



CASE STUDY

Cypress Health Partners Accelerates Growth with an All-in-One Therapy EMR

5

Operating States

1,200

Total Employees

170

Clinic Locations

600

Practicing Clinicians



When we started with Raintree, they pointed out how the upfront scrubbing that Raintree does will reduce our denials and increase our collections,” he recalled. “They showed us how we would have a much quicker window into how claims were doing than our previous system and allow us to correct these claims quickly. This enhanced our turnaround. **We got paid quicker, with fewer denials.**

Steve Windwer
Founder/Executive Chairman

OVERVIEW

Cypress Health Partners is made up of Bay State Physical Therapy and Mohawk Valley Physical Therapy. It is a leading provider of physical therapy throughout New England and upstate New York, dedicated to restoring maximal function for each individual. The organization sought a single, integrated EMR and practice management solution from a proven leader in the field to replace its disparate systems. After independently ranking several vendors, they concluded that Raintree was their best option.

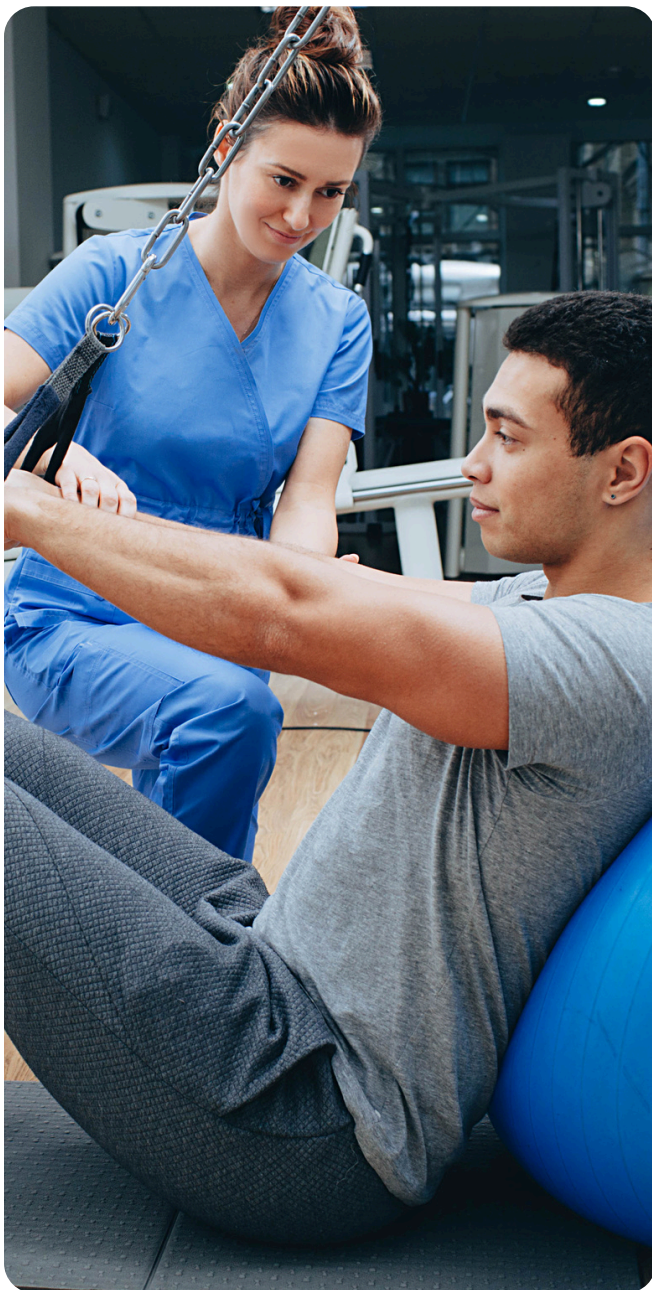
CHALLENGES

- ✓ Running three separate concurrent systems for their practice management, billing, and appointment reminders.
- ✓ Manual processes were required for staff to enter charges and apply for payments.
- ✓ Collections per visit lagged state averages.

SOLUTION

Cypress Health Partners selected Raintree's all-in-one platform, unifying clinical, operational, and financial workflows into a single system.

The Raintree team worked closely with Cypress stakeholders to configure workflows, reporting, and RCM automation around the organization's specific requirements and growth plans. Raintree's approach ensures Cypress can keep optimizing operations, financial performance, and patient access as the business grows.



OUTCOMES

- ✓ Collections per visit have increased by 7%.
- ✓ The cost of revenue cycle management per visit has been reduced by 30%.
- ✓ Arrival rates have experienced an increase of 2.5%.

Results have exceeded expectations," Windwer reported. **"Our collections per visit increased through fewer claims denials due to having the information upfront and a significantly improved follow-up procedure,"** he explained. "In addition, due to this new system, we created workflow efficiencies that allowed us to reduce staff through attrition. We also were able to improve our arrival rate through improved clinic-level reporting and the integrated appointment reminder solution.

