

# ANCILLARY CONTACT SHEET

## We're here to help

You can count on your dedicated Blue Cross and Blue Shield of North Carolina (Blue Cross NC) Ancillary sales and account management team for answers. Please refer to this contact sheet any time you need to reach your dedicated team.

### Chasty Underwood

Director  
Ancillary Segment

W. 704-561-2753  
M. 704-968-3927

[chasty.underwood@bcbsnc.com](mailto:chasty.underwood@bcbsnc.com)

### Steve Zanni

Sales Manager  
Ancillary Segment

W. 704-561-2766  
M. 704-999-4187

[stephen.zanni@bcbsnc.com](mailto:stephen.zanni@bcbsnc.com)

### Angie K. White

Retention Manager  
Ancillary Segment

W. 919-765-7682  
M. 919-896-9313

[angelak.white@bcbsnc.com](mailto:angelak.white@bcbsnc.com)

	Contact for	Ancillary team for Eastern North Carolina	Ancillary team for Triad of North Carolina	Ancillary team for Western North Carolina
New Business All Group Sizes	<ul style="list-style-type: none"> <li>+ New sales for all size groups</li> <li>+ Individual product sales</li> <li>+ Producer portal issues/questions</li> <li>+ New producer registration/appointment</li> </ul>	<p><b>Michele Gregory</b> Account Executive</p> <p>W. 919-765-4671 M. 919-280-3438</p> <p><a href="mailto:michele.gregory@bcbsnc.com">michele.gregory@bcbsnc.com</a></p>	<p><b>Sherrie Parrish</b> Account Executive</p> <p>W. 336-201-4008 M. 336-601-1553</p> <p><a href="mailto:sherrie.parrish@bcbsnc.com">sherrie.parrish@bcbsnc.com</a></p>	<p><b>Ken Schoonhagen</b> Account Executive</p> <p>M. 336-580-9018</p> <p><a href="mailto:kenneth.schoonhagenjr@bcbsnc.com">kenneth.schoonhagenjr@bcbsnc.com</a></p>
Ancillary Sales Specialist	<ul style="list-style-type: none"> <li>+ Request for Proposals including Blue 20/20<sup>SM</sup></li> <li>+ New group implementation</li> <li>+ Installation status inquiries</li> </ul>	OPEN	<p><b>Margaret Smith</b> Ancillary Sales Specialist</p> <p>W. 919-765-2197</p> <p><a href="mailto:margaret.smith@bcbsnc.com">margaret.smith@bcbsnc.com</a></p>	<p><b>Chris Stephenson</b> Ancillary Sales Specialist</p> <p>W. 919-287-7631</p> <p><a href="mailto:chris.stephenson@bcbsnc.com">chris.stephenson@bcbsnc.com</a></p>
Ancillary Account Management/Retention	<ul style="list-style-type: none"> <li>+ Renewals</li> <li>+ Contract level issues</li> <li>+ Escalated service issues</li> </ul>	<p><b>Courtney Justice</b> Account Manager</p> <p>W. 984-960-3583 M. 919-621-0377</p> <p><a href="mailto:courtney.justice@bcbsnc.com">courtney.justice@bcbsnc.com</a></p>	<p><b>Ashley Nason</b> Account Manager</p> <p>W. 919-765-4121 M. 919-884-6305</p> <p><a href="mailto:ashley.nason@bcbsnc.com">ashley.nason@bcbsnc.com</a></p>	<p><b>Casey McClure</b> Account Manager</p> <p>W. 984-221-1188 M. 704-616-8347</p> <p><a href="mailto:casey.mcclure@bcbsnc.com">casey.mcclure@bcbsnc.com</a></p>
Ancillary Account Specialist	<ul style="list-style-type: none"> <li>+ Customer service</li> <li>+ Claims</li> <li>+ Blue 20/20 renewals</li> </ul>	<p><b>Cheri Olsen</b> Account Specialist</p> <p>W. 919-765-1984</p> <p><a href="mailto:cheri.olsen@bcbsnc.com">cheri.olsen@bcbsnc.com</a></p>	<p><b>Christinia Peacock</b> Account Specialist</p> <p>W. 919-765-7458</p> <p><a href="mailto:christinia.peacock@bcbsnc.com">christinia.peacock@bcbsnc.com</a></p>	<p><b>Claire Cabaniss</b> Account Specialist</p> <p>W. 704-731-7869</p> <p><a href="mailto:claire.cabaniss@bcbsnc.com">claire.cabaniss@bcbsnc.com</a></p>
Worksite/Voluntary Sales	<ul style="list-style-type: none"> <li>+ Voluntary &amp; worksite product enrollments</li> <li>+ Benefit meetings</li> </ul>	<p><b>Angie White</b> Voluntary Benefit Enrollment Consultant</p> <p>M. 704-576-0049</p> <p><a href="mailto:angela.white@bcbsnc.com">angela.white@bcbsnc.com</a></p>		

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