



**BlueShield  
of Northeastern New York**

30 Century Hill Drive Latham , NY 12110

For enrollment and billing questions call: 1-800-430-7984 or 518-220-4970  
For all other questions call: 1-800-888-1238 or 518-220-4600  
Service Hours: Monday - Friday 8 a.m. - 7 p.m.

### Commercial Accounts

#### Management Contacts

Dave Busch, Chief Sales Officer	716-887-7191	<a href="mailto:busch.david@bsneny.com">busch.david@bsneny.com</a>	Colleen Wilcox, Manager, Account Retention	518-220-5724	<a href="mailto:wilcox.colleen@bsneny.com">wilcox.colleen@bsneny.com</a>
Dr. Kirk Panneton, Regional Executive & Medical Director	518-220-4631	<a href="mailto:panneton.kirk@bsneny.com">panneton.kirk@bsneny.com</a>	Lori Crowther, Manager, Account Services	518-220-5834	<a href="mailto:crowther.loretta@bsneny.com">crowther.loretta@bsneny.com</a>
Shelly Marcantonio, Director, New Sales & Account Retention	518-220-4625	<a href="mailto:marcantonio.shelly@bsneny.com">marcantonio.shelly@bsneny.com</a>	Douglas Robertson, Broker Program Manager	518-220-5808	<a href="mailto:robertson.douglas@bsneny.com">robertson.douglas@bsneny.com</a>

#### New Sales Benefit Consultants

Cheryle Harbour (2-150 eligibles)	518-220-4827	<a href="mailto:harbour.cheryle@bsneny.com">harbour.cheryle@bsneny.com</a>	Kris Battistoni	518-220-4038	<a href="mailto:battistoni.kristopher@bsneny.com">battistoni.kristopher@bsneny.com</a>
Telly Jones (151+eligibles)	518-220-5815	<a href="mailto:jones.telly@bsneny.com">jones.telly@bsneny.com</a>			

#### Sales Support Specialist

#### Customer Experience

Catherine Aquino, Director	716-887-8832	<a href="mailto:aquino.catherine@bsneny.com">aquino.catherine@bsneny.com</a>	Mary Luckman, Supervisor	716-887-9945	<a href="mailto:luckman.mary@bsneny.com">luckman.mary@bsneny.com</a>
Bob Griner, Manager	518-220-4824	<a href="mailto:griner.robert@bsneny.com">griner.robert@bsneny.com</a>			

#### Billing & Eligibility

#### Account Executives

Kevin Avery	518-220-5742	<a href="mailto:avery.kevin@bsneny.com">avery.kevin@bsneny.com</a>	Karen Daignault	518-220-4846	<a href="mailto:daignault.karen@bsneny.com">daignault.karen@bsneny.com</a>
Veronica Calderon-Hicks	518-220-4909	<a href="mailto:calderon-hicks.veronica@bsneny.com">calderon-hicks.veronica@bsneny.com</a>	Deb Dobert	518-220-5794	<a href="mailto:dobert.deborah@bsneny.com">dobert.deborah@bsneny.com</a>
Amanda Fountain	518-220-4640	<a href="mailto:fountain.amanda@bsneny.com">fountain.amanda@bsneny.com</a>	Karen Frechette	518-220-5714	<a href="mailto:frechette.karen@bsneny.com">frechette.karen@bsneny.com</a>
Lori Maio	518-220-4919	<a href="mailto:maio.lori@bsneny.com">maio.lori@bsneny.com</a>	Jessica Novak	518-220-5607	<a href="mailto:novak.jessica@bsneny.com">novak.jessica@bsneny.com</a>
W. Chad Mallow	518-220-5717	<a href="mailto:mallow.william@bsneny.com">mallow.william@bsneny.com</a>	Daniel Wander	518-220-5828	<a href="mailto:wander.daniel@bsneny.com">wander.daniel@bsneny.com</a>
Kristin Parrish	518-220-5821	<a href="mailto:parrish.kristin@bsneny.com">parrish.kristin@bsneny.com</a>			

#### Account Management Associates

### Government Programs

#### Management Contacts

Laurie Kalman, Sales Director	716-887-6788	<a href="mailto:kalman.laurie@bsneny.com">kalman.laurie@bsneny.com</a>	Bonnie Nelson, District Sales Manager	518-220-5722	<a href="mailto:nelson.bonnie@bsneny.com">nelson.bonnie@bsneny.com</a>
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#### Group Benefit Consultants

Chris Catrambone	518-220-5626	<a href="mailto:catrambone.chris@bsneny.com">catrambone.chris@bsneny.com</a>	Casey Bates	518-220-4982	<a href="mailto:bates.casey@bsneny.com">bates.casey@bsneny.com</a>
Edward Kiernan	518-220-4935	<a href="mailto:kiernan.edward@bsneny.com">kiernan.edward@bsneny.com</a>	Jennifer Thibeault	518-220-4818	<a href="mailto:thibeault.jennifer@bsneny.com">thibeault.jennifer@bsneny.com</a>
Lisa Rice	518-220-4676	<a href="mailto:rice.lisa@bsneny.com">rice.lisa@bsneny.com</a>			

#### Individual Benefit Consultants