

ANNUAL REPORT

FISCAL YEAR 2020

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LEADING FORCES

----- FROM THE



Velatura began with an ambitious mission: to improve healthcare, simplify work, and reduce costs for patients nationwide. Continually, we're demonstrating that we're able to do just that.

As I look back on our first full year as a public benefit corporation, I'm proud of the work we've accomplished. It was a year of major milestones and promising developments. We expanded our partnerships to include new regions of our country, assuring a more

efficient healthcare experience for millions of Americans moving forward. One of our most momentous accomplishments in 2020, though, was our swift response to assist states in their fight to mitigate the spread of Covid-19. We did all of this while operating with integrity and maintaining excellent customer service.

Velatura's goal to make a positive impact in the realm of healthcare has never been more compelling than now during this unprecedented year. I'm pleased to say I look to the future with optimism, knowing our leadership and staff at Velatura are fiercely focused on our mission. This report is both a celebration of this year's successes as well as our vision for moving forward with our work. We are here because we believe the nation will be better for it—and this is just the beginning.

Pat Rinvelt **Board Chair**



2020 is a year to be remembered! The pandemic, a renewed focus on diversity, equality and inclusion, elections, and more have impacted the journey of nearly every organization and individual across the country, including Velatura. Despite the challenges this year presented, we can say that it has proven to be a productive first year as a public benefit corporation. When making the decision to transition over to a public benefit corporation, it was really a result of us deeply dissecting, digesting, and assessing our mission: to improve healthcare, reduce costs and improve the satisfaction

of all those in the healthcare ecosystem for all who live in our country.



Perhaps the most exciting part of the past year is the footprint of where we've been able to assist across our nation. We now can say we've helped make a difference in six states including New Jersey, Connecticut, Oregon, Wisconsin, Georgia, and Vermont with many more already in the works—and this is exactly what our mission was when we set out to be of benefit to society. With every state, Health Information Exchange (HIE), payer, or provider we're able to assist in setting up, ramping up, or improving upon their health information exchange, the more profound our mission becomes.

As we journey into year two, we are confident we will only continue to gain momentum. We hope to make new partnerships and create new alliances. We'll continue to prove that our customers and those they serve come first. Our aim is to make a difference not only in this next year, but for all the years to come.

We must also say a sincere thank you to our vender and supplier base who seek similar objectives and are fighting the good fight with us. Last but not least, we want to acknowledge and appreciate our passionate and growing Velatura team who work tirelessly every day in fulfilling our mission. You are the best! We trust that the stories, comments, and pictures in this report tell you a bit about our fiscal 2020 journey. We are always open to your input and perspectives.

In high regards,

Tim Pletcher

Ken Van Der Wende

WHAT IS A

PUBLIC BENEFIT CORPORATION?

What separates a public benefit corporation from other business entities is that it has modified obligations committing to higher standards of purpose, accountability, and transparency. We transitioned into a public benefit corporation in 2019 as we have a mission beyond profit: we work with our communities in mind and consider our impact on society in all of our decision making. This mission provides for a North Star by which Velatura can navigate critical business decisions for the months and years ahead.

Our Stakeholders

With every decision we make, we take our customers, employees, communities, and partners into account. Our stakeholder-centric focus is one of the reasons we're proud to come to work each day.





Customers:

Our customers know to expect warmth, innovative thinking, and incredible service from us.



Employees:

We continually work to foster an environment in which our employees feel valued, heard, and respected and can achieve personal growth.



Communities:

We work with different communities around the country, each with its own unique strengths and challenges. We actively learn about the needs of each geographic area we work in so we can be positive agents of change in their health landscape.



Partners:

We carefully select our partners and hold them to as high of standards as we hold ourselves.

WHO WE ARE - OUR OPERATING MODEL

Velatura is a national leader in delivering health information exchange technical and professional services. Our unique methodologies and solutions foster greater alignment between public and private sectors. We understand the industry big picture while focusing on delivering practical solutions to real problems.

