CARECLOUD:
REDEFINING THE NEXT GENERATION OF HEALTHCARE

Nasdaq Global Market: CCLD, CCLDP, CCLDO

Investor Presentation
January 2024

A leading provider of technology-enabled services and solutions that redefine the healthcare revenue cycle

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," 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:

- Manage our growth, including acquiring, partnering with, and effectively integrating acquired businesses into our infrastructure and avoiding legal exposure and liabilities associated with acquired companies and assets;
- Retain our clients and revenue levels, including effectively migrating new clients and maintaining or growing the revenue levels of our new and existing clients;
- Maintain operations in our offshore offices in a manner that continues to enable us to offer competitively priced products and services;
- Keep pace with a rapidly changing healthcare industry;
- Consistently achieve and maintain compliance with a myriad of federal, state, foreign, local, payor and industry requirements, regulations, rules, laws and contracts;
- 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 and A. Hadi Chaudhry as Chief Executive Officer and President, all of which are critical to our ongoing operations, growing our business and integrating of our newly acquired businesses;
- Comply with covenants contained in our credit agreement with our senior secured lender, Silicon Valley Bank a division of First-Citizens Bank & Trust Company and other future debt facilities;
- Pay our monthly preferred dividends to the holders of our preferred stock;
- 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 the ongoing Covid-19 pandemic and the impact it 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; and
- Keep and increase market acceptance of our products and services.

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. 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 presentation by providing a detailed reconciliation of the non-GAAP financial measures to the most directly comparable U.S. GAAP 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

> I created CareCloud as an answer to what seemed to be a formidable problem at the time. It was built from the ground up using tenacity and resilience, and it is through these virtues that CareCloud continues to thrive. The CareCloud team was and continues to be uniquely positioned to excel in the most challenging environments.

Mahmud Haq
Founder, CareCloud

Nasdaq: CCLD
CareCloud was founded in 2000, IPO in 2014

Industry Leading
software platforms across clinical, financial and patient experience

$6 Billion
Powering healthcare transactions at scale including $6B in insurance claims & patients' receivables

>3,000 Employees
globally with customer support, research & development and G&A employees both onshore and offshore

40,000 Providers
leveraging CareCloud products and services in 80 medical specialties

2,600 Medical Practices
Serving large & small medical practices, hospitals & health systems in all 50 states

Proven Leadership Team

Mahmud Haq
Founder &
Executive Chairman

- Former CEO of Compass International Services (Nasdaq: CMPS); completed 14 acquisitions in 18 months, grew revenue to ~$180M run-rate, and acquired by NCO Group
- Increasing senior positions at American Express
- B.S., Aviation Management, Bridgewater State College
- M.B.A., Finance, Clark University

A. Hadi Chaudhry
President, Chief Executive Officer & Director

- Joined in 2002
- Previously served as Manager of IT, General Manager, Chief Information Officer, and VP of Global Operations
- Extensive healthcare IT experience, including various roles in the banking and IT sector
- B.S., Mathematics & Statistics; numerous IT certifications

Norman Roth
Chief Financial Officer and Corporate Controller

- Joined in 2014
- Mr. Roth is a CPA with more than 30 years of accounting and management experience
- Previously served as a forensic accountant since 2003. From 1991 through 2002, served as Director of External Reporting, Treasury and Tax, and later as Business Manager of WWOR-TV
- B.A. Rutgers College
- M.B.A.-Taxation, Fairleigh Dickinson University

Karl Johnson
President, CareCloud Force

- More than 30 years of experience in hospital administration & physician management
- Founded a large physician management company in 1997 which was acquired by CareCloud in 2016
- B.S., Healthcare Administration, Brigham Young University
- M.B.A., Healthcare Administration, Brigham Young University

Dwight Garvin
Executive Vice President & Chief Operating Officer, medSR

- More than 30 years of experience in healthcare technology, including tenures at athenahealth, Cerner and Deloitte Consulting
- B.S., Medical Technology & Clinical Laboratory Science, Auburn University
- M.B.A., Business Administration, University of Alabama, Manderson Graduate School of Business

Healthcare Provider Pain Points

Patient Experience

Higher demand for better experience & tech due to patient burden

Physician Burnout

Doctors working harder and getting paid less

Transition to Value-Based Care

Transition requires risk-taking, different model for care delivery

Reimbursement Challenges

Increased coding complexity

Administrative Burden

Physicians spending more time entering data, less time with patients

Staffing

Staffing shortages and labor inflation

CareCloud's Value Proposition

Enhances the patient experience with 'digital front-door' tools like check-in, eligibility, and pre-authorization

