West Virginia University Health System Selects Waystar's AI-Powered Platform to Transform End-to-End Revenue Cycle Operations

One of the nation's leading academic health systems chooses Waystar to consolidate multiple vendors across the revenue cycle

Academic health system targets millions in potential incremental reimbursement as Waystar becomes its connected financial operating layer

LEHI, Utah, and MORGANTOWN, W.Va., November 19 — Waystar (Nasdaq: WAY), a leading provider of healthcare payment software, today announced that West Virginia University Health System, which operates as WVU Medicine and is one of the nation's leading academic health systems, has selected Waystar's AI-powered platform to transform revenue cycle operations across its enterprise. Representing the largest new client win in Waystar's history by deal size, the agreement underscores growing demand among major health systems to replace fragmented technology with a single, connected platform spanning the end-to-end revenue cycle.

WVU Medicine will initially consolidate more than a dozen revenue cycle vendors onto the Waystar platform, connecting financial clearance, clinical integrity and revenue capture, claim management, and denial recovery. The deployment is designed to simplify administrative complexity, improve financial performance, and accelerate its journey toward a more autonomous revenue cycle.

The Health System, which operates 31 hospitals across West Virginia and surrounding states, is advancing an enterprise-wide effort to modernize its technology infrastructure and strengthen financial operations. By bringing revenue cycle capabilities together on Waystar's platform, the health system aims to gain greater visibility and control across the entire revenue cycle and reduce the complexity of managing multiple vendors and disconnected systems.

Powered by Waystar AltitudeAI™, the platform will serve as a connected financial operating layer and system of action across the revenue cycle. By unifying data and workflows from patient access through final payment, Waystar will help WVU Medicine prevent revenue leakage, reduce denials, accelerate reimbursement, and automate manual work. This approach aims to improve financial performance while freeing teams to focus on higher-value activities.

"WVU Medicine is investing in technology that simplifies healthcare administration for our patients and teams while strengthening the financial foundation that supports our mission," said Bahar Bazmi, Chief Revenue Officer for the WVU Health System. "By bringing our revenue cycle operations onto one connected platform, we

can reduce complexity, improve financial performance, and give our teams the tools and insights they need to work more effectively. Ultimately, we're building a more sustainable, efficient health system that allows us to invest more in the care we deliver to our communities."

"We're proud to partner with WVU Medicine as it leads the way toward a more autonomous revenue cycle," said Matt Hawkins, Chief Executive Officer of Waystar. "Health systems are recognizing that managing the revenue cycle across dozens of disconnected solutions is no longer sustainable. WVU Medicine is making a significant investment in a simpler, more effective approach. By bringing financial and clinical workflows together on one platform, we can help its teams capture full reimbursement, reduce administrative work, and focus more resources on patient care."

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 approximately 1.5 million distinct providers, including 16 of 20 institutions on the U.S. News Best Hospitals list. Waystar's enterprise-grade platform annually processes over 8.5 billion healthcare payment transactions, including over $3.0 trillion in annual gross claims and spanning approximately 60% 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.

About WVU Medicine
The West Virginia University Health System is a West Virginia-based academic health system that provides the full continuum of healthcare services at 31 hospitals in West Virginia, Pennsylvania, Ohio, and Maryland. With more than 47,000 employees and $10 billion in total operating revenues, the WVU Health System is anchored by an 890-bed academic medical center and the 150-bed WVU Medicine Golisano Children's Hospital in Morgantown, West Virginia. To learn more, visit WVUMedicine.org.

Forward-Looking Statements
This press release contains forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995, including statements regarding the expected capabilities, benefits, and financial impact of the WVU Medicine relationship. Forward-looking statements may be identified by words such as "anticipate," "believe," "expect," "may," "plan," "will," "designed to," and the negative version of these words, or similar terms and phrases that are intended to identify forward-looking statements. These statements are based on current expectations and are subject to risks, uncertainties, assumptions, or changes in circumstances that are difficult to predict or quantify. These risks include, but are not limited to, the timing and success of implementation, which depends on client resources; client adoption; the development, deployment, and use of AI; and other risks described in

Waystar's Annual Report on Form 10-K for the year ended December 31, 2025 and subsequent SEC filings. Actual results may differ materially. Except as required by law, Waystar undertakes no obligation to update forward-looking statements.

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