

HERO Council Meeting Minutes

Health – Empowerment – Resource – Opportunities

Date: 05/20/2026
Meeting Time: 11am to 12pm CT
Location: 1-952-222-7450
225 300 486#
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 37 attendees from the following 10 Indiana counties: Allen, Carroll, Hamilton, Harrison, Hendricks, Lake, Marion, Spencer, Tippecanoe, and Tipton. The health plan's

Nutrition Specialist was also 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.

- **HERO Meeting Summary:** 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; and myuhc.com (member portal). (TTY 711)

Opening & Member Engagement:

The meeting began with standard introductions, followed by member discussion and shared experiences.

A member shared general feedback regarding use of a wellness application available through the member portal. The member described how engaging with guided audio content supported relaxation and encouraged gradual participation in outdoor activity. This was shared as an example of how digital wellness tools may support emotional well-being and behavioral activation.

Another member acknowledged assistance received related to a previously submitted request for durable medical equipment. The member indicated they are awaiting fulfillment and expressed appreciation for care coordination support.

A third member expressed interest in nicotine cessation resources in preparation for a scheduled medical procedure later in the year. The member noted prior participation in a

cessation program and identified interest in peer support as an additional resource. This reflects an ongoing need for accessible cessation support and care coordination.

Education Segment:

An educational discussion was provided on nutrition and protein intake across the lifespan, highlighting:

- The role of protein in maintaining muscle mass and strength
- Importance for recovery and healing
- Support for immune system and function
- Contribution to sustained energy levels

Members were encouraged to consider distributing protein intake throughout the day, rather than concentrating intake in a single meal. General examples of protein sources (e.g., fish, legumes, lean meats) were discussed to support health dietary patterns.

Pharmacy & Member Support Education:

A brief overview was provided of the appropriate use of pharmacy services and member support resources including:

- When to contact Member Services for assistance
- General guidance on accessing pharmacy-related benefits and support

MAC Feedback Themes:

The following themes emerged that are relevant for program consideration:

- Continued interest in digital wellness tools that support mental and behavioral health
- Importance of timely coordination for durable medical equipment requests
- Ongoing demand for nicotine cessation resources and peer support options, particularly in preparation for medical procedures
- Value of nutrition education, particularly related to aging populations

Closing:

The session concluded with no additional questions or concerns raised.

- **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.