

HERO Council Meeting Minutes

Health – Empowerment – Resource – Opportunities

Date: 06/10/2026
Meeting Time: 11am to 12pm ET
Location: 1-952-222-7450
146 819 661#
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 28 attendees from the following 12 Indiana counties: Allen, Cass, Clay, Grant, Huntington, Lake, Marion, Steuben, Tippecanoe, Tipton, and Wayne. The health plan's Dental Director,

Pharmacy Director, Nutrition Specialist, and a Community Outreach Specialist 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.

- **Education and Feedback 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)

- **Health Education Provided**

This session was conducted focusing on **nutrition and medication safety**.

- Education included the **benefits of fruit consumption** (fresh, frozen, and canned), emphasizing essential nutrients such as vitamins, minerals, fiber, hydration, and carbohydrates for energy.
- Guidance was provided on **incorporating fruit into daily meals and snacks** to support overall wellness.
- Members were educated on **potential interactions between grapefruit and certain medications**, particularly cardiovascular medications, and were encouraged to consult healthcare providers before making dietary changes.

- Information was shared regarding **zero-sugar fruit juice options**, noting that while they may help reduce sugar intake, they may also contain fewer essential nutrients.

A participant reported improved energy and mood after incorporating **protein into their morning routine**, demonstrating application of prior nutrition education.

- **Clinical & Safety Guidance**

- Members were encouraged to **review nutrition labels**, with attention to sugar content and other key nutritional components.
- Education was provided regarding **oral health and denture care**, including:
 - Advising members to consult a dental provider for individualized recommendations
 - Discussing safe supportive measures (e.g., saltwater rinses for mild swelling, with caution not to ingest solution)
 - Recommending appropriate use of **over-the-counter pain relief**, as needed and directed

- **Pharmacy and Benefits Education**

- Members received education on:
 - **Covered vs. non-covered medications**

- How to access support through **Member Services** for pharmacy-related concerns
- Guidance was reinforced that **new prescriptions must be obtained from a healthcare provider** when medication fills are interrupted or discontinued.
- **Care Coordination & Member Support**
 - A member expressed the need for:
 - Assistance with **obtaining a new healthcare provider**
 - Information regarding **mail-order pharmacy options**
 - Support for **housing-related concerns impacting accessibility**
 - Staff initiated appropriate **care coordination follow-up** by notifying the member's service coordinator to ensure outreach and support.
- **Feedback & Member Engagement**
 - Members actively participated in discussion and asked questions related to:
 - Nutrition choices and alternatives
 - Medication and dietary interactions
 - Dental care options and symptom management
 - Pharmacy access and prescription processes

- Peer-to-peer engagement was observed, with members offering suggestions; staff ensured **accuracy and redirection to appropriate clinical or administrative resources** when needed.
- **Outcomes**
 - Members demonstrated **increased awareness of nutrition and medication safety**
 - Members were **appropriately directed to providers and care coordination resources**
 - Individual concerns were identified and **escalated for follow-up support**
- **Next Steps/ Follow-Up**
 - Continue to reinforce **nutrition education and label literacy**
 - Encourage members to **consult providers before dietary or medication changes**
 - Ensure **care coordinator follow-up** for identified member needs
 - Provide ongoing education on **pharmacy access, benefits, and medication adherence**
- **Invitation** – One-on-one support after the meeting.

- **Wrap-Up:** Today's action items and suggestions recapped.

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.