

News PDF

TruBridge Announces New Midwest Customer Service Center

Due To Growth, TruBridge Expands Operations

MOBILE, Ala.--(BUSINESS WIRE)-- TruBridge, a wholly owned subsidiary of CPSI (NASDAQ: CPSI), today announced it is establishing a new customer service center in Minnesota to serve its growing Midwestern customer base. TruBridge is a healthcare services provider that provides business office, consulting and managed IT services to its healthcare clients. In addition to TruBridge, the CPSI family of companies includes Evident, Healthland, American HealthTech and Rycan Technologies (Rycan). Together, the CPSI family of companies and their products help improve the healthcare in the communities they serve by supporting coordinated care across the acute, post-acute and ambulatory care settings.

The TruBridge service center will be located within the Rycan office in the southwestern Minnesota town of Marshall and will help customers improve their financial performance through services such as its “Private Pay Service” for receivables collection. Rycan has been a national provider of revenue cycle management workflow and automation software to hospitals, healthcare systems and skilled nursing organizations for 30 years.

Chris Fowler, chief operating officer of CPSI and president of TruBridge, said, “With the changes in our industry requiring community healthcare leaders to improve clinical operations while managing their financial operations amidst significant reimbursement changes, our TruBridge services, especially Private Pay Service, have been growing steadily. This Midwest service and operations center will provide the support needed to help community hospitals and other healthcare providers improve their financial performance.”

Fowler pointed out that the Midwest center will be the fifth such facility in the U.S., noting that TruBridge is proud to support economic development in rural communities.

“We recognize that rural and community health providers are in a very personal business, treating friends, family and neighbors,” Fowler added. “We are very careful to protect our customers’ local reputations, and we establish regional service centers to provide a familiar geographic connection when talking about payments and programs with members of their community. The Midwest service center will help TruBridge maintain its high standards for personal customer service while achieving financial success for its healthcare customers.

“Our Private Pay Service is growing because customers are finding that they are increasing cash collections and improving process efficiency in ways that can’t be achieved on their own. Community hospitals, in particular, need help improving cash flow and navigating the complex payer and reimbursement landscape. That’s the TruBridge sweet spot.”

The Midwest customer service center will open in August.

About CPSI

CPSI is a leading provider of healthcare IT solutions and services for rural and community hospitals and post-acute care facilities. Founded in 1979, CPSI is the parent of five companies – Evident, LLC, TruBridge, LLC, Healthland Inc., American HealthTech, Inc., and Rycan Technologies, Inc. Our combined company is focused on helping improve the health of the communities we serve, connecting communities for a better patient care experience, and improving the financial operations of our customers. Evident provides comprehensive EHR solutions and services for rural and community hospitals. TruBridge focuses exclusively on providing business management, consulting and managed IT services to rural and community healthcare organizations, regardless of their IT vendor. Healthland provides integrated technology solutions and services to small rural and critical access hospitals. American HealthTech is one of the nation's largest providers of financial and clinical technology solutions and services for post-acute care facilities. Rycan provides revenue cycle management workflow and automation software to hospitals, healthcare systems, and skilled nursing organizations. For more information, visit www.cpsi.com, www.evident.com, www.trubridge.com, www.healthland.com, www.healthtech.net, or www.rycan.com.

About TruBridge

TruBridge focuses on providing business, consulting, and managed IT services to community healthcare organizations, regardless of their IT vendor. TruBridge is a subsidiary of CPSI, a leading provider of healthcare IT solutions and services for rural and community hospitals and post-acute care facilities.

Forward-Looking Statements

This press release contains forward-looking statements within the meaning of the "safe harbor" provisions of the Private Securities Litigation Reform Act of 1995. These forward-looking statements can be identified generally by the use of forward-looking terminology and words such as "expects," "anticipates," "estimates," "believes," "predicts," "intends," "plans," "potential," "may," "continue," "should," "will" and words of comparable meaning. Without limiting the generality of the preceding statement, all statements in this press release relating to estimated and projected earnings, margins, costs, expenditures, cash flows, growth rates and future financial results are forward-looking statements. We caution investors that any such forward-looking statements are only predictions and are not guarantees of future performance. Certain risks, uncertainties and other factors may cause actual results to differ materially from those projected in the forward-looking statements. Such factors may include: overall business and economic conditions affecting the healthcare industry, including the potential effects of the federal healthcare reform legislation enacted in 2010, and implementing regulations, on the businesses of our hospital customers; government regulation of our products and services and the healthcare and health insurance industries, including changes in healthcare policy affecting Medicare and Medicaid reimbursement rates and qualifying technological standards; changes in customer purchasing priorities, capital expenditures and demand for information technology systems; saturation of our target market and hospital consolidations; general economic conditions, including changes in the financial and credit markets that may affect the availability and cost of credit to us or our customers; our substantial indebtedness, and our ability to incur additional indebtedness in the future; our inability to generate sufficient cash in order to meet our debt service obligations; restrictions on our current and future operations because of the terms of our senior secured credit facilities; market risks related to interest rate changes; our ability to successfully integrate the businesses of Healthland, American HealthTech and Rycan with our business and the inherent risks associated with any potential future acquisitions; competition with companies that have greater financial, technical and marketing resources than we have; failure to develop new or enhance current technology and products in response to market demands; failure of our products to function properly resulting in

claims for losses; breaches of security and viruses in our systems resulting in customer claims against us and harm to our reputation; failure to maintain customer satisfaction through new product releases or enhancements free of undetected errors or problems; interruptions in our power supply and/or telecommunications capabilities, including those caused by natural disaster; our ability to attract and retain qualified customer service and support personnel; failure to properly manage growth in new markets we may enter; misappropriation of our intellectual property rights and potential intellectual property claims and litigation against us; changes in accounting principles generally accepted in the United States; fluctuations in quarterly financial performance due to, among other factors, timing of customer installations; and other risk factors described from time to time 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 described herein 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 press release.



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