



# TECHNICAL UPDATE

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## Who's Who at CTSI

CTSI is much more than insurance. We are county-owned and operated, assisting most Colorado counties and other government agencies. As a membership organization, CTSI is committed to providing high-quality risk management and loss control services as well as employee training and education, human resources, and other value-added services, such as management and regulatory consulting. At the core of CTSI is our mission statement, which guides our team's every endeavor and underscores our shared vision.

### MISSION STATEMENT

To provide counties with alternative risk management and other technical services that are progressive, competitive, and cost-effective.

### WHO TO CALL FOR WHAT

At CTSI we pride ourselves on our customer service and being available in-person to meet the needs of our membership. Below is a list of who to contact in each department.

<p><b>CTSI ADMINISTRATIVE SERVICES</b></p> <p>Phone: (303) 861-0507          Fax: (303) 861-2832          Website: <a href="http://www.ctsi.org">www.ctsi.org</a>          Email: First Initial and Last Name @ctsi.org</p>	<p><b>WWW.CTSI.ORG</b></p> <p>Insurance policies and summaries          Claim forms and information          Sample policies and procedures</p>	<p><b>PROPERTY AND LIABILITY CLAIMS</b></p> <p>Enid Cordova, <i>P &amp; L Claims Manager</i>          Dylan Patterson, <i>P &amp; L Sr. Claims Examiner</i>          Jamie Heyl, <i>P &amp; L Sr. Claims Examiner</i>          Megan Goodman, <i>Claims Assistant</i>  <b>Email claims to <a href="mailto:cappclaims@ctsi.org">cappclaims@ctsi.org</a></b></p>
<p><b>CTSI CLAIMS SERVICES</b></p> <p>Phone: (303) 861-0507          Phone: (800) 544-7868          Fax: (303) 861-1022          After Hours Phone: (303) 861-0507  <i>CWCP Dial 2, CAPP Dial 3</i></p>	<p><b>ADMIN &amp; POOL COVERAGE INQUIRIES</b></p> <p>Meredith Burcham, <i>CTSI Executive Director</i>  <b>CAPP (Colorado Counties Casualty &amp; Property Pool) and CWCP (County Workers' Compensation Pool)</b>          Rhonda Curran, <i>Manager of Risk Programs</i>          Brenda Hostetler, <i>Sr. Risk Management Analyst</i>  <b>CHP (County Health Pool)</b>          Marissa Gaertner, <i>CHP Benefits Manager</i>          Betty Apt, <i>Benefits Administrator</i></p>	<p><b>WORKERS' COMPENSATION CLAIMS</b></p> <p>Kurt Muehler, <i>WC Claims Manager</i>          Staci Metter, <i>WC Sr. Claims Examiner</i>          Lisa Stoner, <i>WC Claims Examiner</i>          Megan Goodman, <i>Claims Assistant</i>  <b>Email claims to <a href="mailto:wclaims@ctsi.org">wclaims@ctsi.org</a></b></p>
<p><b>LOSS CONTROL</b></p> <p>Dana Foley, <i>Sr. Loss Control Specialist-Team Lead</i>          Tyler Adkins, <i>Sr. Loss Control Specialist</i>          Siri Vensel, <i>Sr. HR Specialist</i></p>	<p><b>OTHER CTSI SERVICES</b></p> <p>Jennifer Keller, <i>Finance Director</i>          Juliann Hargrave, <i>Executive Assistant</i>          Norma Garcia, <i>Receptionist/Administrative Assistant</i></p>	

### WHAT THIS MEANS FOR COUNTIES

Help is only a phone call away. Please use our main number (303) 861-0507 to be connected to the person and/or department you are trying to reach.