

RFP - Ambulance Billing Service
Town of Longmeadow, Massachusetts

COMPARATIVE CRITERIA

1. Years of Experience
2. Experience (MA & Out of State)
3. Collection Percentage (MA)
4. Reconciling Account Experience:
5. BLS/ALS Claims Experience:
6. Client Reference Check Satisfaction
7. Client Reference Check, Collection

AVERAGE TOTAL POINTS:

COASTAL MEDICAL BILLING Sutton, MA		COMSTAR Rowley, MA	
3	25 Years	3	34 Years
3	69 Municipal Clients	3	190 Municipal Clients
3	91.55%	3	94.55%
3		3	
3		3	
3		3	More advantageous responses
3		3	More advantageous responses
3		3	

PRICE PROPOSAL

3%		3%	
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AWARD = Comstar

Tie Score and collection percentage. Based on 'Comparative Criteria' each proposer has the highest score of 'Highly Advantageous'. Based on the content of the 'Comparative Criteria' Comstar has greater quantity, higher average collection percentage, and more positive reference feedback for general satisfaction and collection recovery satisfaction.

Client reference check satisfaction= Each proposer obtained highly advantageous scores.

Each proposer obtained highly advantageous scores as no references stated they were not satisfied.

Coastal: All references checked generally satisfied. One said reporting is difficult to follow cash flow to incidents with Coastal, and municipality has more inquiries from customers than they did with previous collection agency.

Comstar: All references checked generally satisfied. One vendor has experience with both Comstar & Coastal & mentioned regarding Comstar: Increased %, fewer legal requests with Chart swap, improved reporting, managed deductible, improved customer service & response.

Client Reference Check, Collections Recovery Satisfaction=

Each proposer obtained highly advantageous scores as no references stated they were not satisfied.

Coastal: All references checked generally satisfied. One reference stated collection rate is satisfactory with coastal but is lower than it was with previous vendor.

Comstar: New two year old client has increased collection percentage. 3% increase in collections. Excellent collections comment.

Coastal References Checked: Easthampton, Southamptn & Hatfield

Comstar References Checked: Ludlow, Scituate and Northampton