



Daniel P. McCoy
County Executive

Mark S. Olsen
Executive Director

June 1st, 2026

The Honorable Joanne Cunningham
Chairwoman, Albany County Legislature
Legislative Clerk's Office
112 State Street, Suite 710
Albany, New York 12207

Dear Chairwoman Cunningham:

Shaker Place Rehabilitation and Nursing Center respectfully requests to enter into a contract with Superior Back Office Solutions, LLC for the billing, accounts receivable and collection services for the facility.

Superior Back Office Solutions will provide the billing, accounts receivable and collection services for all accounts by payor source. This includes Medicaid, Medicare, MLTC, HMO, Hospice, VA, and Private Pay patient accounts. Superior Back Office Solutions will provide timely billings, statements of accounts and efficient collections to the facility. The company will also provide metrics on collection performance and proactive reimbursement optimization.

We solicited the services through a Request for Proposal (RFP), RFP #2026-082. There were six (6) respondents. Superior Back Office Solutions was the highest rated respondent chosen by the team at Shaker Place and will be retained for a five (5) year period commencing on August 1, 2026, through July 31st, 2031. The total not to exceed amount of the request is \$1,210,095.00 for the five (5) year period. We respectfully request approval of this contract authorization. If any additional information is required, please do not hesitate to contact me.

Sincerely,

Mark S. Olsen
Executive Director

cc: Dennis Feeney, Majority Leader
Frank Mauriello, Minority Leader
Rebekah Kennedy, Majority Counsel
James Curran, Minority Counsel

