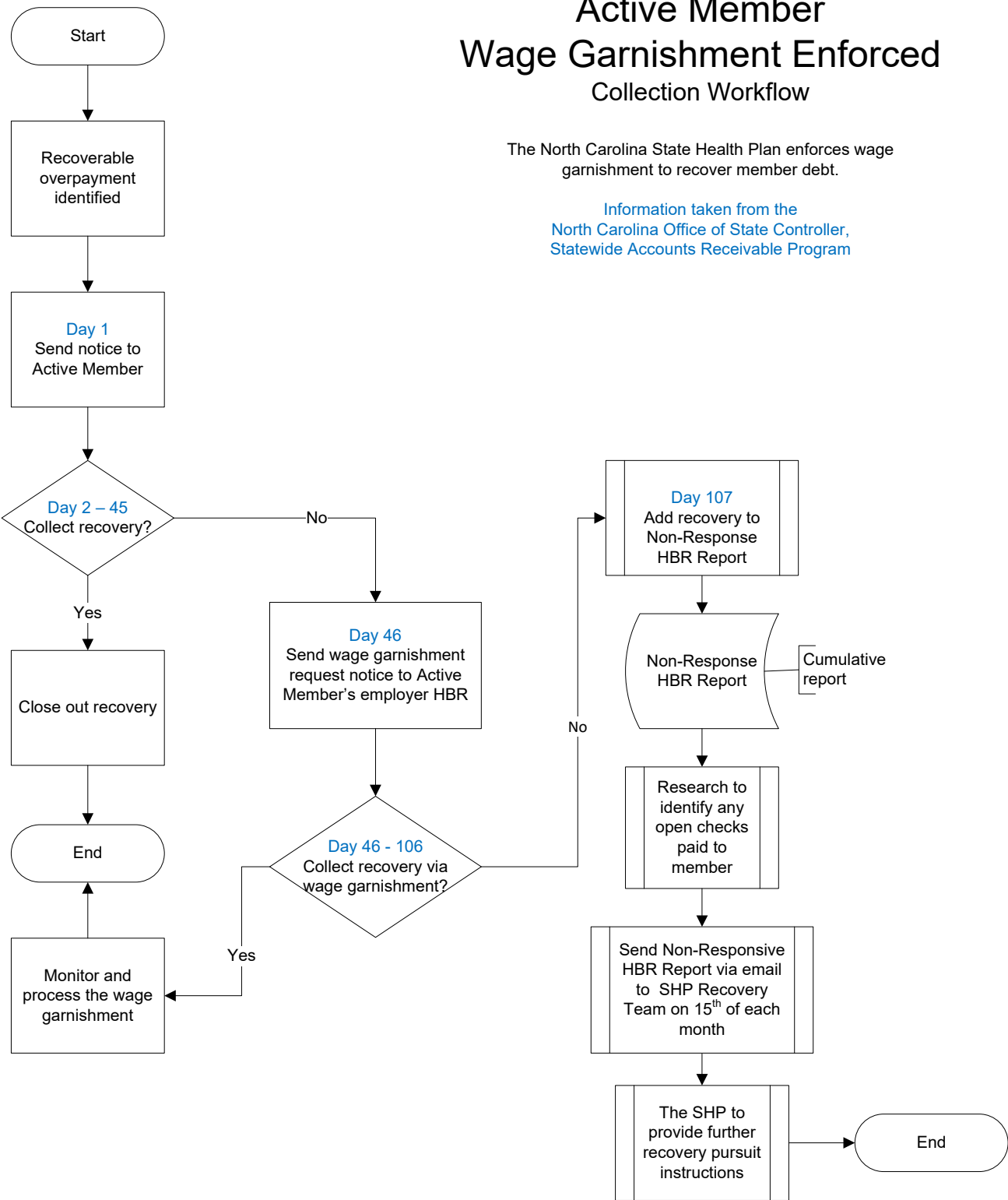


Exhibit 16: State Health Plan Recovery Workflows

Active Member  
Wage Garnishment Enforced  
Collection Workflow

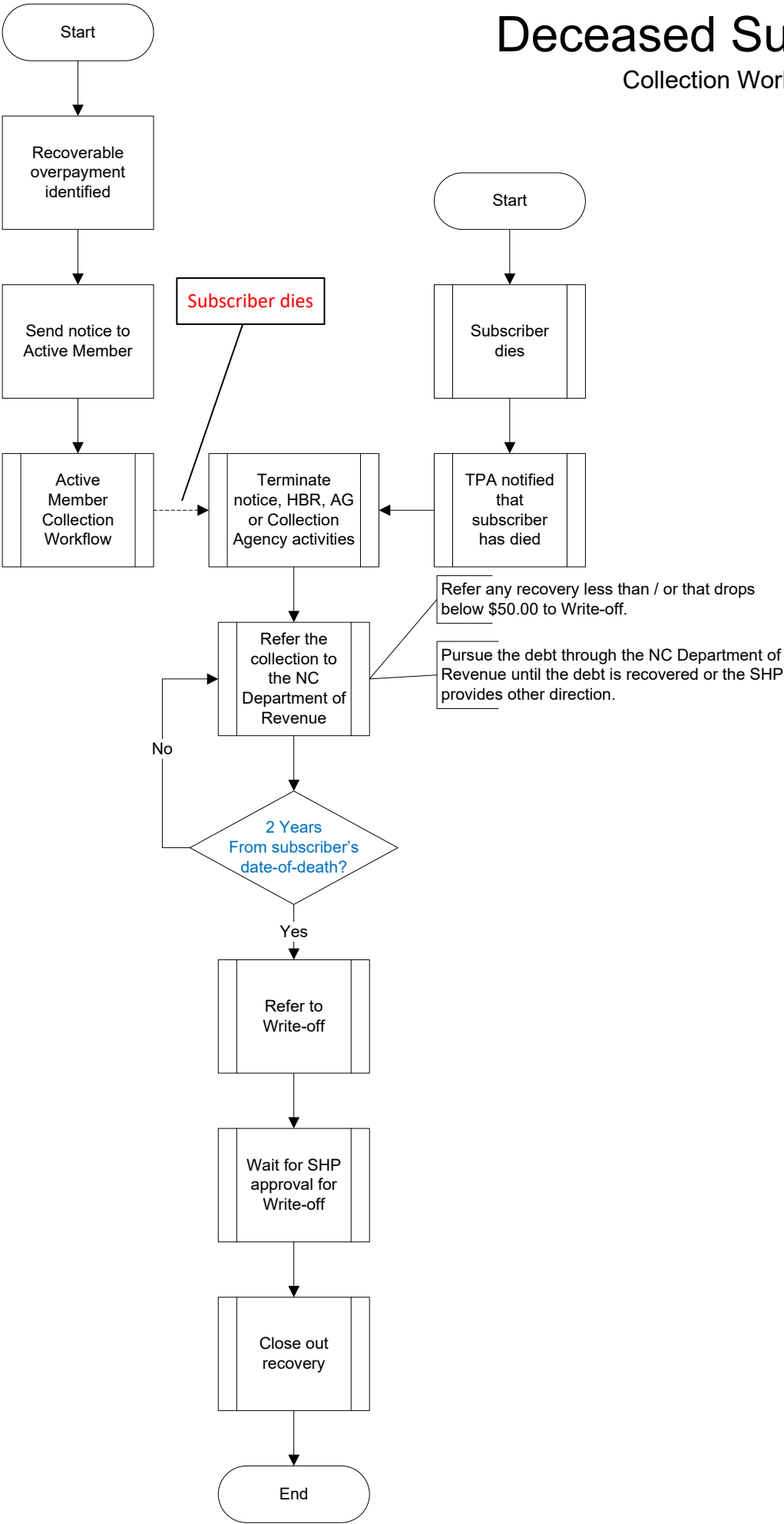
The North Carolina State Health Plan enforces wage garnishment to recover member debt.

Information taken from the  
North Carolina Office of State Controller,  
Statewide Accounts Receivable Program



