

A silhouette of a family consisting of a man, a woman, and two children walking away from the viewer on a dirt path. The scene is set against a bright sunset or sunrise sky, with the sun low on the horizon, creating a warm glow. The family members are holding hands, and their shadows are cast on the path ahead of them.

cpsi[®]


| Creating Thriving Communities Wherever We Go

Investor Presentation
March 2023

In this presentation, we may make statements regarding future operating plans, expectations and performance that constitute forward-looking statements made pursuant to the Safe Harbor provisions of the Private Securities Litigation Reform Act of 1995. We caution you that any such forward-looking statements only reflect management expectations and predictions based upon currently available information and are not guarantees of future results or performance.

Actual results might differ materially from those expressed or implied by such forward-looking statements as a result of known and unknown risks, uncertainties and other factors, including those described in our public releases and reports filed with the Securities and Exchange Commission, including, but not limited to, our most recent Annual Report on Form 10-K. We also caution investors that the forward-looking information provided in this presentation represents our outlook only as of this date, and we undertake no obligation to update or revise any forward-looking statements to reflect events or developments after the date of this presentation.

 **Leading provider** of revenue cycle management (RCM) for small health systems (<400 beds)

 **Proprietary platform** bringing together revenue cycle management (RCM), electronic health records (EHR), and patient engagement

 **Large, loyal, and growing customer base** with high retention rate (95%+)

 **Multiple avenues for growth;** new client wins, cross-sell and acquisitions

 **New C-Suite leadership** focused on growth

 **Attractive financial model** with **high recurring revenue (93%+) with 17% EBITDA margins**

\$327M
of revenue in 2022

\$180M
of RCM Revenue
with a CAGR 29%
2020-2022

CEO in role for **less than 2 years**, with all new
division management.

\$55M+
of EBITDA in 2022
to fund growth

93%
Recurring revenue

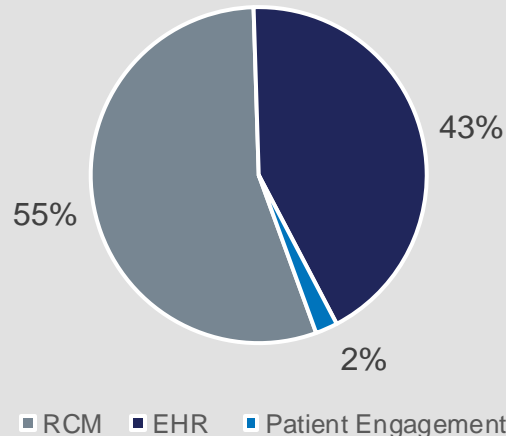
1,700
hospital customers

800
EHR customers
represent a cross-sell
opportunity

900
RCM-only customers
represent opportunity
to deepen relationships

Founded in **1979**

2022 Revenue Contribution



RCM
55% of Total Rev

- **Current Footprint:** 1,600 hospitals, of which 56% are non-CPSI EHR customers
- **Target Market:** 4,700 Hospitals with <400 acute care beds

LT Growth Profile | **10-20%**

EHR
43% of Total Rev

- **Current Footprint:** ~ 800 hospital clients using EHR solution
- **Target Market:** 3,800 Hospitals with <200 acute care beds

LT Growth Profile | **2-4%**

Patient Engagement
2% of Total Rev

- **Current Footprint:** 7 U.S. / 4 Int'l clients
- **Target Market:** 3,400 U.S. Hospitals that are part of a health system
- International Target Market:
 - Europe
 - Middle East
 - Canada
 - Australia
 - New Zealand

