

Shaker Place Rehabilitation and Nursing Center
RFP #2020-122
Billing, Accounts Receivable and Collection Services

Shaker Place Rehabilitation and Nursing Center received a total of five (5) proposals in response to the RFP for Billing, Accounts Receivable and Collection Services. SP staff members, Thomas Coffey, Administrator, Frank Commisso, Director of Fiscal Operations, Amanda Coppolo, Admissions Officer and Laura Vartanian, MDS Director, reviewed the proposals. The Committee's rating sheets reflecting the individual evaluations of each committee member accompany this document. Below, are the consensus comments of the Committee as they pertain to each proposer as well as the Committee's final recommendation.

Comments: (In order of preference)

Comprehensive Healthcare Solutions Average Rating Score 4.35

This proposal was very specific in nature and covered all aspects of the Scope of Services. Although the overall annual fee was slightly higher than the other respondents, the firm will not charge the facility an hourly rate for conducting third party audits that tend to be somewhat routine and ongoing. Additionally, the firm will not charge the facility a percentage of bad debt collection unless litigation is required. The other respondents charge a percentage, usually 15% of the amount of bad debt recovered on behalf of Albany County. As such, the annual cost to the County should be significantly less than the other responding firms. This firm is the current provider of services for the facility.

FHS Consultants Average Rating Score 3.89

This proposal was consistent with other proposals, yet it charged an 18% contingency fee for bad debt recovered on behalf of Albany County. In addition, where litigation is necessary, the facility is responsible to cover all litigation fees commenced by FHS and/or its attorney. The percentage, as requested in the RFP, was not specified, leaving the County with undefined debt exposure. Additionally, FHS proposed an hourly rate of \$150.00 for all staff time required to address any third party audits conducted for the facility. Again, an undefined expense for the County.

Celtic Average Rating Score 3.66

This proposal was very comprehensive and covered all aspects of the Scope of Services. The plan implementation for this firm would entail additional workloads for the facility staff, as the current vendor presently provides many of the functions that Celtic indicated they would not perform. Additionally, the annual fee proposed is more than three times the highest rate proposed by any other firm.

Centers Business Office Average Rating Score 3.61

This proposal did not meet all of the aspects specified in the Scope of Services. There were no facility references listed, as the Centers owns and operates many of the facilities that they conduct billing services for. The overall annual fee was the lowest of the firms submitting proposals, however the bad debt collection fee was 15% of receivables collected, and the legal fees charged for collections would be paid directly to the legal service provider that was engaged by the Centers Business Office. Once again, an undefined expense for Albany County.

Bottom Line Collections Average Rating Score 2.08

This proposal did not cover many of the specifics in the Scope of Services. The implementation plan was both lacking in detail and incomplete. The firm has less than seven years experience, and a minimal staff of four full-time and one part-time staff reflective of a level of experience as compared to the other firms that have from eleven years of experience employing over one hundred staff members. The annual fee was near the highest as compared to other proposals.

Recommendation:

Most respondents met the requirements of the Scope of Services of the RFP and would be able to accomplish the engagement. Unfortunately, some of the respondents did not (as quoted from the RFP) “specify the portion/percentage of the amount recovered on behalf of Albany County that the firm is requesting to retain when utilizing legal services”. This results in Albany County having an undefined fee for a service that is discretionary to a law firm and an undefined debt exposure for Albany County.

Upon full review of the proposals by the Committee, as measured by meeting the requirements outlined in the RFP, we recommend that Comprehensive Healthcare Solutions LLC be awarded the contract for Billing, Accounts Receivable and Collection Services.