CareCloud

Driving the Future of Healthcare with AI Solutions

Nasdaq Global Market : CCLD

Safe Harbor Statements

- This presentation contains forward-looking statements within the meaning of the federal securities laws. These statements relate to anticipated future events, future results of operations or future financial performance. In some cases, you can identify forward-looking statements by terminology such as "may," "might," "will," "shall," "should," "could," "intends," "expects," "plans," "goals," "projects," "anticipates," "believes," "seeks," "estimates," "forecasts," "predicts," "possible," "potential," "target," "approximately," or "continue" or the negative of these terms or other similar terms and phrases.
- Our operations involve risks and uncertainties, many of which are outside our control, and any one of which, or a combination of which, could materially affect our results of operations and whether the forward-looking statements ultimately prove to be correct. Forward-looking statements in this presentation include, without limitation, statements reflecting management's expectations for future financial performance and operating expenditures, expected growth, including our ability to continue as a going concern, to raise additional capital and to succeed in our future operations, profitability and business outlook, increased sales and marketing expenses, and the expected results from the integration of our acquisitions.
- Forward-looking statements are only current predictions and are subject to substantial known and unknown risks, uncertainties, and other factors that may cause our (or our industry's) actual results, levels of activity, performance, or achievements to be materially different from those anticipated by such statements. These factors include our ability to:
  - Maintain operations in Pakistan, Azad Jammu and Kashmir, and Sri Lanka (together, the "Offshore Offices") in a manner that continues to enable us to offer competitively priced products and services;
  - Our ability to operate in a global business environment that may be affected by geopolitical developments, including regional conflicts, trade restrictions, sanctions, changes in diplomatic relations or political stability;
  - Consistently achieve and maintain compliance with a myriad of federal, state, foreign, local, payor and industry requirements, regulations, rules, laws and contracts;
  - Respond to the recent cybersecurity incident and effectively integrate, manage and keep our information systems secure and operational in the event of another cyber-attack;
  - Manage our growth, including acquiring, partnering with, and effectively integrating Empower Healthcare & Compliance, MAP App, Medsphere Systems Corporation, RevNu Medical Management and other acquired businesses into our infrastructure and avoiding associated legal exposure and liabilities;
  - Retain our clients and revenue levels, including effectively migrating new clients and maintaining or growing the revenue levels of our new and existing clients;
  - Keep pace with a rapidly changing healthcare industry, including the use of artificial intelligence ("AI");
  - Maintain and protect the privacy of confidential and protected Company, client and patient information;
  - Develop new technologies, upgrade and adapt legacy and acquired technologies to work with evolving industry standards and third-party software platforms and technologies, and protect and enforce all of these and other intellectual property rights;
  - Attract and retain key officers and employees, and the continued involvement of Mahmud Haq as Executive Chairman, Stephen Snyder as Chief Executive Officer and A. Hadi Chaudhry as Chief Strategy Officer, all of which are critical to our ongoing operations and growing our business;
  - Realize the expected cost savings and benefits from our restructuring activities and structural cost reductions;
  - Our assumptions regarding the continuation, signing, scope and timing of certain client, vendor and partner relationships and the commencement and timing of client projects, which reflect management's current beliefs and expectations and may not materialize on the anticipated schedule or at all;
  - Our ability to timely and effectively complete the integration of acquired businesses and execute expense-structure and related operational initiatives necessary to align our cost structure with our adjusted EBITDA and earnings-per-share objectives;
  - Comply with the covenants and required principal and interest payments under our credit agreement with Citizens Bank, N.A. and Provident Bank, and other future debt facilities;
  - Continue to pay monthly dividends to holders of our Series A Preferred Stock;
  - Incorporate AI into our products faster and more successfully than our competitors, protecting the privacy of medical records and cybersecurity threats;
  - Compete with other companies developing products and selling services competitive with ours, and who may have greater resources and name recognition than we have;
  - Respond to the uncertainty resulting from pandemics, epidemics or other public health emergencies and the impact they may have on our operations, the demand for our services, our projected results of operations, financial performance or other financial metrics or any of the foregoing risks and economic activity in general;
  - Keep and increase market acceptance of our products and services; and
  - Respond to changes in domestic and foreign business, market, financial, political and legal conditions.
- Although we believe that the expectations reflected in the forward-looking statements contained in this presentation are reasonable, we cannot guarantee future results, levels of activity, performance, or achievements.
- In this presentation, we disclose certain non-GAAP historical and projected financial measures, including adjusted EBITDA and free cash flow. We believe that these non-GAAP financial measures provide useful information to both management and investors by excluding certain items and expenses that are not indicative of our core operating results or do not reflect our normal business operations. Our use of non-GAAP financial measures has certain limitations in that such non-GAAP financial measures may not be directly comparable to those reported by other companies. We seek to compensate for the limitation of our non-GAAP financial measures by providing a detailed reconciliation of the non-GAAP financial measures to the most directly comparable U.S. GAAP financial measures. Investors are encouraged to review the related U.S. GAAP financial measures and the reconciliation of these non-GAAP financial measures to their most directly comparable U.S. GAAP financial measures.
- The statements in this presentation are made as of the date of this presentation, and the Company does not assume any obligations to update the forward-looking statements provided to reflect events that occur or circumstances that exist after the date on which they were made.