LT Growth Profile | **~25%**

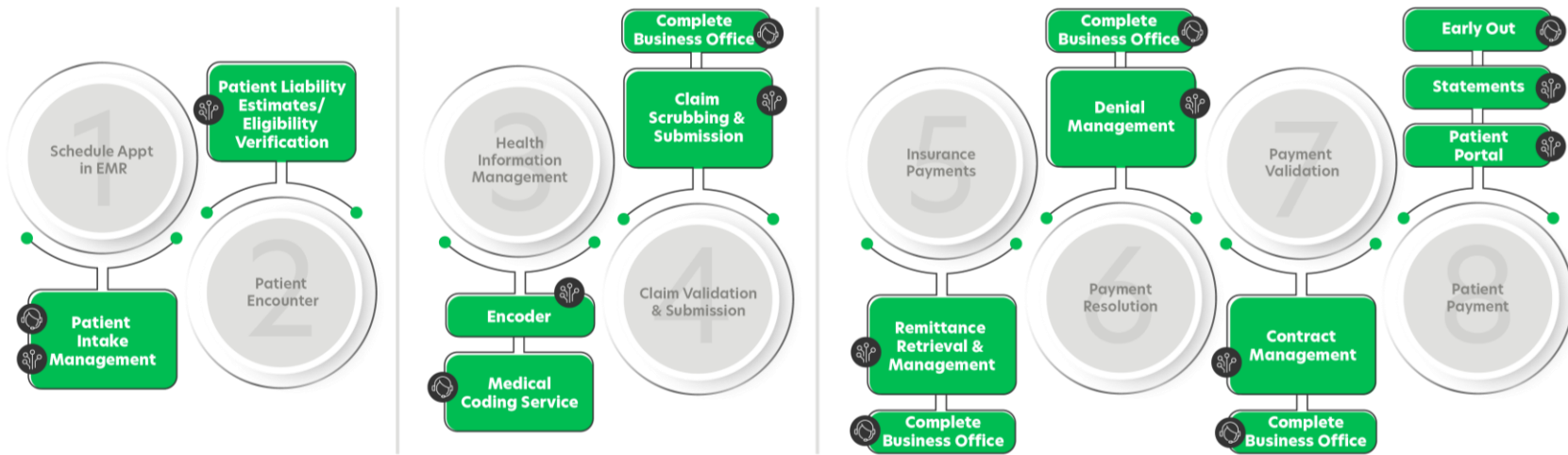
RCM WORKFLOW



= TECH



= SERVICE



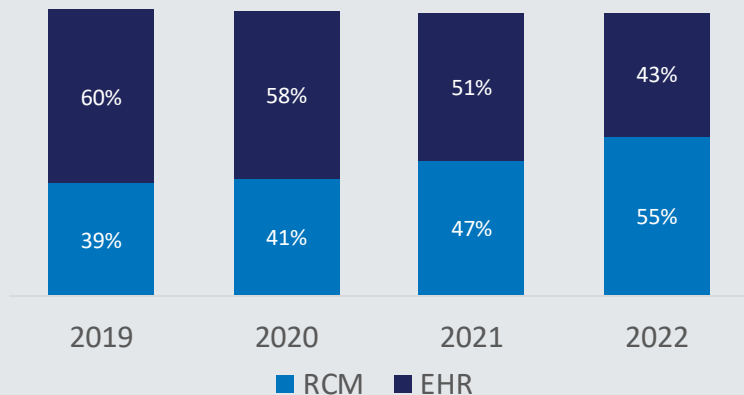
FRONT END

MIDDLE

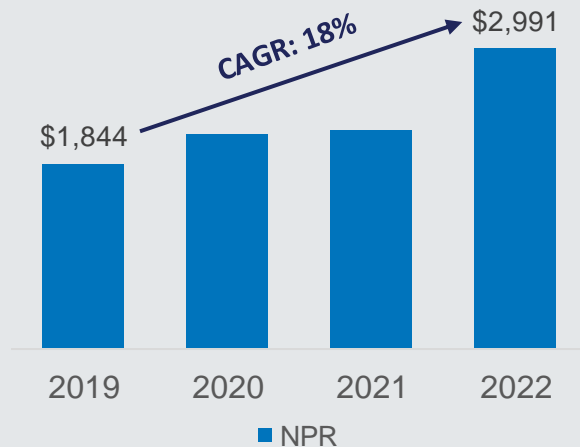
BACK END



YoY Revenue Contribution



Net Patient Revenue Under Contract



RCM Revenue Growth

2019	2020	2021	2022
6%	1%	22%	37%

- Organic growth for 2021 & 2022 was **15%** and **7%**, respectively
- M&A contributed to 2021 (\$7.4M, 7%) & 2022 (\$40.5M, 31%) growth

New Stand-Alone RCM Wins



Cross-Sell/Upsell Wins



An Affiliate of UnityPoint Health



Challenges:

- 16 days of cash on hand
- A/R days were almost 90
- Covering payroll expenses was difficult
- Virtually zero cash in reserves

Outcomes:

