

HERO Council Meeting Minutes

Health – Empowerment – Resource – Opportunities

Date: 09/09/2026
Meeting Time: 11am to 12pm ET
Location: 1-952-222-7450
974 104 487#
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 22 attendees from the following 9 Indiana counties: Allen, Hamilton, Hancock, Huntington, Johnson, Lake, Marion, Spencer, and Tippecanoe. The health plan's Dental Director and Dietitian were in attendance to field questions as

needed. Barbara once again expressed her enthusiasm in introducing the special speaker for the second time, Carlisa Richards, the Senior Life Enrichment Coordinator from Dementia Friends Indy, CICOA.

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- **Call to Order**

The meeting was called to order by the facilitator. Members were welcomed and provided with meeting updates.

- **Member Engagement Activity**

The meeting opened with a discussion of Pirate fun facts. Dr. Poland's enthusiasm for National Talk Like a Pirate Day, celebrated on September 19th, served as the basis for this topic selection. Members actively participated and enjoyed sharing their thoughts relating to the subject.

- **Educational Presentation: Dementia Awareness**

Carlisa Richards provided an education presentation focused on dementia awareness and the Dementia Friends initiative. This second presentation also emphasized increasing awareness and understanding of dementia and supporting individuals living with the condition.

- **Key Educational Topics Discussed**

Understanding Dementia

Members learned that:

- Dementia is not a normal part of aging
- Dementia is caused by diseases that affect the brain.
- Dementia can impact memory, thinking, communication, and daily activities.
- Individuals living with dementia can continue to have meaningful roles in their families and communities.
- Quality of life can be maintained through appropriate support and resources.

Early Warning Signs of Dementia

Educational information was shared regarding common warning signs, including:

- Memory changes that affect daily activities
- Difficulty planning or solving problems
- Trouble completing familiar tasks
- Confusion with time or place
- Communication challenges
- Changes in judgement, mood, personality, or social engagement

Members were encouraged to discuss any health concerns with their healthcare providers.

Healthy Lifestyle Considerations

The presenter reviewed research-supported practices associated with brain health and overall well-being, including:

- Lifelong learning and mental stimulation
- Regular physical activity
- Maintaining social connections
- Managing chronic health conditions
- Addressing hearing loss and depression
- Avoiding tobacco use
- Limiting alcohol consumption
- Taking measures to prevent head injuries

Communication Strategies

Members learned supportive communication techniques that may be helpful when interacting with individuals living with dementia, including:

- Treating individuals with dignity and respect
- Practicing patience and active listening
- Offering reassurance and encouragement
- Using a calm and supportive tone
- Avoiding criticism or confrontation
- Encouraging both verbal and nonverbal communication

• Resources Shared

The presenter provided information regarding community organizations that offer education, support, caregiver resources, and information related to dementia and aging services.

Resources discussed included:

- Alzheimer's Association
- Alzheimer's Foundation of America
- The Association for Frontotemporal Degeneration
- CICOA Aging & Disability Resource Center

Members were reminded that these resources are available for educational and informational purposes.

• **Member Feedback**

Members expressed appreciation for the educational information shared during the presentation. The discussion increased awareness of dementia, healthy aging practices, communication strategies, and available community resources for individuals and caregivers affected by dementia. Several participants shared their personal experiences and voiced their concurrence with Carlisa's insights. They were afforded the chance to have their questions answered by both the speaker and other attendees, who contributed their own pertinent experiences. Participants were advised to seek guidance from their healthcare providers for optimal recommendations.

- **Adjournment**

The meeting concluded with the appreciation of the presenter and members for their participation and engagement.

Minutes Prepared By:

Barbara A. Robinson, HERO Council Manager/Member Advocate

Disclaimer: These meeting minutes are intended to document educational information shared during the meeting. No medical advice was provided. Members were encouraged to consult their healthcare providers regarding individual healthcare needs and treatment decisions.

- **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.