

## **HERO Council Meeting Minutes**

Health – Empowerment – Resource – Opportunities

Date: 06/03/2026  
Meeting Time: 11am to 12pm ET  
Location: 1-952-222-7450  
179 574 437#

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 32 attendees from the following 10 Indiana counties: Allen, Hamilton, Hendricks, Huntington, Lake, Marion, Steuben,

St. Joseph, Tippecanoe, and Vigo. The health plan's Nutrition Specialist and the NEMT Transportation Manager 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.

- **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; Get Set Up Online Community- 1-888-559-1614; and myuhc.com (member portal). (TTY 711)

The meeting opened with a continuation of Bailey's protein discussion originally introduced during the May 20 virtual session. Members actively participated in a dynamic Q & A, focusing on the importance of protein for older adults- particularly for muscle maintenance-and identifying affordable, nutritious protein options.

A participant shared that she had recently completed a fall-risk assessment with her service coordinator. Barbara reinforced the importance of these assessments, emphasizing their role in overall health management and highlighting proper nutrition as a key factor in preventing health issues and supporting well-being.

One member expressed deep appreciation for UnitedHealthcare (UHC), sharing that the organization has

significantly improved the quality of his life and, in his words, “saved his life” multiple times. He credited his progress in part to adopting a healthier diet, inspired by Bailey’s nutrition guidance during HERO Council meetings. He also described the group as “family” and valued his strong connection with his service coordinator.

Another participant expressed gratitude to a fellow member for sharing information about the elderly tax credit last year. She successfully applied and received financial assistance this year, demonstrating the impact of peer support and shared knowledge.

A caregiver contributed helpful information about free refurbished computers available through Easterseals Crossroads. Barbara agreed to follow-up, and it was later confirmed that this resource is offered through the INDATA Depot program under the Indiana Assistive Technology Project. This topic will be revisited in future meetings.

Finally, Barbara covered important pharmacy information. After, she reminded members to complete and return the previously distributed Member Questions packet. She emphasized the importance of member feedback and thanked those who have already contributed, noting that

each response plays a vital role in improving the UHC member experience.

- **Member Feedback**

Members shared general feedback related to:

- The value of nutrition education in supporting healthier lifestyle choices
- Increased awareness of health practices contributing to improved well-being
- Appreciation for opportunities to participate in group discussions

Feedback indicates members benefit from:

- Educational sessions
- Peer engagement
- Ongoing support resources

- **Access to Care/Service Delivery Experience**

Members discussed general experiences with services, including:

- Care coordination support
- Communication with service coordinators

Overall feedback reflected:

- Members find care coordination helpful in navigating services
- Regular engagement contributes to member satisfaction

- **Barriers Identified**

- Limited awareness of available community and financial resources
- Need for clear, verified, and accessible resource information

- **Action Items and Follow-Up**

- Share confirmed resource information in future sessions
- Members encouraged to complete and return the Member Questions Packet
- Plan to review feedback collected for quality improvement initiatives

- **Member Engagement**

- Members actively participated in discussion and Q&A
- Peer-to-peer sharing was observed and contributed to increased awareness of:
  - Health management practices
  - Community and financial resources
- Feedback will be used to:
  - Inform program improvements
  - Support quality initiatives
  - Meet reporting requirements

- **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](mailto: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.