

Meaningful Consumer Engagement Webinar Series:

John Ruiz, *Consumer Liaison* **Commonwealth Care Alliance (CCA)**

John Ruiz is responsible for creating opportunities to involve members of the One Care program in program development activities and quality initiatives, including the establishment of five regional consumer advisory committees. The mission of the advisory committees is to give input to CCA on a range of policies and program elements related to the care of the communities they represent.

John identifies with the disability community as a person who has been living with HIV since 1983. Prior to joining CCA, he spent 18 years in the HIV field in various leadership roles, one of which included overseeing the work of the Statewide Consumer Advisory Board for the Massachusetts Department of Public Health, HIV/AIDS Bureau from 2000 to 2005. His work in human services over the past three decades has been focused on improving the health, quality of life and empowerment of vulnerable and marginalized populations.

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The presentation and post-recording of the webinar will be available at www.ResourcesForIntegratedCare.com.

Please contact RIC@lewin.com or Kerry.Branick@cms.hhs.gov if you have questions.

Meaningful Consumer Engagement Webinar Series:

Ken Pariseau, MSW MS, *External Affairs Manager*
Neighborhood Health Plan of Rhode Island

At Neighborhood, Ken is responsible for developing and managing relationships with key community stakeholders such as consumer advocates, service providers, and community organizations. He also oversees Neighborhood's member engagement strategy including partnering with the health plan's Member Advocate, developing Member Advisory Committees and leading the Member Satisfaction Workgroup. Ken's chief responsibility is to ensure that input from Neighborhood's community partners and members help drive the health plan's quality and process improvement activities.

Ken has been at Neighborhood Health Plan for the past 14 years. Prior to Neighborhood, he worked at Harvard Pilgrim Health Care for 16 years. Ken has an MSW from Boston University School of Social Work and an MS in Health Care Management from the Lesley College School of Management.

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Meaningful Consumer Engagement Webinar Series:

William Dean, JD, MSW, *Delivery System & Consumer Engagement Manager* Community Catalyst

William builds collaborative working relationships with delivery systems serving people eligible for both Medicare and Medicaid ("dual eligible"). As part of Community Catalyst's Voices for Better Health project, William assists health plans, health homes, and provider groups to develop approaches for more meaningful consumer engagement - from member meetings to consumer advisory councils to including consumers on governing boards - among its dual eligible beneficiaries.

Previously, William was the consultant to the California State Senate's Subcommittee on Aging and Long-Term Care, where he staffed legislation and conducted oversight and informational hearings on a variety of issues along the long-term care continuum. A former geriatric social worker with a focus on care management and hospice, William graduated from Boston College, Salem State University School of Social Work, and the University of the Pacific, McGeorge School of Law.

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