

HERO Council Meeting Minutes

Health – Empowerment – Resource – Opportunities

Date: 05/06/2026

Meeting Time: 4:00pm- 6:00pm ET

Location: Community Action Center of Southern
Indiana
201 E 15th St.
Jeffersonville, IN 47130

Meeting Leader: Barbara Robinson & Kiersten Vincent

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 and Kiersten Vincent led an introduction with 10 attendees from the following two Indiana counties: Clark, and Marion. The health plan's

Nutrition Specialist and a Community Outreach Specialist were in attendance to field questions and assist as needed.

- **HERO Council Meeting Summary**

Barbara and Kiersten facilitated a member-focused session reviewing PathWays and HCC materials while attendees gathered giveaway items and refreshments. To engage the group, each participant introduced themselves and shared their favorite childhood toy, helping create a warm and welcoming environment.

- **Opening Remarks**

Barbara opened the meeting by highlighting key components of UnitedHealthcare's member support approach, including:

- Rewards and value-added benefits
- The importance of health assessments
- The critical role of care managers
- Member Services as a resource for navigating the health plan and resolving questions

She also emphasized UnitedHealthcare's commitment to member health and well-being and provided an overview of the HERO Council's purpose and ongoing initiatives.

- **Community Partner/Stakeholder Presentations**

The meeting featured several community partners who shared valuable resources and services:

- YMCA (Mary): Discussed grief and loss support groups, emphasizing safe, supportive spaces for individuals to connect with others experiencing similar challenges.
- Allegiant Care Plus (Lana): Highlighted services including home and community assistance and structured long-term care that supports Medicaid members.
- Kinship PACE: Presented their all-inclusive care program for adults 55+, offering coordinated healthcare, therapy, transportation, and social services to help seniors remain independent in their homes.
- Community Action Center of Southern Indiana (Pam): Shared information about their food pantry and community services and provided door prizes to attendees.

All Clark County representatives demonstrated strong dedication and compassion in serving their communities.

- **Member Feedback**

Participants completed OMPP-approved HERO Council Member Questions, with Barbara and Kiersten encouraging open and honest input.

Key feedback highlights included:

- A Marion County PathWays member expressed strong satisfaction with LCP transportation services, especially noting reliability during winter months.
- A Clark County HCC member shared appreciation for the One Pass gym membership, citing consistent use and value.
- Another Clark County PathWays member reported feeling overwhelmed by the volume of Explanation of Benefits (EOB) mail received after appointments and noted that she does not use the myuhc.com portal.

This feedback will be reviewed and analyzed to identify opportunities and develop best practices for improving member education and support.

- **Closing and Member Experience**

Attendees left the meeting feeling satisfied and supported. Each participant received useful giveaway items such as:

- Toilet tissue
- Plush blankets
- Jigsaw puzzles
- Three-piece towel sets

Members were also encouraged to attend future virtual meetings and were provided with calendars to support ongoing 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.