

HERO Council Meeting Minutes

Health – Empowerment – Resource – Opportunities

Date: 07/15/2026
Meeting Time: 11am to 12pm ET
Location: 1-952-222-7450
272 485 102#
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 35 attendees from the following 13 Indiana counties: Allen, Cass, Carroll, Hamilton, Hendricks, Huntington, Lake, Marion, Morgan, Spencer, St. Joseph, Tippecanoe, and

Wayne. The health plan's Dental Director and Dietitian were in attendance to field questions as needed.

- **Information Sharing:** The HERO Council and theme of “your voice matters” was explained to each attendee. SDOH & DME were discussed, highlighting the following aspects and terms related to the subjects:
 - Social Determinates, or Social Drivers of Health, (SDOH), are the non-medical conditions in which people are born, grow, live, work, and age.
 - They shape daily life and include everything from economic stability and education access to neighborhood environments to social support networks. Together, these factors heavily influence health outcomes and inequities.
 - Economic Stability: Includes employment, income, expenses, debt, and medical bills.
 - Education Access and Quality: Surrounds high school graduation, literacy, early childhood education, and vocational training.
 - Healthcare Access and Quality: Covers health insurance coverage, health literacy, and access to culturally focused medical services.
 - Neighborhood and Built Environment: Relates to the safety of a neighborhood, access to public transportation, availability of healthy foods/nutrition, and exposure to environmental hazards.

- Durable Medical Equipment (DME) includes medically necessary, reusable devices like wheelchairs, hospital beds, and walkers, for example, that are prescribed by a doctor for home use. To qualify, equipment must withstand repeated use, serve a medical purpose, and have an expected lifespan of at least three years.
 - You can expect prompt attention and assistance with these matters when you call UnitedHealthcare at 1-800-832-4643.
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- **HERO Meeting Summary: Social Determinants of Health (SDOH), Community Resources, & DME**

The meeting began with a lighthearted discussion about fun facts related to the month of July. A participant from Marion County shared several interesting facts she had learned during a recent visit to her dentist's office. Barbara encouraged members to continue sharing fun facts at future meetings, helping to create an engaging and inclusive environment.

The conversation quickly expanded into a question-and-answer session regarding rewards programs, value-added benefits, and dental services. Dr. Poland attended the meeting and offered to coordinate follow-up consultations outside of the group setting. Numerous member questions were addressed during the first half of the meeting.

A member then shared her excitement about settling into her new apartment and becoming involved in various community activities, including tea parties and other social events. This discussion provided an opportunity for Barbara to promote the upcoming Senior Expo in August for Marion County residents. Barbara will be hosting the event at Westminster Neighborhood Services Center, where attendees can enjoy hot meals, access food pantry, connect with community partners, receive valuable information, and take advantage of free giveaways.

The importance of community engagement and social connection naturally led to the meeting's primary topic: Social Determinants of Health (SDOH).

- **Social Determinants of Health (SDOH)**

Barbara explained that individuals who lack access to essential resources such as:

- Safe and affordable housing
- Quality education
- Social support systems
- Nutritious food
- Health insurance
- Medical services
- Stable income

are at greater risk for poor health outcomes and increase mortality.

She emphasized that UnitedHealthcare (UHC) is committed to helping members address these needs through a variety of support services. Available resources include:

- An in-house housing coordinator
- Assistance locating food resources
- Educational opportunities
- Connections to legal services
- Help addressing medical bills
- Free transportation services
- HERO meetings that provide ongoing education and community resources

Members were encouraged to contact their Service Coordinator, Member Services representative, or Barbara, their Member Advocate, for assistance with accessing available resources.

● **Durable Medical Equipment (DME)**

Barbara also reviewed options available for members needing Durable Medical Equipment (DME).

One member from Allen County shared that she needed a new cane and a blood pressure cuff. Barbara explained that:

- Member Services can assist with obtaining a new cane through the member's healthcare provider.
- A member support fund may be available to help obtain a blood pressure cuff, pending medical review and approval through UnitedHealthcare's established process.

● **Nutrition Education**

Bailey, the dietitian, concluded the educational portion of the meeting with a discussion on nutrition.

She emphasized that overall health is influenced not only by personal choices but also by an individual's access to healthy foods and other resources. When nutritious foods are difficult to obtain due to cost, availability, transportation, or storage limitations, the risk of developing conditions such as:

- High blood pressure
- Diabetes
- Heart disease
- Obesity

can increase.

Bailey highlighted canned foods as an excellent option for many individuals because they are:

- Affordable

- Nutritious
- Convenient
- Long-lasting due to their extended shelf-life

- **Meeting Conclusion**

The meeting concluded after all questions had been addressed. Members were reminded of the many resources available through UnitedHealthcare and encouraged to reach out for assistance whenever needed. No additional questions were raised before adjournment.

- **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.

