



Kansas Association of Healthcare Patient Access and Account Managers

Hilton Garden Inn &
Convention Center

3320 South 9th St.
Salina, KS
(785) 309-0440

2024 Fall Workshop
September 20, 2024

AGENDA

Thursday, September 19, 2024

4:30-6:30 p.m. *KAHPAM Board Meeting*
6:00-8:00 p.m. *Sponsor Set-up*

Friday, September 20, 2024

8:30-9:00am Registration Check-In/Breakfast
9:00-9:30am *KHA Updates – Audrey Dunkel, KHA*
9:30-10:30am *Financial Assistance/Up-Front Collections – Irene Hoheusle, ARM Compliance Business Solutions Inc.*
10:30-11:00am Break and Vendor Fair
11:00am-Noon *Financial Assistance/Up-Front Collections (continued) – to also include round table discussion with Amber Wagner, Jennifer Thomas and Liz Murphy*
12:00-1:00pm Lunch Buffet and Vendor Fair
1:00-1:15pm *Updates, Election, Announcement, Vendor Giveaways*
1:15-1:45pm *HIPAA – minors (ages 12-17) - Richelle Marting, Marting Law*
1:45-2:30pm *Lessons Learned – Insights on lessons learned from handling 90+ Cyber events – Justin Dempsey, Nex-Tech*
2:30-3:00pm Break: Vendor Fair
3:00-4:00pm *Ransomware Surviving the First Week – Walk through of the first week after a ransomware attack in a hospital environment – Justin Dempsey, Nex-Tech*
4:00pm Adjourn



MEETING LOCATION AND HOTEL INFORMATION

The workshop will be held at the [Hilton Garden Inn, Salina](#), KS, 3320 South 9th Street. **A block of rooms have been reserved for KAHPAM at a rate of \$114, plus tax, if made by August 26, 2024.** Please make your reservation by calling the Salina location at 785-309-0440 and indicate your reservation is with KAHPAM. The code is **90L**.

“In order to maintain proper sanitation, the hotel prohibits any outside food or beverages from being brought into the meeting space. There will be signs posted in the meeting space area. Thank you in advance!”

Dress code will be business casual for the program

FEATURED SPEAKERS



Audrey Dunkel, Vice President Government Relations - Kansas Hospital Association

Audrey currently serves as the Vice President of Government Relations for the Kansas Hospital Association. She holds degrees in Political Science and Law from Fort Hays State University and the University of Kansas, respectively. As the leader of the KHA advocacy team, she oversees federal, state, and regulatory advocacy efforts, collaborates with state and federal regulatory agencies and with partner associations and represents KHA and its members in local, state, and national venues. She also oversees the hospital provider assessment and serves as the primary contact with KDHE on the program.

In addition, Audrey serves as the KHA liaison to the Kansas Association of Healthcare Patient Access and Account Managers and the Kansas Association of Hospital Attorneys. Prior to joining KHA in the fall of 2012, Audrey was a Principal Fiscal Analyst for the Kansas Legislative Research Department, a non-partisan agency serving the Kansas Legislature. During her fourteen years with KLRD, she was responsible for analyzing the budget and drafting budget legislation for various state agencies, including the Department of Social and Rehabilitation Services, Kansas Health Policy Authority, and the Kansas Department on Aging.



Irene Hoheusle, Compliance Advisor – ARM Compliance Business Solutions

Prior to joining ARM Compliance Business Solutions, Irene was VP of Collections and Education at Account Recovery Specialists, Inc. Her 26-year career with ARSI included serving as the compliance resource, leading staff training, creating and presenting educational seminars for clients and industry-related organizations. She ran the collection department for 3 locations in Kansas and helped grow the company's success. She was named one of the 20 Most Powerful Women in Collections by Collection Advisor. Irene has been co-presenting Educational Seminars as a Subject Matter Expert since 2010 for

ACA International and became a Certified Instructor in 2013. She was awarded the Charles F. Lindemann ACA Certified Instructor of the Year, the Helping Members Succeed, three times awarded the Fred Kirschner Instructor Achievement Awards. She is also recognized by the International Fellowship of Certified Collection Executives. Irene has earned an alphabet soup of designations and certifications over her 28 years in the collection space. She also serves as Executive Director of the Kansas Collectors Association. From a large Italian family, Irene learned strong work ethics and humor go a long way to success and happiness. She enjoys construction projects and renovations and adores spending time with her daughters, grandchildren and sisters. Her favorite sayings are, "Peace does not come from the avoidance of conflict; it comes from the ability to cope" and "Of course I'm serious!"



