

HERO Council Meeting Minutes

Health – Empowerment – Resource – Opportunities

Date: 03/04/2026
Meeting Time: 11am to 12pm ET
Location: 1-952-222-7450
423 834 829#
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 40 attendees from the following 13 Indiana counties: Allen, Cass, Hamilton, Hendricks, Lake, Marion, Monroe, Morgan, Starke, Steuben, St. Joseph, 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. One of our Tippecanoe members expressed a desire to learn more about budgeting and cooking and perhaps taking classes, linking these skills to her mental well-being. She believes that enhancing her knowledge in these areas could positively impact her overall mental health. A Lake County member then shared with the group that his struggles with depression were exacerbated by a bed bug infestation in his apartment building. Despite months of replacing furniture, linens, and other personal items, he received no assistance from his landlord in addressing the issue. He credited the HERO Council's recent Endangered Adult Awareness Series for empowering him to advocate for his rights, ultimately leading him to seek help from the Mayor's office. With the support he received, the problem was resolved, alleviating his mental distress. Thanks to the efforts of UHC and the HERO Council, he now enjoys a sense of comfort and happiness. Others were able to celebrate the moment with him.

Many members expressed their enthusiasm for the arrival of Spring. One Marion member reminisced about the tradition of balancing eggs during the Spring Equinox, sharing how she and her mother engaged in this activity for many years. Barbara also reflected on similar childhood memories associated with this practice. Several others

expressed interest in trying their hand at this intriguing tradition as well. Another member from Marion County inquired about protein options, and Bailey provided her with helpful suggestions. Additionally, Bailey took the initiative to follow up with a personal phone call after the meeting to offer further assistance.

- **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.