



Transforming Lives. Building Community Well-Being.

Network Communication Bulletin #151

To: All Providers

From: Khristine Brewington, MS, LCMHC, LCAS, CCS, CCJP
VP of Network Management

Date: March 29, 2021

Subject: Electronic Visit Verification Implementation for Innovations and TBI Waivers Administered by LME-MCOs, Individual Placement Support Training, Attention CST Providers and ACT Tenancy Support: PSH Training Opportunity, 2021 Network Adequacy and Accessibility Assessment (NAAA) (formerly called the Gaps and Needs Assessment), NC Medicaid Help Center Now Available: A Convenient Way for Providers to Find Information, Trillium Experience of Care and Health Outcomes (ECHO®) Survey Feedback and Opportunities for Improvement, Victory Junction Family Retreat Weekends, Valued Providers SEAL Program, Value Based Purchasing Learning Series, Disaster Planning, April 2021 Community Mental Health First Aid (MHFA) Trainings for NC Residents, Provider Training Needs Assessment, Special COVID Updates from the State

ELECTRONIC VISIT VERIFICATION IMPLEMENTATION FOR INNOVATIONS AND TBI WAIVERS ADMINISTERED BY LME-MCOS

NC Medicaid implementation of Electronic Visit Verification (EVV) for the Innovations Waiver, TBI Waiver and (b)(3) services administered by the LME-MCOs has been moved to June 30, 2021. This new date is to allow for additional testing and provider training.

Providers should continue to work with the applicable LME-MCOs to prepare for the June 30, 2021, EVV implementation date for Innovations Waiver, TBI Waiver and (b)(3) services administered by the LME-MCOs.

Contact: Medicaid.EVV@dhhs.nc.gov

INDIVIDUAL PLACEMENT SUPPORT TRAINING

This training will provide information on the components of Individual Placement Support Service:

1. An overview of the evidence based Supported Employment model
2. An overview of Employment and Benefits
3. An overview of how Div. of Vocational Rehabilitation service integrate with IPS services
4. Enhancing motivational interviewing skills around employment



24-Hour Access to Care Line - 877.685.2415
Business & Administrative Matters - 866.998.2597

TrilliumHealthResources.org



TARGET AUDIENCE: TCL In-Reach Staff, TCL Care Coordinators, CST Providers/Teams, ACT Vocational Specialists, Division of Vocational Rehabilitation Services IPS Liaisons/Staff, Behavioral Health Providers and Clinicians, Substance Use Counselors

WHEN: April 19, 2021, 9:00 am -1:00 pm

WHERE: Virtual (Registration Required)

[See more information about this training](#)

ATTENTION CST PROVIDERS AND ACT TENANCY SUPPORT: PSH TRAINING OPPORTUNITY

In partnership with Peer Voice NC, UNC Institute for Best Practices is offering a two-day training on PSH for CST teams, following an adaptation of the original curriculum developed by TAC.

🌱 [Here is the link for registration](#)

NOTE: Once you register (pay) for the training, you will receive an email for the GoToWebinar link (the Webinar platform we will use). You must register at the GoToWebinar site in addition to this registration to attend the training.

This 15 hour web-based training is on the evidence-based model for Permanent Supportive Housing (PSH).

Training days will be held April 26, 27, 28, 2021 (Monday, Tuesday, Wednesday). The webinar will start at 9am and end by 4pm. There will be two substantial breaks each day - from 11-11:30am and then again 12:30-2pm each day.

With the policy change, CST providers are to provide ongoing, tenancy support services. This is also the NCDHHS approved housing/tenancy support training for ACT staff. This training will support CST providers by improving their understanding and practice of the PSH model. The training will include:

- 🌱 Psychiatric Rehabilitation and Recovery
- 🌱 PSH core principles
- 🌱 Foundation Skills of evidence-based practices
- 🌱 Benefits that individuals experience using PSH
- 🌱 The three phases of tenancy (including key activities, assessments, goal development, barriers, and challenges)
- 🌱 Intersection of PSH and Assessment and Person-centered Planning

Registration is \$200 per attendee. We have a "buy 4 registrations get 1 free" offer to agencies. Each registration needs to be separate entry. With the 5th person, select the "free" option during payment step.

