

# **Summary of Benefits 2024**

AARP® Medicare Advantage from UHC PA-0010 (PPO) H2406-071-000

Look inside to learn more about the plan and the health and drug services it covers. Call Customer Service or go online for more information about the plan.



€ Toll-free **1-844-723-6473**, TTY **711** 8 a.m.-8 p.m. local time, 7 days a week





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# **Summary of Benefits**

## January 1, 2024 - December 31, 2024

This is a summary of what we cover and what you pay. For a complete list of covered services, limitations and exclusions, review the Evidence of Coverage (EOC) at **myAARPMedicare.com** or call Customer Service for help. After you enroll in the plan, you will get more information on how to view your plan details online.

## AARP<sup>®</sup> Medicare Advantage from UHC PA-0010 (PPO)

Medical premium, deductible and limits		
	In-network	Out-of-network
Monthly plan premium	\$0 You need to continue to pay your Medicare Part B premium	
Annual medical deductible	Your medical deductible is \$600 for covered medical services you receive from providers as described in the Plan Deductible chart later in this document. Until you have paid the deductible amount, you must pay the full cost of your covered medical services.	
Maximum out-of-pocket amount (does \$6,700\$10,000not include prescription drugs)		\$10,000
not morado procomption drugo)	This is the most you will pay out-of-pocket each year for Medicare- covered services and supplies received from network providers.	This is the most you will pay out-of-pocket each year for Medicare- covered services and supplies received from any provider.
	Out-of-pocket costs paid for drugs are not included in t	or your Part D prescription this amount.

Medical benefits			
		In-network	Out-of-network
Inpatient hospital care <sup>2</sup> Our plan covers an unlimited number of days for an inpatient hospital stay.		\$750 copay per stay	40% coinsurance per stay
Outpatient hospital Cost-sharing for additional plan covered services will apply.	Ambulatory surgical center (ASC) <sup>2</sup>	\$0 copay for a colonoscopy \$320 copay otherwise	40% coinsurance
	Outpatient hospital, including surgery <sup>2</sup>	\$0 copay for a colonoscopy \$395 copay otherwise	40% coinsurance
	Outpatient hospital observation services <sup>2</sup>	\$395 copay	40% coinsurance
Doctor visits	Primary care provider	\$0 copay	\$45 copay
	Specialists <sup>2</sup>	\$35 copay	\$70 copay
	Virtual medical visits	\$0 copay to talk with a non- online through live audio	etwork telehealth provider and video
Preventive services	Routine physical	\$0 copay, 1 per year*	40% coinsurance, 1 per year*
	Medicare-covered	\$0 сорау	\$0 copay - 40% coinsurance (depending on the service)
	<ul> <li>Abdominal aor screening</li> <li>Alcohol misuse</li> <li>Annual wellnes</li> <li>Bone mass me</li> <li>Breast cancer s (mammogram)</li> <li>Cardiovascular (behavioral the</li> <li>Cardiovascular</li> </ul>	screening counseling colors so visit colors as	vical and vaginal cancer eening orectal cancer screenings lonoscopy, fecal occult blood c, flexible sigmoidoscopy) pression screening betes screenings and nitoring patitis C screening

**Medical benefits** 

wedical benefits			
		In-network	Out-of-network
screening Medical nutrition services Medicare Diabe Program (MDPF Obesity screenin counseling Prostate cancer (PSA) Any additional preve contract year will be		ography (LDCT) on therapy etes Prevention P) ings and er screenings entive services app e covered. eventive care scree	<ul> <li>Sexually transmitted infections screenings and counseling</li> <li>Tobacco use cessation counseling (counseling for people with no sign of tobaccorelated disease)</li> <li>Vaccines, including those for the flu, Hepatitis B, pneumonia, or COVID-19</li> <li>"Welcome to Medicare" preventive visit (one-time)</li> </ul>
Emergency care	\$100 copay (\$0 copay for emergency care outs the United States) per visit. If you are admitted t hospital within 24 hours, you pay the inpatient hospital copay instead of the Emergency Care of See the "Inpatient Hospital Care" section of this booklet for other costs.		es) per visit. If you are admitted to the 24 hours, you pay the inpatient instead of the Emergency Care copay. Int Hospital Care" section of this
Urgently needed services		\$40 copay (\$0 copay for urgently needed services outside the United States) per visit	
Diagnostic tests, lab and radiology services, and X- rays	Diagnostic radiology services (e.g. MRI, CT scan) <sup>2</sup>	\$0 copay for eac diagnostic mam \$225 copay othe	mogram
	Lab services <sup>2</sup>	\$0 copay	\$0 copay
	Diagnostic tests and procedures <sup>2</sup>	\$40 copay	40% coinsurance
	Therapeutic radiology <sup>2</sup>	\$60 copay	40% coinsurance
	Outpatient X-rays <sup>2</sup>	\$15 copay	\$30 copay