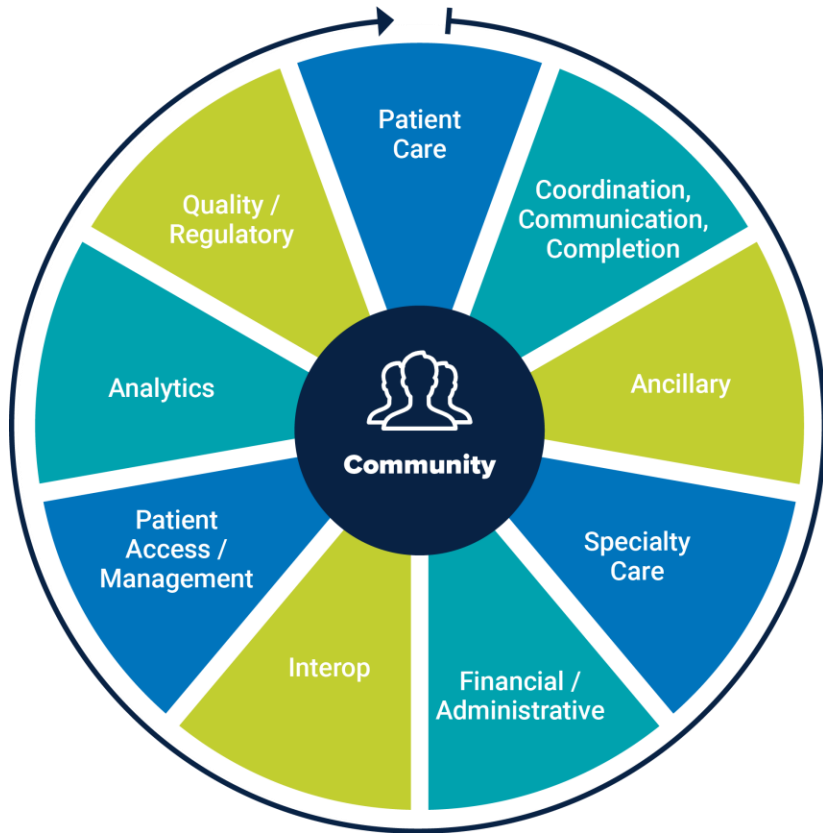
- Cash collections increased **134%**
- A/R days decreased by **33%**
- Gross revenue increased **27%**
- Discharged Not Final Billed decreased **90%**
- 5-year cost savings over **\$600k**



“With so many small hospitals on the brink of closure, we’re so happy Excelsior Springs Hospital is now flourishing. The Complete Business Office solution has helped us ensure our community has quality healthcare services for years to come.”

-Cameron Meyer, chief financial officer





Customer Base

- **800** hospital clients
- Leading provider in small community hospital market
- Proven understanding of unique market needs
- **38%** of <50 bed hospital market
- **95%** client retention rate



89% Recurring Revenue
(with 21% SaaS mix)



\$400M annual revenue
cross-selling opportunity



Artesia General Hospital **AH**

Solutions



Customer Base



Clients in **7** countries:

- United States
- Canada
- United Arab Emirates
- United Kingdom
- Netherlands
- New Zealand
- Australia



3,026,596 users across the globe



~ **33% annual** average increase of user licenses



1

Cross sell RCM
to existing EHR
customers

2

Add new stand-alone
RCM customers

3

Strategic acquisitions

Large & Loyal Customer Base

- **800+** hospital EHR customers
- **95%** EHR customer retention
- **\$26B** NPR
- #1 Vendor **11 years** in a row by Black Book™ 2021 Survey