Richelle Marting, JD, MHSA, RHIA, CPC, CEMC, CPMA, CPC-I, Healthcare Attorney - Marting Law

Richelle is a healthcare attorney with a focus on medical coding, billing and reimbursement; managed care contracting; health information management; and regulatory compliance. She has in-house experience as a health information management professional including as interim and director of managed care contracting; interim health system privacy officer, compliance coordinator, billing office coordinator, medical coder, medical records clerk and certified nurse aide. She has helped successfully

recover or retain more than \$10 million dollars for healthcare organizations and individuals through defending payor audits and preparing appeals. Richelle has also served as an expert in litigation supporting attorneys on matters related to health information management, reimbursement, and privacy.



Justin Dempsey, Technology Services Manager – Nex-Tech

Justin has been a member of the Nex-Tech team for 19 years starting as a Network Engineer and working up to his current position of Technology Services Manager overseeing Nex-Tech IT services covering internal, ISP/Telco (Critical Infrastructure), and MSP (Business Customers.) Along with 20 years of IT management experience, Justin's technical background includes time spent working in the freelance, governmental, medical, critical infrastructure, and MSP sectors. Over the last ten years, Justin's management of the SOC certification process for Nex-Tech has helped him develop a deep

understanding of policies, procedures, and audits. As a member of the Nex-Tech Cyber response team, he is responsible for the security of their internal and customer facing IT systems and has taken on helping businesses address their cyber needs and navigate cyber incidents.



REGISTRATION FORM - FALL WORKSHOP September 20, 2024

REGISTER NOW! The registration fee is **\$75.00** for 2024 KAHPAM members only. Non-member registrants from the same facility as a member will be considered a non-member and will be charged the non-member registration fee of **\$110.00**. **The registration deadline is September 16, 2024. Space is limited for this workshop: Walk-in registrations the day of the workshop may not be accepted.**

KAHPAM 2024 Member Only **\$75.00**

Non-Members **\$110.00**

Check which indicates your facility type:

CAH **PPS**

Lunch is provided with your registration fee. The fee will be the same whether you choose to attend or have lunch on your own. For meal count to provide to hotel, please choose an option below:

YES(attending lunch)
Allergies: _____

NO (lunch on my own)

Total _____

Electronic handouts will be emailed to all paid registrants a couple of days prior to the workshop. Please print and bring with you to the workshop. No refunds will be issued after September 14, 2024 and after the electronic handouts have been sent.

PAYMENT OPTIONS

Register by check - Make check payable to: **KAHPAM**
-OR-

Register by credit card – Fax/Email form and then call Dee Lewis, 785-276-3110, with credit card info.

Send this completed registration form (one for each registrant please) and fees to:

**Kansas Hospital Association
Attn: Dee Lewis
215 SE 8th Avenue
Topeka, KS 66603**

Phone: (785) 276-3110 Email: dlewis@kha-net.org Fax: (785) 233-6955

First Name:		Last Name:	
Title:		Organization:	
Address:		City, State, Zip:	
Phone Number:		Email:	

REFUND POLICY:

- ◆ A refund of the registration fee, less \$35, will be given for cancellations received before September 13, 2024.
- ◆ No refund for cancellations received on or after September 13, 2024 will be given.
- ◆ All cancellation requests should be directed to **Dee Lewis at 785-276-3110 or dlewis@kha-net.org**

SPECIAL ASSISTANCE: KAHPAM wishes to take those steps required to ensure that no individual with a disability is excluded, denied or segregated due to the absence of auxiliary aids and services. If you need any of the auxiliary aids or services identified in the American Disabilities Act, please contact Dee Lewis at (785) 276-3110.