



An unrivaled team, uniquely suited for Meta*

Executive Sponsor & Enterprise Oversight

- Mark Schmidt, Meta Executive Sponsor
- Margie Mann, Head of Client Management
- Ryan Brookes, Client Solutions Director

Client Advocate Team

- Jessica Reichert, Senior Client Advocate
- Camela Jorgenson, Client Advocate II
- Daniel Heltvel, Client Advocate

Account Director

Patty Calanni will continue to serve as your Meta Account Director.

Operational Subject Matter Experts

- Dedicated intake and UM nurse teams
- Dedicated claims processors
- Eligibility Specialists
- Sarah Reneski, ID Card Specialist
- Scott McKenzie, Reporting Analyst

Account Manager

Kayla Bixby will continue to serve as your Meta Account Manager.

Navigation Partners Program Manager

Shelly Wines is our dedicated resource who is focused on relationship with Accolade to exceed your expectations

*Meta will continue to receive support from the same trusted Meritain Health Client Management team in place today.

We're dedicated to your success!

Our Client Management philosophy is designed to ensure we are working together to focus on your health strategy with positive outcomes for Metamates and total cost of care.

We focus on offering quality, affordable health care and seek every opportunity to educate Metamates about our service offerings.

Customer service representatives and claims analysts are trained on all plan nuances to ensure an in-depth understanding and application of your plan benefits.

Meritain Health's TPA DNA is built to support your vision for the future.



Trusted. Your trusted Meta client management team will continue to be by your side to offer the right guidance and extra support for your health plan: whenever you need it. You get access to valuable resources and tools, such as a portfolio of competitive network solutions, flexible plan administration, actionable data that's easy to access, and vendor integration—all customized to meet your plan needs guided by an expert team ready to support you and our Accolade counterparts.



Guided Consultation. We provide honest feedback supported with recommendations for smart solutions that drive real savings and a holistic approach – backed by strength, experience and key enterprise resources.



Flexibility. Our teams solve complex issues daily by identifying custom solutions that not only address your immediate need(s), but also consider the future of your organization's long-term success as displayed within our Executive Summary.

Providing you with the best of what our enterprise has to offer.



Partnership matters.

Your trusted Meta account team will be with you every step of the way.

- We allow Accolade to retain the services that make them unique.
- Robust joint reporting and customization capabilities
- Cultivating partnerships that drive the Meta health plan forward.
- Strategic planning & consultation
- Customized Metamate communications
- Operational review
- Executive touch points
- Member concern resolution

Simple. Transparent. Versatile.

At Meritain Health®, we're creating unrivaled connections.

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