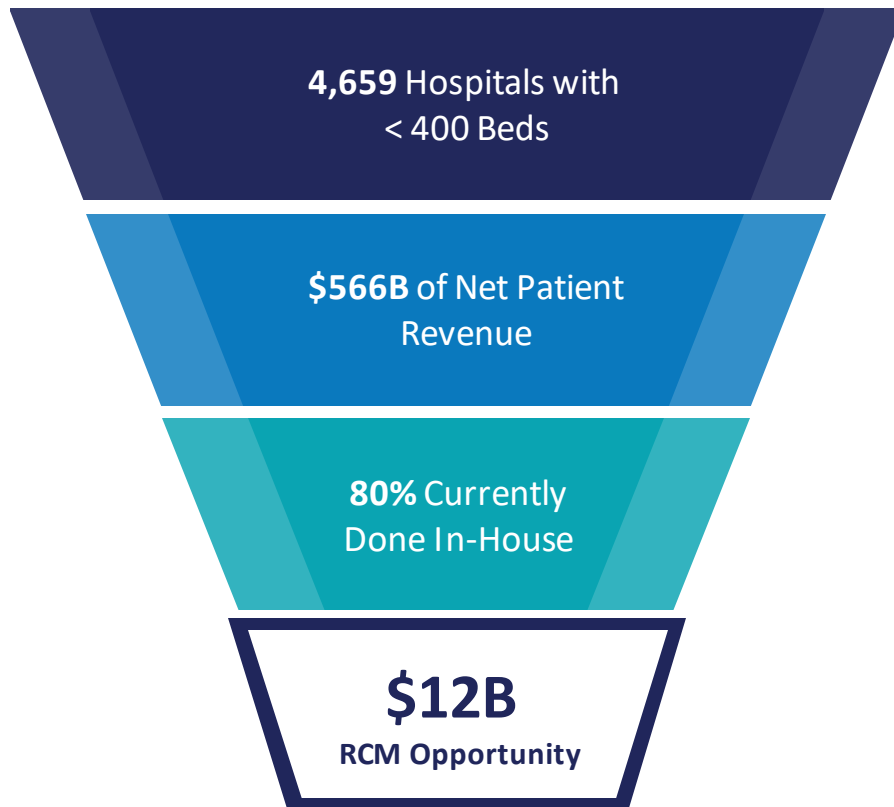


\$400m

Annual Revenue Cross-Selling Opportunity Within Existing EHR Customer Base

RCM Cross-Sell Bookings









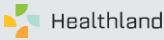

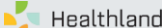











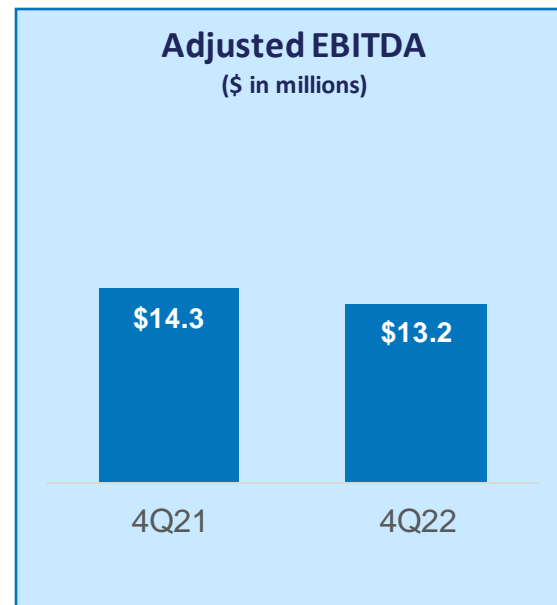
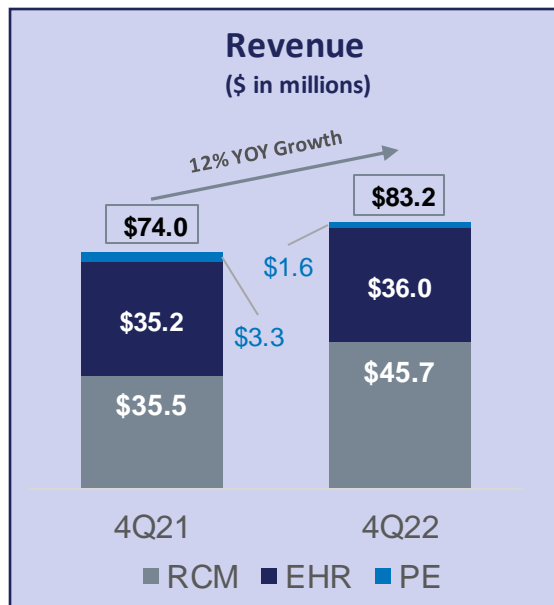
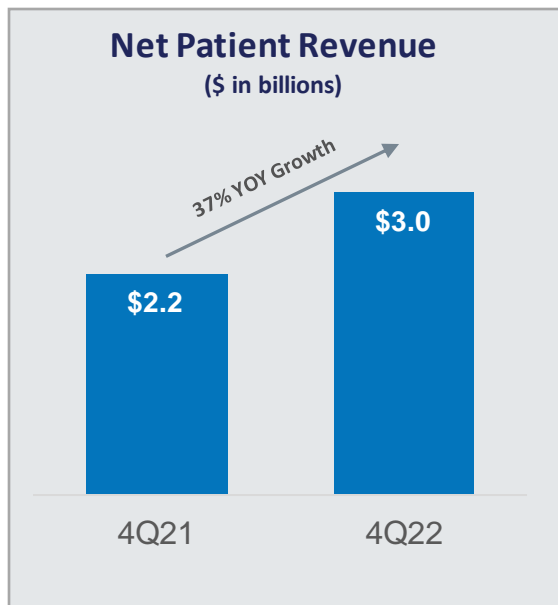