CareCloud at-a-Glance

CareCloud empowers healthcare organizations of all sizes with next-generation, AI-powered services and solutions that optimize clinical, financial, and administrative outcomes.

Proven, Established Healthcare IT Leader

- Founded: 2001
- IPO (Nasdaq): 2014
- US workforce: ~340
- Experienced offshore team

Broad, Diversified Customer Base

- 40,000+ healthcare providers
- 250+ hospitals
- 50 states
- 80+ specialties & sub-specialties

Comprehensive AI-Enabled Technology Platform Across the Care Continuum

- Electronic Health Records (EHR)
- Practice Management (PM)
- Revenue Cycle Management (RCM)
- Advanced Analytics

Strong Financials - 2025

- Revenue: $120.5M
- EPS: $0.10
- Adjusted EBITDA: $27.5M

AI-First Operating Model

- 150+ AI professionals
- Clinical, administrative, and RCM automation solutions
- Strong pipeline of AI solutions

Durable Competitive Advantages

- Global workforce with ~10:1 cost efficiency
- Customer acquisition cost at 50% of industry average
- Industry leading, fully integrated platforms for ambulatory and in-patient workflows

Customer Profiles

Small Medical Practices

Global workforce drives cost efficiency and affordability

Large Physicians Groups

Customizable solutions built to integrate with existing systems

Health Systems

Interoperable architecture enabling seamless cross-platform data exchange

Industry Partners

Scalable back-end solutions transform smaller competitors into revenue-generating customers

Our Growth History

25+ Acquisitions to Date (Highlights shown below)

Oct 2016
Acquired MediGain, LLC

Jul 2018
Acquired Orion Healthcorp, Inc.

Apr 2019
Acquired Etransmedia Technology

Jan 2020
Acquired CareCloud Corporation & expanded our EHR capabilities

Jul 2020
Acquired Meridian Billing Management Co. and added world-class BI and RPA solutions

Jun 2021
Acquired MedMatica Consulting Associates, Inc. & Santa Rosa Staffing & expanded solutions to hospitals

Aug 2025
Acquired Medsphere Systems Corporation, expanding into the hospital IT market

Oct 2025
Acquired MapApp to expand AI-driven benchmarking

May 2026
Acquired Empower Healthcare & Compliance, expanding into compliance advisory services

Our Acquisition Strategy

A disciplined, financially sound acquisition model
that drives scalable, profitable growth

Target Companies

- At or near break-even
- Recurring revenue base
- Low operational risk

Attractive Valuations

- Purchase price < 1× revenue
- Near-term accretive
- Strong customer base

Rapid Margin Expansion

- Target ~30% margins within 3 quarters
- Reduce operating expenses
- Deploy CareCloud technology
- Improve efficiency & scalability

Our Recent Acquisitions

Empower Healthcare & Compliance - May 2026

Adds a new compliance and advisory capability with cross-sell potential across CareCloud's 40,000+ provider base

About Empower:

Full-service healthcare compliance and advisory firm serving medical practices and health systems nationwide

Core Offerings:

- **Revenue Integrity:** Risk adjustment, HCC coding, audits, revenue cycle compliance
- **Compliance & Ethics:** Program audits, ethics development, OSHA support
- **Privacy & Security:** HIPAA/HITECH policy, security risk analysis, breach response
- **M&A Support:** Compliance due diligence and integration support
- **Education:** Marketplace of training, webinars, and workshops for healthcare professionals