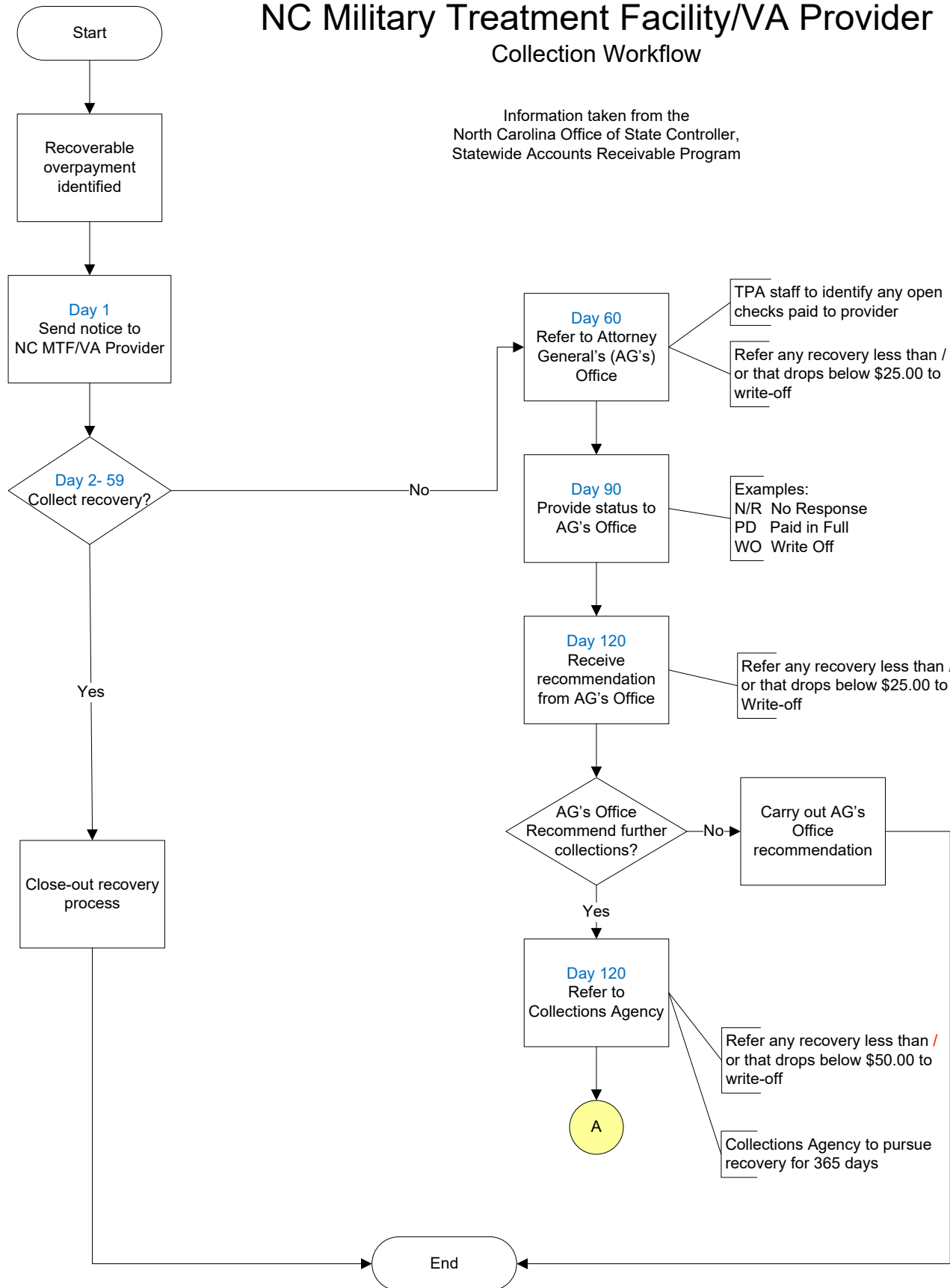
# Deceased Subscriber

## Collection Workflow



# NC Military Treatment Facility/VA Provider Collection Workflow

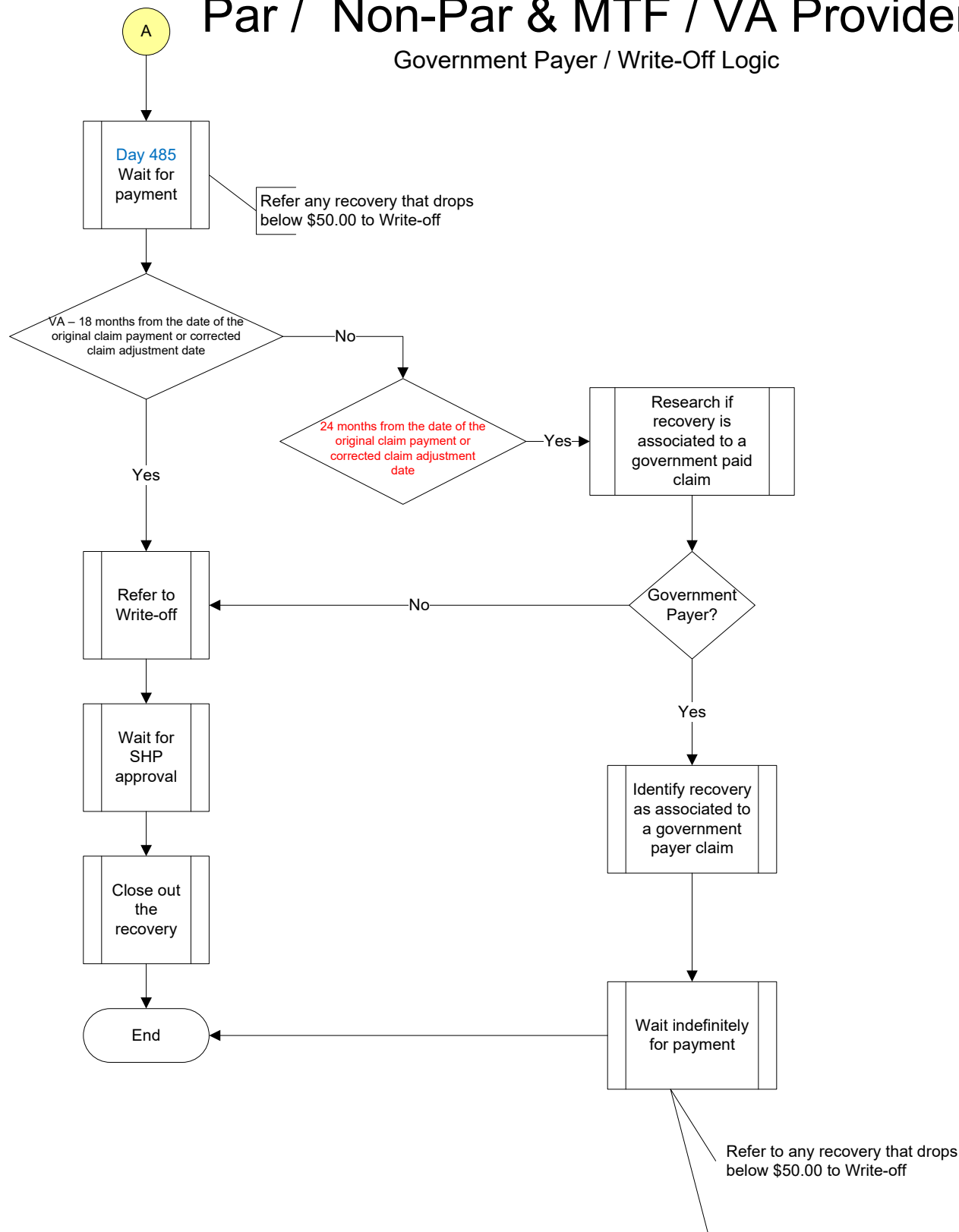
Information taken from the  
North Carolina Office of State Controller,  
Statewide Accounts Receivable Program



Note: A provider recovery will be referred to write-off at any point in the process flow if the recovery is greater than or equal to 2 years from the date of original claim payment or corrected claim adjustment date, and the recovery does not involve a health care