

HERO Council Meeting Minutes

Health – Empowerment – Resource – Opportunities

Date: 07/08/2026

Meeting Time: 3pm- 5pm ET

Location: Wabash Activity Center
300 S 5th St.
Terre Haute, IN 47807

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 21 attendees from the following two Indiana counties: Vigo and Marion. Community partners

from Vigo County were also present, including the Hamilton Center, Thrive West Central, the Vigo County/Terre Haute Fire Department, and the Vigo County Health Department. In addition, the dietitian from the health plan was present.

- **Information Sharing:** The HERO Council and theme of “your voice matters” was explained to each attendee. Feedback from attendees indicated a prominent level of satisfaction with UHC, which led to meaningful discussions about member rewards and the additional value-added benefits available through both Hoosier Care Connect and PathWays.

During the open forum, members had the opportunity to engage with community partners, ask questions, and gather important contact information. The participation of community organizations highlighted the value of collaboration among local resources and individuals, working together toward the shared goal of helping community members live, thrive, and grow.

Community partners in attendance included:

- The Hamilton Center, Inc., a not-for-profit regional behavioral health system serving central west-central Indiana. The organization provides a comprehensive

range of behavioral health services for adults, children, adolescents, and families.

- Thrive West Central connects residents of West Central Indiana to programs and resources that enhance quality of life through aging and disability services, community development, housing, and transportation assistance.
- Vigo County/Terre Haute Fire Department provides fire safety and prevention education covering topics such as proper 911 usage, abandoned structure safety, barbecue safety, carbon monoxide alarms, Christmas tree safety, electrical fire prevention, fire escape planning, fire extinguisher use, family disaster preparedness, and fireworks safety.
- Vigo County Health Department/Health Education Division promotes public health and wellness by educating the community on topics such as disease prevention, vaccinations, and healthy living practices.

Following the open forum, attendees participated in a presentation focused on Diabetes Management and Healthy Eating. Participants learned practical strategies for making healthier food choices each day, including:

- Following a balanced diet that incorporates fruits, vegetables, whole grains, and lean proteins.

- Planning and preparing meals in advance to support portion control and reduce unhealthy food choices.
- Creating shopping lists based on meal plans to encourage nutritious purchasing habits.

The presentation also covered carbohydrate counting, emphasizing the impact carbohydrates have on blood sugar levels. Participants learned that most women require 45-60 grams of carbohydrates per mean, while most men require 60-75 grams.

Additional nutrition education included instruction on reading Nutrition Facts labels to better understand calories, carbohydrates, vitamins, and serving sizes. Attendees were also introduced to the MyPlate method, which recommends using a 9-inch plate and filling:

- Half the plate with non-starchy vegetables,
- One-quarter with lean protein,
- One-quarter with grains or starches.

The discussion on portion control provided practical visual tools for estimating serving sizes using hand measurements:

- 1 teaspoon = fingertip
- 1 tablespoon = thumb tip
- 1 cup = fist

Participants were encouraged to consult their healthcare providers with any nutrition or health-related questions.

The event concluded with an engaging live healthy food preparation demonstration led by Registered Dietitian Bailey. She prepared a flavorful Summer Cowboy Caviar Salsa, a fiber-rich option that is low in sugar and sodium. The salsa was served with lightly salted tortilla chips, and Bailey discussed the importance of incorporating fiber into a healthy diet. Attendees enjoyed the recipe along with fresh fruit and vegetable trays provided during the event.

To reinforce the educational content, Kiersten interacted with participants through a nutrition-themed question-and-answer session, awarding prizes to those who correctly answered questions about the information presented. The activity encouraged engagement, reinforced key learning points, and helped make the event both educational and enjoyable for attendees.

- **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.