

# Academy for Professional Excellence

SAN DIEGO STATE UNIVERSITY SCHOOL OF SOCIAL WORK



## Responsive Integrated Health Solutions

**About RIHS**  
**Continuing Education**  
**Eligibility for RIHS Training**

**Responsive Integrated Health Solutions (RIHS)**, provides staff development services that will increase competency in culture, co-occurring disorders, family centered services and resiliency as is required to outreach, assess, and support the recovery of adults and children living with severe mental illnesses, and their families.

Funded via a contract with County of San Diego Mental Health, RIHS is part of a network of services made available by the county to behavioral health service providers. RIHS is a County of San Diego Behavioral Health contracted program of the Academy for Professional Excellence, a project of the **SDSU School of Social Work**.

RIHS provides classes and conferences, curriculum development, trainer development, eLearning, training coordination, as well as consultation in each of these areas. RIHS provides workforce development services including staffing needs assessment, career paths analysis, and staff development.

### Creating a New 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 [RIHS - Academy for Professional Excellence](#) and “Request and Account



BHETA LMS Account Request	
Please fill out the fields below with your <b>current</b> work information. If information is missing or incorrect, it will take additional time to process your account request. Thank you.	
LAST NAME <input type="text"/>	<ul style="list-style-type: none"><li>4. Enter all of <b>your</b> information as requested</li><li>• Last Name</li><li>• First Name</li><li>• Middle Initial</li><li>• Email address</li></ul>
FIRST NAME <input type="text"/>	
MIDDLE INITIAL <input type="text"/>	
<i>Please be sure to enter your professional work email address below. If you do not have access to your professional work email at this time, please wait to request an account until you can access your professional work email. Thank you.</i>	
WORK E-MAIL ADDRESS <input type="text"/>	

<p>ORGANIZATION/AGENCY No acronyms or other abbreviations. <input type="text" value="OptumHealth"/></p> <p>FULL PROGRAM NAME WITHIN YOUR ORGANIZATION No acronyms or other abbreviations. <input type="text" value="Medi-Cal Fee For Service Network"/></p> <p>WORK ADDRESS The physical site address of your program. (If your program's address is confidential, use the address you have been told to use instead) <input type="text"/></p> <p>WORK CITY <input type="text"/></p> <p>STATE <input type="text"/></p> <p>ZIP CODE <input type="text"/></p> <p>WORK PHONE Enter numbers only, no symbols or spaces. <input type="text"/></p>	<p>5. Some of these <b>must</b> include OPTUM information:</p> <ul style="list-style-type: none"> <li>You must enter <b>OptumHealth</b> in this field or your application may be denied.</li> <li>You must enter <b>Medi-Cal Fee for Service Network</b> in this field or your application may be denied.</li> </ul> <p>6. Your Information is OK here</p>
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<p>POSITION CATEGORY</p> <ul style="list-style-type: none"> <li><input checked="" type="radio"/> DIRECT SERVICE STAFF (clinician, counselor, outreach worker, peer support, family partner, or youth partner)</li> <li><input type="radio"/> ADMINISTRATIVE STAFF (program manager, executive, COR, analyst)</li> <li><input type="radio"/> SUPPORT STAFF (front desk, administrative assistants, secretary, support staff)</li> <li><input checked="" type="radio"/> LICENSED PSYCHOLOGIST</li> </ul> <p>POSITION TITLE <input type="text" value="Fee For Service Provider"/></p> <p>LICENSE NUMBER Include License Type (ex. LMFT 1234). If none enter N/A. <input type="text" value="Your Number"/></p> <p>SUPERVISOR NAME <input type="text" value="Judy Duncan-Sanford, LMFT"/></p> <p>SUPERVISOR WORK E-MAIL ADDRESS <input type="text" value="Judy.Duncan-Sanford@optum.com"/></p> <p>NOTES OR SPECIAL CONSIDERATIONS <input type="text" value="I am applying as a San Diego County Medi-Cal Fee For Service Provider"/></p> <p style="text-align: right;"><input type="button" value="»»"/></p>	<p>7. <u>Position Category:</u></p> <ul style="list-style-type: none"> <li>Master's Level Counselors and Psychiatrist</li> <li>Psychologists</li> </ul> <p>8. <u>Position Title:</u> Fee For Service Provider</p> <p>9. <u>Supervisor:</u></p> <ul style="list-style-type: none"> <li>Judy Duncan-Sanford, LMFT</li> <li>Judy.Duncan-Sanford@optum.com</li> </ul> <p>10. <u>Note:</u> I am applying as a San Diego County Medi-Cal Fee For Service Provider</p>
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11. Click the arrow at the bottom of the screen to submit

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

13. You will get an email with your login information once your account is approved for Optum Providers

**IMPORTANT NOTE: It can take up to 3-4 working days to complete account confirmation and approval**

# Trouble Shooting

Issue	Step to Resolve
14. You received an email from BHETA stating your Account is "Inactive"	<ul style="list-style-type: none"> <li>• <i>Create a new account by following the instructions under "Create a New Account" on this sheet.</i></li> </ul>
15. You received an email from RIHS/BHETA stating "Unfortunately, your program is not on my list of BHS (county or contracted programs).	<ul style="list-style-type: none"> <li>• 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.               <ul style="list-style-type: none"> <li>• <i>Return to the instructions for "<a href="#">Creating a New Account</a>" and attempt to create an account again ensuring you are using this information.</i></li> </ul> </li> </ul>
16. You just created an account and are unable to complete the course.	<ul style="list-style-type: none"> <li>• <i>You will not be able to take the course until your application has been approved. It should take approximately 2 business days for RHIS/BHETA to approve it.</i></li> </ul>
17. It has been more than 2 business days and you did not receive an approval email from RHIS/BHETA	<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.</li> <li>• <i>Send an email to the BHETA Help Desk: <a href="mailto:RIHS@mail.sdsu.edu">RIHS@mail.sdsu.edu</a></i></li> <li>• <i>Call: BHETA Trouble Shooting Phone number: 619-594-0923</i></li> </ul>