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## 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](http://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 July 3, 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](http://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](http://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.

### CARDIOLOGY

#### Festus, MO

##### **Mercy Clinic Heart and Vascular EP - Jefferson**

1390 US Highway 61 Ste N1500  
Festus, MO 63028  
(314) 251-1700  
Population Served: Adult  
Appointments accepted directly from Patient  
Handa, Rajiv, MD (M)

### CLINICAL CARDIAC ELECTROPHYSIOLOGY

#### Festus, MO

##### **Mercy Clinic Heart and Vascular EP - Jefferson**

1390 US Highway 61 Ste N1500  
Festus, MO 63028  
(314) 251-1700  
Population Served: Everyone  
Appointments accepted directly from Patient  
Handa, Rajiv, MD (M)

### 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

Current as of July 3, 2025

F=Female, M=Male, N=Non-Binary

+ Telehealth services offered, for more details see Telehealth Section of document

\*NOT accepting new patients

## **Decatur, IL**

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### **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**

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### **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

## 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 MARYS HOSPITAL - DECATUR**

Combs, Douglas V, MD

### **SSM HEALTH DEPAUL HOSPITAL - ST LOUIS**

Lindgren, Ashlee N, DPM



# TELEHEALTH

## Mental Health Counselor

**Nagle, Schales L, LCSW**

*Telehealth provided via:* Phone

*Services offered:* Office Visit

*Can include caregiver in  
separate location:* Yes