Any question? Please email stacy_smith@med.unc.edu

2021 NETWORK ADEQUACY AND ACCESSIBILITY ASSESSMENT (NAAA) **(FORMERLY CALLED THE GAPS AND NEEDS ASSESSMENT)**

The Network Adequacy and Accessibility Assessment (NAAA) is an annual study of the Trillium catchment area and the people who live here. It also looks at where services are available and how people use them. Ultimately, the assessment serves as a roadmap for determining future growth based on current capacity and identified needs.

The NAAA surveys are a vital part of how we collect data in an effort to complete the annual assessment and make improvements. The survey administration period has begun and will go through May 1st 2021. Surveys are simple to complete; most people can finish in about 10 minutes or less.

Two surveys are available: one for members/families and one for stakeholders (i.e., staff, providers, board members, and the public).

When completing the survey online, be sure to select the correct survey that matches your relationship with Trillium. Surveys are available in Spanish as well.

Below are the links for each survey and the corresponding QR codes

[Member/Family member survey, English version](#)



[Member/Family member survey, Spanish version](#)



[Stakeholder survey](#)



Thank you in advance for your participation in this important survey!

Paper copies are available as well; if you need to complete a paper copy, or if you have any additional questions, please contact QMinfo@TrilliumNC.org.

NC MEDICAID HELP CENTER NOW AVAILABLE: A CONVENIENT WAY FOR PROVIDERS TO FIND INFORMATION

In addition to the NC Medicaid Provider webpage, Medicaid and NC Health Choice providers now have a supplemental resource to research their questions and submit inquiries.

The NC Medicaid Help Center is an online source of information about Managed Care, COVID-19 and Medicaid and behavioral health services, and is also used to view answers to questions from the NC Medicaid Help Center mailbox, webinars and other sources. Formerly referenced as the “SWAT Command Center,” the NC Medicaid Help Center also includes resource documents such as standard and COVID-19 Medicaid Bulletins. To use this new tool:

1. Go to [NC Medicaid Help Center](#)
2. Type a topic or key words into the search bar; or,
3. Select a topic from the available list of Categories

The Bulletins category will search all Medicaid Bulletins for the topic of your choice.

FAQs are listed in categories from questions based on popular topics such as COVID-19, telehealth services, health plan enrollment, provider reimbursement, etc. Based on the entry or selection, the Help Center will return all related information. Providers may also select a topic from the Most-Viewed or Top-Rated articles section as available to find answers. The Help Center is continually updated as new information becomes available.

If, after using the NC Medicaid Help Center, the inquiry remains unresolved, use the below table to direct the question appropriately:

Question Type	Timeframe	Resource / Phone Number
Provider Enrollment in Medicaid or North Carolina Health Choice	Current Process – Ongoing – Future	NCTracks Call Center at 800-688-6696. To update your information, please log into NCTracks (https://www.nctracks.nc.gov) provider portal to verify your information and submit a MCR or contact the GDIT Call Center.
Provider Contracting Inquiries	Current – Ongoing – Future	Health Plans – Contact Info here: Health Plan Contacts and Resources
Provider to PHP Contracting Concerns or Complaints	Current – Ongoing	Provider Ombudsman Email: Medicaid.ProviderOmbudsman@dhhs.nc.gov Phone: 919-527-6666
Prior Authorizations	Before July 1, 2021	NCTracks Call Center at 800-688-6696 or log into NCTracks (https://www.nctracks.nc.gov) provider portal to update your information, submit a claim, review claims status, request a prior authorization or submit a question.

Question Type	Timeframe	Resource / Phone Number
Prior Authorizations	Post July 1, 2021	Health Plans – Contact Info here: Health Plan Contacts and Resources
Recipient Eligibility, Claims Processing, Billing Questions	Before to July 1, 2021	NCTracks Call Center at 800-688-6696 or log into NCTracks provider portal to update your information, submit a claim, review claims status, request a prior authorization or submit a question.
Recipient Eligibility, Claims Processing, Billing Questions	Post July 1, 2021	Medicaid Direct NCTracks Call Center at 800-688-6696 Standard Plan Health Plans – Contact Info here: Health Plan Contacts and Resources
What does the Medicaid Contact Center Help providers do?	N/A	The Medicaid Contact Center is dedicated to assisting with inquiries regarding enrollment, claim status, recipient eligibility and other information needed by providers to support their service to NC DHHS recipients.

