

Stadtlander'sSM Pharmacy

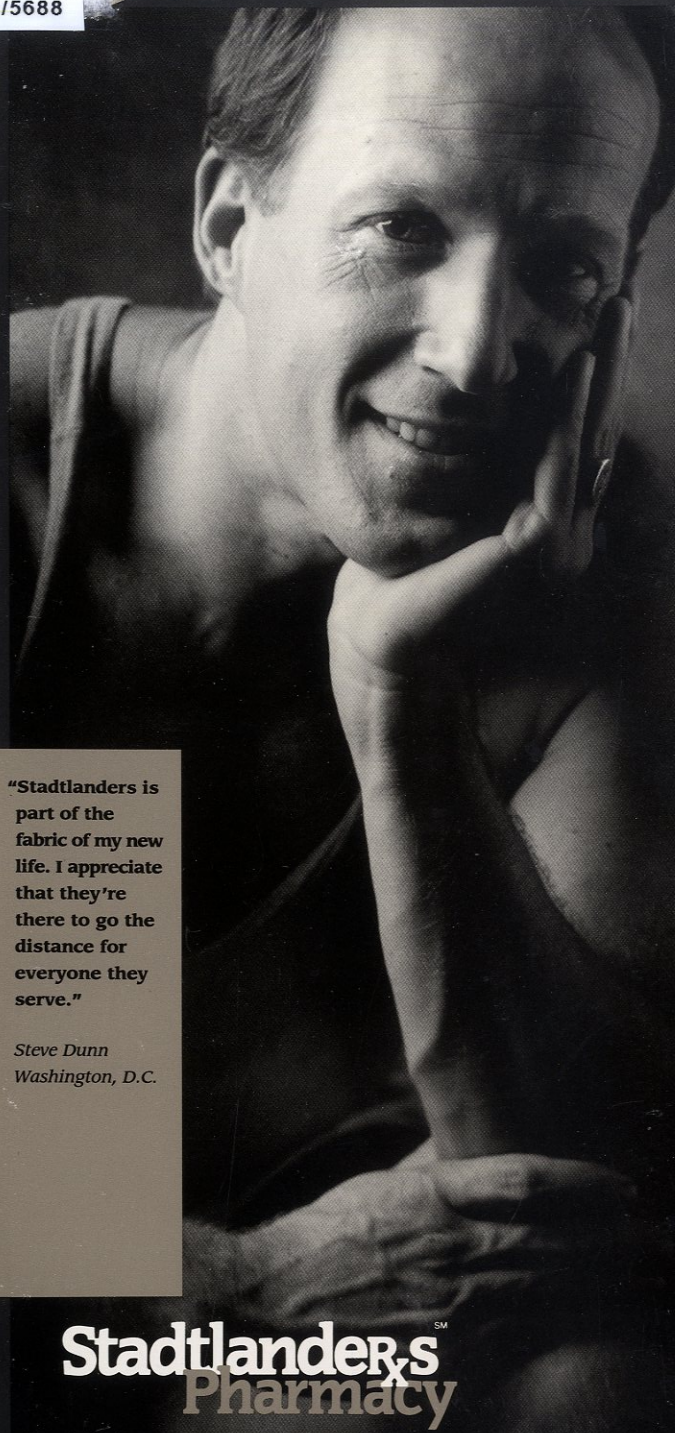
1-800-238-7828

600 Penn Center Boulevard
Pittsburgh, PA 15235-5810

TDD: 800-336-8675

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"Stadtlanders is part of the fabric of my new life. I appreciate that they're there to go the distance for everyone they serve."

Steve Dunn
Washington, D.C.

Stadtlander'sSM
Pharmacy



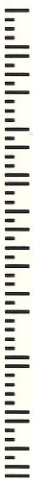
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From filling prescriptions to free medication delivery and complete processing of insurance claims, StadtlandersSM pharmacy program provides invaluable help for patients in need of long-term medication therapy—whether recovering from organ transplantation, or living with conditions like HIV disease, AIDS, infertility, cancer or others.

Why do so many patients choose Stadtlanders? Lots of reasons.

