

HERO Council Meeting Minutes

Health – Empowerment – Resource – Opportunities

Date: 08/26/2026
Meeting Time: 11am to 12pm ET
Location: 1-952-222-7450
402 028 296#
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 11 Indiana counties: Allen, Clay, Grant, Hamilton, Huntington, Lake, Marion, Spencer, Tippecanoe, Tipton, and Wayne. The health plan's Dental

Director, Dietitian, and NEMT manager 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.

- **Meeting Summary**

Women's Equality Day Recognition

The meeting opened with a discussion of Women's Equality Day and its significance.

Highlights included:

- Women now own more than 14 million businesses in the United States.
- Women-owned businesses represent more than 39% of all U.S. businesses.
- Women's Equality Day was officially recognized by Congress on August 26, 1973.
- Attendees celebrated the achievements and contributions of women and acknowledged the men who have supported gender equality efforts throughout history.

- **Upcoming Community Senior Events**

- **Senior Expo**

- Date: September 10, 2026

- Time: 10:00 AM to 2:00 PM ET

- Location: Four Winds Casino, Ribbon Town Conference & Event Center Ballroom

- 3000 Prairie Ave., South Bend, IN 46614

- Phone: 866-494-6371

- **Senior Information/ Education Fair**

- Date: September 17, 2026

- Time: 9:00 AM to 2:00 PM ET

- Location: Turnstone Plassman Athletic Center Fieldhouse

- 3320 N Clinton St., Fort Wayne, IN 46805

- Phone: 260-483-2100

- **Senior Fraud Forum**

- Date: September 18, 2026

- Time: 10:00 AM to 2:00 PM ET

- Location: Richmond Senior Recreation Center

- 1600 S. 2nd St., Richmond, IN 47374

Phone: 765-983-7300

Important Note: No rewards will be provided for attending these events. However, LCP transportation assistance may be available if needed.

- **Member Feedback and Transportation Updates**

- Grocery Transportation Request

- A member from Marion County shared concerns about accessing grocery stores and pharmacies.

- Response from SaBrea, NEMT Manager:

- LCP can provide transportation to approved grocery pickup locations.
 - Transportation services are typically coordinated through retailer pickup programs, such as Walmart.
 - Additional transportation to the pharmacy after an appointment can also easily be arranged.

- The member expressed appreciation for the information provided.

- Long Wait Times Following Appointments

- A member from Madison County reported lengthy wait times for transportation home after medical appointments.

- Follow-Up:

- Barbara agreed to elevate the concern for additional review
- The issue is currently being addressed by SaBrea.

Same-Day Ride Cancellations

A member from Clay County reported experiencing same-day transportation cancellations despite scheduling appointments in advance.

The cancellations were reportedly related to:

- Limited availability of wheelchair-accessible vehicles in her area.

Follow-Up:

- Barbara committed to forwarding the concern for further investigation.
- Efforts are underway to address the issue by SaBrea.

Throughout the discussion, SaBrea provided helpful information and support, and attendees responded positively to her engagement and assistance.

• **Health Education Topic**

Nutrition Misinformation and Scam Awareness

Following a brief overview of Social Determinates of Health (SDOH), the group discussed how to identify

nutrition misinformation and health-related scams, led by dietitian, Bailey.

What is a Fad Diet?

A fad diet often promises quick results but is difficult to maintain long term.

Examples include:

- Juice cleanses
- Detox diets
- Extreme low-carbohydrate diets
- Diets that eliminate entire food groups without medical necessity

Nutrition Scam Red Flags

Be cautious of claims such as:

- “Lose 20 pounds in two weeks!”
- “Doctors don’t want you to know this secret.”
- “One food burns fat.”
- “This supplement cures disease.”
- “No exercise needed.”

Key reminder: If it sounds too good to be true, it probably is.

- **Closing Message**

Attendees were reminded that developing health literacy skills can help them make informed decisions about their

health and wellness. By asking questions, reviewing trusted sources, and seeking guidance from qualified healthcare professionals, individuals can better evaluate nutrition information and avoid misleading health claims and information.

- **Action Items**

- Transportation concerns shared by members will be routed through established review processes.
- Information regarding upcoming community events will continue to be shared with attendees.
- Share the PWA HERO Council Virtual Event scheduled for September 09, 2026, featuring a speaker from Cicco Dementia Friends Indy, who will deliver educational insights regarding dementia. This presentation aims to enhance understanding and awareness of the conditions, equipping attendees with valuable information to support those affected by dementia.

- **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.