Medical benefits			
		In-network	Out-of-network
Hearing services	Exam to diagnose and treat hearing and balance issues <sup>2</sup>	\$0 copay	\$70 copay
	Routine hearing exam	\$0 copay, 1 per year*	\$70 copay, 1 per year*
	Hearing aids <sup>2</sup>	Copays from \$99 to \$1,249 OTC and brand-name hear	
		<ul> <li>Access to one of the la hearing professionals</li> <li>locations</li> </ul>	rgest national networks of with more than 7,000
		Starkey <sup>®</sup> , Unitron <sup>™</sup> an	onak, ReSound, Signia,
		-	trial period and damage or
Routine dental benefits	Optional Dental Rider	Additional dental benefits a premium. Please see optio for details.	-
	Preventive and	\$750 allowance for all cove	ered dental services*
	comprehensive <sup>2</sup>	\$0 copay for covered preve services like cleanings, filli	-
		50% coinsurance for bridg	es and dentures
		<ul> <li>Medicare Advantage's network</li> </ul>	largest national dental
			entist n out-of-network dentist you even for services listed as

Medical benefits			
		In-network	Out-of-network
Vision FP TOZ Services	Exam to diagnose and treat diseases and conditions of the eye <sup>2</sup>	\$0 сорау	\$70 copay
	Eyewear after cataract surgery	\$0 сорау	\$70 copay
	Routine eye exam	\$0 copay, 1 per year*	\$70 copay, 1 per year*
	Routine eyewear	<ul> <li>national networks of v network</li> <li>Free standard prescrip single vision, bifocals, (standard) progressive coating</li> <li>Savings when upgrad UV/anti-reflective coat lenses</li> <li>Eyewear available from</li> </ul>	icare Advantage's largest ision provider and retail otion lenses including
Mental health	Inpatient visit <sup>2</sup> Our plan covers 90 days for an inpatient hospital stay	\$750 copay per stay	40% coinsurance per stay
	Outpatient group therapy visit <sup>2</sup>	\$15 copay	\$30 copay
	Outpatient individual therapy visit <sup>2</sup>	\$25 copay	\$40 copay
	Virtual mental health visits	\$0 copay to talk with a net online through live audio a	
Skilled nursing fac		\$0 copay per day: days 1-20	\$225 copay per day: days 1-45
Our plan covers up SNF.	to 100 days in a	\$203 copay per day: days 21-100	\$0 copay per day: days 46-100

Medical benefits			
		In-network	Out-of-network
Outpatient rehabilitation services	Physical therapy and speech and language therapy visit <sup>2</sup>	\$20 copay	\$70 copay
	Occupational Therapy Visit <sup>2</sup>	\$20 copay	\$70 copay
	Virtual medical visits	\$0 copay to talk with a net online through live audio a	
Ambulance <sup>2</sup>		\$275 copay for ground \$275 copay for air	\$275 copay for ground \$275 copay for air
Your provider must authorization for no transportation.			
Routine transporta	tion	Not covered	
Medicare Part B prescription	Chemotherapy drugs <sup>2</sup>	20% coinsurance	40% coinsurance
<b>drugs</b> In-network cost sharing shown is	Part B covered insulin <sup>2</sup>	20% coinsurance, up to \$35	40% coinsurance
the maximum you will pay for Part B prescription drugs. You may pay less for certain drugs.	Other Part B drugs <sup>2</sup>	\$0 copay for allergy antigens 20% coinsurance for all	\$0 copay for allergy antigens 40% coinsurance for all
	Part B drugs may be subject to Step Therapy. See your Evidence of Coverage for details.	others	others