Conservative leverage profile provides ample ability to supplement organic RCM growth through synergistic acquisitions across dual priorities:

- **Tuck-In** strategy to expand and/or enhance our current portfolio of offerings
- **Roll-Up** strategy to consolidate community hospital RCM market

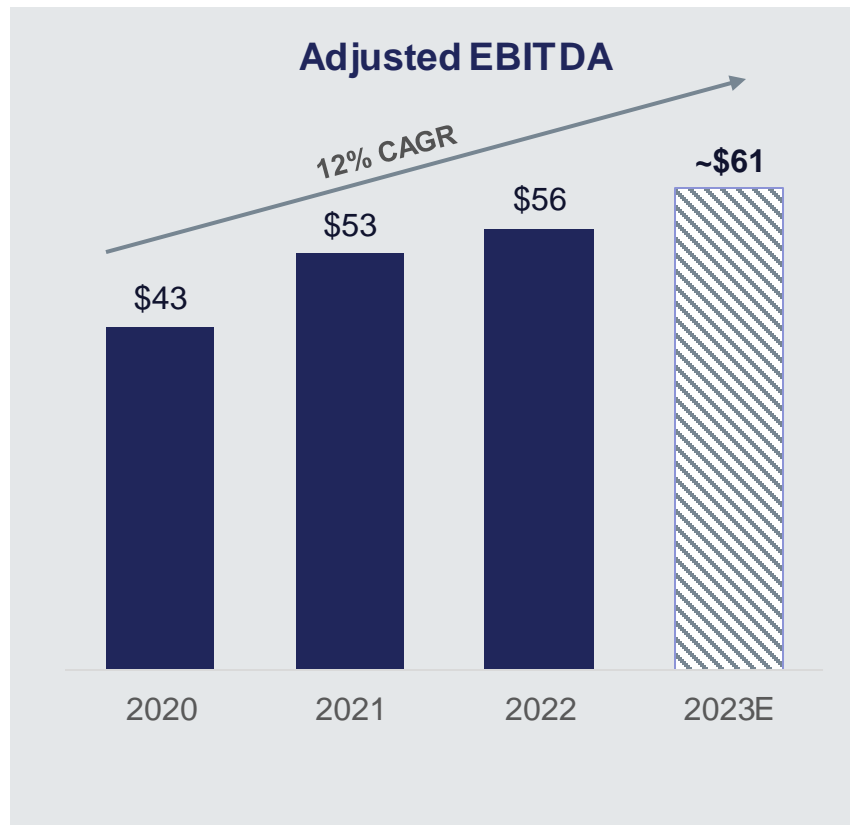
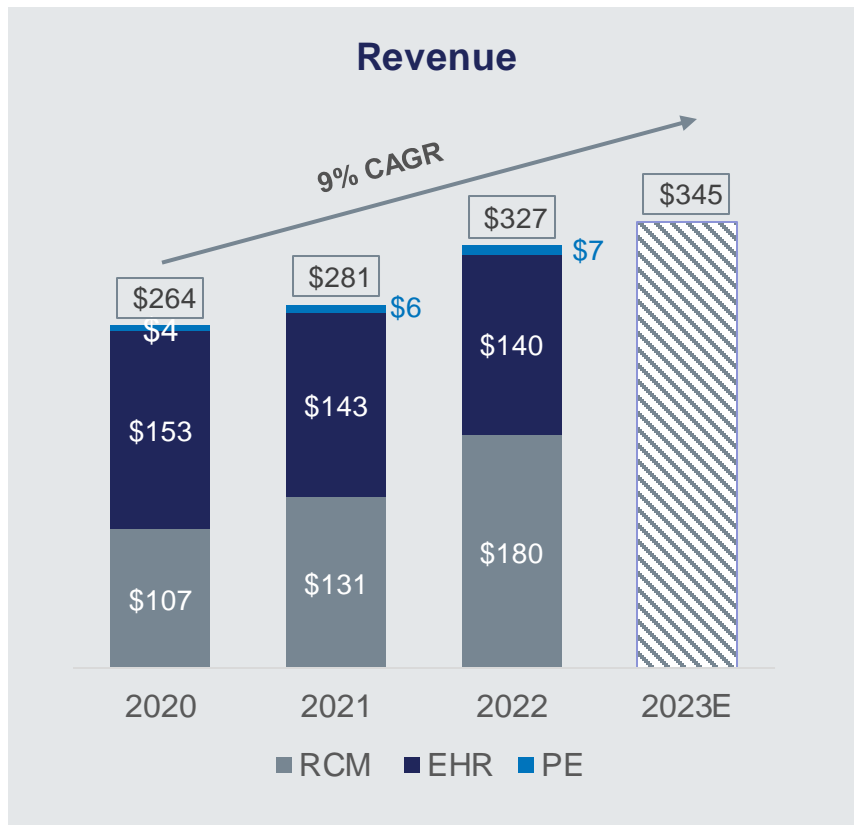
Name & Title	Years at CPSI	Years in Current Role	Previous Experience	Name & Title	Years at CPSI	Years in Current Role	Previous Experience
 Chris Fowler <i>CEO & President</i>	22 years	< 1 year		 Amaris McComas <i>Chief People Officer</i>	2 year	2 year	
 Matt Chambless <i>Chief Financial Officer</i>	11 years	7 years		 Patrick Immel <i>Chief Transformation Officer</i>	30 years	2 years	
 David Dye <i>Chief Operating Officer</i>	32 years	<1 year		 Dawn Severance <i>Chief Sales Officer</i>	7 years	<1 year	
 Tracey Schroeder <i>Chief Marketing Officer</i>	7 years	7 years	 	 Kevin Plessner <i>General Counsel</i>	4 years	1 year	
 Wes Cronkite <i>Chief Technology & Innovation Officer</i>	2 year	2 year	  				

