



## Network Communication Bulletin #067

**To:** All Licensed Day Service Providers (Day Treatment, PSR, ADVP, Day Activity, Day Supports, CLSF level 1-5 [Meaningful Day component only])  
**From:** Cindy Ehlers, Executive Vice President  
**Date:** **April 1, 2020**  
**Subject:** Licensed Day Program Facility Guidance for Trillium

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On March 27, 2020, Governor Roy Cooper issued Executive Order No. 121, titled *Stay at Home Order and Strategic Directions for North Carolina in Response to Increasing COVID-19 Cases*. In the Order, Governor Cooper directs the public and businesses to stay at home and work from home, with exceptions that are set forth in detail in the order. Though Governor Cooper's Order states that Essential Businesses, including health care providers such as those providers in Trillium's Provider Network, are exempt from certain aspects of the Stay-at-Home directive, the Order very clearly states "All COVID-19 Essential Businesses and Operations are directed, to the maximum extent possible, to direct employees to work from home or telework" and "All COVID-19 Essential Businesses and Operations shall, to the extent practicable, maintain Social Distancing Requirements set forth in this Executive Order." Trillium, in partnership with NC DHHS, has implemented, and will continue to implement, regulatory flexibilities that will enable providers to maximize telework, meet the Governor's Social Distancing Requirements and continue to serve Trillium's Medicaid and State funded members.

Trillium is offering alternatives to most types of licensed day service providers for alternative or in lieu of services to be delivered in ways that adhere to the social distancing and stay at home orders. These alternatives are designed to sustain providers during this pandemic. Providers should immediately adapt their service delivery to conform to these flexibilities to the maximum extent possible to maintain service delivery and the health and safety of our members and the community at large to prevent spread of COVID-19.

We know you are concerned about the sustainability of your business, your staff, the members you serve and the communities in which you live. So are we. Outlined below is one example of how the use of alternative services can sustain all of these key components in a way that complies with Governor Cooper's guidance. If you need specific consultation on how to adapt your services to a compliant model, please contact me at [Cindy.Ehlers@TrilliumNC.org](mailto:Cindy.Ehlers@TrilliumNC.org) and I will assign Trillium staff for technical assistance.

### TRADITIONAL SERVICE

Service	# Served	Unit	Duration	Rate	Revenue
ADVP	25	15 min.	6 hrs./day; 5 days/week; 4.5 weeks/month	\$1.94	\$26,190

### ALTERNATIVE SERVICE

Service	# Served	Unit	Duration	Rate	Revenue
Assertive Outreach for I/DD	25	15 min	20 hrs./month	\$15.00	\$30,000

Trillium has serious concerns that some of our day service providers, including licensed facilities, are not implementing or abiding by the Governor's Executive Order. We have worked diligently to secure DHHS approval of alternative service definitions that enable providers to continue to support members in a manner that is compliant with prudent practice during the COVID-19 pandemic. Providers, including those facilities licensed by DHSR, must adjust their business practices accordingly, to protect to the maximum extent practicable, the health, safety and welfare of the Trillium members in their care. While Trillium cannot directly enforce the Governor's Executive Order, Trillium can take appropriate action against its contracted providers that fail to adjust their business practices to conform to the Governor's Executive Order in a way that endangers the health, safety or welfare of a Trillium Member. Such action may include, but is not limited to, contract sanctions a referral to DHSR, contract suspension and/or termination.

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

[NetworkManagement@TrilliumNC.org](mailto:NetworkManagement@TrilliumNC.org). These questions will be answered in a Q&A format and published on Trillium's website.