

HERO Council Meeting Minutes

Health – Empowerment – Resource – Opportunities

Date: 02/11/2026
Meeting Time: 11am to 12pm ET
Location: 1-952-222-7450
674 569 158#
Meeting Leader: Barbara Robinson

Purpose of Council

Thank you for agreeing to serve as a UnitedHealthcare Community Plan (UHC) HERO Council member. Your feedback is important as we support your way, to live life your way.

As a HERO Council member, you may receive confidential surveys. You will meet and talk with people from UHC as well as those who serve our communities. Your input will help us shape and improve the Indiana PathWays for Aging program.

We want to hear your ideas on topics important to you. Your voice matters.

- **Introductions:** Barbara Robinson led an introduction with 50 attendees from the following 14 Indiana counties: Allen, Bartholmew, Cass, Hamilton, Hendricks, Kosciusko, Lake, Marion, Morgan, Shelby, Steuben, St. Joseph, Tippecanoe, and Vigo. The health plan's Dental Director, and Nutrition

Specialist were also in attendance to field questions as needed.

- **Information Sharing:** The HERO Council and theme of “your voice matters” was explained to each attendee. Mental Health Matters was discussed, highlighting the following aspects and terms related to the subject:
 - Seasonal Affective Disorder is a form of depression that occurs typically in the Fall and Winter months. Fewer daylight hours, being cooped up indoors, and less frequent social interactions are among the triggers of this condition experienced by many.
 - Please consider the following indicators that may suggest the need to seek assistance or confide in someone you trust:
 - Changes in mood, sleep, appetite, or energy
 - Increased worry, irritability, or social withdrawal
 - Physical complaints like headaches or fatigue
 - Poor concentration
 - Thoughts about dying or suicide
 - 988 Suicide and Crisis Lifeline: When you call 988, you are connected to a trained crisis counselor who will listen, provide support, and offer resources. The call is free and confidential, and you can expect to be connected to a local crisis center or a national backup center if the local one is busy. You can also expect prompt attention when you call United Healthcare at 1-800-832-4643.

- **Member Experience Feedback:** Barbara facilitated a discussion focused on seasonal affective disorder, exploring its connections to depression and overall mental health. Many members expressed their willingness to discuss strategies for managing the challenges of long winter months and associated mood fluctuations. They noted that simple actions, such as conversing with a friend or stepping outside for fresh air, can significantly elevate a mood. Bailey, our Nutritionist, announced her efforts to secure approval for nutrition pamphlets aimed at assisting members in creating budget-friendly meal preps. She emphasized the significant impact of nutrition on overall happiness and natural energy levels.

Four members from Marion County expressed their enthusiasm for the upcoming in-person meeting in Fort Wayne, Allen County, scheduled for March 26th, 2026. They acknowledged by Barbara that transportation would not be provided and that UHC would not assume liability for travel. Nevertheless, they are eager for the opportunity to explore the town and connect with our Allen County members for support and camaraderie! Barbara conveyed her genuine joy, emphasizing that this is precisely one of the purposes of the program. One of our Hendricks County members offered that Kroger grocery offers a “Verified Savings Program that provides a significant discount on fresh fruits and vegetables to Medicaid recipients and others on government assistance that started January 2026.

She noted that a Kroger Loyalty card is necessary to redeem this value and to inquire within. The information that she shared in the meeting was well received by all participants. A member of Marion County inquired about a dentist, seeking a referral for her dental needs. In response, another member shared her long-term experience with her dentist, whom she has been seeing for 35 years, expressing satisfaction with the fact that she has retained all but one of her original teeth. Dr. Poland was pleased to acknowledge this impressive achievement. The dental group's information was shared with the member, allowing Dr. Poland to emphasize the significance of establishing a reliable dental home.

Amidst the confusion expressed by many members of the HERO Council regarding the changes to the new rewards systems, Barbara took to opportunity to provide a detailed explanation. The HERO Council has revised its annual rewards structure, reducing the number of rewards from 12 to 8. Nevertheless, participants can still earn additional rewards by completing healthy activities such as Fall Risk assessment, Annual Physical, a Chat Assessment with a Service Coordinator, or engaging in tobacco cessation programs. These initiatives are designed to promote overall health and well-being, something that we at UHC take very seriously.

- **Invitation** – One-on-one support after the meeting.
- **Wrap-Up:** Today's action items and suggestions re-capped.

How to reach us: You can send Barbara an email at IN_HPops@uhc.com at any time.

UnitedHealthcare Member Services is available by phone at 800-832-4643. We are open Monday through Friday, 8 am to 8 pm Eastern time zone. Our Nurse Line is open 24/7, and you reach them at that same number. This number is also listed on the back of your member ID card.

Please note: Attendance detail and surveys confidentially stored. When we talk about survey results, we do not share the names of those who gave feedback. Thank you for helping us protect the privacy of others.