provider or health care facility receiving payment for the same service from a government payer.

# Par / Non-Par & MTF / VA Provider

## Government Payer / Write-Off Logic



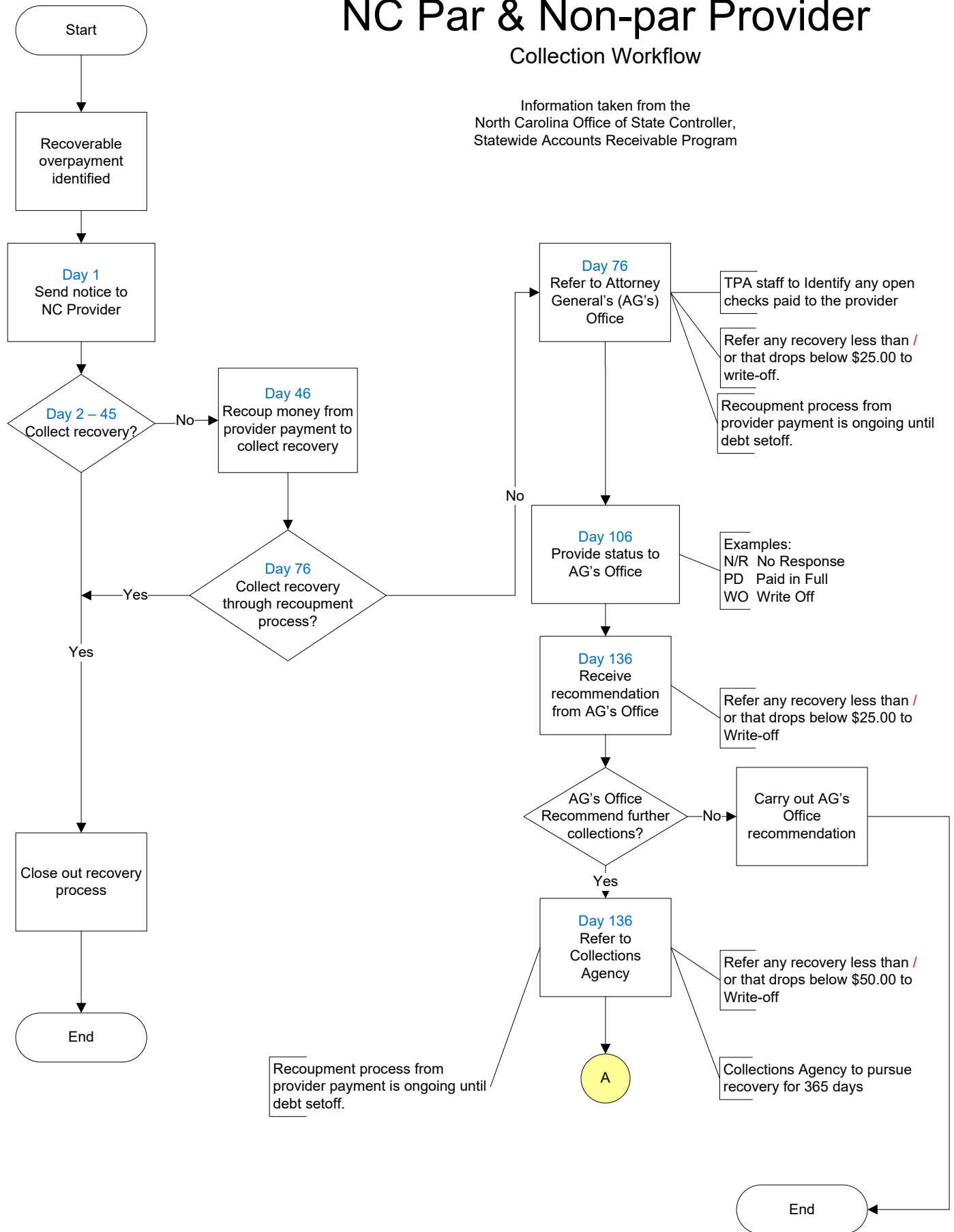
Note: A provider recovery will be referred to write-off at any point in the process flow if the recovery is greater than or equal to 2 years from the date of the original claim payment or corrected claim adjustment date and the recovery does not involve a health care provider or health care facility receiving payment for the same service from a government payer.