Digitizes and automates physician workflows

Provides analytics to help stratify risk, report on utilization trends, and measure outcomes

Improves compliance and reduces regulatory complexity

Improves cash collections and removes billing and scheduling burden from providers

Alleviates staffing shortages with short- and long-term workforce augmentation

CareCloud

Enabling a Broad Spectrum of Clients and Partners

Small Medical Practices

~17% of Revenue

Large Physician Groups

~54% of Revenue

Hospitals & Health Systems

~20% of Revenue

Industry Partners

~9% of Revenue

CareCloud's End-to-End Healthcare Solutions

Redefining the next generation of technology-enabled revenue cycle solutions

Most customers who utilize technology-enabled revenue cycle management use one or more elements of CareCloud's core technology (EHR or PM)

TECHNOLOGY-ENABLED RCM

- Revenue Cycle Management
- Medical Coding
- Provider Credentialing
- Robotic Process Automation

CLOUD-BASED SOFTWARE

- Electronic Health Records
- Practice Management Software
- Patient Experience Management
- Business Intelligence
- Customized Cloud Applications

DIGITAL HEALTH

- Chronic Care Management
- Remote Patient Monitoring
- Telemedicine Solutions

HIT PROFESSIONAL SERVICES & STAFFING

- Professional Services & Consulting
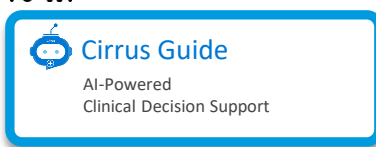- Strategic Advisory Services
- Workforce Augmentation

MEDICAL PRACTICE MANAGEMENT

- Medical Practice Management Services

Artificial Intelligence

Google Cloud

cirrusAI (CareCloud)

Created through our partnership with Google Cloud to bring enhanced Generative AI capabilities into our technology-enabled solutions
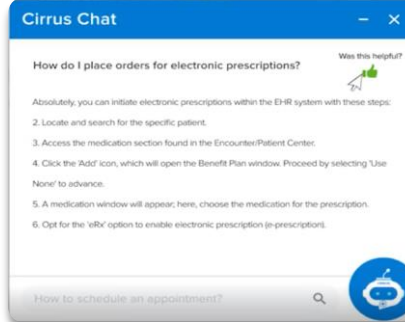
Patient Encounter

Cirrus Guide
AI-Powered
Clinical Decision Support

Diagnosis

Physical Exam

Patient Instructions (Plan of Care)

Cirrus Chat
AI-Powered
Virtual Assistant

Cirrus Chat

How do I place orders for electronic prescriptions?

Was this helpful?

Absolutely, you can initiate electronic prescriptions within the EHR system with these steps:

2. Locate and search for the specific patient.

3. Access the medication section found in the Encounter/Patient Center.

4. Click the 'Add' icon, which will open the Benefit Plan window. Proceed by selecting 'Use None' to advance.

5. A medication window will appear; here, choose the medication for the prescription.

6. Opt for the 'eRx' option to enable electronic prescription (e-prescriptions).

How to schedule an appointment?

Artificial Intelligence

Microbots

Microbots are "AI Digital Workers" that use Microservices & APIs enabling simple handshakes between disparate EHR, PM and Enterprise systems to automate repetitive, manual tasks.