ATTENDING NPI AND TAXONOMY ENHANCEMENTS

Effective 04/01/2021, Trillium will be enhancing our Attending NPI and taxonomy edits to support claim processing accuracy and reduce the number of denials received by providers. In addition, this enhancement may also reduce provider recoupments along with provider time and resources in claim denial research and follow-up related to missing provider associations.

The Remittance Advice (RA) reason codes and descriptions that you may see associated with this enhancement are:

Reason Code	Claim Status	Reason Code Description
#1285	Pend	Pended for Attending NPI not associated with attending Taxonomy Code
#1168	Deny	Attending NPI not associated with attending Taxonomy Code
#1286	Pend	Pended for Attending Provider Taxonomy association is not active and effective for the date of service
#1287	Deny	Attending Provider Taxonomy association is not active and effective for the date of service

Another way to reduce claim denials is to (1) verify the Attending NPI is enrolled in NCTracks, (2) verify the Attending NPI is Active in NCTracks with a current Medicaid Health Plan and appropriate taxonomies, (3) verify the Attending NPI is associated with the Billing NPI in NCTracks and (4) verify the Attending NPI and Taxonomy codes have been associated to the Billing NPI with Trillium.

To add or associate an Attending NPI or Taxonomy code, please reach out to Trillium's Network Department at NetworkServicesSupport@TrilliumNC.org or, by completing the [Provider Change Form](#). If corrections are needed at NCTracks, please contact NCTracks at 1-800-688-6696 or NCTracksprovider@nctracks.com. If you have any questions or concerns about the upcoming



improvements, please contact your Claims Specialist by calling 866-998-2597 or emailing Claims2@TrilliumNC.org.


TRILLIUM EXPERIENCE OF CARE AND HEALTH OUTCOMES (ECHO®) SURVEY FEEDBACK AND OPPORTUNITIES FOR IMPROVEMENT

Every year Trillium Health Resources and other LME/MCOs across the state participate in the Experience of Care and Health Outcome (ECHO®) Surveys. These surveys are administered to assess performance of the health plans and member perception of care they received through the North Carolina LME/MCOs and to assist in the development of quality improvement strategies. The survey is administered to a random sample of members from each LME/MCO who received at least one Medicaid funded behavioral health service through the LME/MCO within the preceding fiscal year.

This satisfaction survey for Child and Adult Medicaid members provides a comprehensive tool for assessing health care experiences. DataStat, Inc. conducted the most recent survey on behalf of the State of North Carolina Division of Health Benefits (DHB) and the Carolinas Center for Medical Excellence (CCME). Each survey has over 50 questions that provide specific details and insight into the counseling and treatment members receive as well as the quality of health care services provided by their health plan. The majority of questions focus on the health care experience such as getting treatment quickly, how well clinicians communicate, getting treatment and information from the plan, perceived improvement, and overall satisfaction with counseling and treatment.

Trillium received the state's analysis and also completed our own internal review of the results. It is important to share the results of surveys with our Network of Providers. Trillium is sharing this information in a summary format below. Any area(s) that were deemed lower scoring, were further evaluated to assess for "Opportunities for Improvement." The in-depth analysis of the child and adult surveys resulted in identification of the following areas as potential opportunities for improvement:

-  **Access to services via telephone** -The current pandemic has greatly impacted and expanded member's access to services via phone, video conference, etc. Due to the expansion of access using electronic modalities, Trillium determined that there were no additional interventions necessary.
-  **Care responsive to cultural needs** - Trillium has undertaken numerous interventions related to this item, including substantial updates to Trillium's Cultural Competency Plan (Plan). The Plan now incorporates National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care (the National CLAS Standards). Trillium engaged with stakeholders via organization wide town hall meetings and focus groups to open the lines of communication and to help advance and sustain culturally and linguistically appropriate practices and services within Trillium and the provider network. There are many additional interventions planned related to this topic. Due to this activity, no additional interventions are felt necessary at this time.

