

HERO Council Meeting Minutes

Health – Empowerment – Resource – Opportunities

Date: 04/08/2026
Meeting Time: 11am to 12pm ET
Location: 1-952-222-7450
838 830 823#
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 35 attendees from the following 11 Indiana counties: Allen, Hamilton, Hendricks, Lake, Marion, Morgan, Monroe, Morgan, Starke, Steuben, Tippecanoe, and Vigo. The

health plan's Dental 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)

Bailey, the Nutrition Specialist, facilitated an educational poll to assess the HERO Council's interest in a potential nutrition initiative- specifically, the development and distribution of a complimentary healthy cookbook for UnitedHealthcare (UHC) members. The poll results demonstrated strong engagement, with clear majority expressing support for the idea. Bailey informed the Council that she would begin preliminary work on the project and clarified that approval from OMPP would be required prior to any distribution. She is also committed to keeping members informed about timeliness and availability, reinforcing transparency throughout the process.

A member from Lake County revisited a previously discussed dental education topic with Dr. Poland related to balance billing and denture coverage in Indiana. She shared a positive outcome that highlighted the practical value of understanding member rights. Her dentist, who participates

in the Indiana Medicare/Medicaid program, initially quoted her \$750 for bridge work. After the member referenced her HERO Council involvement and demonstrated knowledge of applicable coverage guidelines, the dentist and hygienist reassessed the charges and reduced the cost to \$400. Dr. Poland commended the member for her self-advocacy and explained that dental appliances like bridges are not always fully covered under Medicare/Medicaid, often resulting in member cost-sharing. This example served as a learning opportunity for the group, reinforcing the importance of education and empowerment.

A member from Monroe County expressed appreciation for the HERO Council meetings, noting that each session provides valuable education and new insights. She highlighted the relevance of the topics presented and recognized Barbara for her diplomatic leadership and ability to manage discussions in a way that encourages learning and engagement.

During the pharmacy education segment, the Pharmacy Director was unable to attend due to a scheduling conflict. In his absence, Barbara provided an in-depth overview of the topic and offered to relay any follow-up questions to Farhan. She reviewed preferred pharmacy usage for PathWays Medicaid members and explained the Prior Authorization process, which can be a common source of confusion when accessing medications. Barbara emphasized that support and resources are always available

and reassured members that they do not have to navigate medication-related challenges on their own.

To further enhance understanding, Barbara shared a personal example related to Prior Authorization decision labeled “other drugs should be tried first.” She explained that this indicator means alternative medications must be attempted before approval is granted for the requested drug. Using her experience with Type 2 Diabetes, she described how her endocrinologist was required to document unsuccessful trial-and-error attempts with Metformin before UHC approved her current medication.

Barbara acknowledged that pharmacy topics may not always be engaging but emphasized their importance due to ongoing member feedback, concerns, and utilization trends, reinforcing the value of continued education in this area.

- **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.