Senior Leadership is a mix of 1/3 legacy, 1/3 acquisitions, 1/3 new additions



Quarterly Highlights

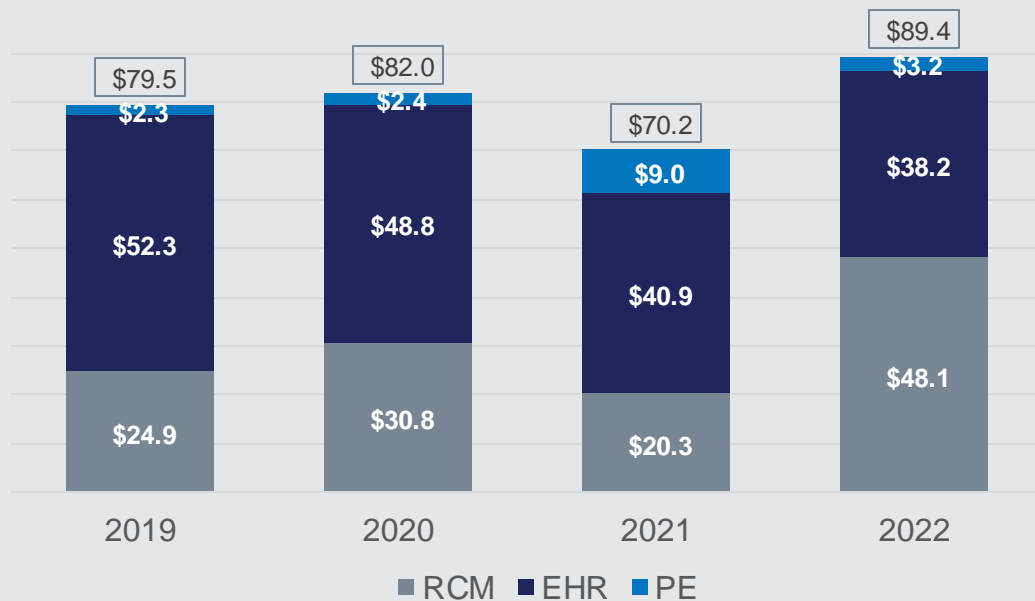
- RCM bookings increased **163%** YOY
- Continued strong retention in hospital EHR business
- Total bookings of **\$24.7 million** increased **59%** YOY and **20%** sequentially
- **30** go-lives across RCM solutions



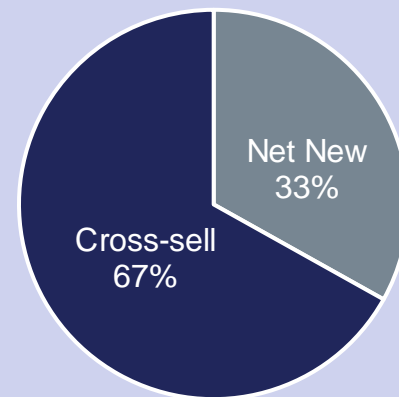
*2023 estimates represent the midpoint of the guidance range

