



PROVIDER DIRECTORY

Live360 (COST)
Medicare Plan



FEATURING HSHS NETWORK

Underwritten by Medical Associates Health Plans

Local: 217.206.5050
Toll-Free 1.833.728.0538 | TTY users: 1.800.735.2942
8 a.m.–8 p.m., 7 days per week
www.live360healthplan.com

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Live360 Health Plan (Cost) Medicare Provider Directory

This directory provides a list of Live360 Health Plan, herein referred to as the plan, current network providers.

This directory includes the following counties: Bond, Cass, Christian, Clinton, Cumberland, Effingham, Fayette, Macon, Macoupin, Menard, Montgomery, Moultrie, Sangamon, and Shelby.

This document may be available in other formats such as large print or alternate formats.

This directory is current as of January 23, 2025. Some network providers may have been added or removed from the list after this directory was printed. We do not guarantee that each provider is still accepting new members.

If you are viewing this directory online and want to request a hard copy of this Provider Directory, please contact our Member Services Department at 563-584-4885 or toll free 1-866-821-1365, 7 days a week from 8:00 a.m. to 8:00 p.m. TTY users should call 1-800-735-2942. A hard copy will be mailed to you within three (3) business days of your request.

To get the most up-to-date information about the plan's network providers in your area, you can visit www.live360healthplan.com or call our Member Services Department at 217-206-5050 or toll free 1-833-728-0538, 7 days a week from 8:00 a.m. to 8:00 p.m. TTY users should call 1-800-735-2942.

You can get this information for free in other formats, such as large print or audio. Call our toll-free number at 1-866-821-1365.

Patient Services Help Nurses are available 24-hours a day, seven days a week to answer your health care questions or give you information about the services we offer. They can be reached at 563-556-HELP (4357) or 1-800-325-7442. These nurses will help you find the medical care you need.

The plan can provide language interpretation if you do not speak the English language. For more information, please call the Member Services Department. For members who have difficulty hearing, TTY users call 1-800-735-2942.

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Introduction

This directory provides a list of the Live360 Health Plan network providers who have agreed to provide you with health care services. To get detailed information about your health care coverage, please see your Evidence of Coverage.

This directory is set up to list the network physicians by specialty indicating the location of the physician office. The directory also lists participating hospitals, durable medical equipment providers, physical therapy providers, surgical centers, acute care centers and skilled nursing centers.

To receive maximum benefits under your plan, you will need to use network providers. If you use a non-network provider for Medicare eligible services, you will be responsible for the Medicare Part A and B deductibles/coinsurance. Medicare eligible services received from a non-network provider are covered up to the Medicare allowable.

You may go to any of our network providers listed in this directory. However, some services may require a referral.

If you have been going to one network provider, you are not required to continue going to that provider. In some cases, you may get covered services from a non-network provider with authorization.

If you have questions about the plan/coverage or need help finding a network provider, please call our Member Service Department at 217-206-5050 or 1-833-728-0538, 8:00 am to 8:00 pm CST, 7 days a week. TTY users should call 1-800-735-2942. You can also visit www.live360healthplan.com.

Emergency Care and Urgently Needed Care

If you have a medical emergency or need urgent care:

Out of Service Area -

If you are out of the service area and need to seek medical care for urgent or emergent services, you should go to the nearest facility to get your care. After you receive care, contact the Member Service Department within 48 hours, or as soon as possible, to report the out of area care. The telephone number is listed on the back of your identification card.

Within Service Area -

If you are within the service area and need urgent or emergent services, you should contact your network physician unless you feel doing so may endanger your health. If you have a serious medical concern, call 911 for help or go to the nearest emergency room or hospital. If you have a non-life threatening medical concern, you can utilize an Urgent Care Center listed in this directory or call the 24 Hour Help Nurse.

You are also covered by the plan if you need emergency care outside the United States.

After the emergency is over you are entitled to follow-up care to be sure your condition continues to be stable. Your follow-up care will be covered by our plan. If your emergency care is provided by non-network providers, we will try to arrange for network providers to take over your care as soon as your medical condition and the circumstances allow.

Routine Care Out of Area

If you receive non-emergency Medicare eligible services/care out of the plan service area without prior authorization, you will be responsible for Original Medicare cost sharing (i.e. Part A and B deductible, Part B coinsurance and amount above Medicare allowable).

If you are going to be outside of the plan service area and you have a medical condition which requires ongoing monitoring, you will need to contact your treating network physician who will contact the Member Services Department for prior authorization referral. These services may include, but are not limited to, pro time checks if you are on blood thinners, dialysis, and physical therapy.

Primary & Specialty Care

You have direct access to any network primary care practitioner (Internal Medicine, Family Practice, General Practice, and OB/GYN) and most network specialists. We encourage you to establish yourself with a 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 a specialist requires that you to be referred from a primary care practitioner, you will be informed of this when you call the specialist.

If you have questions in regard to accessing any of our network providers or if you have specific questions about a medical condition and are uncertain what specialist you should see, please call our Member Services Department. Medical Associates Health Plans has written standards for appointment wait times for primary care and behavioral health services.

