

HERO Council Meeting Minutes

Health – Empowerment – Resource – Opportunities

Date: 04/29/2026
Meeting Time: 11am to 12pm ET
Location: 1-952-222-7450
638 032 053#
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 12 Indiana counties: Allen, Cass, Clay, Hamilton, Hendricks, Lake, Marion, Monroe, Steuben, Tippecanoe, Tipton, and Vigo. The health plan's

Dental Director, Nutrition Specialist, and Pharmacy Director 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)

After pharmacy information was shared, Bailey, Nutrition Specialist, provided an educational overview on the importance of dietary fiber as a part of a balanced diet. She explained that fiber plays a key role in supporting digestive health, promoting regular bowel function, and may contribute to reducing the risk of certain chronic conditions, such as heart disease and diabetes. She also noted that fiber can support blood sugar management and cholesterol levels. Examples of fiber-rich foods, including fruits such as berries, guava, avocado, and passion fruit, were shared to increase awareness of dietary options that may support overall health.

A HERO Council member from Marion County referenced a prior concern related to vision services discussed during an earlier meeting. The member reported that she had incurred out-of-pocket expenses for services she believed should have been covered. During the previous in-person meeting, Barbara encouraged her to contact Member

Services for assistance in reviewing the claim. At this meeting, the member shared that after contacting Member Services, additional information was provided to the provider, and the claim was reprocessed, resulting in a refund of previously paid costs. This discussion highlighted the importance of utilizing Member Services as a resource for questions regarding coverage, billing, and claims. Another member of Marion County provided general feedback regarding Member Services, noting that the resource has been helpful in obtaining information related to plan benefits, including rewards associated with the UHC Ucard. This feedback reinforced awareness of available support services for members seeking benefit-related information.

A member raised a question regarding the use of bone density screenings and whether such testing is commonly recommended. In response, Barbara provided general educational information indicating that bone density is often recommended for individuals based on age, risk factors, and provider assessment, particularly for older adults. Members were encouraged to consult their healthcare providers to determine appropriate preventive screenings based on their individual health needs. Barbara also noted that care coordination resources may be available to assist members with accessing recommended services.

Finally, a member expressed appreciation for receiving materials by mail, including HERO Council Meeting Minutes, noting that it supports her ability to review and better understand the information discussed. This feedback highlights the importance of providing accessible communication methods to support member education and engagement.

- **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.