Combines Empower's established compliance expertise with CareCloud's AI-powered platform to strengthen revenue integrity, reduce regulatory risk, and help providers retain more of what they earn

Our Recent Acquisitions

Medsphere Systems Corporation - August 2025

Expands CareCloud's reach into inpatient EHR and RCM, strengthening solutions for small and mid-sized hospitals

About Medsphere:

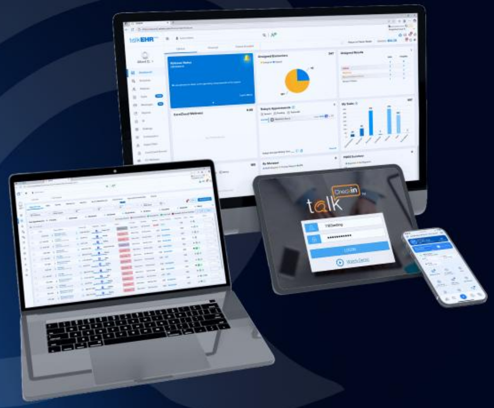
23-year healthcare IT innovator, serving 600+ clients across all 50 states

Core Offerings:

- **CareVue:** Integrated inpatient EHR
- **RCM Cloud:** Cloud-based revenue cycle management
- **Wellsoft:** Emergency Department Information System (EDIS)
- **ChartLogic:** Ambulatory EHR & practice management
- **HealthLine:** Supply chain & inventory management
- **Phoenix & Systeem:** IT managed services
- **Marketware:** Physician relationship & referral analytics platform

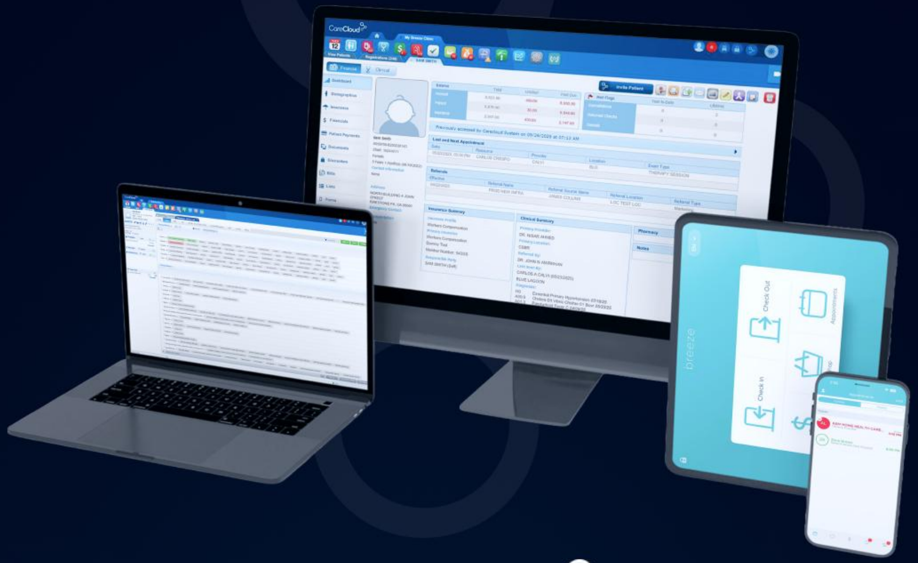
Creates a next-generation platform that blends Medsphere's proven technology with CareCloud's AI and innovation-affordable, scalable, and designed to modernize underserved hospitals

Technology Platforms Across the Care Continuum



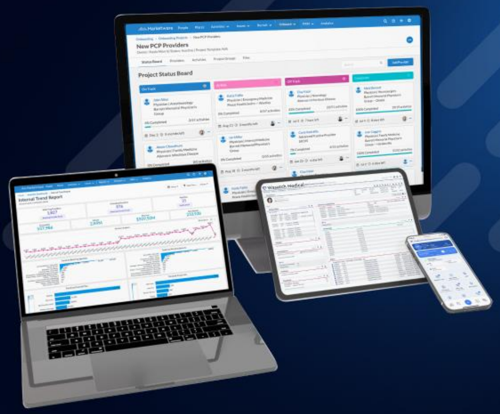
talkEHR™

Small-Medium Practices



CareCloud

Medium-Large Ambulatory Enterprises



Medsphere

Hospitals & Health Systems (Inpatient)