RCM	EHR	Patient Engagement
<p>Mixture of services and SaaS software products</p> <p>Services = largely transaction-based (i.e. % of collections)</p> <p>Products = subscriptions and/or transaction-based (i.e. per claim)</p> <p>Highly recurring ($\approx 98\%$)</p>	<p>SaaS + On-Prem</p> <ul style="list-style-type: none"> $\approx 20\%$ of all customers are SaaS, 100% of LTM new customers adds <p>Mostly fixed monthly fees</p> <p>Highly recurring ($\approx 89\%$)</p>	<p>Mix of re-seller and direct-provider sales channels</p> <p>Mix of license sales (perpetual and term) and SaaS</p> <ul style="list-style-type: none"> Utilization/revenue tied to patient enrollment <p>High incremental margin</p>

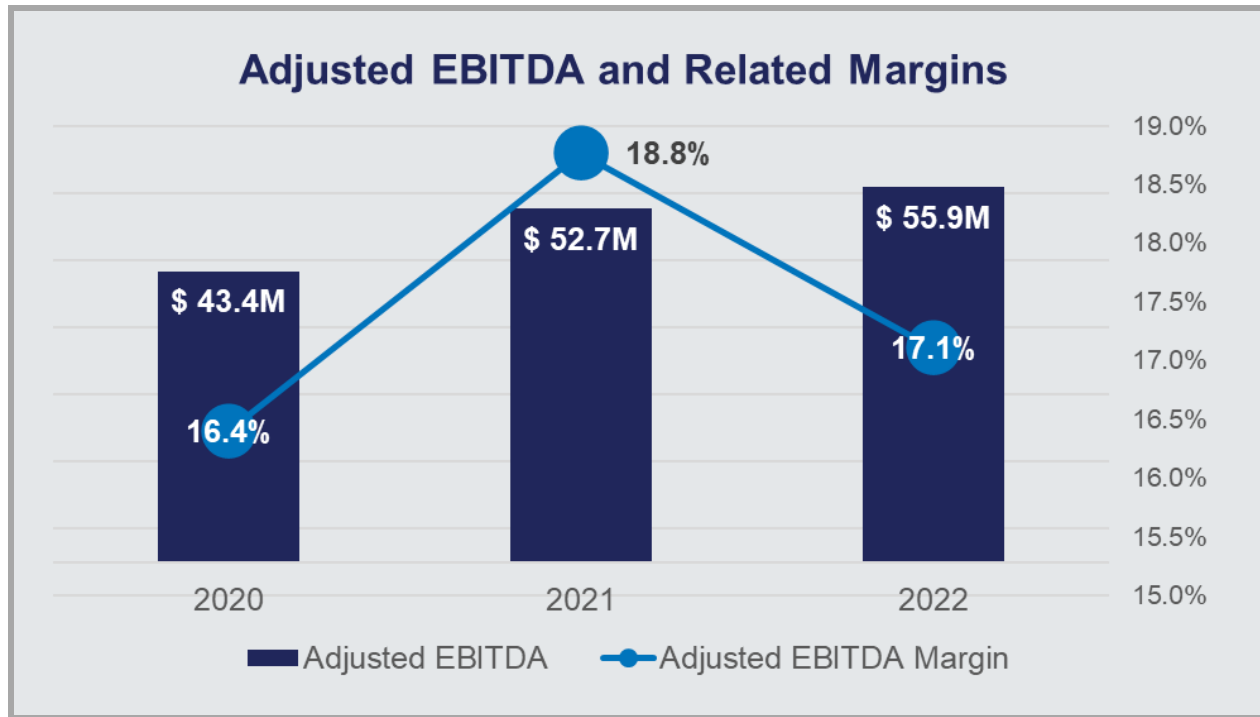
Annual Bookings



2022 RCM Bookings



RCM bookings from cross-selling increased 98% in 4Q22 YOY.