The collection period can exceed 2 years where the claim involves a health care provider or health care facility receiving payment for the same service from a government payer.

# NC Par & Non-par Provider

## Collection Workflow

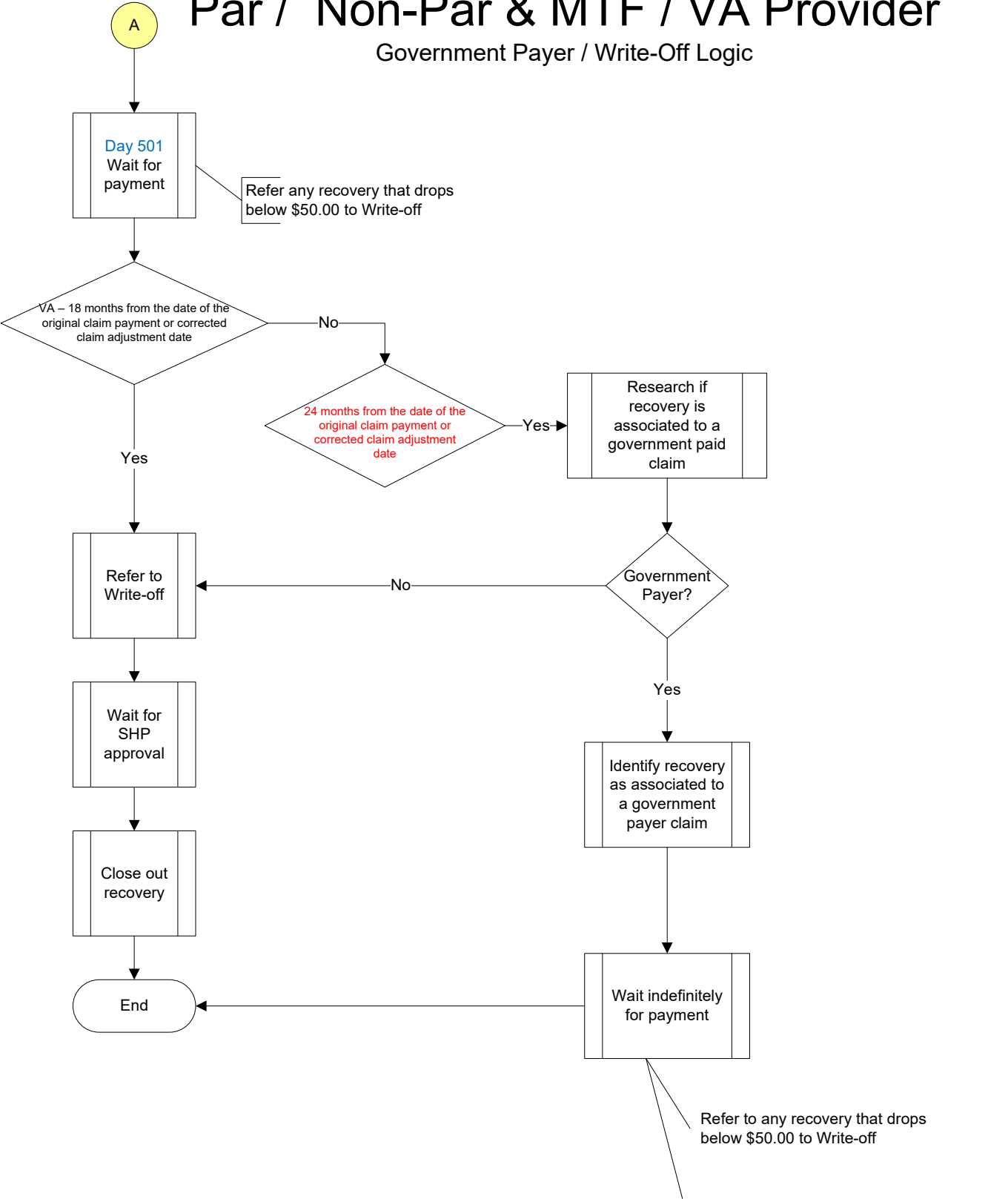
Information taken from the  
North Carolina Office of State Controller,  
Statewide Accounts Receivable Program



