

HERO Council Meeting Minutes

Health – Empowerment – Resource – Opportunities

Date: 04/22/2026
Meeting Time: 11am to 12pm ET
Location: 1-952-222-7450
135 589 256#
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 31 attendees from the following 12 Indiana counties: Allen, Cass, Hamilton, Hendricks, Lake, Marion, Monroe, Morgan, St. Joseph, Tippecanoe, Tipton and Vigo. The health plan's Dental Director, the Pharmacy Director, and

the Housing Coordinator were all 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)

The meeting began with a HERO Council member from Lake County raising concern regarding a recalled over-the-counter eye drop. Farhan, Pharmacy Director, provided general information identifying the manufacturer associated with the recall. The member reported purchasing the product from a local pharmacy and experiencing side effects and indicated intent to seek guidance from a healthcare provider.

For educational purposes, Farhan encouraged the member to verify with the dispensing pharmacy whether the purchased product was included in the recall and to follow the guidance provided by the pharmacist and healthcare provider. This discussion highlighted the importance of confirming product safety information and consulting appropriate healthcare professionals when concerns arise. Farhan also provided an overview of state guidance related to Medicare Part D coverage. He explained that effective July 29, 2026, individuals aged 65 years and older with full

Medicaid coverage who are not enrolled in Medicare will no longer have Part D-eligible prescriptions covered by Medicaid. Members were informed that individuals denied Medicare coverage may submit documentation of the denial to the state using the designated email address (DSNP@fssa.in.gov). It was also noted that for individuals determined not eligible for Medicare, Indiana Medicaid will continue to cover prescription costs.

Barbara reminded members that Member Services would offer support and resources and would be available to assist with questions or provide additional clarification regarding coverage and benefits.

A HERO Council member from Vigo County shared a concern related to accessing dental care while managing a chronic condition. In response, Dr. Poland and Barbara provided general information regarding provider resources, including a university-based practice with experience treating patients with similar healthcare needs. Information about transportation benefits was also shared as a potential resource to care.

The member indicated that she would review the information provided and pursue follow-up through appropriate channels if needed. This discussion reinforced awareness of available provider resources, benefit supports, and the importance of coordinating care through qualified providers.

- **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.