 **Access to the correct services** - Upon further discussion and review with our Call Center/Customer Service leadership, an objective and measureable goal was established and is being measured regularly to ascertain if improvement is being made. Future plans associated with planned enhancements have been delayed due to COVID.

A complete report of the ECHO survey analysis can be located on Trillium's website at www.trilliumhealthresources.org under Strategic Planning and Outcomes.

[ECHO Survey: Adults](#)

[ECHO Survey: Children](#)

For feedback or questions, please contact the Trillium QM staff at QMinfo@trilliumnc.org

VICTORY JUNCTION FAMILY RETREAT WEEKENDS

Trillium is excited to partner with Victory Junction to sponsor members to attend Family Retreat Weekends for the 3rd year in a row! Victory Junction is an inclusive camp in Randleman, NC who specializes in serving individuals with disabilities and serious illnesses. This year, programming is not like a typical summer camp and is designed to be more of a family bonding experience and opportunity to use amenities at camp. Programming is open to any Trillium member between the ages or developmental ages of 6-16. Victory Junction is inclusive of all diagnoses, and all programming is the same across different weekends.

Please feel free to share the flier for Victory Junction Family Retreat Weekends along with the following information, with all members and families at your programs!

WHAT ABOUT COVID-19?

Victory Junction Family Retreat Weekends were very successful in the Fall. CDC guidelines are enforced so masks in community areas are required and social distancing (12 feet at the camp) is encouraged. Each application has a Covid-19 questionnaire and goes through a medical review process and Trillium has even installed a temperature machine there. There are also only 16 spots for families per weekend and interactions with staff will be limited this year to focus on family togetherness.

ACTIVITIES/AMENITIES:

The days are structured so that if families want to go around and participate in activities together like horseback riding, bowling, crafts, and boating, they are on that site with their family only. In large outdoor spaces such as the lake, there may be another family present in another location but social distancing is in place. For members with sensory needs and families who do not want to participate in every activity, there is the option for fishing, hiking around camp, playing board games at the cabin, or relaxing on the front porch and talking to neighboring families in other cabins at a distance. State of the art cabins including bathrooms, showers, electricity, and a stocked fridge can sleep up to 8 people.

Food service is even being delivered to each cabin, special diets are accommodated, and there is also an on-site medical center.

REGISTRATION:

Currently, all weekends are open and we would like to fill spots for March as soon as possible as the deadline is quickly approaching on March 16! Attending in March does require a recent Flu Vaccine. Once families register at the following Registration Link, Trillium will contact the family by phone and must first verify their registration before sending the referral to Victory Junction. Once verified, Victory Junction receives the referral and Camper Admissions staff will e-mail families a link to the application and can answer any questions about camp. The family completes an application profile for each family member attending along with consents, the application goes through the medical review process, and families are off to camp!

*For those who do not have computer/internet access or with limited technology skills, Trillium and Victory Junction are working together to help families register and apply over the phone.

DATES AND DEADLINES:

- 🌱 April 9-11—deadline **March 30**
- 🌱 April 23-25—deadline **April 13**

Be on the lookout for future Family Weekend Dates and announcements for Summer and Fall 2021 on the Trillium Health Resources and Trillium Direct Connect Facebook pages and also at [Victory Junction Weekend](#). Please contact Sarah Beaver with any questions at Sarah.Beaver@TrilliumNC.org

We look forward to having you join us this year!

VALUED PROVIDERS SEAL PROGRAM



Visit the [Valued Providers Seal Program](#) web page for more information about the Contracted, Comprehensive Behavioral Health, Large Agency, Evidenced-Based Treatment, Comprehensive I/DD and Integrated Care Provider Seals.

After receiving this recognition, sharing such dedication and innovative care should be as easy as possible. The [Valued Providers Seal Program Tool Kit](#) is designed for just that. This resource provides tips for sharing news of provider seals on websites, social media, newsletters, and emails, along with pre-written posts and messages. Trillium can see the impact providers make on our members and communities. We hope the tool kit serves to ensure those members and communities can see it as well.

