

# Frequently Asked Questions

**Q What is the Center of Excellence for Behavioral Health in Nursing Facilities (COE-NF)?**

**A** The COE-NF is a national initiative created to build the capacity of staff in Centers for Medicare and Medicaid Services (CMS)-certified nursing facilities to care for residents with behavioral health disorders. The COE-NF provides training, technical assistance and workforce development to facilities that serve residents with serious mental illness, substance use disorders, and co-occurring disorders. Note: The COE-NF does not provide direct services to residents.

**Q What is a Center of Excellence?**

**A** A Center of Excellence is a team of subject matter experts (SMEs) with a shared mission to provide organizations with best practices around a particular area of interest. The COE-NF is one of over 10 centers funded by the Substance Abuse and Mental Health Services Administration (SAMHSA) that helps lead efforts to promote mental health, prevent substance misuse, and support organizations nationwide.

**Q How was the COE-NF established?**

**A** Alliant Health Solutions was awarded a three-year grant from SAMHSA in collaboration with CMS to create this Center of Excellence.

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

**A** The COE-NF provides training, technical assistance, and resources to help nursing facilities strengthen and sustain effective behavioral health practices with focused education on:

- Serious mental illnesses
- Substance use disorders
- Co-occurring disorders
- Trauma-informed care
- Suicide prevention
- De-escalation techniques
- Behavioral Health Equity

**Q Are there any services the COE-NF does not provide?**

**A** The COE-NF does not provide support for dementia or other neurodegenerative disorders or medical conditions. The COE-NF primarily focuses on mental illness and substance use disorders.

**Q How are services delivered?**

**A** Most COE-NF services, including one-on-one consultations with behavioral specialists, technical assistance, and training, are delivered virtually through Zoom and Microsoft Teams. Nursing facilities can also access on-demand resources such as short video clips (bite-sized learning), learning modules, and recorded webinars via the COE-NF website at [www.nursinghomebehavioralhealth.org](http://www.nursinghomebehavioralhealth.org).

**Q What is considered a serious mental disorder?**

**A** A serious mental disorder includes bipolar disorder, major depressive disorder, schizophrenia and schizoaffective disorder.

**Q Does the COE-NF have educational flyers/fact sheets on mental health and substance use topics?**

**A** Yes. Educational flyers/fact sheets are on the COE-NF website at [www.nursinghomebehavioralhealth.org](http://www.nursinghomebehavioralhealth.org).



**Q** Is there a cost associated with COE-NF services?

**A** No. The COE-NF provides free training and technical assistance to certified CMS nursing facilities.

**Q** Which facilities qualify for support from the COE-NF?

**A** Nursing facilities (sometimes called nursing homes or skilled nursing facilities) that are certified by CMS and are interested in increasing their team's knowledge, competency, and skills to care for residents with behavioral health disorders. Note: Senior living or congregate care settings, such as assisted living facilities, are not eligible for support from the COE-NF.

**Q** How can I determine if my facility is a certified CMS facility?

**A** Certified CMS nursing facilities will have a CMS certification number (CCN). The CCN is used to verify Medicare/Medicaid certification for survey and certification, assessment-related activities, and communication.

**Q** What services can non-certified nursing facilities access?

**A** Non-certified nursing facilities can access resources on the COE-NF website, subscribe to the monthly newsletter and attend training events. Note: Technical assistance and personalized training requests outside our posted offerings are exclusively available to certified CMS facilities.

**Q** How can I request COE-NF services?

**A** Certified CMS nursing facilities can request assistance by completing the request for assistance form on the COE-NF website at [www.nursinghomebehavioralhealth.org](http://www.nursinghomebehavioralhealth.org).

**Q** Who can help me decide what training and technical assistance is right for my facility?

**A** Once the COE-NF receives your request for assistance, a COE-NF team member (behavioral specialist) will contact you to help assess your specific facility needs. They will help you customize your training events, schedule training sessions and ensure you have the necessary resources to educate your team.

**Q** Can I receive assistance with emergencies occurring in the facility?

**A** No. The COE-NF provides nonemergent support. For a mental health emergency, call 988; for a medical emergency, call 911 or seek immediate attention at the nearest emergency room.

**Q** Can I speak to a COE-NF representative by phone?

**A** Yes. You can request to speak to a team member through our website at [www.nursinghomebehavioralhealth.org](http://www.nursinghomebehavioralhealth.org) or by leaving a message on our National Call Center Hotline at 1-844-314-1433. A member of our COE-NF team will respond to your request.

**Q** Is the COE-NF a regulatory agency?

**A** No. The COE-NF aims to support nursing facilities in acquiring additional knowledge to care for residents with behavioral health conditions. All interactions with the COE-NF are confidential.

**Q** Are continuing education credits offered through the COE-NF? If so, what is the cost?

**A** Yes. The COE-NF provides continuing education credits for specified training to participants who attend the event and complete the evaluation. Credits are provided at no cost.



Scan the QR code to view resources and trainings from the COE-NF.