**Note:** A provider recovery will be referred to write-off at any point in the process flow if the recovery is greater than or equal to 2 years from the date of original claim payment or corrected claim adjustment date and the recovery does not involve a health care provider or health care facility receiving payment for the same service from a government payer.

# Par / Non-Par & MTF / VA Provider

## Government Payer / Write-Off Logic



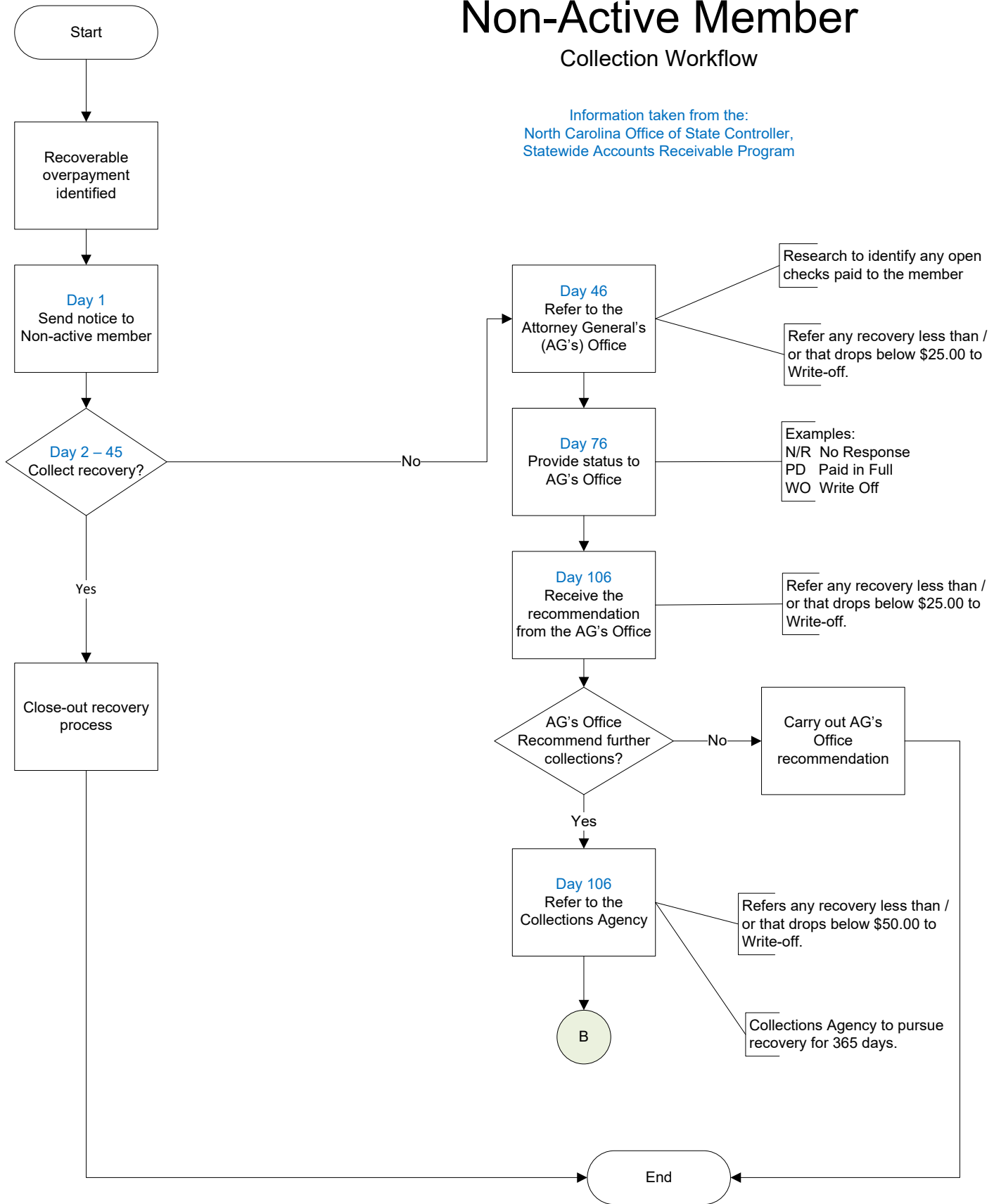
Note: A provider recovery will be referred to write-off at any point in the process flow if the recovery is greater than or equal to 2 years from the date of the original claim payment or corrected claim adjustment date and the recovery does not involve a health care provider or health care facility receiving payment for the same service from a government payer.

