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By Admin Hearings, Ins Dept at 1:57 pm, Nov 14, 2023

BEFORE THE INSURANCE COMMISSIONER  
OF THE  
COMMONWEALTH OF PENNSYLVANIA

IN RE:	:	VIOLATIONS:
	:	
KARA THOMAS	:	18 U.S.C. § 1033(e)(2)
133 Walnut St.	:	
Uniontown, PA 15401	:	Pursuant to the Violent Crime
	:	Control and Law Enforcement Act of
Requesting Written Consent to	:	1994, 18 U.S.C. § 1033
Engage in the Business of Insurance	:	
	:	
	:	
	:	
Applicant.	:	Docket No. CW23-11-005

CONSENT ORDER

AND NOW, this 14th day of November, 2023, this Order is hereby issued by the Insurance Department of the Commonwealth of Pennsylvania pursuant to the statutes cited above and in disposition of the matter captioned above.

1. To the extent applicable, Applicant hereby waives all rights to a formal administrative hearing in this matter, and agrees that this Consent Order, and the Findings of Fact and Conclusions of Law contained herein, shall have the full force and effect of an Order duly entered in accordance with the adjudicatory procedures set forth in the Administrative Agency Law, 2 Pa.C.S. §§ 101, et seq., or other applicable law.

FINDINGS OF FACT

2. The Pennsylvania Insurance Department (“Department”) finds true and correct each of the following Findings of Fact:

- (a) Applicant is Kara Thomas and maintains a record of her address with the Pennsylvania Insurance Department as 133 Walnut St., Uniontown, PA 15401.
- (b) Applicant is currently employed by Point32Health as a Member Service Representative - Senior Products.
- (c) Applicant, on April 12, 2002, was convicted of Embezzlement, a felony, in the Circuit Court of Rockbridge County, Virginia.
- (d) Applicant, on September 5, 2023, submitted an application to the Pennsylvania Insurance Department for written consent to engage in the business of insurance pursuant to 18 U.S.C. § 1033(e)(2).
- (e) The activities in which Applicant desires to engage, constitutes the business of insurance within the meaning of 18 U.S.C. § 1033(e)(1)(A) and (f).

#### CONCLUSIONS OF LAW

3. In accord with the above Findings of Fact and applicable provisions of law, the Insurance Department concludes and finds the following Conclusions of Law:

- (a) 18 U.S.C. § 1033(e)(2) provides that persons convicted of felonies involving dishonesty or a breach of trust may not engage in the business of insurance or participate in such business unless such person has the written consent of any insurance regulatory official authorized to regulate the insurer, which consent specifically refers to 18 U.S.C. § 1033(e)(2).

- (b) Embezzlement is a criminal felony involving dishonesty or a breach of trust within the meaning of 18 U.S.C. §1033(e)(1)(A).
- (c) The activities in which Applicant desires to engage constitute the business of insurance within the meaning of 18 U.S.C. §1033(e)(1)(A) and (f).
- (d) Accordingly, Applicant may not engage in the business of insurance without a written consent issued by the Insurance Department pursuant to 18 U.S.C. §1033(e)(2).
- (e) The Insurance Department has determined that Applicant may engage in the business of insurance in the capacity of a Member Service Representative – Senior Products with the job duties set forth and attached as "Exhibit 1" for the Company, and only in such capacity, subject to the terms and conditions of this Order. Further, the conditions contained herein are necessary and sufficient to ensure that Applicant may engage in the business of insurance in a manner that is not reasonably likely to cause harm to the public, policyholders or the insurer.

ORDER

4. Accordingly, the Insurance Department orders and Applicant consents to the following:

- (a) Applicant shall cease and desist from engaging in the activities described herein in the Findings of Fact and Conclusions of Law. Applicant shall further comply with Pennsylvania insurance laws and regulations.

(b) Pursuant to 18 U.S.C. §1033(e)(2), Applicant may engage in the business of insurance as a Member Service Representative – Senior Products with the job duties set forth in Exhibit 1, and only in such capacity, subject to the terms and conditions of this Order, which terms and conditions contained herein are necessary and sufficient to ensure that Applicant may engage in the business of insurance in a manner that is not reasonably likely to cause harm to the public, policyholders or the industry.

5. Applicant shall be limited to performing the prescribed duties of the job description attached hereto as Exhibit 1.

6. Applicant must request and obtain an amendment to this Order from the Deputy Insurance Commissioner prior to any material modification or expansion of duties identified in the job description attached hereto as Exhibit 1. This request must be accompanied by a proposed new job description and a current Pennsylvania State Police certified Criminal Record Check.

7. Failure to obtain an amendment to this Order prior to any material modification or expansion of duties constitutes a breach of this agreement and as such, the Department's consent permitting Applicant to engage in the business of insurance may be immediately suspended pursuant to Paragraph 13 of this Order.