Medicare Part B Drugs/Diabetic Supplies

Medicare Part B eligible drugs may be obtained at any pharmacy and authorization may be required. Medicare Part B covers some diabetic supplies, including blood sugar (glucose) testing monitors, blood sugar (glucose) test strips, lancet devices, lancets and therapeutic shoes. There may be limits on how much or how often you can get these supplies. You may obtain these supplies at any pharmacy. Please verify benefits with the Member Services Department.

Claims Submission

Your network provider should file all claims on your behalf. If for some reason, you receive a bill either from a network provider or a non-network provider, please contact the Member Services Department particularly if you don't know what should have been paid or if you receive bills and you don't know what to do about those bills. We can help.

Send us your request for payment, along with your bill and documentation of any payment you have made. You may want to make a copy of your bill and receipts for your records.

You must submit your claim within 1 year of the date you received the service or item.

Mail your claim: Medical Associates Health Plan, Inc.
 PO Box 211094

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.

INTERNAL MEDICINE

East Alton, IL

SIHF Bethalto Health Center

2 Terminal Dr Ste 8

East Alton, IL 62024

(618) 258-0485

Website: <https://www.sihf.org/>

Population Served: Adult

Appointments accepted directly from Patient

+Suthan, Nanthini, MD (F)

Highland, IL

HSHS Medical Group Family & Internal Medicine

12860 Troxler Ave

Highland, IL 62249

(618) 512-2810

Website: <https://www.hshsmedicalgroup.org/>

Population Served: Adult

Appointments accepted directly from Patient

+Suthan, Nanthini, MD (F)

MENTAL HEALTH COUNSELOR

Assumption, IL

Community Medical Clinic of Assumption

118 N Walnut St

Assumption, IL 62510

(217) 226-3133

Website: <https://panahospital.com/>

Population Served: Adult

Appointments accepted directly from Patient

+Nagle, Schales L, LCSW (F)

Nokomis, IL

Community Medical Clinic of Nokomis

120 S Cedar St

Nokomis, IL 62075

(217) 563-8363

Website: <https://panahospital.com/>

Population Served: Adult

Appointments accepted directly from Patient

+Nagle, Schales L, LCSW (F)

Ramsey, IL

Ramsey Medical Group

103 W 6th St

Ramsey, IL 62080

(618) 423-2412

Website: <https://panahospital.com/>

Population Served: Adult

Appointments accepted directly from Patient

+Nagle, Schales L, LCSW (F)

OBSTETRICS & GYNECOLOGY

Decatur, IL

SIU Physicians & Surgeons, Inc.

441 W Hay St

Decatur, IL 62521

(217) 545-8000

Website: <https://www.siumed.edu/>

Population Served: Women

Appointments accepted directly from Patient

Combs, Douglas V, MD (M)

Diebold, Todd A, DO (M)

OCCUPATIONAL THERAPY

Springfield, IL

Springfield Clinic 1st-800 Building

800 N 1st St

Springfield, IL 62702

(217) 528-7541

Website: <https://www.springfieldclinic.com/>

Population Served: Adult

Appointments accepted directly from Patient

Brohammer, Audrey E, OT (F)

OTOLARYNGOLOGY

Decatur, IL

SIU Physicians & Surgeons, Inc.

441 W Hay St

Decatur, IL 62521

(217) 545-8000

Website: <https://www.siumed.edu/>

Population Served: Everyone

Appointments accepted directly from Patient

Bolk, Kody G, MD (M)

PODIATRY

Breese, IL

Feet First Podiatry Llc

9515 Holy Cross Ln

Breese, IL 62230

(888) 557-8333

Population Served: Everyone

Appointments accepted directly from Patient

Lindgren, Ashlee N, DPM (F)

BOARD CERTIFICATION OF PRACTITIONERS BY SPECIALTY

INTERNAL MEDICINE

American Board of Internal Medicine

Suthan, Nanthini, MD

OBSTETRICS & GYNECOLOGY

American Board of Obstetrics and Gynecology

Combs, Douglas V, MD

Diebold, Todd A, DO

OTOLARYNGOLOGY

American Board of Otolaryngology

Bolk, Kody G, MD

HOSPITAL AFFILIATIONS

HSHS HOLY FAMILY HOSPITAL - GREENVILLE

Lindgren, Ashlee N, DPM

HSHS ST JOHNS HOSPITAL - SPRINGFIELD

Diebold, Todd A, DO

HSHS ST JOSEPH HOSPITAL - HIGHLAND

Suthan, Nanthini, MD

HSHS ST MARYS HOSPITAL - DECATUR

Combs, Douglas V, MD

SSM HEALTH DEPAUL HOSPITAL - ST LOUIS

Lindgren, Ashlee N, DPM

TELEHEALTH

Internal Medicine

Suthan, Nanthini, MD

Telehealth provided via: Video/Phone

Services offered: Office Visit

*Can include caregiver in
separate location:* Yes

Mental Health Counselor

Nagle, Schales L, LCSW

Telehealth provided via: Phone

Services offered: Office Visit

*Can include caregiver in
separate location:* Yes

