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.

Notice of Nondiscrimination (Cont.)

The California Department of Managed Health Care is responsible for regulating health care service plans. If your Grievance has not been satisfactorily resolved by Sharp Health Plan or your Grievance has remained unresolved for more than 30 days, you may call toll-free the Department of Managed Care for assistance:

• 1-888-HMO-2219 Voice

• 1-877-688-9891 TDD

The Department of Managed Care's Internet Web site has complaint forms and instructions online: <u>http://www.hmohelp.ca.gov</u>.

-To see examples of how this plan might cover costs for a sample medical situation, see the next section. -

RA Disclosure Statement

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is **0938-1146**. The time required to complete this information collection is estimated to average **0.08** hours per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850.

About these Coverage Examples:



This is not a cost estimator. Treatments shown are just examples of how this <u>plan</u> might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your <u>providers</u> charge, and many other factors. Focus on the <u>cost-sharing</u> amounts (<u>deductibles</u>, <u>copayments</u> and <u>coinsurance</u>) and <u>excluded services</u> under the <u>plan</u>. Use this information to compare the portion of costs you might pay under different health <u>plans</u>. Please note these coverage examples are based on self-only coverage.

Peg is Having a Baby

(9 months of in-network pre-natal care and a hospital delivery)

The plan's overall deductible	\$4,000
Specialist copayment	\$80
Hospital (facility) <u>coinsurance</u>	20%
Other <u>coinsurance</u>	20%

This EXAMPLE event includes services like:

<u>Specialist</u> office visits (prenatal care) Childbirth/Delivery Professional Services Childbirth/Delivery Facility Services <u>Diagnostic tests</u> (ultrasounds and blood work) <u>Specialist</u> visit (anesthesia)

Total Example Cost	\$12,700
In this example, Peg would pay:	
Cost Sharing	
<u>Deductibles</u>	\$4,000
Copayments	\$600
Coinsurance	\$1,400
What isn't covered	
Limits or exclusions	\$60
The total Peg would pay is	\$6,060

Managing Joe's Type 2 Diabetes
(a year of routine in-network care of a well-
controlled condition)

The <u>plan's</u> overall <u>deductible</u>	\$4,000
Specialist copayment	\$80
Hospital (facility) <u>coinsurance</u>	20%
Other <u>coinsurance</u>	20%

This EXAMPLE event includes services like:

Primary care physician office visits (including disease education) Diagnostic tests (blood work) Prescription drugs Durable medical equipment (glucose meter)

Total Example Cost	\$5,600	
In this example, Joe would pay:		
Cost Sharing		
Deductibles*	\$300	
<u>Copayments</u>	\$1,500	
Coinsurance	\$200	
What isn't covered		
Limits or exclusions	\$20	
The total Joe would pay is	\$2,020	

Mia's Simple Fracture

(in-network emergency room visit and follow up care)

The <u>plan's</u> overall <u>deductible</u>	\$4,000
Specialist copayment	\$80
Hospital (facility) coinsurance	20%
Other <u>coinsurance</u>	20%

This EXAMPLE event includes services like:

Emergency room care (including medical supplies) Diagnostic test (x-ray) Durable medical equipment (crutches) Rehabilitation services (physical therapy)

Total Example Cost	\$2,800
--------------------	---------

In this example, Mia would pay:

Cost Sharing	
Deductibles*	\$10
<u>Copayments</u>	\$1,300
Coinsurance	\$50
What isn't covered	
Limits or exclusions	\$0
The total Mia would pay is	\$1,360

Note: This plan has other deductibles for specific services included in this coverage example. See "Are there other deductibles for specific services?" row above.

The plan would be responsible for the other costs of these EXAMPLE covered services