



# TECHNICAL UPDATE

Volume 28 Number 8 | February 20, 2024

## 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.

#### CTSI ADMINISTRATIVE SERVICES

Phone: (303) 861-0507  
Fax: (303) 861-2832  
Website: [www.ctsi.org](http://www.ctsi.org)  
Email: First Initial and Last Name @ctsi.org

#### WWW.CTSI.ORG

Insurance policies and summaries  
Claim forms and information  
Sample policies and procedures

#### PROPERTY AND LIABILITY CLAIMS

Enid Cordova, *P & L Manager*  
Dylan Patterson, *P & L Senior Claims Examiner*  
Jamie Heyl, *P & L Senior Claims Examiner*  
Josie Brodie, *P & L Claims Technician*  
**Email claims to [cappclaims@ctsi.org](mailto:cappclaims@ctsi.org)**

#### CTSI CLAIMS SERVICES

Phone: (303) 861-0507  
Phone: (800) 544-7868  
Fax: (303) 861-1022  
After Hours Phone: (303) 861-0507  
*CWCP Dial 2, CAPP Dial 3*

#### ADMIN & POOL COVERAGE INQUIRIES

Meredith Burcham, *CTSI Executive Director*  
**CAPP (Colorado Counties Casualty & Property Pool) and CWCP (County Workers' Compensation Pool)**  
Rhonda Curran, *Manager of Risk Programs*  
Brenda Hostetler, *Sr. Risk Management Analyst*  
**CHP (County Health Pool)**  
Marissa Gaertner, *CHP Benefits Manager*  
Betty Apt, *Benefits Administrator*

#### WORKERS' COMPENSATION CLAIMS

Kurt Muehler, *WC Claims Manager*  
Staci Metter, *WC Senior Claims Examiner*  
Lisa Stoner, *WC Claims Examiner*  
Cindi Johnson, *WC Claims Technician*  
Jeannette Bryant, *WC Claims Technician*  
**Email claims to [wclaims@ctsi.org](mailto:wclaims@ctsi.org)**

#### LOSS CONTROL

Marylin Wagner, *Loss Control Team Leader*  
Dana Foley, *Senior Loss Control Specialist*  
Siri Vensel, *Senior HR Specialist*

#### OTHER CTSI SERVICES

Jennifer Keller, *Finance Director*  
Dennis Hunt, *Manager-County Administration & Grant Services*  
Juliann Hargrave, *Executive Assistant*  
Frank Sutton, *Manager-Information Systems*  
Norma Garcia, *Receptionist/Administrative Assistant*

### 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.