

Alaska



Heather Carpenter started as Acting Director of the Alaska Division of Insurance on July 16, 2025, and was named Director on Dec. 2, 2025. She joined the Division as deputy director in June 2023.

Before joining the Division, Director Carpenter served for five years as the health care policy advisor to the commissioner of the Department of Health and Social Services (DHSS). As the chief advisor on Medicaid policy, behavioral health system reform, and special projects, she focused on building relationships with stakeholders, providers, policymakers, and consumers to foster consensus and support for departmental priorities.

Director Carpenter also spent six years working in the Alaska Legislature, including two years as chief of staff to the Senate president. During that time, she developed and carried successful legislation, including a major Medicaid reform package estimated to save \$400 million over six years and financing a \$35 million patient housing facility at the Alaska Native Medical Center (ANMC).

Director Carpenter earned a bachelor's degree in political science from Pennsylvania State University.

Heather Carpenter
Director
Western Zone

Term of Office:

At the Pleasure of the
Commissioner of Commerce,
Community, and Economic
Development

Appointed: July 16, 2025

Confirmed: December 2, 2025

Main

Alaska Division of Insurance
550 West 7th Avenue
Suite 1560
Anchorage, AK 99501-3567
United States

Email Address

insurance@alaska.gov

Phone Numbers

Anchorage (Main): (907) 269-7900
Toll-Free Number: (800) 467-8725
Juneau: (907) 465-2515

Fax Numbers

Anchorage (Main): (907) 269-7910

Juneau

Alaska Division of Insurance
P.O. 110805
Juneau, AK 99811-0805
United States

Juneau: (907) 465-3422
Licensing: (907) 465-2816
Department Counsel: (907) 276-8554

Office Hours: 8:30 a.m.-5:00 p.m., Monday-Friday
Website: <https://insurance.alaska.gov>
Make Checks Payable to: Alaska Division of Insurance

Heather Carpenter (907) 465-2518
Director (Juneau)

Molly Nollette (907) 465-5647
Chief Market Regulator

Contact Persons

Agent Licensing

Kayla Erickson (907) 465-2545
Program Coordinator (Juneau) Kayla.Erickson@alaska.gov

Annual Statements/Audits/Premium Tax

Courtney Reeves (907) 465-4615
Tax Auditor (Juneau) - INTERIM Courtney.Reeves@alaska.gov

Consumer Services

Shauna Nickel (907) 269-7914
Supervisor (Anchorage) Shauna.Nickel@alaska.gov

Deposits/Trust Securities

David Phifer (907) 269-7903
Chief Financial Examiner (Anchorage) David.Phifer@alaska.gov

Division Counsel

Jennifer Joanis (907) 269-6600
Attorney (Anchorage) Jennifer.Joanis@alaska.gov

Kevin Higgins (907) 465-3600
Attorney (Juneau) Kevin.Higgins@alaska.gov

Examinations - Agent

Kayla Erickson (907) 465-2545
Program Coordinator (Juneau) Kayla.Erickson@alaska.gov

Examinations - Market Compliance Issues

Chelsy Maller (907) 465-4607
Insurance Specialist (Juneau) Chelsy.Maller@alaska.gov

Financial Examinations

David Phifer (907) 269-7903
Chief Financial Examiner (Anchorage) David.Phifer@alaska.gov

Health Insurance

Vacant
Health Coordinator (Juneau)

Insurer Changes - Address, Articles, Bylaws

Sonnet Reddoor
(Anchorage)

(907) 269-7892
Sonnet.Reddoor@alaska.gov

Investigations

Alex Romero
Chief Investigator (Anchorage)

(907) 269-7918
Alex.Romero2@alaska.gov

Merger of Companies

David Phifer
Chief Financial Examiner (Anchorage)

(907) 269-7903
David.Phifer@alaska.gov

NAIC Liaison

Ira Blankenship
Administrative Assistant (Anchorage)

(907) 269-7892
Ira.Blankenship@alaska.gov

Policy and Form Filing - Life & Health

Sarah Bailey
Supervisor (Juneau)

(907) 465-4608
Sarah.Bailey@alaska.gov

Policy and Form Filing - Property & Casualty

Sian Ng-Ashcraft
Insurance Specialist (Juneau)

(907) 269-8114
Sian.Ng-Ashcraft@alaska.gov

Property & Casualty

Joanne Bennett

(907) 269-8114
joanne.bennett@alaska.gov

Receivership

Jeff Bethel
Insurance Financial Examiner (Anchorage)

(907) 269-7919
Jeffery.Bethel@alaska.gov

Risk Retention/Purchasing Group

Jeff Bethel
Insurance Financial Examiner (Anchorage)

(907) 269-7919
Jeffery.Bethel@alaska.gov

Statistical Reporting

Vacant
Administrative Officer (Juneau)

Workers' Compensation

Chad Bennett
Insurance Specialist (Juneau)

(907) 269-7911
Chad.Bennett@alaska.gov

