

HERO Council Meeting Minutes

Health – Empowerment – Resource – Opportunities

Date: 08/12/2026
Meeting Time: 11am to 12pm ET
Location: 1-952-222-7450
172 066 872#
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 30 attendees from the following 14 Indiana counties: Allen, Cass, Clay, Hamilton, Hancock, Hendricks, Huntington, Lake, Marion, Spencer, Tippecanoe, Vigo, and Wayne. The

health plan's Dental Director and Nutrition Specialist 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 MAC Meeting Summary**

The meeting opened with a group discussion about the history of popular toys from the mid-20th century.

Members shared memories and reflections, fostering social connection and engagement.

An open forum was held, allowing members to ask questions and discuss general health and wellness topics. Questions related to dental health were addressed through health education and encouragement to consult appropriate healthcare professionals for individualized care and treatment decisions.

- **Health Education Topic: Nutrition and Social Determinants of Health (SDOH)**

Bailey facilitated an educational discussion on the connection between nutrition and Social Determinants of Health (SDOH), specifically focusing on how living

environments and access to food preparation resources can influence healthy eating habits.

Members explored potential barriers to meal preparation including:

- Limited kitchen access
- Temporary housing situations
- Lack of cooking appliances
- Limited refrigeration
- Physical illness or other challenges affecting meal preparation

The discussion emphasized that eating habits can be supported in a variety of living situations. Members learned practical strategies for making nutritious food choices when resources are limited, including selecting balanced meal options and incorporating nutrient-dense foods when available.

- **Interactive Nutrition Activity**

As part of the educational session, members participated in a nutrition activity focused on improving the nutritional value of convenience meals. Participants discussed ways to enhance frozen meal options by:

- Adding vegetables
- Including fruit
- Incorporating beans or legumes
- Adding lean protein sources

The activity reinforced the concept that small, realistic changes can improve overall dietary quality and support health goals.

- **Group Support & Community Connection**

The meeting concluded with recognition of the supportive environment within the group. Members demonstrated concern and compassion for one another, highlighting the importance of social connection and peer support in overall well-being. Participants were reminded that personal health information is protected and that privacy and confidentiality are respected within the group setting.

- **Member Outcomes**

- Members participated in group discussion and peer engagement
- Members received education regarding nutrition and Social Determinants of Health.
- Members identified practical strategies for making healthier food choices in a variety of living environments.
- Members demonstrated understanding of how small dietary changes can support overall health and wellness.
- Members were encouraged to seek guidance from appropriate healthcare providers for individual health concerns.

- **Key Notes**

- Educational content focused on health promotion and wellness.
- No individualized treatment recommendations were provided.
- No protected health information (PHI) or personally identifiable information was given or documented.
- Discussion centered on general health education, member engagement, and self-management strategies.

- **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.