CORE SERVICES



PATIENT MATCHING (COMMON KEY SERVICE)



RECORD LOCATOR SERVICE (INTELLIGENT QUERY BROKER)



SINGLE SIGN ON



MASTER PERSON INDEX



PROVIDER PORTAL



ELECTRONIC CONSENT MANAGEMENT



STATEWIDE PROVIDER DIRECTORY



PATIENT-PROVIDER ATTRIBUTION SERVICE (ACTIVE CARE RELATIONSHIP SERVICE)



VIRTUAL INTEGRATED PATIENT RECORD



RESULTS DELIVERY



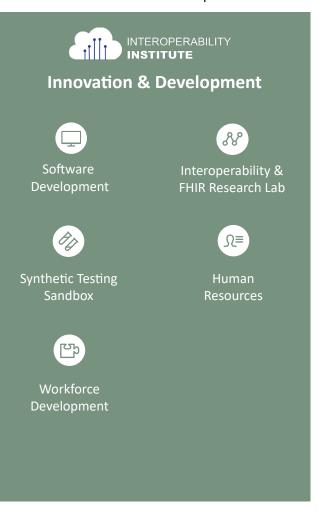
USE CASE FACTORY

OUR OPERATING MODEL CONTINUED...

As part of The Constellation Health IT Network, Velatura is backed by more than ten years of experience, and deep acumen in all facets of clinical information interoperability. As the sole provider of MiHIN products and shared services, Velatura offers market-driven solutions that address today's real-world legacy challenges, while striving to meet future needs with state-of-the-art solutions. Velatura also draws on proficiencies in research and development provided by the Interoperability Institute, formed in 2019 to facilitate the collaborative and agile development of real-world interoperability solutions and enable the next-generation health IT workforce.









CUSTOMER SPOTLIGHT -

NEW JERSEY

Velatura serves as the infrastructure for the New Jersey Health Information Network, providing NJHIN with foundational products and services to support the state's 8.9 million residents. Because of this productive partnership, more data is available to New Jersey providers than ever before. This increase of accessible patient data helps providers make timely, well-informed decisions on patient care, benefiting New Jersey patients today.



Most excitingly, this year has seen momentous growth in data being both shared and received as a direct result of the effort put in from both Velatura and the New Jersey Innovation Institute (NJII).

100%

The percentage of New Jersey hospitals participating in admission, discharge, transfer (ADT) notifications services.

246M

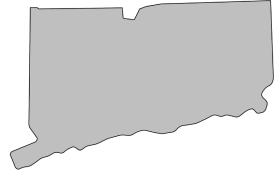
This years total number of submitted ADT notifications. This shows an increased by 68%.

In addition to 2020 being the first year having New Jersey moving electronic health data, the New Jersey Health Information Network (NJHIN) onboarded 25 new health organizations to its use of the Active Care Relationship Service (ACRS), Velatura's patient-provider attribution service. This means that now any time one of those new organization's patients have a messaged generated for them, it goes through NJHIN and has the ability to be shared with all members of that patient's care team if they participating in data-sharing use cases like ADT. Additionally, we have also onboarded all hospitals in New Jersey onto the HIN, ensuring that the NJHIN is receiving timely and important data about a patient's stay and care.

Moving forward, we aim to partner with integral services in the state in various realms of the healthcare ecosystem to build upon our existing infrastructure, thus increasing value for NJHIN clients and the amount of data sent to NJHIN stakeholders.

CUSTOMER SPOTLIGHT - CONNECTICUT

Velatura is providing professional services to the state of Connecticut in launching a statewide health information exchange. The system is scheduled to go live by early 2021 – a major milestone in a ten-year long journey.





Collaborative Partnership

Beginning in 2017, in preparation for this latest iteration of development, the state of Connecticut's Office of Health Strategy (OHS) recognized the need to enlist the assistance of an external resource with significant depth and experience in health information exchange. The state put the work out for open bids and received several qualified proposals in response. According to Allan Hackney, Connecticut's chief Health Technology Officer, the proposal submitted by Velatura stood out. "Velatura, backed by years of hands-on practical experience at MiHIN, approached the process in a collaborative way that communicated their desire to share and see us succeed. That was very compelling and stood out from other competitive bids. Their willingness to transfer their experiences and knowhow instilled confidence that their partnership would set a firm foundation for our efforts," he said.

Laying the Foundation

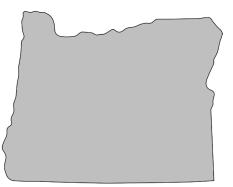
Our initial work involved the development of a business plan and a five-year roadmap for creating a sustainable approach for Connecticut's HIE management organization—the Connecticut Health Information Alliance (known as Connie) – . "This work product provided the basis that ultimately led to the creation of Connie," Hackney said. "Velatura's modular trust framework and flexible legal templates were crucial to gaining support from stakeholders from across the healthcare delivery ecosystem," he continuedOur Velatura team has advised and supported a broad range of essential activities forlaunching Connie and establishing operations to support initial data sharing and long-term sustainability.