The collection period can exceed 2 years where the claim involves a health care provider or health care facility receiving payment for the same service from a government payer.

# Non-Active Member

## Collection Workflow

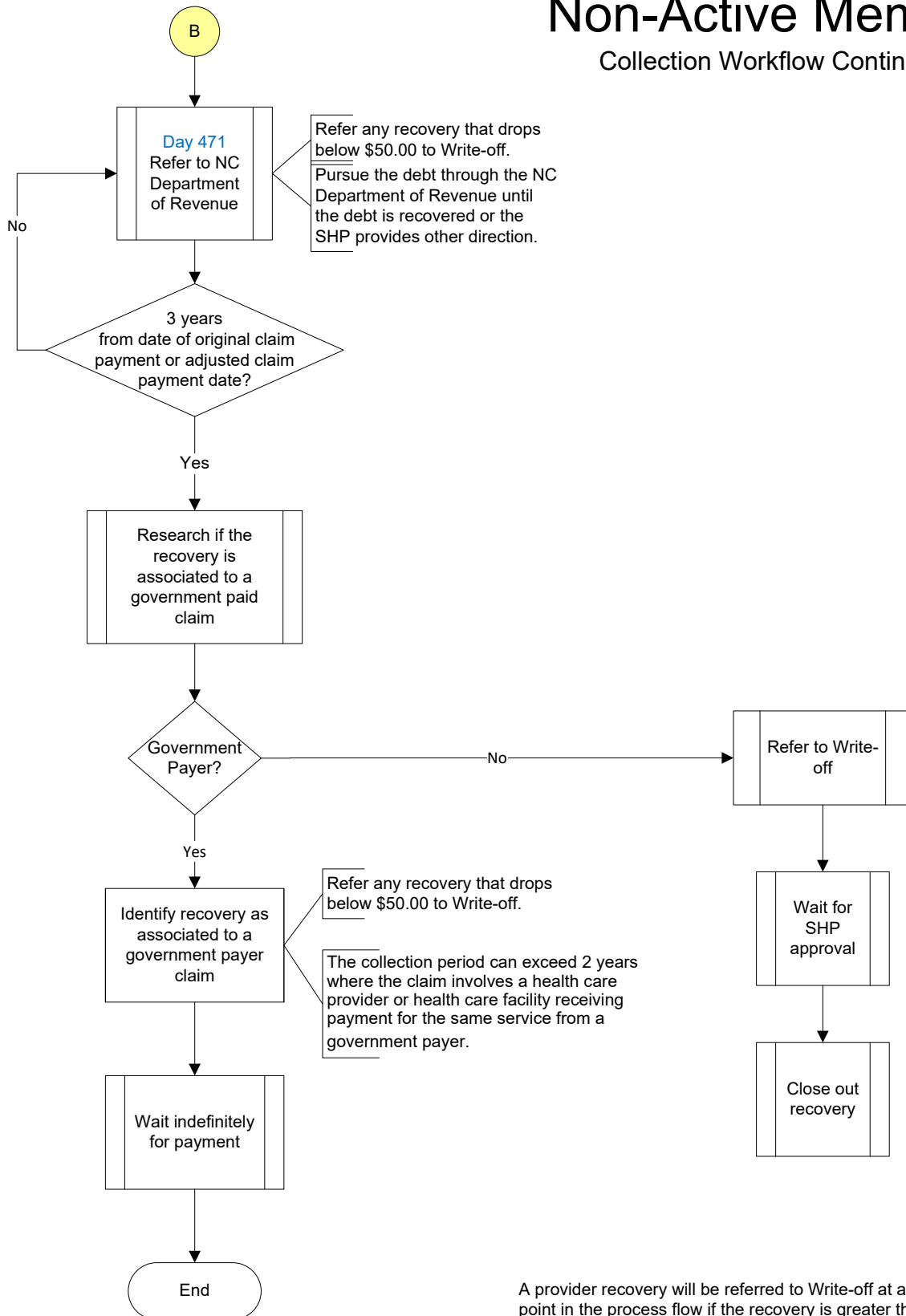
Information taken from the:  
North Carolina Office of State Controller,  
Statewide Accounts Receivable Program



