

Kansas Association of Healthcare Patient Access and Account Managers



2026 Fall Workshop September 18, 2026

Hilton Garden Inn & Convention Center, Salina
3320 South 9th Street
Salina, KS

AGENDA

Thursday, September 17, 2026

4:30-6:30pm *KAHPAM Board Meeting*

6:00-8:00pm *Sponsor Set-up*

Friday, September 18, 2026

8:30-9:00am *Registration Check-In/Breakfast*

9:00-9:10am *Welcome & Updates*

9:10-10:30am *"Undeniable: Proactive Strategies for Denial Prevention & Proven Dispute Tactics" – Richelle Marting, Marting Law, LLC*

10:30-11:00am *Break and Vendor Fair*

11:00am-Noon *"How to set up Revenue Integrity" (panel) – Davis Conway, PMMC*

12:00-12:45pm *Lunch Buffet and Vendor Fair, Elections*

12:45-1:45pm *"Third-Party Liability, Probate/Deceased" – Mara Morgan, ARSI*

1:45-2:45pm *"Matchmaker, Matchmaker, Make Me a Match: How Kansas Setoff Pairs Payments to Debts" – Cathy Lyon & Jason C. Toll, Kansas Dept. of Administration*

2:45-3:00pm *Break: Vendor Fair, Vendor Giveaways*

3:00-4:00pm *"KHA Updates" – Shannan Flach, KHA*

4:00pm *Adjourn*



Meeting Location/Hotel Information

The workshop will be held at the Hilton Garden Inn, 3320 South 9th Street, Salina, KS. A block of rooms has been reserved for KAHPAM at a rate of \$119, plus tax, if made by August 19, 2026. Please make your reservation [online](#) or by calling the Salina location at 785-309-0440 and indicate your reservation is with KAHPAM. The code is **9KAHP**

Dress code will be business casual for the program

FEATURED SPEAKERS



Richelle Marting, Marting Law, LLC

Richelle is a healthcare attorney with a focus on the legal implications of managed care contracting and revenue cycle issues. As an attorney and RHIA, she combines legal experience with medical coding and reimbursement expertise in highly sought after audit defense support and managed care contracting matters. She and her team have helped successfully recover or retain tens of millions of dollars for clients through defending payor audits, successful claims appeals, dispute resolution escalation, and litigation support. Richelle has also served as consulting and testifying expert in litigation, supporting attorneys on matters related to health information management, managed care contracting, reasonableness of medical fees, reimbursement, and healthcare privacy.



Davis Conway, PMMC

Davis serves as Director of Revenue Strategy at PMMC, where he plays a vital role in connecting mid-market hospitals with impactful solutions to streamline their claims processes and optimize revenue management. Since joining PMMC, he has developed strategic partnerships expanding into underserved markets. Davis is passionate about understanding the unique needs of healthcare leaders and delivering tailored strategies that lead to long-term, mutually beneficial partnerships. Before joining PMMC, Davis spent 12 years focusing on client-first solutions. His ability to deeply understand client challenges and proactively deliver customized resolutions has defined his career. This perspective enables him to build trust and add significant value to the organizations he works with, ensuring lasting relationships and impactful outcomes. His methodical approach to aligning client goals with actionable solutions showcases his expertise in addressing the specific pain points of healthcare providers.



Mara Morgan, Account Recovery Specialists, Inc. (ARSI)

Mara is a seasoned professional with 20 years of experience in the collection industry. Certified as a Professional Collection Specialist (PCS) through ACA International, she is dedicated to staying at the forefront of industry knowledge and best practices. As the Senior Lead Account Manager since 2019, Mara has been instrumental in staff development efforts, providing training and motivational support while ensuring compliance with evolving regulations at ARSI. Her impressive track record includes consistently ranking as one of the top grossing collectors at ARSI. She is currently serving as member of ACA International Healthcare Committee and was also chosen as one of the Emerging Leaders in the industry. Mara has been invited to speak and present numerous times for ACA International and InsideARM on key industry topics. She has also delivered presentations for clients and healthcare associations on topics affecting the healthcare revenue cycle and collections industry.



Cathy Lyon, Kansas Department of Administration

Cathy is Central Accountant/Public Service Executive with the Kansas Setoff Program in the Office of Accounts and Reports at the Kansas Department of Administration. She supports statewide debt recovery under K.S.A. 75-6201 et seq., including debtor correspondence, creditor agency support, and KDRS and KTOP operations.



Jason C. Toll, Kansas Department of Administration

Jason is Team Lead of the Kansas Setoff Program in the Office of Accounts and Reports at the Kansas Department of Administration. He administers statewide debt recovery (KDRS) under K.S.A. 75-6201 et seq., overseeing Setoff operations, creditor agency relations, and statutory compliance for a team of six.



Shannan Flach, Kansas Hospital Association (KHA)

Shannan serves as the Vice President of HealthCare Finance and Reimbursement for the Kansas Hospital Association (KHA). Shannan serves as the advocate and education coordinator for reimbursement as it relates to hospital billing and collection practices, hospital revenue cycle, and insurance payers. Before Shannan joined the staff at KHA, she led several hospitals in Kansas from 2007 - 2021 as their Chief Executive Officer and Chief Financial Officer. During those years, she was able to financially turn hospitals from negative margins into financially stable facilities. A proud achievement in Shannan's career included leading the Wamego Healthcare Center into being recognized by Modern Healthcare Magazine as the #1 Best Place to Work in America. The first time the honor was ever given to a Critical Access Hospital. She is a graduate of Kansas State University and Bellevue University with degrees in Accounting and Health Care Administration.



REGISTRATION FORM - FALL WORKSHOP September 18, 2026

REGISTER NOW! The registration fee is **\$75.00** for 2026 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 11, 2026. Space is limited for this workshop: Walk-in registrations the day of the workshop may not be accepted.**

☐ KAHPAM 2026 Member Only	\$75.00
☐ Non-Members	\$110.00
Total _____	

Check which indicates your facility type:

☐ CAH	☐ PPS
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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)	

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 11, 2026 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 11, 2026.
- ♦ No refund for cancellations received on or after September 11, 2026 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.