Redefining the next generation of technology-enabled AI-powered solutions

Technology-Enabled RCM

- Revenue Cycle Management
- Medical Coding
- Provider Credentialing
- AI-driven Denial Management
- AI-driven Appeals
- Interoperability

Cloud Based Software

- Electronic Health Records
- Practice Management
- Physician Relationship Management
- Patient Experience Management
- Business Intelligence
- Customized Cloud Application

Artificial Intelligence & Digital Health

- AI Scribe
- AI Call Audit & Monitoring
- AI Front Desk Agent
- Chronic Care Management
- Remote Patient Monitoring
- Telemedicine Solutions

HIT Consulting & Staffing

- Workforce Augmentation
- IT Transformation Consulting
- Strategic Advisory Services
- Hospital RCM Optimization
- Activation as a Service

Additional Provider Services

- Release of Information
- Group Purchasing Organization
- Professional Services
- Clearinghouse
- Printing and Mailing

AI Across the Care Continuum

Three connected AI pillars that streamline operations, elevate care, and accelerate revenue

AI Clinical Solutions

AI supports providers end-to-end, from pre-visit prep to ambient documentation, smart coding support and auto-generated notes synced to the EHR

AI Admin Workflow Solutions

24/7 AI-powered support system built for practice admins to handle calls, appointments, refills, lab results, referrals, reminders, and routine requests, reducing front-desk work load and no-shows

AI RCM Solutions

An AI-powered revenue cycle suite that automates claims and billing workflows, prevents denials, boosts coding accuracy, accelerates payments, and improves cash flow

AI Clinical Solutions

AI supports providers end-to-end, from pre-visit prep to ambient documentation, smart coding support, and auto-generated notes synced to the EHR

Our clinical AI solutions enable pre-visit readiness by carrying forward key patient data and highlighting clinical gaps or needed follow-ups

During the encounter, ambient AI scribing captures the conversation in real time, including multilingual support for diverse patient populations

Providers are supported with efficiency features such as in-workflow ICD-10/CPT/A&P suggestions to improve accuracy at the point of care

Multimodal capture allows inputs such as images and documents to be incorporated into the clinical record seamlessly

Post-visit, these capabilities generate complete SOAP notes and patient-friendly summaries, sync outputs to the EHR, and offer searchable transcripts, compliance audit trails, and performance dashboards to elevate speed and documentation quality

AI Admin Workflow Solutions

24/7 AI-powered support system built for practice admins to handle calls, appointments, refills, lab results, referrals, reminders, and routine requests, reducing front-desk work load and no-shows

- 24/7 AI solutions designed for admin and desk teams to manage high-volume patient communication without delays
- Instantly handles inbound calls and routine requests such as appointments, reschedules, refills, results, referrals, callbacks, and general questions
- Communicates naturally in multiple languages to serve diverse patient populations
- Captures patient context, documents every interaction, and securely syncs updates to the EHR for end-to-end task completion
- Reduces front-desk burden, speeds confirmations, reduces missed calls/no-shows, and helps retain revenue across the full admin workflow

AI RCM Solutions

An AI-powered revenue cycle suite that automates claims and billing workflows, prevents denials, boosts coding accuracy, accelerates payments, and improves cash flow

A connected AI suite that supports every step of the claims journey, i.e charge capture/ superbills from submission to payment

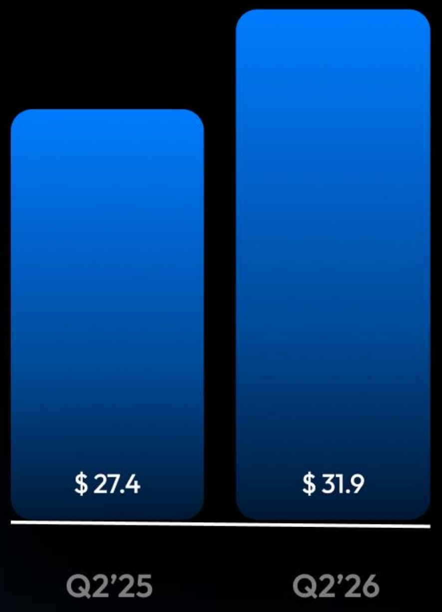
AI safeguards reduce denials up front with coding and E&M guidance that improves first-pass accuracy and learns from denial patterns