Note: A member recovery will be referred to write-off at any point in the process flow if the recovery is greater than or equal to 3 years from the date of original claim payment or corrected claim adjustment date and the recovery does not involve a health care provider or health care facility receiving payment for the same service from a government payer.

# Non-Active Member

## Collection Workflow Continued

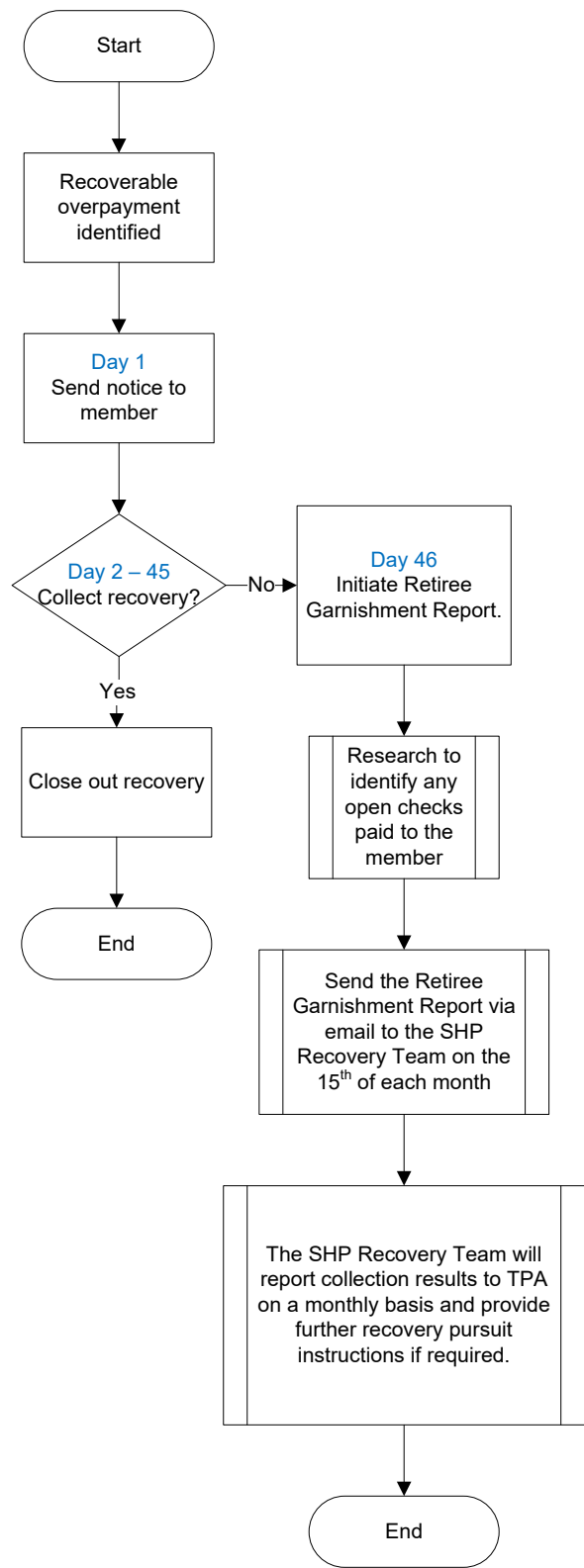


A provider recovery will be referred to Write-off at any point in the process flow if the recovery is greater than or equal to 2 years from the date of the original claim payment or corrected claim adjustment date, and the recovery does not involve a health care provider or health care facility receiving payment for the same service from a government payer.



# Retiree Debt Offset Collection Workflow

Information taken from the  
North Carolina Office of State Controller,  
Statewide Accounts Receivable Program



Note: A member recovery will be referred to write-off at any point in the process flow if the recovery is greater than or equal to 3 years from the date of original claim payment or corrected claim adjustment date **and** the recovery does not involve a health care provider or health care facility receiving payment for the same service from a government payer.