Robotic Process Automation

Platform Agnostic Applications

Claim Status

Eligibility Denial

Medical Record Attachments

Authorization Confirmation

Contract Payment Alerts

Self-Pay Eligibility

Payment Posting

Timely Filing Alerts

Auto Adjustments

Health & Wellness Checks

Digital Health

CareCloud wellness

A transformational suite of digital health solutions

Chronic Care Management

HYPERTENSION
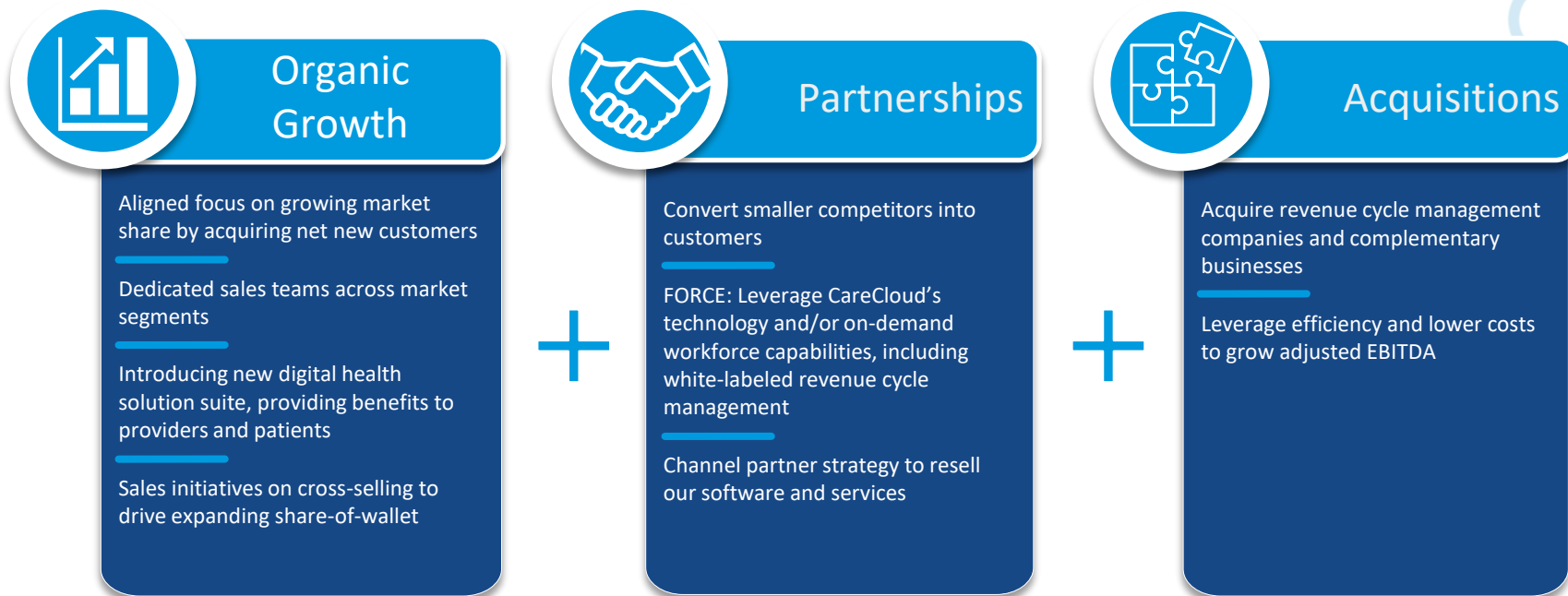HIGH CHOLESTEROL
DIABETES
OBESITY

Improving patient satisfaction by proactively managing multiple chronic conditions outside the clinical setting.

Remote Patient Monitoring

Enabling proactive patient engagement by monitoring real-time health data with connected devices.

A Multi-faceted Growth Strategy

Organic Growth

Aligned focus on growing market share by acquiring net new customers

Dedicated sales teams across market segments

Introducing new digital health solution suite, providing benefits to providers and patients

Sales initiatives on cross-selling to drive expanding share-of-wallet

+

Partnerships

Convert smaller competitors into customers

FORCE: Leverage CareCloud's technology and/or on-demand workforce capabilities, including white-labeled revenue cycle management

Channel partner strategy to resell our software and services

+

Acquisitions

Acquire revenue cycle management companies and complementary businesses

Leverage efficiency and lower costs to grow adjusted EBITDA

CareCloud's Unique Strengths Provide a Competitive Advantage

The combination of CareCloud's leading healthcare technology platform, low-cost global team, and proven track record of integrating acquired businesses and turning them profitable gives CareCloud a competitive advantage.

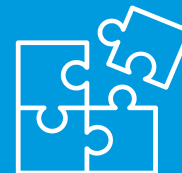### Technology Platform

Streamlines workflow

Increases revenue

Decreases expenses for customers

+

Global Team

Unparalleled cost structure

Globally distributed workforce

+

Proven Market Consolidator

Repeatable M&A framework

Rapid integration methodology

Highly fragmented market opportunity

Global Resources

~10%
Onshore

~90%
Offshore

Why CareCloud

Leading technology-enabled RCM and cloud-based healthcare platform, with new digital health offerings, combined with low-cost offshore services team

Disciplined growth driven by organic as well as strategic partnerships

History of rapidly integrating large acquisitions driving enhanced scale

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