We bill insurance companies directly and wait for payment, greatly reducing our patients' up-front medication costs.

We fill out and file insurance claims, virtually eliminating time-consuming paperwork.

We provide free delivery via Federal Express[®] service within the continental U.S. and many places abroad.

We have a staff of over 35 full-time licensed pharmacists who continually maintain and monitor patient medication profiles.

We have a toll-free number for ease of ordering—800-238-7828.

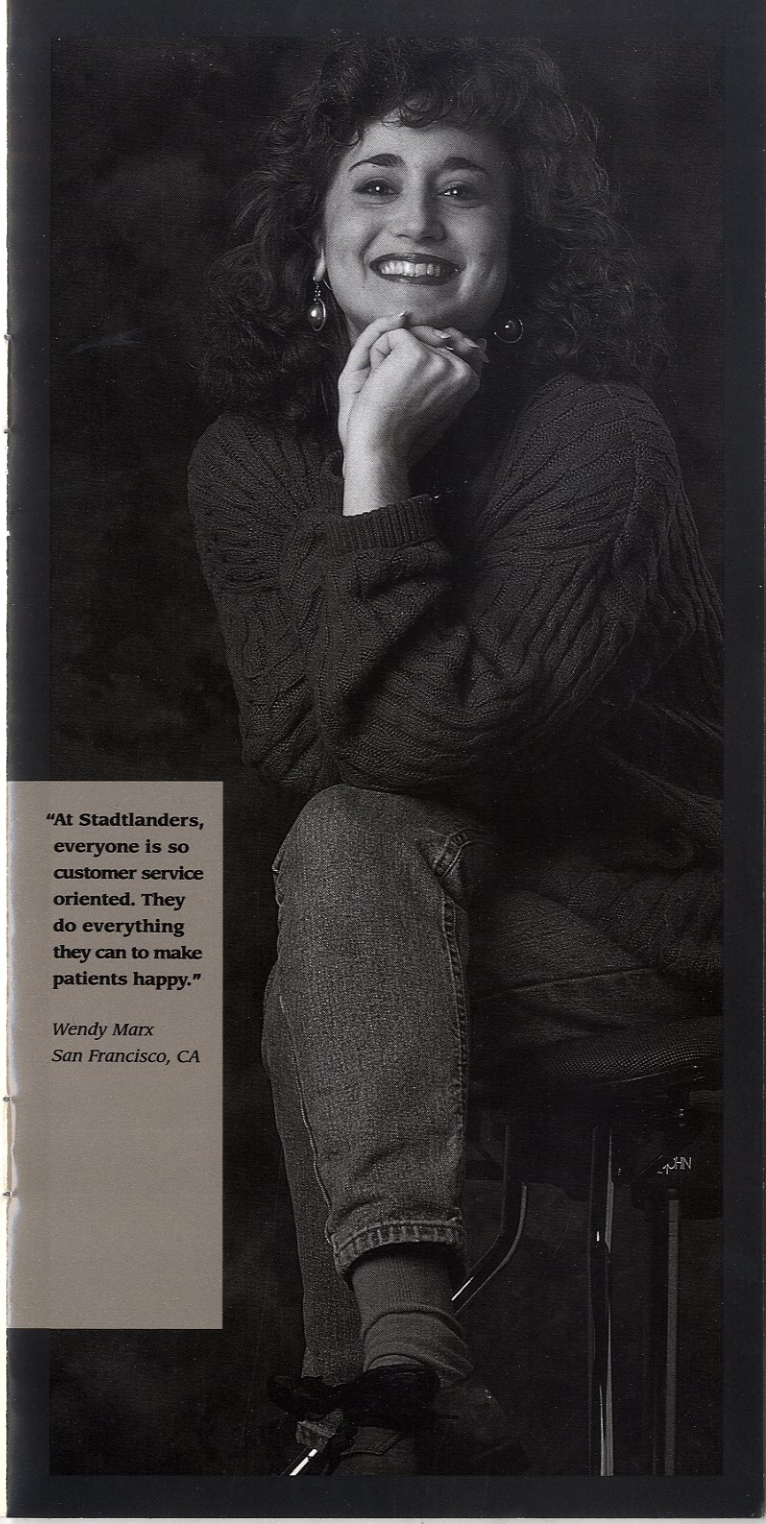
We have three different pharmacists review each new prescription before it's shipped to ensure quality control.

