

Frequently Asked Questions

Q What is the Center of Excellence for Behavioral Health in Nursing Facilities?

A Beginning Spring 2023, the Center of Excellence for Behavioral Health in Nursing Facilities (COE-NF) will provide training and resources to certified Medicare and Medicaid nursing facility staff who care for residents with a variety of behavioral health conditions.

This is a three-year cooperative agreement awarded to Alliant Health Solutions from the [Substance Abuse and Mental Health Services Administration \(SAMHSA\)](#).

Alliant has over 50 years of experience working with nursing homes and behavioral health in nursing homes.

Q What is the Substance Abuse and Mental Health Services Administration (SAMHSA)?

A Established by Congress in 1992, the Substance Abuse and Mental Health Services Administration (SAMHSA) is the agency within the Department of Health and Human Services (HHS) that leads public health efforts to advance the behavioral health of the nation.

SAMHSA provides leadership, supports programs and services, and devotes resources to helping people act on the knowledge that behavioral health is essential to health, prevention works, treatment is effective, and people recover.

In order to achieve its mission, SAMHSA has identified five priority areas to better meet the behavioral health care needs of individuals, communities, and service providers.

The five priority areas are:

- Preventing overdose
- Enhancing access to suicide prevention and crisis care
- Promoting resilience and emotional health for children, youth and families
- Integrating behavioral and physical health care
- Strengthening the behavioral health workforce

Learn more about [SAMHSA's Interim Strategic Plan](#), and the five priority areas to better meet the behavioral health care needs of individuals, communities, and service providers.

Q What is a Center of Excellence?

A A center of excellence is a team of skilled knowledge workers whose mission is to provide organizations with best practices around a particular area of interest.

Q Will there be a cost associated with these services?

A The training and technical assistance provided by the COE-NF will be free of charge.



Q What services will the COE-NF provide to nursing facilities?

A Training and resources on:

- The CMS F-Tag Behavioral Health Regulations
- Trauma-informed care
- Suicide prevention
- Behavioral health equity
- Increasing your facility's ability to meet Quality Assessment Performance Improvement (QAPI) goals
- De-escalation techniques
- Workforce development
- ...and other mental health and substance use topics

Access to:

- Specialized mental health and substance use trainings
- Regional behavioral specialists for individualized technical assistance
- Subject matter experts for mental health and substance use questions
- Data driven, customized, quality improvement supports
- Curated and evidence-based resources and curriculum on general mental health and substance use topics

Q How will I request COE-NF support services?

A Nursing facilities will be able to request assistance by phone at 1-844-314-1433 or via the COE-NF website.

Q When will I be able to speak to a COE-NF staff member by phone?

A Launching March 15, 2023, the COE-NF call center will have a live agent available to speak to you by phone Monday through Friday between the hours of:

- 10 a.m. - 2 p.m. PST
- 11 a.m. - 3 p.m. MST
- 12 - 4 p.m. CST
- 1 - 5 p.m. EST

Q Who should contact the COE-NF?

A Nursing facilities interested in receiving the following mental health and substance use training and resources:

- Improvement and/or expansion of mental health and substance use services for residents
- Evidence-based trainings on Mental Health First Aid, Question Persuade Refer (QPR), Trauma-Informed Care and more
- Trainings to meet the CMS Phase-3 Behavioral Health Regulations