Payment workflows are accelerated with intelligent auto-posting and integrated denial management supported by AI-based analytics

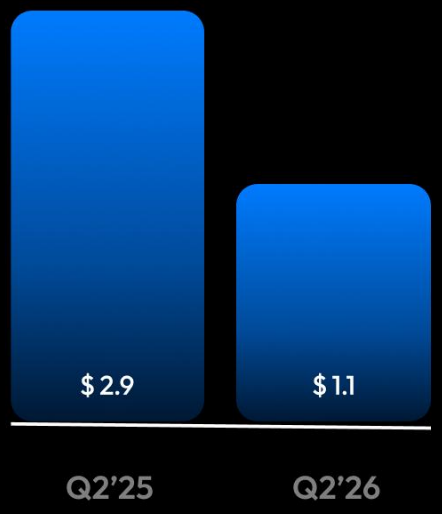
Ongoing claim follow-ups, appeals management, and prior authorizations are streamlined through AI-enabled workflows

Fee schedule optimization and data-driven insights that lift reimbursements, strengthen cash flow, and improve ROI

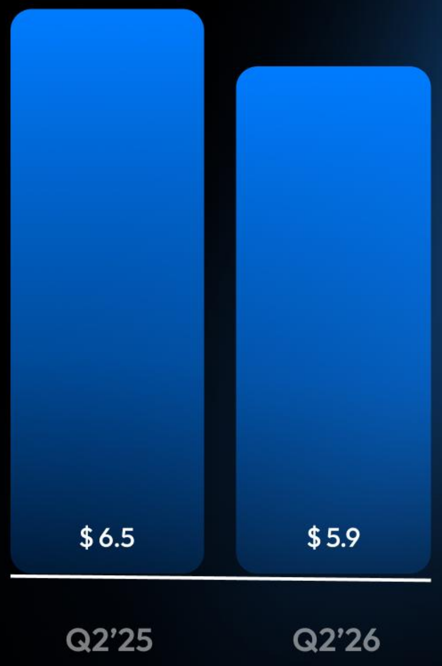
Q2 2026 Highlights



Revenue($MM)



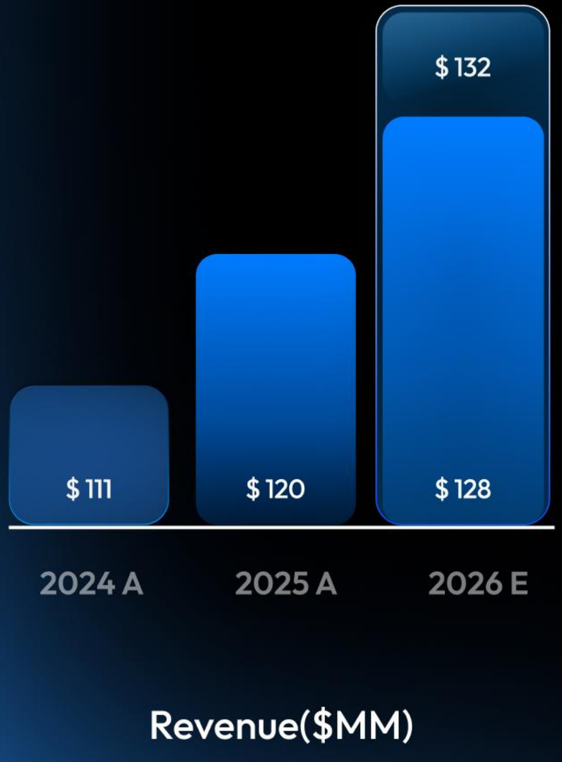
Net Income ($MM)