Prescription drug	payment stages			
Annual Prescription Deductible		This plan does not have a prescription drug deductible. Your coverage starts in the Initial Coverage stage.		
Initial Coverage	coinsurance. You	In this stage, the plan pays its share of the cost and you pay your copay or coinsurance. You generally stay in this stage until your year-to-date total drug cost reaches \$5,030. Then you move to the Coverage Gap stage.		
Tier Drug	Retail		Mail Order	
Coverage	Standard		Preferred	Standard
	30-day supply^	100-day supply	100-day supply	100-day supply
<b>Tier 1:</b> Preferred Generic	\$0 copay	\$0 copay	\$0 copay	\$0 сорау
<b>Tier 2:</b> Generic <sup>3</sup>	\$10 copay	\$20 copay	\$0 copay	\$30 copay
<b>Tier 3:</b> Preferred Brand	\$47 copay	\$141 copay	\$131 copay	\$141 copay
<b>Tier 3:</b> Covered Insulin Drugs	\$35 copay	\$105 copay	\$95 copay	\$105 copay
<b>Tier 4:</b> Non-Preferred Drug	\$100 copay	\$300 copay	\$290 copay	\$300 copay
<b>Tier 5:</b> Specialty Tier	33% coinsurance	N/A <sup>5</sup>	N/A <sup>5</sup>	N/A <sup>5</sup>
Coverage Gap (Donut hole)	drugs and you pa 25% of the negoti plan has additiona	In this stage, the plan pays its share of the cost of your Tier 1 and Tier 2 drugs and you pay your copay or coinsurance. For all other tiers, you pay 25% of the negotiated price for covered drugs. You may pay less if your plan has additional coverage in the gap. You pay this amount until your total out-of-pocket cost reaches \$8,000.		
Catastrophic Coverage	After your total out-of-pocket drug cost reaches \$8,000, you won't pay anything for Medicare Part D covered drugs for the rest of the plan year.			

Additional	This plan covers these additional drugs as Tier 2 medications.
covered drugs	□Vitamin D (50,000)
These drugs are not covered by	Sildenafil (generic Viagra)
Medicare Part D	□Cyanocobalamin (Vitamin B-12)
and not on the	□Folic Acid (1 mg)
plan's Drug List.	

^Members living in long-term care facilities pay the same for a 31-day supply as a 30-day supply at a retail pharmacy.

<sup>3</sup> Tier includes enhanced drug coverage.

<sup>5</sup> Limited to a 30-day supply

Additional benefits	;		
		In-network	Out-of-network
Chiropractic care	Medicare-covered chiropractic care (manual manipulation of the spine to correct subluxation) <sup>2</sup>	\$15 copay	\$70 copay
Diabetes management	Diabetes monitoring supplies <sup>2</sup>	<ul> <li>\$0 copay</li> <li>We only cover Accu- Chek® and OneTouch® brands.</li> <li>Covered glucose monitors include: OneTouch Verio Flex®, OneTouch Verio Flex®, OneTouch Verio Reflect®, OneTouch® Verio, OneTouch® Ultra 2, Accu-Chek® Guide Me, and Accu-Chek® Guide.</li> <li>Test strips: OneTouch Verio®, OneTouch Ultra®, Accu-Chek® Guide, Accu-Chek® Guide, Accu-Chek® Aviva Plus, and Accu-Chek® SmartView.</li> <li>Other brands are not covered by your plan.</li> </ul>	50% coinsurance
	Diabetes self- management training	\$0 copay	40% coinsurance
	Therapeutic shoes or inserts <sup>2</sup>	20% coinsurance	50% coinsurance