We coordinate medication delivery with a patient's hospital discharge.

We strictly maintain patient confidentiality.

We offer patients the option of having a 30-day supply of medications delivered *automatically* each month.

Federal Express is a registered trademark of the Federal Express Corporation.



"At Stadtlanders, everyone is so customer service oriented. They do everything they can to make patients happy."

Wendy Marx
San Francisco, CA

We carry specialized medications that are often difficult to get elsewhere.

We have a social worker available to counsel patients on financial resources and emotional issues.

We have a licensed pharmacist available 24 hours a day to assist patients in case of an emergency.

We publish LifeTIMES magazine, a free publication providing inspirational and educational articles on issues relevant to our patients.

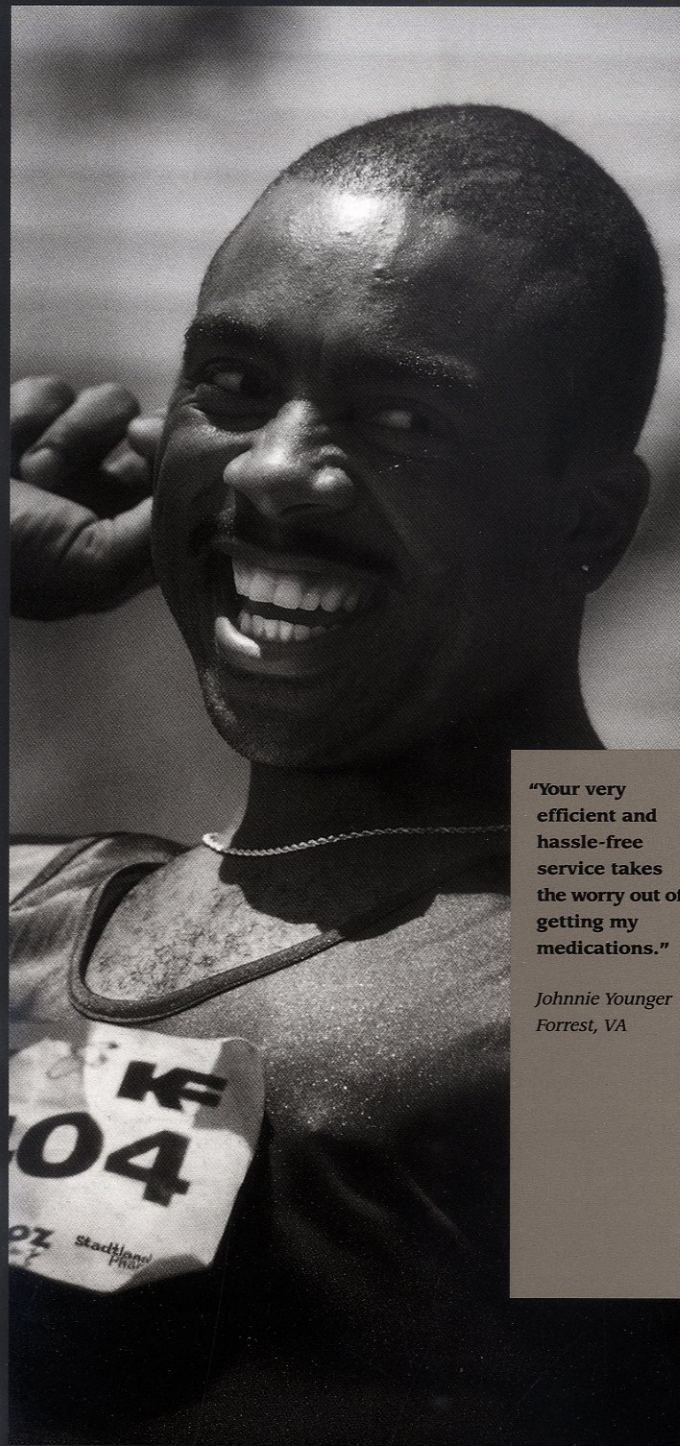
We work with Medicare.

