



**Office of Community Living
 Case Management and Quality Performance Division Directory**

CMQP Division			
Director: Amanda Lofgren Amanda.Lofgren@state.co.us			
Case Management Redesign and Community Liaison Nicolette Anderson Nicolette.Anderson@state.co.us	Case Management Redesign / Department of Justice (DOJ) Policy Advisor Julie Becker Julie.Becker@state.co.us	DOJ Long-Term Care Redesign Policy Advisor Rendi Eichner Rendi.Eichner@state.co.us	
Quality Section			
Manager: Rhyann Lubitz Rhyann.Lubitz@state.co.us			
ARPA Case Management Redesign Policy Advisor		Tiffani Domokos Tiffani.Domokos@state.co.us	
Continuous Quality Improvement Unit Supervisor: Brent Salner Brent.Salner@state.co.us		Training and Technical Assistance Unit Supervisor: Karli Altman Karli.Altman@state.co.us	
Case Management Agency (CMA) Performance and Quality Reviews	Mandy Smith Mandy.Smith@state.co.us	Case Management Training Specialist	Amanda Mohrlang Amanda.Mohrlang@state.co.us
Performs Quality Improvement Strategy (QIS) analysis and technical assistance	Sean Bevins Sean.Bevins@state.co.us	Training Design and Development Specialist	Joseph Good Joseph.Good@state.co.us
Case Management Agency (CMA) Performance and Quality Reviews	Leslee Hernandez Leslee.Hernandez@state.co.us	Case Management Training and Quality Assurance Specialist	Lydia Beals Lydia.Beals@state.co.us
Case Management Agency (CMA) Performance and Quality Reviews	Karly Gillaspie Karly.Gillaspie@state.co.us	ARPA Training Design and Development Specialist (Term Limited)	Joseph Shultz Joseph.Shultz@state.co.us
ARPA Quality Coordinator performs analysis of HCBS waiver performance measures	Katie Young Katherine.Young@state.co.us		
Case Management Agency (CMA) Performance and Quality Reviews	Courtney Montes Courtney.Montes@state.co.us		

Entry Point and Case Management Section Manager: Michelle Topkoff Michelle.Topkoff@state.co.us			
Supports Intensity Scale (SIS) and Support Level Review (SLR) management, Invoice/Receiving Report management, Multiple Inbox support, Case Management Unit support		Program Assistant NaDean Smith NaDean.Smith@state.co.us	
Case Management Unit Supervisor: Kidron Backes Kidron.Backes@state.co.us		Care and Case Management System Improvement Unit Supervisor: Lori Thompson Lori.Thompson@state.co.us	
Long-Term Care Access support and Enrollment support for members and agencies, technical support to navigate Long-Term Care Waivers	Case Management Eligibility Navigator Stephane Lopez Stephane.Lopez@state.co.us	Leads ARPA projects related to the new Colorado Single Assessment and Support Plan in the new CCM system	CCM System Improvement Operations Specialist Amanda Steingieser Amanda.Steingieser@state.co.us
Reviews Critical Incident Reports (CIR) and Policy, creates CIR training for case managers	Critical Incident Policy Specialist Michael Pasillas Michael.Pasillas@state.co.us	Oversees the design, development, and implementation of a new Person-Centered Budget Algorithm (PCBA) and is a liaison for stakeholder engagement	PCBA Coordinator Kristie Blickman Kristie.Blickman@state.co.us
Reviews Critical Incident Reports (CIR) and leading Human Rights Committee Redesign	Critical Incident Policy Specialist Trisha Creech Trisha.Creech@state.co.us	Coordinates the management/maintenance of the new Care and Case Management system and future enhancements	CCM System Improvement Coordinator Leah Wenger Leah.Wegner@state.co.us
Home Modifications, Human Rights Committee (HRC), and Division of Vocational Rehabilitation (DVR) Case Management support	Case Management Specialist Erin Munoz Erin.Munoz@state.co.us	Conducts IRQRs ensuring consistency, quality, and reliability amongst SIS Interviewers. Policy and Rule development for SIS/Support Level and transition to new CSA/PCBA	Assessment Quality Lead Mariah Kohlruss-Ecker Mariah.Kohlruss-Ecker@state.co.us
Regional Accountable Entity (RAE) Liaison, IHSS/CDASS Telligen review Case Management support	Case Management Care Coordination Specialist Coumba McCall Coumba.McCall@state.co.us	Leads case management best practices and innovation efforts for LTSS case management operations	Case Management Innovation and Best Practices Policy Advisor Vacant
Manages HCBS-DD Waiting list and Emergency Enrollments including inbox management	IDD Waiting List and Enrollment Coordinator Mary Stuckwisch Mary.Stuckwisch@state.co.us		

Email Inboxes

Case Management Agency Questions or Concerns	hcpf_hcbs_casemanagement@state.co.us
CCM Stakeholder Questions	hcpf_ccm_stakeholder@state.co.us
Critical Incident Reports, Human Rights Committee, and Investigation Questions or Concerns	hcpf_cirs@state.co.us
Escalations regarding Case Management or Member Concerns	hcpf_hcbs_cmescalationinbox@state.co.us
HCBS-DD Emergency Enrollment Requests	hcpf_emergencyenrollment@state.co.us
Home and Community-Based Services General Questions	hcpf_hcbs_questions@state.co.us
Pre-Admission Screening and Resident Review Questions or Concerns	hcpf_PASRR@state.co.us
Support Level Review (SLR) and SIS Reassessment Request Form Submission	sis_sl@state.co.us
Transition Coordination, Options Counseling, and Money Follows the Person Questions	hcpf_accessunit@state.co.us
PARs that are pending because they are over the cost containment, SPAL proration, SLS Exceptions	ltssocc@state.co.us
Issues accessing the LMS overall	soc_staffdevelopment@state.co.us