Contact us at SealProgram@TrilliumNC.org for questions about the Valued Providers Seal Program. Providers can apply for one or multiple seals!

VALUE BASED PURCHASING LEARNING SERIES

Trillium Health Resources Practice Management Department has partnered with Mr. Ken Carr, OPEN MINDS Senior Associate to bring providers a four-part virtual learning series on Value-Based Purchasing. Mr. Carr is an industry expert with over 30 years of finance, technology, data analysis, and reporting experience in the health and human service field. This virtual learning series has been tailored to meet the unique provider composition within our region. Providers will gain knowledge of what Value-Based Purchasing is, and how it's applicable to their organization and the future of North Carolina Medicaid.

Registration Is Now Open

The sessions are limited to the first 1,000 enrollees. It is preferred that providers attend all four sessions consecutively, however it is not required. A recording will be available at a later date if you missed a session.

- 🌱 Wednesday Apr. 21, 2021 (10AM – 11:15AM):
Bridging the Gap From Data to Data-Driven Performance
 - 🕒 [Register Here](#)
- 🌱 Wednesday May 26, 2021 (10AM – 11:15AM):
Developing New VBP Services that Increase Quality & *Decrease Service Costs*
 - 🕒 [Register Here](#)

About joining the webinar

- 🌱 [Closed Caption HERE](#)

During this call, panelists will present policy updates from DMHDDSAS and DHB representatives followed by an open Q&A session. In addition to DMHDDSAS and DHB subject matter experts we will also have a representative from DHSR on the call to answer questions you might have.

In consideration of the limited time we have on the call, we ask that you review the guidance links (below) on the DHHS website and FAQs on the NC Medicaid site to see if an answer to your question has already been provided. These calls will be held monthly on the first Thursday of each month.

As things continue to change and move quickly during the COVID-19 pandemic, please continue to stay abreast of emerging issues, guidance, and policies by visiting:

 [Broad information and updates](#)

 [COVID19 Executive Orders](#)




 [Policy and Guidance updates](#)

 [Vaccine information and updates](#)

DISASTER PLANNING

We are fast approaching the prime season for hurricanes and flooding disasters. To prepare, we are sending out this reminder that disaster plans need to be reviewed and updated, staff trained/re-trained, and contingency and communication plans developed.

This year you will go to a link to share your 2021 Disaster Plan and important contact information. This requested information includes:

-  Contact information for your designated “Disaster Point of Contact”
-  Corporate site address and facility phone number
-  Any residential sites currently in your contract (address, phone numbers)

Please note, you will need to enter each site as a separate submission. Disaster plans must be submitted through the following link: [2021 Disaster Plan Submission](#)

Disaster Plans are due ***no later than May 1, 2021***. If no updates are needed to your 2021 Disaster Plan, you ***MUST*** still resubmit the plan with a new cover page displaying the current year and disaster contact info. Failure to submit your Disaster Plan for 2021 by the deadline (May 1, 2021), may result in an audit and/or plan of correction.

As many of you are aware, the Federal Center for Medicare and Medicaid Services (CMS) have posted guideline requirements for all entities that receive Medicaid funds and this applies to all of our Medicaid providers. For your reference, we have attached the Final Rule that will assist you in locating the requirements to the federal rules that apply to each of your situations.

Our contract with providers requires that you have an adequate disaster planning and training process in place within your organization. While it is our desire that no one has to contend with all that a hurricane or flood brings, the reality is that eastern North Carolina has dealt with its fair share of these kinds of disasters in the past. Living in this part of North Carolina, we know that the best way to cope when a disaster strikes is preparation. Please connect with your local emergency management services, know your local resources, and stay connected with Trillium in the event of an emergency.

 [Final Rule](#)

APRIL 2021 COMMUNITY MENTAL HEALTH FIRST AID (MHFA) TRAININGS FOR NC RESIDENTS

Mental Health First Aid teaches you how to identify, understand and respond to signs of mental illnesses and substance use disorders. These trainings will give you the skills you need to reach out and provide initial support to someone who may be developing a mental health or substance use challenge and help connect them to appropriate care.