We consistently give back to the community by sponsoring educational programs that address the needs of patients with chronic conditions.

We have Spanish-speaking customer service representatives and a Telecommunications Device for the Deaf (TDD) to help us serve patients with special needs.

We offer our patients "The Pharmacists Respond" hotline, a toll-free number for free medication counseling by our licensed pharmacists.

Stadtlanders pharmacy began by serving people in the Pittsburgh area over 60 years ago. Although we now serve patients nationwide, we have maintained our "neighborhood pharmacy" philosophy. We truly believe every patient is special. And we treat every Stadtlanders patient like a star...a "Star for Life."



"Your very efficient and hassle-free service takes the worry out of getting my medications."

*Johnnie Younger
Forrest, VA*

Some Commonly Asked Questions About
Stadtlanders Pharmacy:

Q *Who can use Stadtlanders service?*

A We accept patients with qualified insurance such as major medical coverage. Typically, a patient's monthly medication needs add up to more than \$200. Call our 800-238-7828 toll-free number for details on how the Stadtlanders program may work for you.

Q *How do the patients who use Stadtlanders feel about the service?*

A According to a recent independent survey, 98 percent of Stadtlanders patients are "Extremely or Very Satisfied" with our service. And 97 percent would recommend Stadtlanders to a friend or an associate.

Q *How do I begin using Stadtlanders?*

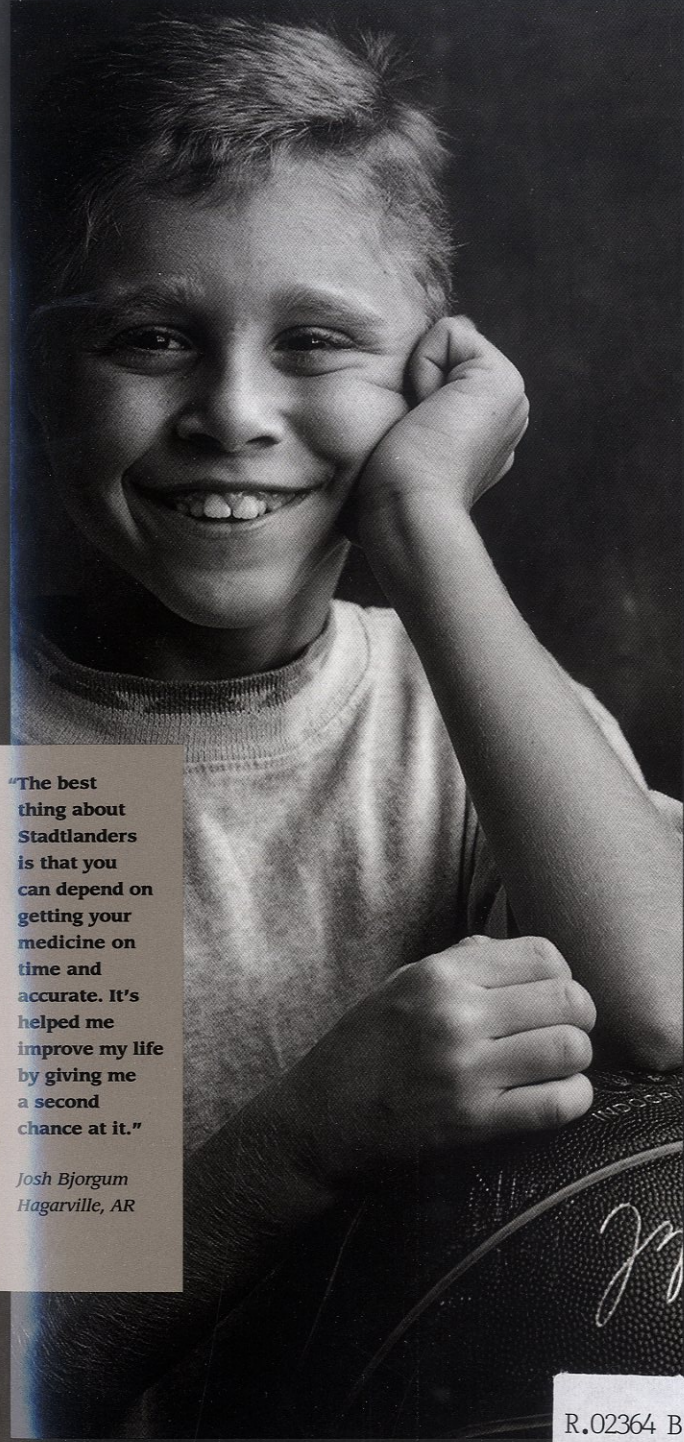
A Simply call our 800-238-7828 toll-free number to enroll. For your convenience, please have your insurance policy information ready so we can process your application in just one phone call.

