



# Behavioral Health Education and Training Academy

BHETA is a County of San Diego Behavioral Health contracted program of the Academy for Professional Excellence. They are designed for and offered to staff of Behavioral health Services (BHS), contractors and BHS partners.

## Creating an Account

1. Please read information on creating an account carefully
2. Turn off pop-up blockers (In Internet Explorer: Click on Tools> the Click Pop-up Blocker> Turn Off Pop-up blocker)
3. Goto [this link](#)

[View the video](#)

**BHETA LMS Account Request**  
All accounts are approved in 1-2 business days.

LAST NAME

FIRST NAME

MIDDLE INITIAL

WORK E-MAIL ADDRESS

PASSWORD

CONFIRM PASSWORD

Program Name

4. Enter all of your information as requested

**5. Click the arrows at the bottom of the screen to submit**

LICENSED PSYCHOLOGIST

NOTES OR SPECIAL CONSIDERATIONS

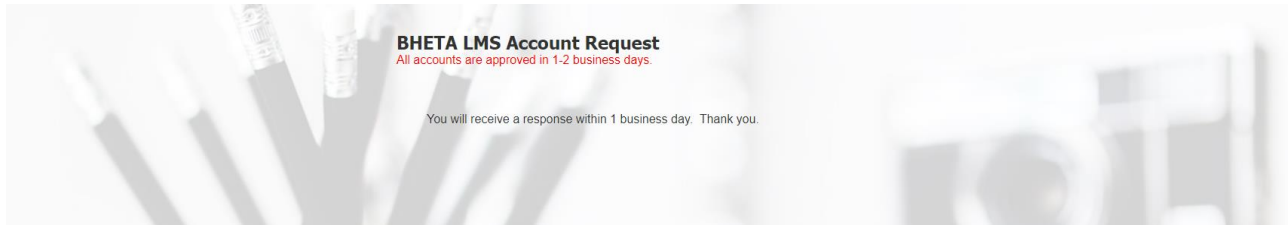
LICENSE NUMBER  
(If none enter N/A)

SUPERVISOR NAME

SUPERVISOR WORK E-MAIL ADDRESS

>>

**6. A confirmation page will appear notifying you that your account is pending approval**



**7. You will get an email with your login information once your account is approved**

**For Optum Providers**

**First name:\***  
Your First Name

**Last name:\***  
Your Last Name

**Position:\***  
Network Provider

**Program Name (program or department name):\***  
Medi-Cal Fee For Service Network

**E-mail:\***  
your own email

**8. You must enter Medi-Cal Fee for Service Network in this field or your application may be denied.**



License Number:

Optional

Supervisor's Name:\*

Your Name Here

Supervisor's Email Address:\*

Your Email Address Here

Organization Name (parent org. or legal entity):\*

OptumHealth



1. You must enter OptumHealth in this field or your application may be denied.

**Note:** it can take up to **3-4 work days to complete account confirmation and approval**

## Trouble Shooting

Issue	Steps to Resolve
<p>9. You received an email from BHETA stating your Account is "Inactive"</p>	<ul style="list-style-type: none"> <li>• Create a new account by following the instructions under "Create an Account" on this sheet.</li> </ul>
<ul style="list-style-type: none"> <li>• You received an email from BHETA stating "Unfortunately, your program is not on my list of BHS (county or contracted programs).</li> </ul>	<ul style="list-style-type: none"> <li>• You may have entered incorrect information when creating your account. If you did not enter: <b>Medi-Cal</b> Fee for Service Network as the Program <b>AND</b> OptumHealth as the Organization Name. <ul style="list-style-type: none"> <li>• Return to the instructions for "Creating and Account" and attempt to <b>Creating an Account</b> again ensuring you are using this information.</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• You just created an account and are unable to complete the course.</li> </ul>	<ul style="list-style-type: none"> <li>• You will not be able to take the course until your application has been approved. It should take approximately 2 business days for BHETA to approve it.</li> </ul>
<ul style="list-style-type: none"> <li>• You it has been more than 2 business days and you did not receive an approval email from BHETA</li> </ul>	<ul style="list-style-type: none"> <li>• There have been occasions when it has taken slightly longer than 2 business days to get an approval email. <ul style="list-style-type: none"> <li>• Send an email to the BHETA Help Desk: <a href="mailto:BHETA@mail.sdsu.edu">BHETA@mail.sdsu.edu</a></li> </ul> </li> </ul>
	<ul style="list-style-type: none"> <li>• BHETA Trouble Shooting Phone number: <b>619-594-0923</b></li> </ul>