Next Steps

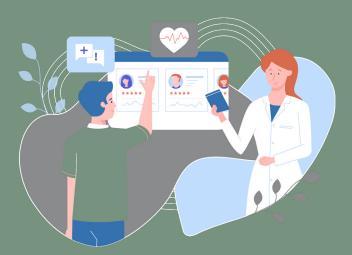
Next year is a critical time for Connie, enlisting healthcare organizations across the state, and connecting them to data sharing use cases... Connie's Onboarding and Technical Assistance and Connectivity Program will be at the center of this activity. Velatura will continue to serve in an advisory role and in supporting operations including use case development, operational governance support and facilitation, and harmonization of the health data exchange ecosystem.

CUSTOMER SPOTLIGT - OREGON

The Oregon Health Authority (OHA) envisions a transformed health system where health information technology (HIT) efforts optimize the care that Oregonians receive. We have been partnered with OHA since 2017 as a key contributor in bringing their vision to fruition.



One of our major initiatives in Oregon is to implement a statewide provider directory, leveraging data from trusted, existing sources. Having the ability to use a single and complete source of truth for provider data is essential for improving system efficiencies and patient care coordination while simultaneously reducing costs. The Oregon Provider Directory has been live in production for a year now with over 100,000 records stored.



The Office of Health Information Technology (OHIT) is working within Oregon to define the use and scope of the provider directory with thoughtful input from coordinated care organizations and other Oregon stakeholders.

We at Velatura look forward to increasing adoption and furthering the value of the reporting capabilities to support coordinated care for health information exchange as well as pursuing further opportunities for assisting in the expansion of community information exchange in Oregon.



OUR PRODUCT SOLUTIONS —
TO COLLABORATE, IMPROVE AND SIMPLIFY

CARE CONVENE: OUR TELEHEALTH SOLUTION

This year, we partnered with Care Convene and offered up our collaborative telehealth solution nationally as a HIPAA-compliant platform for patients and providers to have secure patient visits. We here at Velatura are all about breaking down barriers to care, which is why we have three live options for Care Convene, each with different features that streamline the process for both patients and providers.

The strongest benefit of Care Convene— beyond its ease of use—is its ability to fully integrate into the HIE where it's utilized, further closing gaps in health information. Regarding the patient experience, Care Convene also gives patients a better way to manage their own health while addressing patient literacy and access without undue cost or technology burden on either providers or patients.

Our Pilot in Texas

We're excited to use Care Convene as a venue for bringing pediatric behavioral health services to children in the foster care system in the state of Texas. Before this recent boom of telehealth services, there had to be a specialist accessible in Texas to offer services to these children, and with nearly 50,000 youth in substitute care, there simply aren't enough of these niche providers to meet that demand.

Thanks to our strategic partnership with a major health plan in Texas, our telehealth solution and national network of specialists are now able to eliminate geographic obstacles and connect this underserved demographic to the care they need using our virtual platform. Our technology gives us the ability to work with clients and solve geographic barriers like this anywhere in the country.

Easy Scalability

While this unique project began in Texas, the urgent need to connect patients with behavioral health services is felt nationwide, and we are positioned to use our experience in Texas to leverage a scalable solution to all states. What is particularly exciting about our Care Convene solution is that it not only eliminates geographic barriers when specialists are scarce— as in the case in Texas— but it also allows for payers to utilize their current relationships and connect patients to local clinicians whenever possible. Moving forward, we aim to use our proven concept and technology to bridge patient needs in communities all across America.

INTEROPERABILITY **BARRIERS** & VELATURA'S SOLUTIONS **INTEROPERABILITY LAND**

Interoperability Land

We wanted to create a platform that is cloud-native, so we developed Interoperability Land (IOL). It was the first time a platform was developed that actually mimics a statewide HIE by simulating interoperable information exchange from one system to another, each with unique FHIR servers.

This virtual environment allows healthcare organizations to test, learn, adjust, and innovate their existing systems and data-sharing processes. Central to this capability is "PatientGen," a proprietary test data generator that produces realistic patient histories involving clinically relevant encounters, based entirely on fictitious personas. These "SimPatients" can be generated at scale. In addition, custom-designed personas can also be created to address specific clinical scenarios, allowing for the development and testing of healthcare systems and software applied to real-world population level scenarios, without the need to expose real patient health information to unnecessary risk.