Q *Do I have to pay for my medication costs up-front, and wait for insurance reimbursement?*

A No. Stadtlanders pharmacy accepts payment directly from your insurance company, so we wait for reimbursement—not you. This saves you from having to pay up-front for your medications.

Q *Is there anything else I have to do before receiving my first medication order?*

A Yes, you must have your doctor call or FAX us with the prescriptions for your current medications.



"The best thing about Stadtlanders is that you can depend on getting your medicine on time and accurate. It's helped me improve my life by giving me a second chance at it."

Josh Bjorgum
Hagarville, AR

Q *When will I receive my first medication shipment?*

A Your first month's supply of medication usually can be delivered right to your home by the next business day after we receive your doctor's call, pending verification of your qualified insurance coverage. That's why it's important to have your doctor call us as soon as possible, once you have enrolled.

Q *How much medication will be sent?*

A A 30-day supply of all of your medications will be sent, unless otherwise specified by you, your doctor, or the terms of your insurance coverage.

Q *What happens if my doctor changes or discontinues my medication?*

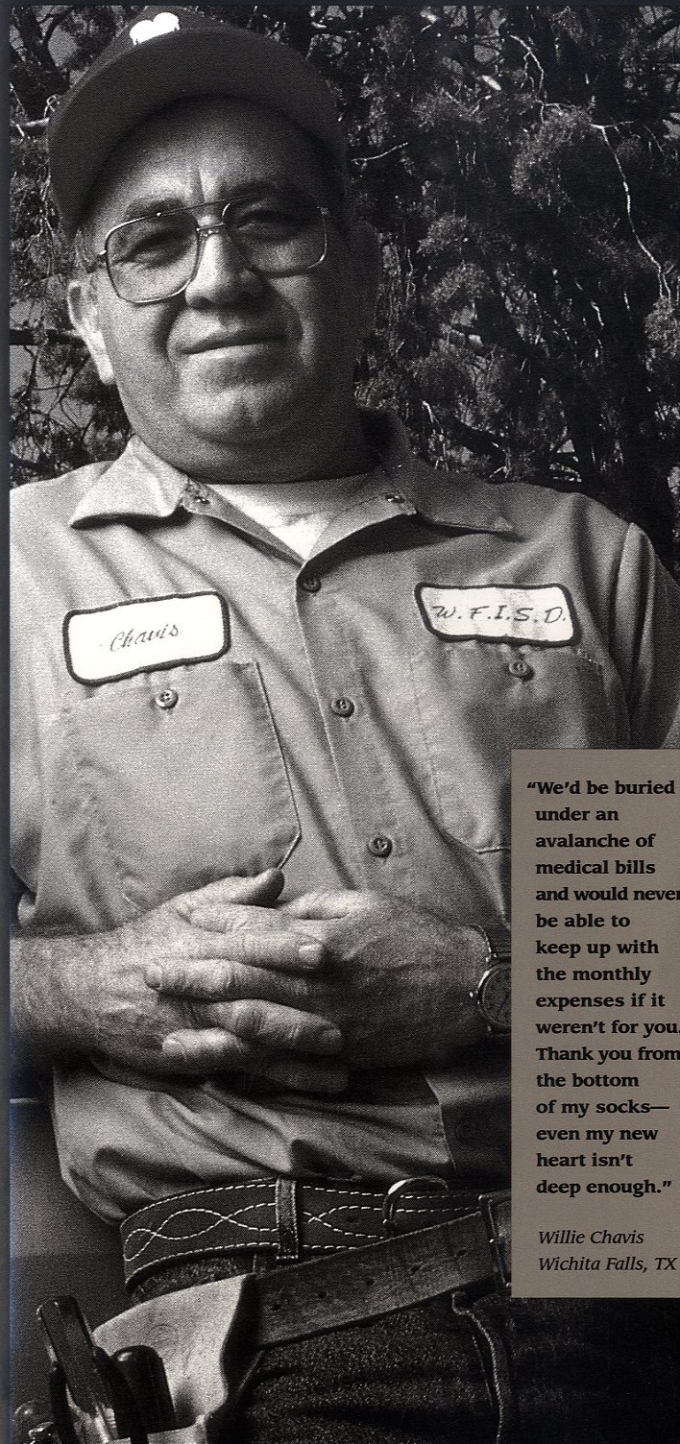
A It is your responsibility to make sure that Stadtlanders pharmacy is notified of any change, including dosage modification. Once you inform us of any changes, a Stadtlanders pharmacist will call your doctor to obtain the necessary prescription.