Youth Mental health First Aid (YMHFA) and Adult Mental Health First Aid (AMHFA) will be held virtually and participants are required to complete a 2-hour self-pace study prior to attending the instructor-led training.

Adult MHFA April 15, 2021

(8:30am-2:30pm)

Adult MHFA April 28, 2021

(8:30am-2:30pm)

Youth MHFA April 29, 2021

(8:30am-2:30pm)

***Registration Deadline is March 31, 2021**

Although there is no cost to you, this course is valued at \$25 per person. If you must cancel your registration, please do so within 48 hours of the instructor led course. Failure to cancel within the recommended timeframe may result in a 30-day waiting period to reschedule the training.

Please contact Wylanda Jones via email at Wylanda.Jones@TrilliumNC.org or Carlos Mirodipini at Carlos.Mirodipini@TrilliumNC.org. You may also contact them via phone at 1-866-998-2597.

 [Here more information and registration](#)

PROVIDER TRAINING NEEDS ASSESSMENT

We need your input!

Please take a few minutes to complete our Provider Training Needs Assessment so that we know how we can best help you. Assessment is open until **April 16th**.

Complete the assessment by clicking here!

SPECIAL COVID UPDATES FROM THE STATE

TEMPORARY PROVIDER RATE INCREASES AND CLINICAL POLICY CHANGES EXTENDED

In response to the NC General Assembly's extension of the legislated 5% rate increase authorized under SL 2020-4 and consistent with the federal Department of Health and Human Services stated intent to extend the federal COVID-19 Public Health Emergency (PHE), NC Medicaid is extending COVID-19 temporary provider rate increases and clinical coverage policies through June 30, 2021.

FEDERAL PUBLIC HEALTH EMERGENCY DECLARATION

Although the current expiration date for the federal PHE is April 21, 2021, the federal government has informed states in writing that it plans to extend the PHE through at least the end of the calendar year. Please refer to the federal [Public Health Emergency website](#) for more information and updates.

EXTENDED TEMPORARY RATE INCREASES

NC Medicaid has determined that it is both necessary and feasible, contingent on official extension of the federal PHE, to continue all temporary fee-for-service rate increases related to COVID-19 through June 30, 2021. As we approach that date, NC Medicaid will reassess both needs and available funding for further extension of temporary rate increases. Please refer to relevant [COVID-19 Medicaid Bulletins](#) and [Medicaid fee schedules](#) for details and further communication.

NC Medicaid will also continue to fund through June 30, 2021, COVID-19 related provider reimbursement increases consistent with those in the fee-for-service system for behavioral health and I/DD services. This extension will be managed through LME/MCO capitation rates.

TEMPORARY CLINICAL POLICY PROVISIONS

Consistent with [Special Bulletin COVID-19 #139](#), many Clinical Policy Provisions, such as the telehealth provisions enacted to support COVID-19 response that do not require new federal authorities, are in the process of becoming permanent policy and NC Medicaid is seeking federal authority where appropriate. For permanent policy changes to the Medicaid program, NC Medicaid will post changes publicly. All stakeholders are encouraged to provide feedback.

The table below outlines when certain COVID-19 related federal authorities will end relative to the end of the federal PHE. NC Medicaid will notify providers through special bulletins of any termination of temporary policies if the PHE is not extended. Please use the table below to review expiration of temporary provisions.

SOURCE OF FEDERAL AUTHORITY	EXPIRATION OF FEDERAL AUTHORITY*
COVID-19 1115 Waiver	Expires at the end of the Public Health Emergency + 60 days
1135 Waivers	Expires at the end of the Public Health Emergency
Medicaid Disaster SPAs	Expires at the end of the Public Health Emergency
CHIP Disaster SPA	Expires the latter of the end of the Public Health Emergency or the state-declared emergency
Concurrence Letter	Expires at the end of the Public Health Emergency
Appendix Ks (applicable to 1915(c) waivers)	Expires six months after the Public Health Emergency ends

*NC Medicaid has the authority to end prior to the end of the end of the federal expiration date.