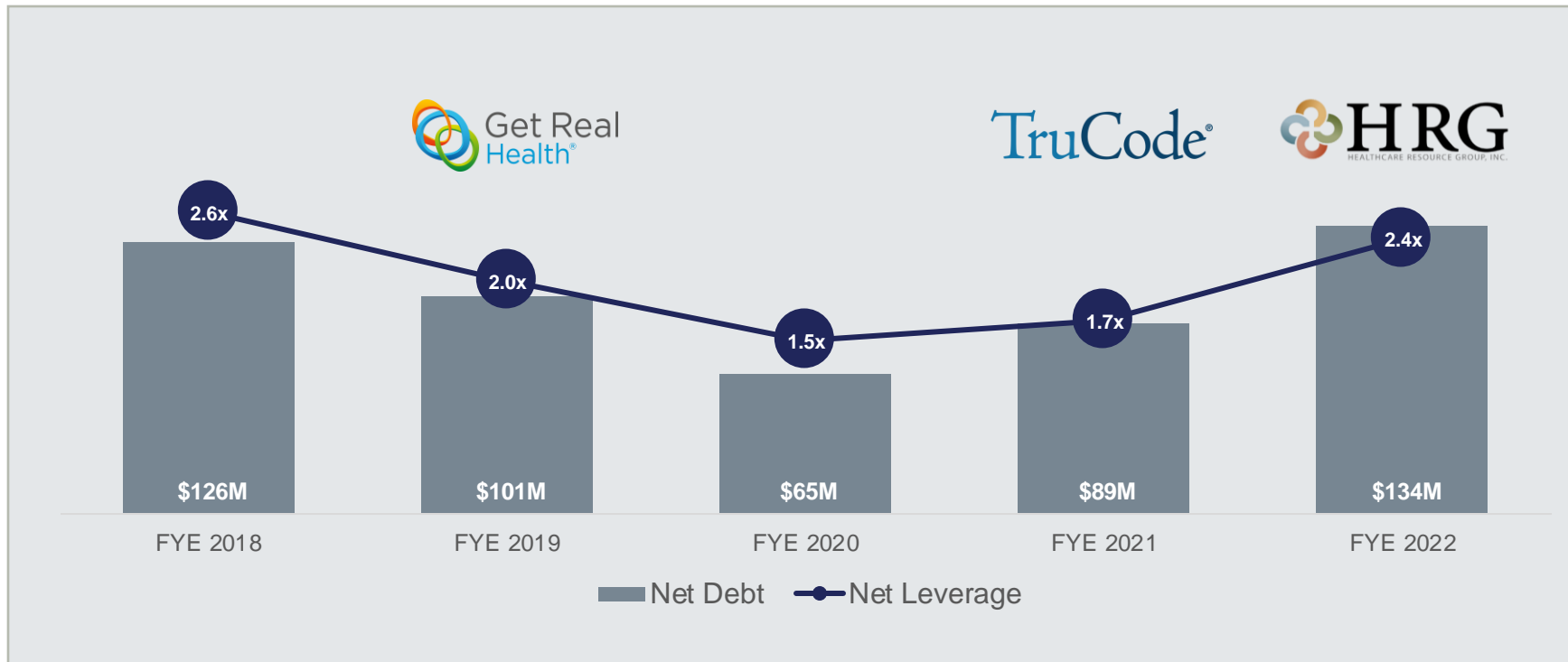


EBITDA Margin Levers

- Strategic offshoring
- Automation
- Growth in higher margin PE solution

Targeting **20%** Adj EBITDA margin exiting 2024

**In the table above, Adj EBITDA Margins are plotted against the left axis, Gross margin plotted against right axis*





**2023**

- Revenue \$340-350M
 - *Near-linear revenue growth results in slightly back-weighted distribution*
 - *RCM should represent ~60% of total revenue*
- Adjusted EBITDA \$59-\$63M
 - *1H23 represents 46% of total Adjusted EBITDA and 2H23 would be 54%*

**Long-term**

- Double digit Revenue growth
- 20% Adjusted EBITDA margins
- Debt leverage of 2.5x

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cpsi | Appendix

Investor Presentation
March 2023

<i>(In thousands)</i>	Year Ended December 31,			Three Months Ended December 31,	
	2022	2021	2020	2022	2021
Net income, as reported	\$ 15,867	\$ 18,430	\$ 14,246	\$ 2,161	\$ 2,744
Deferred revenue and other acquisition-related adjustments	109	747	-	-	388
Depreciation expense	2,443	2,156	1,790	622	525
Amortization of software development costs	3,484	931	118	1,024	262
Amortization of acquisition-related intangibles	17,403	13,786	11,421	4,486	3,674
Stock-based compensation	5,173	5,457	7,005	1,864	1,700
Severance and other non-recurring charges	4,504	4,892	1,999	410	1,157
Interest expense and other, net	5,267	1,632	2,270	1,416	702
Gain on contingent consideration	(565)	-	-	589	-
Provision for income taxes	2,214	4,646	4,538	777	1,085
Total adjusted EBITDA	\$ 55,899	\$ 52,677	\$ 43,387	\$ 13,349	\$ 12,237