

Dear Patient,

Welcome to MS & Neuromuscular Center of Excellence (MSN)! Thank you for choosing our team for your care — we are truly glad you are here.

MSN is an established specialty neurology practice in the greater Tampa Bay area. I am excited to offer you the same clinical care you've received from me in the past, including office visits and infusion services, at a brand-new state-of-the-art location. Our full team — physicians, nurses, medical assistants, infusion coordinators, and receptionists — is committed to providing expert, personalized care. We are open Monday through Friday from 8am to 4pm.

We have received questions about how to transition to the new onsite infusion center at MSN Tampa, so to assist in this process please see the information below:

Our onsite infusion center features:

- Your neurologist (me!) just down the hall, available if anything comes up
- Patient amenity station — free snacks, beverages, blankets, WiFi, and more
- Complimentary, accessible parking — no validation needed
- In-house authorization, billing, and copay/grant assistance specialists — goal is to minimize your out-of-pocket expenses!

To transition your infusion care to our clinic, please complete the attached Patient Consent Form.

We will notify previous provider and begin the prior authorization process. Call us (813) 855-2900 with any questions.

We have also included some helpful tips for your first appointment with us below and separately attached a resource guide and directions to our office with this packet.

What to Bring to Your Appointment:

- Insurance card & photo ID
- Current medication list, prior medical records or imaging reports

Arrive **10–15 minutes early** to check-in. Co-pays are due at the time of your visit.

Cancellation & Missed Appointment Policy

We understand that life happens — please call at least 24 hours in advance if you need to cancel. First missed appointment: courtesy notice. Second or more in a year: \$25 fee.

We encourage you to reach out anytime with questions — we are always happy to help!

We look forward to seeing you soon,

**Dr. Cascione**

MS & Neuromuscular Center of Excellence – Tampa