

# ANCILLARY & SPECIALTY 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 & Specialty sales and account management team for answers. Please refer to this contact sheet any time you need to reach your dedicated team.

### Steve Zanni

Director, Specialty Segment  
Sales & Retention

W. 704-561-2766

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### Angie K. White

Retention Manager  
Ancillary Segment

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Contact for				
New Business All Group Sizes	<ul style="list-style-type: none"> <li>New sales for all size groups</li> <li>Producer portal issues/questions</li> <li>New producer registration/appointment</li> </ul>	<b>Michele Gregory</b> Account Executive  W. 919-765-4671 M. 919-280-3438 <a href="mailto:michele.gregory@bcbsnc.com">michele.gregory@bcbsnc.com</a>	<b>Sherrie Young</b> Account Executive  W. 336-201-4008 M. 336-601-1553 <a href="mailto:sherrie.young@bcbsnc.com">sherrie.young@bcbsnc.com</a>	<b>Ken Schoonhagen</b> Account Executive  M. 336-580-9018 <a href="mailto:kenneth.schoonhagenjr@bcbsnc.com">kenneth.schoonhagenjr@bcbsnc.com</a>
		<b>Margaret Smith</b> Sales Specialist  W. 919-765-2197 <a href="mailto:margaret.smith@bcbsnc.com">margaret.smith@bcbsnc.com</a>		<b>Erica Douangdara</b> Sales Specialist  W. 984-275-2471 <a href="mailto:erica.douangdara@bcbsnc.com">erica.douangdara@bcbsnc.com</a>
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>	<b>OPEN Position</b> Sales Specialist  TBD		
Account Management/Retention	<ul style="list-style-type: none"> <li>Renewals</li> <li>Contract level issues</li> <li>Escalated service issues</li> </ul>	<b>Courtney Sexton</b> Account Manager  W. 984-960-3583 M. 919-621-0377 <a href="mailto:courtney.sexton@bcbsnc.com">courtney.sexton@bcbsnc.com</a>	<b>Ashley Nason</b> Account Manager  W. 919-765-4121 M. 919-884-6305 <a href="mailto:ashley.nason@bcbsnc.com">ashley.nason@bcbsnc.com</a>	<b>Casey McClure</b> Account Manager  W. 984-221-1188 M. 704-616-8347 <a href="mailto:casey.mcclure@bcbsnc.com">casey.mcclure@bcbsnc.com</a>
Account Specialist	<ul style="list-style-type: none"> <li>Customer Service</li> <li>Claims</li> <li>51+ Blue 20/20 and Dental Blue<sup>®</sup> Select<sup>SM</sup> renewals</li> </ul>	<b>Mackenzie Jordan</b> Account Specialist  W. 984-960-3695 <a href="mailto:mackenzie.jordan@bcbsnc.com">mackenzie.jordan@bcbsnc.com</a>	<b>Christinia Peacock</b> Account Specialist  W. 919-765-7458 <a href="mailto:christinia.peacock@bcbsnc.com">christinia.peacock@bcbsnc.com</a>	<b>Claire Cabaniss</b> Account Specialist  W. 704-731-7869 <a href="mailto:claire.cabaniss@bcbsnc.com">claire.cabaniss@bcbsnc.com</a>
Worksite/Voluntary Sales	<ul style="list-style-type: none"> <li>Voluntary &amp; worksite product enrollments</li> <li>Benefit meetings</li> </ul>	<b>Angie White</b> Voluntary Benefit Enrollment Consultant  M. 704-576-0049 <a href="mailto:angela.white@bcbsnc.com">angela.white@bcbsnc.com</a>		

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