

HERO Council Meeting Minutes

Health – Empowerment – Resource – Opportunities

Date: 07/22/2026
Meeting Time: 11am to 12pm ET
Location: 1-952-222-7450
195 211 128#
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 16 Indiana counties: Allen, Carroll, Cass, Clay, Grant, Hamilton, Hancock, Hendricks, Johnson, Lake, Marion, Morgan, St. Joseph, Tippecanoe, Tipton, and Wayne. The health plan's Dental Director,

NEMT Manager, and Member Experience Associate Director 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.

- **HERO Council Meeting Summary**

Welcome and Member Engagement

The meeting began with a fun and engaging discussion centered on an ice cream themed fact in recognition of a nationally celebrated event in July. Following introductions, new HERO Council members were welcomed to the group.

Barbara expressed her appreciation for the HERO Council members and their caregivers, noting the exceptional warmth, empathy, and support displayed throughout the council. She remarked that no other group she has encountered demonstrates the same level of genuine care and affection for one another. Members responded and lighthearted comments and shared their appreciation for the HERO Council, as well as for Barbara, Bailey, and Dr. Poland.

Health Resource Education: Captel Captioned Telephone Program

Barbara provided educational about the Captel Captioned Telephone Program, federally funded resource available to individuals with hearing loss.

Key Information Shared

- Contact Number: 1-800-233-9130
- Website: www.relayindiana.com.
- The program provides captioned telephone services for individuals with certified hearing impairments.
- Professional installation assistance is available at no cost
- Eligibility requirements include income and hearing loss certification by a qualified healthcare provider.
- Phone options vary, with some models requiring high-speed internet and others operating through a traditional landline.

A member from Spencer County shared a positive experience using the program and reported that the service has been beneficial in improving communication.

Educational Outcome

Members received information about available hearing-loss resources and learned how to access services that may support communication and independence.

Nutrition and Social Determinants of Health

Barbara provided education regarding the connection between nutrition and Social Determinates of Health (SDOH), emphasizing the importance of healthy food access and nutrition in supporting overall health and well-being

Members were informed that Bailey was participating in a community outreach event in Lake County but remained available to provide nutrition support and referrals.

Members were encouraged to leave a secure voicemail if assistance was needed, and referral information would be shared appropriately.

Educational Outcome

Members were informed about available nutrition resources and learned how to access additional support and community-based services when needed.

Oral Health and Preventive Care Education

Dr. Poland provided an educational presentation focused on oral health, preventive dental care, and the importance of regular dental visits.

Topics Discussed

- Importance of routine dental examinations and preventive care
- Oral cancer screenings and early detection

- Relationship between oral health and chronic conditions such as diabetes and heart disease
- Impact on nutrition on oral health outcomes

Dr. Poland also addressed common member questions regarding dental procedures, including:

- Dental implants
- Root canals
- Porcelain crowns

Members were informed that these procedures are generally not covered under Indiana Medicaid dental benefits and were encouraged to discuss treatment options and coverage questions directly with their dental providers and health plan.

A member from Clay County shared information about the Indiana University School of Dentistry and its sliding fee program, identifying it as a potential community resource for individuals seeking affordable dental care.

Educational Outcome

Members received education regarding preventive and oral health practices, available community resources, and the relationship between oral health and overall wellness.

Health Plan Benefits, Transportation, and Community Resources

Following presentations of SDOH and Durable Medical Equipment (DME), members engaged in discussion regarding health plan benefits and community resources.

Member Experience Feedback

A member from Allen County shared positive feedback regarding her experience with UnitedHealthcare, specifically noting:

- Positive interactions with Member Services
- Satisfaction with available supplemental benefits
- Appreciation for using her benefit card to purchase eligible food and household items

Amber from Member Experience and Barbara thanked the member for sharing her feedback.

Transportation Education

A member from Tippecanoe County expressed concerns about using transportation benefits for an upcoming appointment due to lack of prior experience with the service due to safety concerns.

Amber provided education regarding:

- How to schedule transportation services
- Safety measures and screening requirements for drivers

- Availability of accommodations that may support member comfort during transportation; member has the option of taking a support person with her

The member stated that the information addressed her concerns and indicated she would schedule transportation for her appointment.

Educational Outcome

Members received education regarding available transportation benefits, plan resources, and methods for accessing covered services.

Meeting Conclusion

The meeting concluded with members expressing satisfaction with the health plan experiences and appreciation for the educational information and resources shared during the session.

No additional questions were raised regarding:

- Nutritional education
- Dental education
- Social Determinates of Health resources
- Health plan benefits

New attendees were informed that they would receive a standard welcome packet and quarterly meeting calendar by mail.

Overall MAC Educational Impact

The meeting successfully provided members with education and awareness regarding:

- Hearing-loss assistance programs
- Nutrition resources
- Social Determinates of Health
- Preventive oral health care
- Community dental resources
- Transportation benefits
- Health plan support services

The discussion promoted member awareness of available healthcare resources, encouraged preventive care, and reinforced access to services that support overall health and independence.

- **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.