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. Go to this link
4. Enter all of your information as requested
5. Click the arrows at the bottom of the screen to submit

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

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

<table>
<thead>
<tr>
<th>Issue</th>
<th>Steps to Resolve</th>
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<tr>
<td>9. You received an email from BHETA stating your Account is “Inactive”</td>
<td>• Create a new account by following the instructions under “Create an Account” on this sheet.</td>
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| • You received an email from BHETA stating “Unfortunately, your program is not on my list of BHS (county or contracted programs).” | • You may have entered incorrect information when creating your account. If you did not enter: Medi-Cal Fee for Service Network as the Program AND OptumHealth as the Organization Name.  
  • Return to the instructions for “Creating and Account” and attempt to Creating an Account again ensuring you are using this information. |
| • You just created an account and are unable to complete the course. | • 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. |
| • You it has been more than 2 business days and you did not receive an approval email from BHETA | • There have been occasions when it has taken slightly longer than 2 business days to get an approval email.  
  • Send an email to the BHETA Help Desk: BHETA@mail.sdsu.edu  
  • BHETA Trouble Shooting Phone number: 619-594-0923 |