Additional benefits			
		In-network	Out-of-network
Durable medical equipment (DME) and related supplies	DME (e.g., wheelchairs, oxygen) <sup>2</sup>	20% coinsurance	50% coinsurance
	Prosthetics (e.g., braces, artificial limbs) <sup>2</sup>	20% coinsurance	50% coinsurance
Fitness proc	gram	<ul> <li>\$0 copay for Renew Active®</li> <li>A free gym membership at a gym near you</li> <li>Access to the largest national network of gyms and fitness locations</li> <li>Access to many premium gyms and fitness locations</li> <li>An annual personalized fitness plan</li> <li>Members who need help can bring a workout assistant to the gym</li> <li>Access to thousands of on-demand workout videos and live streaming fitness classes</li> <li>Social activities at local health and wellness classes, clubs and events</li> <li>Online Fitbit® Community for Renew Active – Fitbit device needed</li> <li>Access to the AARP® Staying Sharp® App</li> </ul>	
Foot care (podiatry	Foot exams and treatment <sup>2</sup>	\$35 copay	\$70 copay
<b>services)</b> F	Routine foot care	\$35 copay, 6 visits per year*	\$70 copay, 6 visits per year*
Meal benefit <sup>2</sup>		\$0 copay for 28 home-deli after an inpatient hospitali facility (SNF) stay.	
Home health care <sup>2</sup>		\$0 copay	50% coinsurance
Hospice		You pay nothing for hospice care from any Medicare approved hospice. You may have to pay part of the costs for drugs and respite care. Hospice is covered by Original Medicare, outside of our plan.	
Nurse Hotline		Speak with a registered nurse (RN) 24 hours a day, 7 days a week	
Opioid treatment p	rogram services <sup>2</sup>	\$0 copay	\$0 copay

Additional benefits			
		In-network	Out-of-network
Outpatient substance abuse	Outpatient group therapy visit <sup>2</sup>	\$15 copay	\$30 copay
	Outpatient individual therapy visit <sup>2</sup>	\$25 copay	\$40 copay
Over-the-Counter (OTC) Credit		\$40 credit every quarter for OTC products like pain relievers, cold remedies and vitamins in-store or online	
		Choose from thousa generic OTC produc relievers, toothpaste	
		☐Shop at thousands o including Walmart, V or at neighborhood s	Valgreens, Kroger and CVS,
Renal Dialysis <sup>2</sup>		20% coinsurance	20% coinsurance

<sup>2</sup> May require your provider to get prior authorization from the plan for in-network benefits.

\*Benefits are combined in and out-of-network

Optional supplemental benefits	
Platinum Dental Rider premium	Additional \$48 per month
	The Platinum Dental Rider includes preventive and comprehensive dental benefits

#### Member discounts

As a UnitedHealthcare Medicare Advantage plan member, you'll have access to an exclusive collection of discounts on hundreds of products and services. Once you're a member, you can sign in to your member site for a list of discounts available to you.

### **Plan deductible**

Your plan has a deductible for certain services. The benefit information provided is a summary of what we cover and what you pay. It doesn't list every service that we cover or list every limitation or exclusion. The Evidence of Coverage (EOC) provides a complete list of services we cover.

The deductible applies to the following Medicare-covered benefit categories, unless otherwise specified.

#### Annual medical deductible

Your deductible is \$600 per year for covered medical services you receive from providers as described below. Until you have paid the deductible amount, you must pay the full cost of your covered medical services.

#### Here's how it works:

- 1. You pay your plan's deductible in full; then,
- 2. You pay your copay or coinsurance; finally,
- 3. Your plan pays the rest.

The deductible applies in and out-of-network to the following Medicare-covered benefit categories, unless otherwise specified:

In-network	Out-of-network
List of applicable services	List of applicable services
Inpatient services	Inpatient services
Inpatient hospital	Inpatient hospital
Inpatient mental health	Inpatient mental health
Outpatient hospital	Outpatient hospital
<ul> <li>Ambulatory surgical center (ASC), excluding diagnostic colonoscopy</li> </ul>	Ambulatory surgical center (ASC)
	Outpatient hospital, including surgery
<ul> <li>Outpatient hospital, including surgery, excluding diagnostic colonoscopy</li> </ul>	Outpatient hospital observation services
Outpatient hospital observation services	
	Diagnostic tests, lab and radiology services, and X-rays
	Diagnostic radiology services (e.g. MRI)
	□ Lab services
	Diagnostic tests and procedures
	Therapeutic radiology
	Outpatient X-rays
	Doctor visits
	Primary

#### □ Specialists

#### **Hearing services**

Exam to diagnose and treat hearing and balance issues

#### **Vision services**

- Exam to diagnose and treat diseases and conditions of the eye
- □ Eyewear after cataract surgery

