

HERO Council Meeting Minutes

Health – Empowerment – Resource – Opportunities

Date: 04/01/2026
Meeting Time: 11am to 12pm ET
Location: 1-952-222-7450
853 399 820#
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 30 attendees from the following 12 Indiana counties: Allen, Hamilton, Hendricks, Knox, Lake, Marion, Monroe, Morgan, St. Joseph, Sullivan, Tippecanoe, and Tipton. The

health plan's Pharmacy Director and Nutrition Specialist were in attendance to field questions as needed.

- **Information Sharing:** The HERO Council and theme of “your voice matters” was explained to each attendee. Pharmacy information was discussed, highlighting the following aspects and terms related to the subject:
 - We are here to assist you with understanding various aspects of your pharmacy options when it comes to your healthcare needs, including mail order prescriptions, preferred pharmacies, and medications covered by Medicaid.
 - You may need a drug that requires prior authorization. In this case, your doctor will need to provide information about your health condition, and then a decision will be made about whether the medication is appropriate. Your doctor must submit a prior authorization request if:
 - A drug is listed as nonpreferred in the PDL (preferred drug list)
 - Certain conditions must be met prior to you receiving the drug
 - Your prescription is beyond the limit typically allowed
 - There are other drugs that should be tried first

If you are having trouble getting medication, contact Member Services at 1-800-832-4643. We can help you call your provider's office and help you share information, so

you get the medicine you need. This phone number is also listed on the back of your member ID card.

- **Member Experience Feedback:** Fun facts were shared, along with information regarding UHC health plan resources for the 24/7 Nurse Line- 1-866-801-4407; Dr. Chat- Member Services; Dial Care Dentist- 1-844-712-1154; Get Set Up Online Community- 1-888-559-1614; and myuhc.com (member portal). (TTY 711). Our Morgan County member opened the meeting by expressing her enthusiasm for the fun facts segment. We concentrated on Spring flowers and their meanings. Our members particularly appreciated the meanings associated with lilacs and cherry blossoms, especially Barbara, sharing her Grandmothers lilac bushes she fondly remembered as a child.

We initiated our conversation on the topic of Pharmacy, during which a member from Marion County expressed her distress over the inability to obtain her Miracle Mouth Wash brand due to financial difficulties. She explained that her battle with Lupus causes her significant pain, making it impossible for her to sleep without this specific mouthwash, as no alternative remedies provide relief. Unfortunately, this specialized compound is not covered by Medicaid or Medicare, forcing her to pay out of pocket; \$100.00 each time. Another Marion County member suggested a local pharmacy for her to try. Meanwhile, other

members proposed various mouthwash options, but Farhan, the pharmacy director, cautioned that what works for one individual may not be effective for another, advising her to stick with the prescribed compound. Barbara assured her that she would follow up with a phone call after the meeting to provide further assistance. She also coordinated with her service coordinator to submit a request to the member support fund panel for a 90-day supply, aiming to secure temporary relief as quickly as possible until a long-term solution is in place for her.

A member from Lake County expressed concerns about having the flu and considered visiting the emergency room for evaluation. Barbara advised against this, suggesting that he instead contact his provider's office. The member voiced his worries about not securing a timely appointment, prompting Barbara to recommend the Dr. Chat option once more. A member from Marion County then shared her positive experiences with Dr. Chat through UHC, encouraging its use for anyone in need. She recounted a previous instance when she consulted Dr. Chat regarding a knee issue, which led her to being advised to go to the emergency room- a decision for which she was grateful. The Lake County member appreciated the recommendation and decided to give Dr. Chat a try.

Barbara and Farhan were able to assist several members during the meeting in understanding that the PathWays Medicaid plan with UHC includes preferred pharmacies.

They provided guidance on which pharmacies to switch to ensure adequate coverage. Additionally, there seemed to be some confusion regarding the differences between Medicare and Medicaid in relation to pharmacy services. We concluded the meeting with a member from Marion County joyfully announcing the arrival of her new wheelchair chair. We joined her in celebrating this significant achievement.

- **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.