Gov. Cooper Announces North Carolina Will Relax Some COVID-19 Restrictions

As North Carolina's trends continue to show improvement and vaccine distribution increases with 31.7% of North Carolinians over 18 having received at least one dose of vaccine, Governor Roy Cooper announced today that the state will continue to ease some COVID-19 restrictions. Executive Order No. 204 will take effect March 26 at 5 pm is set to expire April 30 at 5 pm. The state's general mask mandate remains in effect.




"Our fast and fair vaccine distribution and our sustained progress with the COVID-19 metrics tell us we can move forward with easing restrictions if we do it safely," said Governor Cooper.

"We are in a promising place. With North Carolina's COVID-19 key metrics improving and vaccinations increasing, we can responsibly use our dimmer switch approach to easing restrictions guided by science and data," said NCDHHS Secretary Mandy K. Cohen, M.D.







Executive Order No. 204 has three general categories of occupancy restrictions: up to 100 percent capacity, 75 percent capacity, and 50 percent capacity. All businesses must continue to maintain the 6 feet of distance requirement between patrons and implement other safety protocols as they expand their capacity.

Executive Order No. 204 will also increase mass gathering limits. The number of people who may gather indoors will increase from 25 to 50 and the number of people who may gather outdoors will increase from 50 to 100. This Order also fully lifts the restriction on the late-night sale and service of alcoholic beverages on bars, restaurants, and other establishments.





Indoors and Outdoors up to 100% Capacity, Subject to Masks and 6 ft. Social Distancing

-  Museums and Aquariums
-  Retail Businesses
-  Salons, personal care and grooming businesses, tattoo parlors

Indoors up to 75% and Outdoors up to 100% Capacity, Subject to Masks and 6 ft. Social Distancing

-  Restaurants
-  Breweries, Wineries, and Distilleries
-  Recreation (e.g., bowling, skating, rock climbing)
-  Fitness and Physical Activity Facilities (e.g., gyms, yoga studios, fitness centers)
-  Pools
-  Amusement Parks

Indoors and Outdoors up to 50% Capacity, Subject to Masks and 6 ft. Social Distancing

-  Bars
-  Movie Theaters*
-  Gaming Facilities*
-  Meeting, Reception, and Conference Spaces

- 🌿 Lounges (including tobacco) and Night Clubs
- 🌿 Auditoriums, Arenas, and other venues for live performances
- 🌿 Sports Arenas and Fields (includes professional, collegiate, and amateur)

*Movie theaters and gaming facilities may operate at up to 75% capacity outdoors.

Activities and settings are lower risk when they involve interacting with fewer people, being outside, keeping masks on the entire time, keeping interactions with people short (under 15 minutes), staying physically distant, and avoiding singing, yelling, and cheering, according to public health officials.

North Carolina is continuing to see fast and fair vaccine distribution. To date, the state has administered over 4.1 million doses. Over 31.7 percent of people 18 and up have received at least one dose, and 18.8 percent are fully vaccinated. Vaccine equity efforts remain a priority, with 18 percent of first doses administered to Black North Carolinians and 8 percent to members of the LatinX community last week.

DHHS also released updates to the K-12 guidance. Schools should return to in-person instruction to the fullest extent possible while following all public health protocols in the StrongSchoolsNC Toolkit. This update aligns with Session Law 2021-4, which Governor Cooper and bipartisan legislative leadership worked on together. Plan A has already been widely adopted across the state as districts, educators and support staff have worked hard to get students back in the classroom. The updated Toolkit no longer requires schools to do daily temperature checks and symptom screenings. Safety protocols such as masks and cleaning of high traffic areas are still required. Schools are also highly encouraged to conduct free screening testing as recommended by the CDC. (Read the [updated Toolkit](#))

State health officials are continuing to monitor the presence of COVID-19 and its more contagious variants in North Carolina, which is why it is important to continue to have a mask mandate and continue to practice safety precautions, including the Three Ws—wear a mask, wait 6 feet apart, and wash hands often.

Complete Executive Order 204

Any questions about this Communication Bulletin that does not already have an email listed for questions from that specific section, 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.