FHIR & Existing Obstacles

FHIR data standards are widely embraced (and even required under the CMS/ONC Final Rules) for their potential to facilitate connections between disparate systems using an application programming interface (API) based approach. However, the actual implementation of these data standards presents significant challenges.

Electronic Health Record (EHR) systems are not designed to be seamlessly connected. Each entity in a healthcare ecosystem—payers, hospital systems, behavioral health, and so on—uses its own language and coding standards. Standing up a FHIR server within an individual organization may be readily achievable for many organizations, but anticipating how those systems will interact with other organizations and systems is a whole other level of complexity.

To mitigate current industry barriers, Velatura offers Interoperability Land as a solution.

Moving Forward

Interoperability Land is actively in use today by a variety of healthcare technology developers, health systems, and payer organizations. We are excited by the capabilities of Interoperability Land and will continue to bring in partners to use IOL as a demonstration platform for solving pertinent interoperability challenges.



INTEROPERABILITY BARRIERS & VELATURA'S SOLUTIONS INTEROP STATION

ONC & CMS Final Rules

In March of 2020, The Office of the National Coordinator for Health Information Technology (ONC) passed the Cures Act Final Rule. At the same time, The Centers for Medicare and Medicaid Services (CMS) passed the CMS Interoperability and Patient Access Final Rule. Both of these initiatives aim to implement new standards that enable greater and more secure access to electronic health information for patients and providers.

Payers & Patient Empowerment

Included in these new rulings are requirements for health insurers (payers) to a supply an application programming interface (API) that empowers patients in accessing their health information through whatever device or third-party application they choose. The technology standard necessary to accomplish this—and therefore required for use in the development of these APIs—is called Fast Healthcare Interoperability Resources (FHIR). The existence of a mandated standard will significantly increase the ability for systems to connect with each other and increase the speed at which true innovation can occur.

Additional requirements set forth in the Final Rules for implementation in 2021 include:

- Patient access to both clinical and payer claims data through the Patient Access API
- Access to the payer's pharmacy formulary via the Patient Access API
- Connectivity to payer and provider portals through the Patient Access API



An additional condition included in the rules for implementation in 2022 is the capacity for individuals to take all their health records with them and seamlessly and securely move from one payer to another.

The Challenge for Payers

Many developers in the Health IT space have set out to create solutions to meet the Final Rule requirements. Most of these are attempting to differentiate themselves at the Patient Access API level. However, the larger challenge comes in helping payers and providers address the complexities of structuring their data for use within the FHIR standard. Clinical care data and health insurance claims data is not configured to leverage FHIR technology.

InterOp Station's Solution

We at Velatura, as the sole provider of products and services developed by The MiHIN Group, are now actively deploying a modular set of solutions know as InterOp Station, designed to get payer organizations to the party. Uniquely, we're addressing the complex challenges of interoperability in part by closing the gap between health insurers and the clinical care network. We address their specific needs with our InterOp Station:

- Data Assessment Evaluating the status of existing clinical and claims data and determining the steps necessary to integrate with FHIR Technology
- Data Conversion Performing the work necessary to make the data available through the Patient Access API
- Data Access Offering options for the data to be shipped back to the payer to be housed on their internal servers or hosted in the cloud by MiHIN
- Master Patient Index Assuring accuracy of patient identification and authorization
- Developer Portal Including authentication protocols for security of third-party application registration

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InterOp Station was built with a deep understanding of the payer community's needs and with payer uses cases including social determinants of health and population health considerations in mind.



VELATURA & GEORGIA

Georgia's Needs

Knowing that their HIE incumbent was sunsetting, the state of Georgia began seeking out a replacement, one that could fulfill recent federal rulings and bring Georgia's statewide interoperability to the next level. We're proud to say that we were chosen and have the honor of serving the state of Georgia moving forward.

"We were looking for new technology to support a wider range of robust services, while still meeting providers' interoperability needs," said Denise Hines, CEO of GaHIN. "Our partnership with Velatura will strengthen and expand the services that GaHIN provides to its members, while simultaneously improving patient-centered care and improvement in access, quality and outcomes for the people of Georgia."



Velatura will be fulfilling two of their immediate needs: we'll serve as Georgia's ADT vendor as well as its HIE platform. Each step of the way, Georgia has kept its communities and participants in mind, and we will continue that focus by providing solutions that serve the residents of Georgia.