#### **Mental health**

- □ Outpatient group therapy visit
- □ Outpatient individual therapy visit

#### Skilled nursing facility (SNF)

## Physical therapy and speech and language therapy visit

#### Ambulance

#### **Medicare Part B drugs**

- □ Chemotherapy drugs
- □ Other Part B drugs

#### **Chiropractic care**

Manual manipulation of the spine to correct subluxation

#### **Diabetes management**

- □ Diabetes monitoring supplies
- □ Therapeutic shoes or inserts

## Durable medical equipment (DME) and related supplies

- Durable medical equipment (e.g. wheelchairs, oxygen)
- □ Prosthetics (e.g., braces, artificial limbs)

#### **Foot care**

 $\hfill\square$  Foot exams and treatment

#### Home health care

**Occupational therapy visit** 

#### **Opioid treatment program services**

#### **Outpatient substance abuse**

- □ Outpatient group therapy visit
- $\hfill\square$  Outpatient individual therapy visit

Renal dialysis

## About this plan

AARP<sup>®</sup> Medicare Advantage from UHC PA-0010 (PPO) is a Medicare Advantage PPO plan with a Medicare contract.

To join this plan, you must be entitled to Medicare Part A, be enrolled in Medicare Part B, live within our service area listed below, and be a United States citizen or lawfully present in the United States.

Our service area includes these counties in:

Pennsylvania: Bucks, Chester, Delaware, Montgomery, Philadelphia.

### Use network providers and pharmacies

AARP<sup>®</sup> Medicare Advantage from UHC PA-0010 (PPO) has a network of doctors, hospitals, pharmacies and other providers. With this plan, you have the freedom to enjoy nationwide access to care at in-network costs when you visit any provider participating in the UnitedHealthcare<sup>®</sup> Medicare National Network (exclusions may apply). Plus, you have the flexibility to visit any provider nationwide who accepts Medicare. You may pay a higher copay or coinsurance when you see an out-of-network provider. When looking at the charts above you'll see the cost differences for network vs. out-of-network care and services. If you use pharmacies that are not in our network, the plan may not pay for those drugs, or you may pay more than you pay at a network pharmacy.

You can go to **AARPMedicarePlans.com** to search for a network provider or pharmacy using the online directories. You can also view the plan Drug List (Formulary) to see what drugs are covered and if there are any restrictions.

## **Required Information**

AARP<sup>®</sup> Medicare Advantage from UHC PA-0010 (PPO) is insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract. Enrollment in the plan depends on the plan's contract renewal with Medicare. UnitedHealthcare Insurance Company pays royalty fees to AARP for the use of its intellectual property. These fees are used for the general purposes of AARP. You do not need to be an AARP member to enroll in a Medicare Advantage or Prescription Drug Plan. AARP and its affiliates are not insurers. AARP encourages you to consider your needs when selecting products and does not make specific product recommendations for individuals.

Plans may offer supplemental benefits in addition to Part C benefits and Part D benefits.

If you want to know more about the coverage and costs of Original Medicare, look in your current "Medicare & You" handbook. View it online at www.medicare.gov or get a copy by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

UnitedHealthcare does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.

UnitedHealthcare provides free services to help you communicate with us such as documents in other languages, Braille, large print, audio, or you can ask for an interpreter. Please contact our Customer Service number at 1-800-711-0646 for additional information (TTY users should call 711). Hours are 8 a.m.-8 p.m.: 7 Days Oct-Mar; M-F Apr-Sept.

UnitedHealthcare ofrece servicios gratuitos para ayudarle a que se comunique con nosotros. Por ejemplo, documentos en otros idiomas, braille, letra grande, audio o bien, usted puede pedir un intérprete. Comuníquese con nuestro número de Servicio al Cliente al 1-800-711-0646, para obtener información adicional (los usuarios de TTY deben comunicarse al 711). Los horarios de atención son de 8 a.m. a 8 p.m.: los 7 días de la semana, de octubre a marzo; de lunes a viernes, de abril a septiembre.

Benefits, features, and/or devices vary by plan/area. Limitations, exclusions and/or network restrictions may apply.

