

HERO Council Meeting Minutes

Health – Empowerment – Resource – Opportunities

Date: 06/17/2026
Meeting Time: 11am to 12pm ET
Location: 1-952-222-7450
203 466 713#
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 27 attendees from the following 12 Indiana counties: Allen, Carroll, Clay, Hamilton, Hendricks, Huntington, Lake, Marion, Morgan, Tippecanoe, Tipton, and Wayne. The health plan's Dental Director, Nutrition Specialist, and two

Service Coordinators were in attendance to field questions as needed.

- **Information Sharing:** The HERO Council and theme of “your voice matters” was explained to attendees. 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)

- **Quarter Two Conclusion: Pharmacy & You with PathWays HERO Council**

Statewide HCC & PathWays Joint Social Celebration

To conclude the Quarter two session of *Pharmacy & You* with the PathWays HERO Council, we hosted a Statewide HCC and PathWays Social Celebration Hour. Attendance was limited to PathWays members and caregivers, allowing for a more focused and engaging environment.

- **Event Highlights**

The session began with light and engaging content, where participants shared fun facts about the month of June. This was followed by a discussion of notable celebrity birthdays and an overview of holidays observed on June 17th, a brief highlight of the upcoming Juneteenth celebration, and *National Eat your Veggies Day*.

This naturally transitioned into Bailey's presentation on the importance of vegetable nutrition. Participants actively engaged by sharing their favorite vegetables and expressing appreciation for learning that vegetables retain their nutritional value whether fresh, frozen, or canned. A notable discussion point included a participant's statement regarding the sulfuric properties of onions, which was confirmed during the session.

- **Community Engagement Opportunities**

Bailey also introduced upcoming community events scheduled for July 20 and July 21, 2026, hosted in partnership with *Franciscan Health Alliance* and *Fresh Start Market* in the Lake County area. These events will include:

- Complimentary grilled hot dogs and sides
- Free beverages
- Access to a free food pantry

Participants were encouraged to attend and connect with others in their community. Several members expressed interest, and it was communicated that LCP transportation services would be available at no cost if needed.

- **Member Experience & Resources**

A PathWays member from Marion County shared her positive experience with IndyGo's specialized transportation service, noting its affordability at \$7 per day and its role in helping her commute to part-time employment on her own schedule.

- **Wellness & Gratitude Discussion**

With no outstanding dental, medical, or pharmacy-related concerns, the session transitioned into a meaningful discussion centered on self-appreciation and daily gratitude.

Key benefits of practicing gratitude were explored, including:

- Strengthening neural pathways associated with joy
- Reducing focus on negative thoughts
- Enhancing resilience during challenging times
- Lowering stress and supporting heart, immune, and digestive health
- Improving sleep quality through reflection on positive experiences
- Strengthening relationships through empathy and kindness
- Reducing conflict by minimizing envy and resentment

- **Celebrating Everyday Moments**

Participants were encouraged to recognize and celebrate life's everyday joys and connections, such as:

- Meaningful interactions and support systems
- Acts of kindness, even from strangers
- Accomplishing small daily tasks
- Enjoying simple pleasures (e.g., a warm drink, clean sheets, or a sunset)
- Prioritizing rest, stretching, meditation, and learning
- Appreciating nature's beauty and calming effects
- Maintaining overall health and well-being

Even small details- like the satisfaction of writing with a smooth pen- were acknowledged as contributors to daily happiness.

- **Closing Reflection**

In closing, Barbara expressed heartfelt gratitude for the opportunity to serve PathWays members and for another year of shared experiences, connection and growth.

- **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.