8. Applicant must notify the Department in writing if she changes employers, or if the Company experiences a change of ownership or control through any merger, acquisition or divestiture transaction within 30 days of any such change. Nothing in this Order shall be construed as constraining Applicant's ability to change employment in the insurance industry provided that there is no material modification or expansion of the job duties prescribed in Exhibit 1.

9. This notice must include the new job description for the new employer and a written representation that there has been no material modification or expansion of job duties.

10. Applicant must notify the Department in writing of any and all subsequent felony or misdemeanor convictions within ten (10) business days of any said conviction.

11. The term of this Order shall remain in place for a period of five years and, thereafter, unless and until the Department terminates the Order. Nothing in this Order shall preclude the Department or the Commissioner, in their sole discretion, from decreasing or lessening the restrictions contained in this Order in whole or in part while it is in effect. Any such lessening of the restrictions contained in this Order shall be made in writing by the Department, the Department or the Commissioner in accordance with the procedures set forth in Paragraph 20 of this Order.

12. Following the five-year period referenced in Paragraph 11, above, this Order shall continue unless and until the Department affirmatively terminates it. Nothing in this Order shall be construed as conferring upon Applicant any property right or interest as a result of receiving this conditional consent to engage in the business of insurance in accordance with the terms of this Order. Applicant expressly waives any right to assert that he is entitled to a hearing on the termination of this Order following the expiration of the five-year period referenced in Paragraph 11. Should the Insurance Department or the Commissioner terminate this Order after the five year period referenced in Paragraph 11, above, Applicant may file a new application for a written consent to engage in the business of insurance under 18 U.S.C. § 1033(e)(2).

13. The Department's conditional consent, permitting Applicant to engage in the business of insurance, may be immediately suspended upon notice by the Department

following its investigation that Applicant has failed to adhere to any condition set forth in this Order or has violated an insurance statute or regulation.

14. Applicant shall have no right to prior notice of such a suspension, but will be entitled to a hearing upon written request received by the Department no later than thirty (30) days from the date the Department mailed to Applicant by certified mail, return receipt requested, notification of such suspension, which hearing shall be held within sixty (60) days of the Department's receipt of Applicant's written request for a hearing.

15. At the hearing referred to in paragraph 14 above, Applicant shall have the burden of demonstrating that he continues to meet the conditions set forth herein to maintain a conditional consent to engage in the business of insurance. In the event Applicant's conditional consent is suspended pursuant to Paragraph 13 above, and Applicant either fails to request a hearing within 30 days or at the hearing fails to demonstrate that he continues to meet the conditions set forth herein to maintain a conditional consent to engage in the business of insurance, Applicant's suspended conditional consent shall be revoked.

16. In the event the Insurance Department finds that there has been a breach of any of the provisions of this Order, based upon the Findings of Fact and Conclusions of Law contained herein, the Department may pursue any and all legal remedies available, including but not limited to the following: the Department may enforce the provisions of this Order in an administrative action pursuant to the Administrative Agency Law, supra, or other relevant provision of law or, if applicable, the Department may enforce the provisions of this Order in any other court of law or equity having jurisdiction.

17. Alternatively, in the event the Insurance Department finds that there has been a breach of any provisions of this Order, the Department may declare this Order to be

null and void and, thereupon, reopen the entire matter for appropriate action pursuant to the Administrative Agency Law, supra, or other relevant provision of law.

18. In any such enforcement proceeding, Applicant may contest whether a breach of the provisions of this Order has occurred but may not contest the Findings of Fact or Conclusions of Law contained herein.

19. Applicant hereby expressly waives any relevant statute of limitations and application of the doctrine of laches for purposes of any enforcement of this Order.

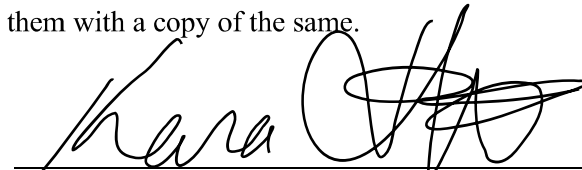
20. This Order constitutes the entire agreement of the parties with respect to the matters referred to herein, and it may not be amended or modified except by an amended order signed by all the parties hereto.


21. This Order shall be final upon execution by the Insurance Department. Only the Insurance Commissioner or the duly authorized delegee is authorized to bind the Insurance Department with respect to the matters addressed herein, and this Consent Order is not effective until executed by the Insurance Commissioner or the duly authorized delegee.

22. In addition to the authority conferred under Article IX of The Insurance Department Act of 1921, Act of May 17, 1921, P.L. 789, *added by* the Act of December 18, 1992, P.L. 1469, 40 P.S. §§323.1-323.8, the Insurance Commissioner and the Department shall have the authority to ensure compliance with the terms of this Order by any reasonable means, including but not limited to the right to review any books, records, or other materials in possession of the Company.