#### Hearing aids

Other hearing exam providers are available in the UnitedHealthcare network. The plan only covers hearing aids from a UnitedHealthcare Hearing network provider. Provider network size may vary by local market. OTC hearing aid warranties, if available, will vary by device and are handled through the manufacturer. One-time professional fee may apply for prescription hearing aids.

#### **Routine dental benefits**

If your plan offers out-of-network dental coverage and you see an out-of-network dentist, you might be billed more. Provider network may vary in local market. Dental network size based on Zelis Network360, May 2023.

#### **Routine eyewear**

Additional charges may apply for out-of-network items and services. Provider and retail network may vary in local market. Vision network size based on Zelis Network360, March 2023. Annual routine eye exam and \$100-400 allowance for contacts or designer frames, with standard (single, bi-focal, tri-focal or standard progressive) lenses covered in full either annually or every two years. Savings based on comparison to retail. Other vision providers are available in our network.

#### Fitness program

The Renew Active® Program varies by plan/area and may not be available on all plans. Participation in the Renew Active program is voluntary. Consult your doctor prior to beginning an exercise program or making changes to your lifestyle or health care routine. Renew Active includes standard fitness membership and other offerings. Fitness membership equipment, classes, personalized fitness plans, caregiver access and events may vary by location. Certain services, discounts, classes, events, and online fitness offerings are provided by affiliates of UnitedHealthcare Insurance Company or other third parties not affiliated with UnitedHealthcare. Participation in these third-party services are subject to your acceptance of their respective terms and policies. UnitedHealthcare is not responsible for the services or information provided by third parties. The information provided through these services is for informational purposes only and is not a substitute for the advice of a doctor.

Gym network may vary in local market and plan. Gym network size is based on comparison of competitor's website data as of May 2023.

AARP<sup>®</sup> Staying Sharp<sup>®</sup> is the registered trademark of AARP. Staying Sharp, including all content and features, is offered for informational purposes and to educate users on brain health care and medical issues that may affect their daily lives. Staying Sharp is based on a holistic, lifestyle approach to brain health that encourages users to incorporate into their daily lives activities that are associated with general wellness. Nothing in the service should be considered, or used as a substitute for, medical advice, diagnosis, or treatment. Features including the Cognitive Assessment and Lifestyle Check-Ins, Additional Tests, exercises, and challenges assess performance at a particular moment in time on certain discrete cognitive tasks. Staying Sharp games are intended for entertainment and recreational purposes only. Various factors may affect performance, including sleep, tiredness, focus, and other social, environmental, or emotional factors. Performance is not indicative of cognitive health and not predictive of future performance or medical conditions.

#### **Over-the-Counter (OTC) Credit**

OTC benefits have expiration timeframes. Call your plan or review your Evidence of Coverage (EOC) for more information.

Out-of-network/non-contracted providers are under no obligation to treat UnitedHealthcare members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

The Formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary.

OptumRx is an affiliate of UnitedHealthcare Insurance Company. You are not required to use OptumRx home delivery for a 100 day supply of your maintenance medication.

If you have not used OptumRx home delivery, you must approve the first prescription order sent directly from your doctor to OptumRx before it can be filled. New prescriptions from OptumRx should arrive within five business days from the date the completed order is received, and refill orders should arrive in about seven business days. Contact OptumRx anytime at 1-877-266-4832, TTY 711.

The Nurse Hotline service should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. The information provided through this service is for informational purposes only. The nurses cannot diagnose problems or recommend treatment and are not a substitute for your doctor's care. Your health information is kept confidential in accordance with the law. Access to this service is subject to terms of use.

Additional authorizations may be required to access discount programs. The discounts described are neither offered nor guaranteed under our contract with the Medicare program. In addition, they are not subject to the Medicare appeals process. Any disputes regarding these products and services may be subject to the UnitedHealthcare grievance process. Discount offerings may vary by plan and are not available on all plans. The discount offers are made available to members through a third party. Participation in these third-party services are subject to your acceptance of their respective terms and policies. UnitedHealthcare and its respective subsidiaries are not responsible for the services or information provided by third parties.

#### **Rewards Program**

Reward offerings may vary by plan and are not available in all plans. Reward program terms of service apply.