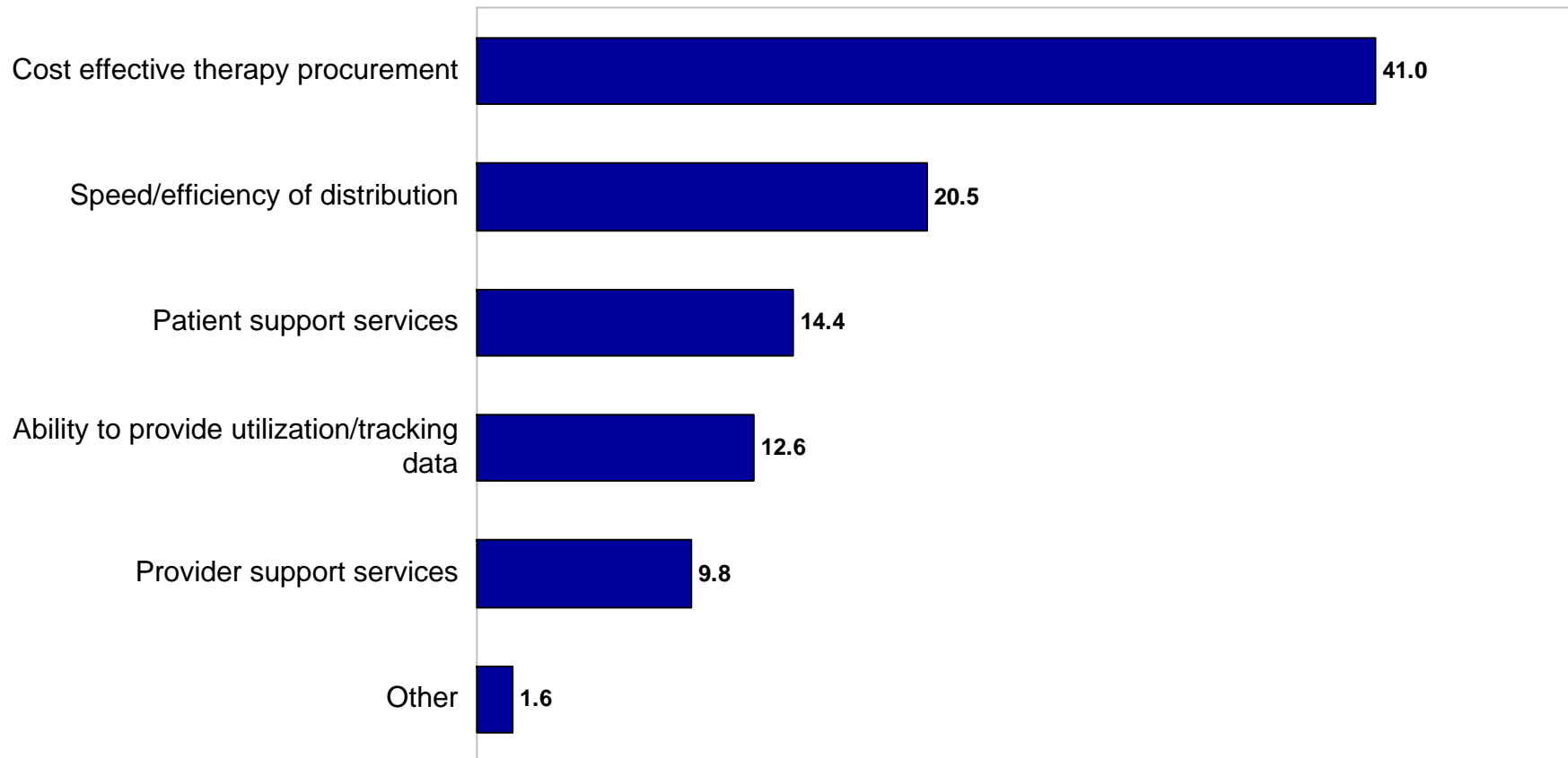


When evaluating the overall value of specialty pharmacy providers, how important are the following elements of the specialty pharmacy provider value proposition?

Please use a 0 to 100 index scale to rate the importance of the following elements. Assign more points to the more important elements, assign fewer (or zero) points to the less important elements.



Source: TZG 2009 Fall Managed Care Biologics and Injectables Index

Average Payer Score