Our HIE Solution

We're providing Georgia with an HIE platform that is fully cloud-native within Amazon Web Services (AWS). While also cost efficient, working within AWS allows more data to be stored, ultimately better supporting Georgia's ambitious interoperability goals. We at Velatura are also guaranteeing there will be a seamless transition from the previous platform to our AWS solution, meaning customers won't see any downtime from connection to the HIN or any disruption in services.

The Public Benefits of ADT Hub

ADT Hub, our comprehensive product that utilizes our foundational services, makes sure that physicians and other care team members can receive a notification when their patient is admitted, discharged, or transferred from any hospital across the state in near real-time. Currently, the reality is that not all hospital systems communicate well with each other, but our solution will help make sure that patients are followed up with by a care setting and close any gaps of care for that patient.

This follow-up is especially important during the Covid-19 pandemic, for example. If a patient receives treatment in a hospital for Covid-19, it's essential that the patient's physician follows up with the patient either in or after leaving the hospital, as Covid-19 can cause serious, lingering side effects that need care and attention. Our ADT Hub will help all care team members stay informed about a patient's status and make it possible to quickly address further care.

Looking Ahead

Moving forward, GaHIN was recently awarded a cooperative agreement from the U.S. Department of Health and Human Services (HHS) Strengthening the Technical Advancement and Readiness of Public Health via Health Information Exchange Program (STAR HIE) to help support state and local public health agencies in their efforts to respond to public health emergencies, including disasters and pandemics, such as Covid-19.

As one of five recipients, GaHIN, with Velatura's assistance, will increase reporting of COVID-19 test results to Georgia Department of Public Health (DPH)-designed databases by targeting healthcare facilities not connected to GaHIN and not sending results electronically to DPH, capture lab results (positive + negative) and demographic data, and implement electronic case reporting. Velatura plans to support additional participant onboarding, focusing on the Veterans Affairs (VA), Corrections, and institutions serving underserved populations, configuration of base GaHIN platform to support COVID-19 result flags, and consolidate and display relevant COVID-19 results with enriched data. GaHIN is a national HIE leader in providing services and implementing visionary strategies. We at Velatura are excited about this partnership and eager to support them in their journey to improve the quality of healthcare across the state.

VELATURA & WISCONSIN

Increased competition, evolving regulations, competing resources, and funding are just some of the growing challenges that are changing the health information exchange (HIE) landscape today. These drivers are forcing various HIES across the country to rethink their business models and identify innovative ways to stay competitive in today's market. Recognizing this, the Wisconsin Statewide Health Information Network (WISHIN) has chosen to partner with Velatura moving forward.

Two major points stood out to WISHIN: our first-hand success in smoothly transitioning off of its current HIE vendor and that our platform is cloud-native within the AWS platform. Progressing into 2021, we'll serve as the backend technical platform for their state-designated HIE and help Wisconsin achieve its interoperability goals.



This opportunity expands our footprint across the country and introduces new opportunities to advance regional interoperability across the Midwest.





United States QHIN (USQHIN) is a new, wholly-owned subsidiary of Velatura Public Benefit Company focused on positioning the organization as a core component of the evolving Trusted Exchange Framework and Common Agreement (TEFCA) national exchange network prescribed under the 21st Century Cures Act. Central to the operational structure of TEFCA is the creation of Qualified Health Information Networks (QHINs), which are entities that possess the technical capabilities to connect participating organizations for sharing electronic health data on a nationwide scale. USQHIN will seek QHIN designation as defined by TEFCA. It is anticipated that the application process for achieving the TEFCA QHIN designation will be opened sometime in early 2021.

Whereas many of the current national network models that are likely to become QHINs are heavily influenced and focused on the large provider EMR vendors, USQHIN is intentionally positioned as an alternative nationwide health information network, focused on rationalizing interstate data exchange at national scale for other stakeholder groups. USQHIN will engage public and private stakeholders and advance emerging use cases in support of urgent public health needs and federal interoperability goals.

The last several months have been a period of rapid development and growth for the organization across two specific focus areas.

