



FEATURING HSHS NETWORK

Underwritten by Medical Associates Health Plans

PROVIDER DIRECTORY LIVE360 NETWORK

LOCAL: 217.206.5050
TOLL-FREE 833.728.0538
TTY USERS: 1.800.735.2942
www.live360healthplan.com





Participating Provider Directory

This Directory lists the doctors, hospitals, and healthcare providers that participate in our Health Plan. At the time of printing, this listing is up to date. However, ongoing changes happen as new providers are added and other providers end their participation with Live360 Health Plan. If you have any questions about a provider, please call the provider's office, the Live360 Health Plan office or visit www.live360healthplan.com and select Find a Provider under the Commercial Plans section.

Live360 Health Plan has developed a network, which includes primary care practitioners and specialists as well as local hospitals and other providers of medical care. Live360 Health Plan maintains a stable, consistent network of providers throughout the service area for members to utilize without a referral. Live360 Health Plan issues a referral to tertiary centers or other specialists and hospitals when care cannot be provided within the local network.

If you receive charges from an out-of-network provider who you believe was listed as in-network in this provider directory at the time of service, you may either file an appeal with Member Services by calling 563-584-4885 or sending an email to MAHPMemberservices@mahealthcare.com. See the Complaints, Appeals, and External Review Procedures section of your Subscriber Agreement for more information on filing an appeal. You may also file a complaint with your state's Department of Insurance.

Obtaining Primary & Specialty Care

You have direct access to any Participating In-Network primary care practitioner (Internal Medicine, Pediatrics, Family Practice or General Practice) and most Participating In-Network specialists. We encourage you to establish yourself with a Participating In-Network primary care practitioner for continuity of care. If you need to see a specialist, you have direct access to most of them by calling the phone number listed in this directory. If you have questions in regard to accessing any of our Participating In-Network providers, questions about a medical condition and aren't certain who you should see, please call our Member Services Department at 217-206-5050 or toll free 1-833-728-0538.

Pharmacy Listing

Pharmacy Benefits vary with each Live360 Health Plan employer group policy. Be sure to check your Subscriber Agreement for benefit information. If you have specific questions, please contact our Member Services Department 217-206-5050 or toll free 1-833-728-0538.

Prescriptions may be filled at any participating pharmacy of choice. When outside the area, you can fill your prescription at any pharmacy. You will need to present your member ID card to the pharmacy when filling a prescription. If you encounter a problem, please have the pharmacist call Member Services.

PRACTITIONERS BY SPECIALTY

Disclaimer: The Provider network may change at any time. You will receive notice when necessary. For more current information, please contact the Member Services Department at 217-206-5050 or 1-833-728-0538.



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