



To: All Providers
From: Cindy Ehlers, Executive Vice President
Date: March 29, 2020
Subject: Stay at Home Order and Strategic Directions in North Carolina in Response to Increasing COVID-19 Cases

On March 27, 2020, *Executive Order No.121: Stay at Home Order and Strategic Directions for North Carolina in Response to Increasing COVID-19 Cases* was issued by Roy Cooper, Governor.

To view State of North Carolina Executive Order No. 121 in its entirety; please select: <https://files.nc.gov/governor/documents/files/EO121-Stay-at-Home-Order-3.pdf>. Below, we have included excerpts from the order that specifically identify essential businesses and operations related to our network providers.

SECTION 2. COVID-19 ESSENTIAL BUSINESSES AND OPERATIONS

In order to slow the spread of COVID-19, it is necessary to reduce the instances where individuals interact with another in a manner inconsistent with the Social Distancing Requirements set forth below. Many of these interactions occur at work. At the same time, it is necessary that certain businesses, essential to the responses to COVID-19, to the infrastructure of the State and nation, and to day-to-day life of North Carolinians, remain open.

- A. In light of the above considerations, non-essential business and operations must cease. All businesses and operations in the State, except COVID-19 Essential Businesses and Operations as defined below, are required to cease all activities within the State except Minimum Basic Operations, as defined below. For clarity, business, including home-based businesses, may also continue operations consisting exclusively of employees or contractors performing activities in their own residences (i.e., working from home).
- B. All COVID-19 Essential Businesses and Operations are directed, to the maximum extent possible, to direct employees to work from home or telework.
- C. For purposes of this Executive Order, a COVID-19 Essential Business and Operations includes the following businesses, not for profit organizations and educational institutions.
 1. **Businesses that meet Social Distancing Requirements.** Businesses, not-for-profit organizations or educational institutions that conduct operations while maintaining Social Distancing Requirements:

- a. Between and among its employees; and
 - b. Between and employees and customers except at the point of sale or purchase.
2. **Businesses operation in CISA identified sectors.** Businesses, non-for-profit organization or educational intuitions operating in the federal critical infrastructure sectors as outlined at <https://www.cisa.gov/identifying-critical-infrastructure-during-covid-19> or any subsequent guidance issued by the U.S. Department of Homeland Security that amends or replaces said guidance.
 3. **Healthcare and Public Health Operations.** Healthcare and Public Health Operations includes, but is not limited to: hospitals; clinics; dental offices; pharmacies; laboratories and laboratory services providers; public health entities, including those that compile, model, analyze and communicate public health information; pharmaceutical, pharmacy, medical device and equipment, and biotechnology and agricultural biotechnology companies (including operations, research and development, manufacture, and supply chain); organizations collecting blood, platelets, plasma, and other necessary materials; obstetricians and gynecologists; eye care centers, including those that sell glasses and contact lenses; dietary supplement retailers, naturopathic healthcare providers; home healthcare services providers; **local management entities/managed care organizations (LME/MCO);mental health and substance use providers** ¹; other healthcare facilities and suppliers and providers of any related and/or ancillary healthcare services; and entities that transport and dispose of medical materials and remains.

Specifically included in Healthcare and Public Health Operations are manufacturers, technicians, logistics and warehouse operators and distributors of medical equipment, personal projective equipment (PPE), medical gases, pharmaceuticals, blood and blood products, vaccines, testing materials, and laboratory supplies, cleaning, sanitizing, disinfecting or sterilization supplies, and tissues and paper towels products.

Healthcare and Public Health Operations also include veterinary care and all healthcare services provided to animals.

Healthcare and Public Health Operations shall be construed broadly to avoid any impacts to the delivery of healthcare, or public health operations broadly defined. Healthcare and Public Health Operations does not include those business ordered to close by Executive Order No. 120.

4. **Human Services Operations.** Human Services Operations includes, but not limited to: long-term facilities; child care centers, family child care homes; residential settings and shelters for adults, seniors, children, and/or people with developmental disabilities, intellectual disabilities, substance use disorders, and/or mental illness; transitional facilities; home-based settings to provide services to individuals with physical, intellectual, and/or developmental disabilities, seniors, adults, and children; field offices that provide and help

to determine eligibility for basic needs, including food, cash assistance, medical coverage, child care, child support services, vocational services, rehabilitation services; developmental centers; adoption agencies; businesses that provide food, shelter, social services, transportation and other necessities of life for economically disadvantaged individuals, individuals with physical, intellectual, and/or developmental disabilities, or otherwise needy individuals.

Human Services Operations shall be construed broadly to avoid any impacts to the delivery of human services, broadly defined.

Section 7. Effective Date

This Executive Order is effective Monday, March 30, 2020 at 5:00pm, and shall remain in effect for thirty (30) days from that date or unless repealed, replaced, or rescinded by another applicable Executive Order. An Executive Order rescinding the Declaration of the State of Emergency will automatically rescind this Executive Order.

Any questions about this Communication Bulletin may be sent to the following email:

NetworkManagement@TrilliumNC.org. These questions will be answered in a Q&A format and published on Trillium's website.