Q *Can Stadtlanders pharmacy send the medication to my work address?*

A Yes. We can provide free delivery of medication wherever you desire. Since we ship to just about anywhere in the U.S. and many places abroad, special arrangements can be made for vacations, too.

Q *What if my company changes its insurance carrier?*

A You must notify us about your change in insurance and new policy number so that we can call and verify your new insurance coverage.



"We'd be buried under an avalanche of medical bills and would never be able to keep up with the monthly expenses if it weren't for you. Thank you from the bottom of my socks—even my new heart isn't deep enough."

*Willie Chavis
Wichita Falls, TX*

Q Will Stadtlanders waive my insurance copay?

A Stadtlanders works within the terms and conditions of your insurance policy. More and more, insurance companies are requiring patients to take greater financial responsibility as a way of helping to control the rising costs of health care. You may be responsible for an insurance copay, depending on your individual policy and the requirements of any state or federal law or regulation.

Q Does Stadtlanders work with patients on Medicare?

A Yes. We work with Medicare when it's applicable to a patient's specific medication situation. Federal law requires that Stadtlanders bill patients for the portion of the Medicare payment rate not covered by the government. In many cases, this portion of the cost can be covered by a patient's supplemental insurance.

Q Can I get all my medications through Stadtlanders pharmacy?

A Yes. Stadtlanders is a full-service pharmacy that dispenses FDA-approved prescription and over-the-counter medications. We carry both leading brand names and generic equivalents. Diabetic and other medical supplies are also available.

Q Who will answer any medication questions I might have?

A Stadtlanders staff of over 35 full-time licensed pharmacists is available to answer all your medication questions through our special toll-free medication counseling service, "The Pharmacists Respond." In case of emergency, a Stadtlanders pharmacist can also be reached 24 hours a day at 800-238-7828.

Pennsylvania law permits pharmacists to substitute a less expensive generically equivalent drug for a brand name drug unless you or your physician direct otherwise.

For more information about Stadtlanders pharmacy program, simply call 800-238-7828 or fill out the attached card and drop it in the mail. We'll send you materials that detail our program and show what it has done for others.

And what it can do for you.

Printed on Recycled Paper.



Please check the appropriate items.

- Free Star for Life Video (VHS)
- Free multiple copies of this brochure
Specify quantity _____ reason _____
- Free LifeTIMES™ Magazine
- Have a Stadtlanders representative contact me immediately

Please check why you are interested in receiving these materials. I am a:

- Patient Health care professional
- Other (please specify) _____

I am most interested in receiving any additional information relating to: (choose one)

- Transplantation HIV/AIDS Infertility
- Cancer Other (please specify) _____

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Title (if applicable) _____

Facility/Office (if applicable) _____

Street Address _____

City _____ State _____ Zip _____

Daytime Phone () _____