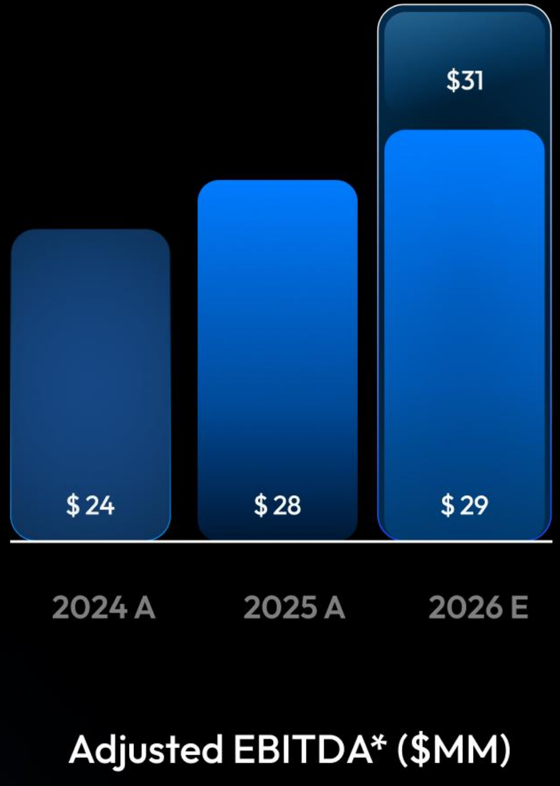


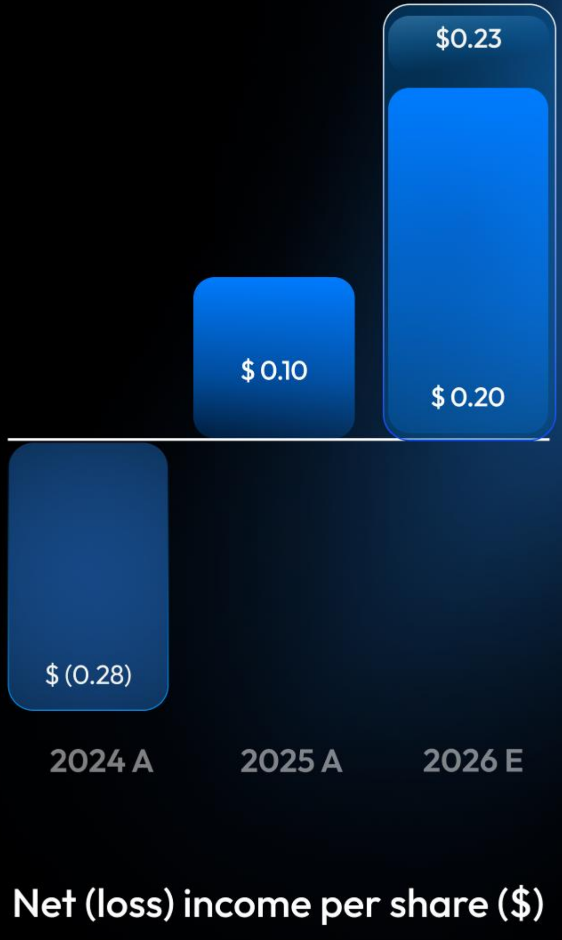
Adjusted EBITDA* ($MM)

*See Non-GAAP reconciliations in the appendix

FY 2026 Guidance Reaffirmed







*See Non-GAAP reconciliations in the appendix

Thank You!

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August 2026

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Appendix

Non-GAAP Financial Measures Reconciliation

(000s) GAAP net income to Adjusted EBITDA	Q2 2025	Q2 2026	YTD 2025	YTD 2026
GAAP net income	$2,902	$1,122	$4,850	$2,044
Provision for income taxes	42	102	83	154
Net interest expense	17	742	33	790
Foreign exchange / other expense	41	54	60	86
Stock-based compensation expense	111	64	219	128
Depreciation and amortization	3,382	3,731	6,719	7,768
Transaction and integration costs	11	166	23	324
Restructuring costs	23	-	137	-
Change in contingent consideration	-	(34)	-	23
Adjusted EBITDA	**$6,529**	**$5,947**	**$12,124**	**$11,317**

Non-GAAP Financial Measures Reconciliation

(000s) Net cash provided by operating activities to free cash flow	Q2 2025	Q2 2026	YTD 2025	YTD 2026
Net cash provided by operating activities	**$7,408**	**$7,073**	**$12,521**	**$10,684**
Purchases of property and equipment	(1,162)	(525)	(1,786)	(937)
Capitalized software and other intangible assests	(831)	(800)	(1,677)	(1,620)
Free cash flow	$5,415	$5,748	$9,058	$8,127
Net cash used in investing activities*	$(1,993)	$(2,006)	$(3,503)	$(3,238)
Net cash provided by (used in) financing activities	$(1,762)	$4,474	$(3,694)	$2,324

* Net cash used in investing activities includes payments for acquisitions, purchases of property and equipment and capitalized software and other intangible assets. Purchases of property and equipment and capitalized software and other intangible assets are included in our computation of free cash flow.