National ADT HUB Network

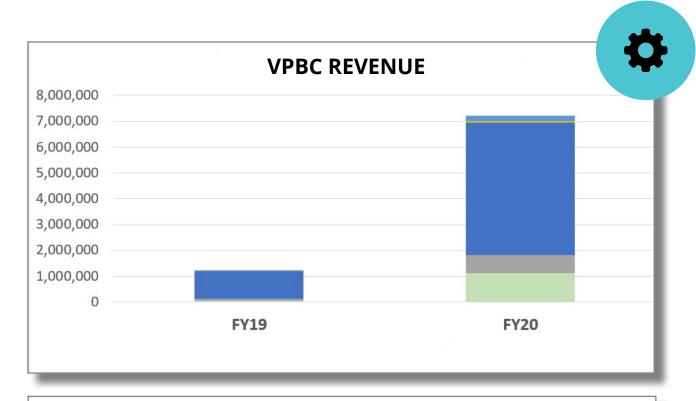
USQHIN is establishing a collaborative national network focused specifically on rationalizing ADT exchange on a national level. This network includes a complete business and sustainability model as well as a next generation cloud-native technical framework to support national scale. Development of the initial technical infrastructure is nearing completion. ADT notifications are widely regarded as a keystone for the U.S. health system, supporting public health, patient care coordination, person identity, and other critical functions. The USQHIN's National ADT Hub Network will increase the volume and quality of ADT messages available to public and private participants in support of a more normalized and scalable infrastructure across the country. MiHIN's board of directors has approved MiHIN becoming the first Gateway Partner of the USQHIN network.

QHIN Services

Currently, no organizations have been designated under the Trusted Exchange Framework and Common Agreement (TEFCA). However, it is anticipated that the Office of the National Coordinator for Health Information Technology (ONC) will open the application process sometime in early 2021. USQHIN intends to move through the formal qualification activity as the requirements are finalized and the application process is approved. As a formally "qualified" health information network organization, USQHIN's role will be to broker message exchange with other QHIN's across the country on behalf of its participant network per the QHIN technical specifications defined under TEFCA.

USQHIN presents a tremendous opportunity to expand that national reputation, stature, and impact the Velatura organization has in the country overall. Great things are in store to further this vision in 2021 and beyond.

OUR **WORK** TRANSLATED INTO **DOLLARS**



VPBC Income Statement

_	FY19	FY20
Revenue	1,229,281	7,212,835
Payroll	116,170	659,957
Contractuals	45,341	713,394
Intercompany	814,578	5,873,059
Other	65,883	49,925
Net Income	187,309	(83,499)

A GLIMPSE INSIDE OUR COMPANY CULTURE

At Velatura, our employees are our most important resource. As our staff acclimated to working remotely due to the ongoing COVID-19 pandemic, we recognized it was more important than ever that we cultivate a corporate culture that encourages, uplifts and inspires. This past June, we asked our staff the following: "What are you thankful for here at Velatura?" Here are just a few of the poignant responses.

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As a working mom, I'm thankful that top leadership understands the importance of that role and what it means to be both, especially in a time like this (thanks COVID). I'm also thankful for the mentorship, the friends and colleagues, and for the chance they gave me two years ago. It only continues to get better.

- Courtney Meister, Director of Marketing & Communications

I'm thankful for Velatura because of all the opportunities that are provided to our team and for Leadership continuously empowering us to learn, grow, and contribute.

-Lauren Kosowski, Velatura Consultant

My motivation for working here, beyond working with the best people with the best ideas, was to try to ensure that the next family going through what ours had would not have to be burdened with trying to manage and organize their loved one's medical information.

- Paul Harmon, Software Development Manager

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I am thankful for Velatura because of my team and especially my mentor, Lauren Kosowski. They have done such a great job showing me the ins and outs of the company. They have prepared me for anything that my future career has in store.

- Ethan Mackie, Velatura Intern

I'm thankful for our leadership, people, culture and upheld values. Equally important is the fact that there is always exciting and new things to learn here—which has both kept me on my toes and challenged me in ways I haven't been challenged before in my career. Even at my age, I love learning how to do things and watching ideas turn into products/services and more.

A GLIMPSE INSIDE OUR **COMPANY CULTURE**

We understand that the worlds of health information exchange and health IT are foreign to many. For fun, we asked our staff to challenge their friends and families to explain what it is our staff does. Here are just a few of our favorite responses,

You manage the people that connect the health records around the world.

Steve Spieker's (Senior Product Marketing Manager) 26-year-old son.





Your company makes sure that when I go to the doctor, he has all of my stuff, so that we don't have to carry around that huge file folder.

Stephanie Schultz's (Senior VP Business Financial Services & Procurement) 15-year-old daughter that has a kidney disease.

You are the glue between different departments needed to make a project move forward.

Amber Cooley's (Project Analyst II) best friend.



You build platforms for health information systems and are in meetings a lot about Oregon.

Maegen Myers's (Production Systems Analyst) mom.

VELATURA **BOARD OF DIRECTORS**



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