

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 & 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

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Retention Manager,
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Margaret Smith

Team Leader,
Operations

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Contact for:

New Business All Group Sizes

- New sales for all size groups
- Producer portal issues/questions
- New producer registration/appointment



Michele Gregory

Account Executive

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Sherrie Young

Account Executive

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Ken Schoonhagen

Account Executive

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Ancillary Account Management/ Retention

- Renewals
- Contract level issues
- Escalated service issues



Courtney Sexton

Account Manager

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Angie White

Account Manager

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Ashley Nason

Account Manager

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Senior Support Specialist

- Customer Service
- Claims
- 51+ Blue 20/20SM and Dental Blue[®] SelectSM renewals
- Request for proposals including Blue 20/20
- New group implementation
- Installation status inquiries



Mackenzie Jordan

Senior Support Specialist

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Claire Cabaniss

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