

## **HERO Council Meeting Minutes**

Health – Empowerment – Resource – Opportunities

Date: 02/18/2026  
Meeting Time: 11am to 12pm ET  
Location: 1-952-222-7450  
599 715 55#  
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 48 attendees from the following 10 Indiana counties: Allen, Cass, Clay, Hamilton, Hendricks, Lake, Marion, Monroe, Tippecanoe, and Vigo. The health plan's Dental Director,

Nutrition Specialist, and one Service Coordinator 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. One of the regular members of the Allen County HERO Council recently shared the news of her successful surgical procedure and her upcoming rehabilitation for recovery over the next few weeks. She expressed gratitude to everyone for their supportive thoughts and positive energy. She sought ongoing positive energy and good vibes for the healing process that lies ahead. We then took a moment to acknowledge the positive developments of our fellow members while also highlighting those who could benefit from supportive thoughts as they face upcoming challenges. Barbara expressed her joy in knowing that the HERO Council consistently provides unwavering support and camaraderie.

A 72-year-old member from Marion County, who began her interest with her college journey at the Digital Health Literacy HERO Council meeting in 2025, has generously offered her assistance to anyone in enrolling in free courses with the Senior Scholar Program at Ivy Tech College. She continues to encourage others not to hesitate to resume their education. Since starting her degree program in writing in June 2025, she continues to thrive in her

academic pursuits, successfully. Dr. Poland expressed his enthusiasm in discussing the significance of oral cancer screenings and the necessity of maintaining dental care, even for individuals who no longer possess their original teeth. Our HERO Council members consistently enjoy engaging with Dr. Poland and appreciate the insights gained about dental hygiene, even when discussions extend beyond this specific topic. Bailey, our Health Plan Nutrition Specialist, is available to reach out to HERO Council members to address their nutrition concerns following meetings, should they request their assistance. All also greatly values her support.

- **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](mailto: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.