



Waystar recognized as the leading healthcare software platform with top marks for client satisfaction

Receives multiple Best in KLAS awards in Claims Management & Clearinghouse and Patient Access

LEHI, Utah, and LOUISVILLE, Ky., February 5, 2025 — Waystar Holding Corp. (Nasdaq: WAY), a provider of leading healthcare payment software, today announced its top ranking in multiple 2025 Best in KLAS categories: Claims Management & Clearinghouse and Patient Access. Based on independent client feedback, these recognitions underscore the value healthcare providers gain from Waystar's AI-powered software platform, fueled by continuous innovation and a steadfast focus on client satisfaction, empowering providers to tackle the industry's most pressing challenges.

Providers cite the need for improved client service as the primary driver for switching revenue cycle management vendors, according to a recent third-party survey. The latest Best in KLAS results highlight Waystar's commitment to client support excellence, with number-one rankings in claims management & clearinghouse and patient access solutions. These recognitions underscore Waystar's status as a top software leader in revenue cycle management, marking over a dozen consecutive years of being named Best in KLAS.

"We are honored to receive this feedback from healthcare providers regarding our innovation and unwavering commitment to client support," said Matt Hawkins, Chief Executive Officer of Waystar. "Waystar will continue to build and deliver advanced, end-to-end revenue cycle solutions that help our clients achieve their operational goals while enhancing transparency and fairness for both providers and their patients."

Providers increasingly turn to Waystar's software to navigate operational complexities and position themselves for future success. Waystar's platform optimizes revenue cycle workflows by integrating front-end patient access with back-end claims management to achieve operational efficiency and a meaningful ROI. Its powerful automation capabilities enhance denial prevention through eligibility verification and coverage detection, accelerating reimbursements. Powered by Waystar AltitudeAI™, a comprehensive set of AI capabilities for providers, the platform continuously adapts to changing payer policies and claim trends, delivering predictive insights that improve financial performance, ultimately enabling providers to achieve elevated productivity and precision in healthcare payments.

In 2024, Waystar's claims and clearinghouse solutions played a crucial role in stabilizing the healthcare industry after a cyber incident that disrupted claims

processing nationwide. In response, Waystar launched the Accelerated Implementation Program, quickly onboarding over 30,000 providers to its clearinghouse, restoring cash flow and ensuring continuity of care. Many of these providers have committed long-term to Waystar, expanding their adoption of additional solutions on the platform and becoming more active in their client community.

Waystar's recognition by KLAS adds to a series of recent prestigious third-party awards, including *Forbes'* Most Trusted Companies in America, *Fortune's* Best Workplaces in Health Care, the Healthcare Payments Innovation Award from MedTech Breakthrough, and multiple Gold Stevie® Awards for the company's cloud-based software platform and leadership in AI.

About Waystar

Waystar's mission-critical software is purpose-built to simplify healthcare payments so providers can prioritize patient care and optimize their financial performance. Waystar serves approximately 30,000 clients, representing over 1 million distinct providers, including 16 of 20 institutions on the U.S. News Best Hospitals Honor Roll. Waystar's enterprise-grade platform annually processes over 5 billion healthcare payment transactions, including over \$1.2 trillion in annual gross claims and spanning approximately 50% of U.S. patients. Waystar strives to transform healthcare payments so providers can focus on what matters most: their patients and communities. Discover the way forward at waystar.com.

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