



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

<b>CMQP Division</b>			
<b>Director:</b> Amanda Lofgren <a href="mailto:Amanda.Lofgren@state.co.us">Amanda.Lofgren@state.co.us</a>			
Case Management Redesign Policy Advisor Tiffani Domokos <a href="mailto:Tiffani.Domokos@state.co.us">Tiffani.Domokos@state.co.us</a>	Case Management Redesign and Community Liaison Nicolette Anderson <a href="mailto:Nicolette.Anderson@state.co.us">Nicolette.Anderson@state.co.us</a>	Case Management Redesign / Department of Justice (DOJ) Policy Advisor Julie Becker <a href="mailto:Julie.Becker@state.co.us">Julie.Becker@state.co.us</a>	DOJ Long-Term Care Redesign Policy Advisor Rendi Eichner <a href="mailto:Rendi.Eichner@state.co.us">Rendi.Eichner@state.co.us</a>

<b>Quality Section</b>			
<b>Manager:</b> Rhyann Lubitz <a href="mailto:Rhyann.Lubitz@state.co.us">Rhyann.Lubitz@state.co.us</a>			
<b>Continuous Quality Improvement Unit</b> Supervisor: Brent Salner <a href="mailto:Brent.Salner@state.co.us">Brent.Salner@state.co.us</a>		<b>Training and Technical Assistance Unit</b> Supervisor: Karli Altman <a href="mailto:Karli.Altman@state.co.us">Karli.Altman@state.co.us</a>	
Case Management Agency (CMA) Performance and Quality Reviews	Mandy Smith <a href="mailto:Mandy.Smith@state.co.us">Mandy.Smith@state.co.us</a>	Case Management Training Specialist	Amanda Mohrlang <a href="mailto:Amanda.Mohrlang@state.co.us">Amanda.Mohrlang@state.co.us</a>
Performs Quality Improvement Strategy (QIS) analysis and technical assistance	Sean Bevins <a href="mailto:Sean.Bevins@state.co.us">Sean.Bevins@state.co.us</a>	Training Design and Development Specialist	Joseph Good <a href="mailto:Joseph.Good@state.co.us">Joseph.Good@state.co.us</a>
Case Management Agency (CMA) Performance and Quality Reviews	Leslee Hernandez <a href="mailto:Leslee.Hernandez@state.co.us">Leslee.Hernandez@state.co.us</a>	Case Management Training and Quality Assurance Specialist	Lydia Beals <a href="mailto:Lydia.Beals@state.co.us">Lydia.Beals@state.co.us</a>
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ARPA Quality Coordinator performs analysis of HCBS waiver performance measures	Katie Young <a href="mailto:Katherine.Young@state.co.us">Katherine.Young@state.co.us</a>		
Case Management Agency (CMA) Performance and Quality Reviews	Courtney Montes <a href="mailto:Courtney.Montes@state.co.us">Courtney.Montes@state.co.us</a>		

<b>Entry Point and Case Management Section</b> <b>Manager:</b> Michelle Topkoff <a href="mailto:Michelle.Topkoff@state.co.us">Michelle.Topkoff@state.co.us</a>			
Supports Intensity Scale (SIS) and Support Level Review (SLR) management, Invoice/Receiving Report management, Multiple Inbox support, Case Management Unit support		<b>Program Assistant</b> <b>NaDean Smith</b> <a href="mailto:NaDean.Smith@state.co.us">NaDean.Smith@state.co.us</a>	
<b>Case Management Unit</b> <b>Supervisor:</b> Kidron Backes <a href="mailto:Kidron.Backes@state.co.us">Kidron.Backes@state.co.us</a>		<b>Care and Case Management System Improvement Unit</b> <b>Supervisor:</b> Lori Thompson <a href="mailto:Lori.Thompson@state.co.us">Lori.Thompson@state.co.us</a>	
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 <a href="mailto:Stephane.Lopez@state.co.us">Stephane.Lopez@state.co.us</a>	Leads ARPA projects related to the new Colorado Single Assessment and Support Plan in the new CCM system	CCM System Improvement Operations Specialist <b>Vacant</b>
Reviews Critical Incident Reports (CIR) and Policy, creates CIR training for case managers	Critical Incident Policy Specialist Michael Pasillas <a href="mailto:Michael.Pasillas@state.co.us">Michael.Pasillas@state.co.us</a>	Oversees the design, development and implementation of a new Person-Centered Budget Algorithm (PCBA) and is liaison for stakeholder engagement	PCBA Coordinator Kristie Blickman <a href="mailto:Kristie.Blickman@state.co.us">Kristie.Blickman@state.co.us</a>
Reviews Critical Incident Reports (CIR) and leading Human Rights Committee Redesign	Critical Incident Policy Specialist Trisha Creech <a href="mailto:Trisha.Creech@state.co.us">Trisha.Creech@state.co.us</a>	Coordinates the management/maintenance of the new Care and Case Management system and future enhancements	CCM System Improvement Coordinator Leah Wenger <a href="mailto:Leah.Wegner@state.co.us">Leah.Wegner@state.co.us</a>
Home Modifications, Human Rights Committee (HRC), and Division of Vocational Rehabilitation (DVR) Case Management support	Case Management Specialist Erin Munoz <a href="mailto:Erin.Munoz@state.co.us">Erin.Munoz@state.co.us</a>	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 <a href="mailto:Mariah.Kohlruss-Ecker@state.co.us">Mariah.Kohlruss-Ecker@state.co.us</a>
Regional Accountable Entity (RAE) Liaison, IHSS/CDASS Telligen review Case Management support	Case Management Care Coordination Specialist Coumba McCall <a href="mailto:Coumba.McCall@state.co.us">Coumba.McCall@state.co.us</a>		
Manages HCBS-DD Waiting list and Emergency Enrollments including inbox management	IDD Waiting List and Enrollment Coordinator Mary Stuckwisch <a href="mailto:Mary.Stuckwisch@state.co.us">Mary.Stuckwisch@state.co.us</a>		

## Email Inboxes

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