23. Within 25 business days of receipt of a copy of this Order executed by the Insurance Department, Applicant agrees to notify the appropriate Company official(s) of the terms of this Order and to provide them with a copy of the same.

BY:

  
KARA THOMAS, Applicant

  
COMMONWEALTH OF PENNSYLVANIA  
By: DAVID J. BUONO JR.  
Deputy Insurance Commissioner



# Exhibit 1

## **Job Description – Member Service Representative – Senior Products**

### **Job Summary**

Under the general direction of the Call Center Supervisor, the Member Services Representative is responsible for providing accurate and thorough interpretation of Point32Health benefits, claims processes, eligibility, and enrollment policies to members, employers, and internal customers. In addition, the Member Services Representative is responsible for resolution of complex customer inquiries, the facilitation of problem resolution, and meeting or exceeding customers' expectations. The Member Services Representative presents a consistent and professional demeanor to all callers and internal customers and is expected to identify opportunities to improve customer service and efficiency. The Member Services Representative is expected to take responsibility for every interaction with a customer by providing outstanding service as a means to build customer loyalty, improve customer retention and satisfy corporate customer service goals and objectives.

### **Key Responsibilities/Duties - What You Will Be Doing**

- Receives and responds to a high volume of incoming telephone calls from members, prospective members, employers, and internal Point32Health staff.
- Efficiently and effectively processes member calls. This includes Accesses the most appropriate source of information and proficiently resolving the member's concern. Accurately documents the complete encounter and maintains a professional and supportive attitude throughout the call. Asks probing questions and takes the opportunity to educate members to avoid unnecessary repeat calls. Investigates member complaints and performs front-line analysis and intervention when appropriate. Makes necessary outgoing phone calls to resolve member related inquiries.
- Meet or exceed department established key performance indicators.
- Adheres to assigned schedules to ensure appropriate phone queue coverage.
- Demonstrates strong written (e.g., documents calls accurately and comprehensively) and verbal skills.
- Employs active listening skills, demonstrates patience and empathy, and is able to handle difficult customers tactfully, courteously and professionally.
- Strives for improved efficiency for processing member issues.
- Interacts and forms contacts with other Point32Health departments in order to resolve issues.
- Participates in initiatives and/or responds to requests for help to contribute to team and department success.
- Assists in mentoring new staff as directed.
- Assist with department projects as needed.

## **Qualifications - What You Need to Perform the Job**

### **EDUCATION:**

- High School Diploma or equivalent required. Associates degree or equivalent work experience preferred.

### **EXPERIENCE:**

- 6-12 months of relevant experience.
- Preferred customer service experience in health care, call center or corporate office.
- Knowledge of medical terminology is preferred.
- Prior experience training and working in a virtual/remote setting is strongly preferred.

### **SKILL REQUIREMENTS:**

#### **Technical Skills:**

- Must have strong computer and telephone multitasking skills.
- Must have the ability to navigates through multiple systems.
- Accuracy in data input and documentation
- Proficiency with MS Windows
- Proficient keyboard skills

#### **Interpersonal Skills:**

- Excellent verbal and written communication skills are required.
- Strong organizational skills
- Ability to research and respond to a high volume of telephone inquiries in a consistent and professional manner.
- Basic math, grammar, and spelling are required.
- Ability to work under pressure and with attention to changing priorities.
- Must be able to work cooperatively as part of a team.
- Bilingual preferred

### **WORKING CONDITIONS AND ADDITIONAL REQUIREMENTS:**

- Fast paced office environment handling multiple demands exercising appropriate judgment as necessary.
- Requires a high level of initiative and independence and communication skills sufficient to communicate verbally via telephone.
- Must adapt positively to changes related to work processes, department structure, environment and technology.
- Involves simultaneous use of a telephone headset, and PC/keyboard for long periods of time in order to document and communicate efficiently.
- Requires long periods of sitting and occasional overtime may be requested.

BEFORE THE INSURANCE COMMISSIONER  
OF THE  
COMMONWEALTH OF PENNSYLVANIA

IN RE:           The Act of April 9, 1929, P.L. 177, No. 175, known as The  
Administrative Code of 1929

AND NOW, this \_\_31<sup>st</sup>\_\_ day of \_\_March\_\_\_\_, 2022, David J. Buono, Jr.,  
Deputy Insurance Commissioner, is hereby designated as the Commissioner's duly  
authorized representative for purposes of entering in and executing Consent Orders. This  
delegation of authority shall continue in effect until otherwise terminated by a later Order  
of the Insurance Commissioner.

  
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Michael Humphreys  
Acting Insurance Commissioner

