

Board of Executives of Long-Term Services & Support

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Columbus, OH 43215-3414

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Important BELTSS System Updates and Changes

New System Launch: BELTSS will soon implement a new online system, **Thentia**, which will handle renewals and applications. This link will not be active until **October 27, 2025**, but will be how to access the portal at that time: <https://beltss.portalus.thentiacloud.net/maintenance/portal/#/>

- Your login will be your personal email address on file with the Board as of **October 7, 2025**. Please log in to your current account before then and make sure your personal email is what you want it to be.
- You will use the "Reset Password" option on the licensee portal to get access to your existing account and set your new password once Thentia goes live.

System Downtime & Migration:

- The renewal part of the MyBELTSS system is currently shut down for all but **October 1, 2025**, renewals. If you are due to renew at another time, you will not be able to complete your renewal application and pay until the new system comes online on **October 27, 2025**.
- **October 1, 2025**, renewals may log on and pay electronically for their renewals between now and **5:00PM October 8, 2025**. Renewals paid for after **September 27, 2025**, will be subject to the new renewal fee. Fee changes are going into production at **6:00 PM on September 27, 2025**. **October 1, 2025**, renewals completed after **September 30, 2025**, will be subject to a late fee.
- The last date to upload CEs or make any changes in the current MyBELTSS is **October 7, 2025**. CEs that are uploaded on the 7th may not be processed until after the go live date and may have to be uploaded again.
- **Renewals not completed by 5:00 PM October 7, 2025, cannot be accessed by the licensee or the BELTSS staff until October 27, 2025...please plan accordingly.**
- The new system will **soft launch** on **October 20, 2025**, and go **fully live** on **October 27, 2025**.
- Data entry may resume on **October 27, 2025**.

Volunteers for Soft Launch:

- We are seeking volunteers to assist with the soft launch by testing the system and reporting any difficulties or errors.
- Interested participants should email **Lora Hedrick** at lhedrick@age.ohio.gov with their **name, license number, phone number, and email address**. We will follow up with instructions.

Training Sessions:

- **Training on the new system is scheduled for November 5, 10, and 13 at 10:00 AM and 2:00 PM each day.**
- **CEs will be offered** for these sessions.
- Details on how to attend are available on the website: BELTSS System Transition – Important Dates and Information. Scroll down to “Training Sessions.”

Applications & Licensure:

- Applications for the AR program and licensure will **no longer be created in BELTSS as of October 1, 2025.**
- New accounts in **Thentia** may be created starting **October 27, 2025.**
- Candidates can contact BELTSS staff to obtain information needed for their application and may submit once the system is live.
- **AR applications must be submitted in Thentia by November 15, 2025,** to be considered for the **December 4, 2025, Board meeting.**
- **Committee Meetings:**
- There will be **no November Education Committee meeting.**
- All complete applications for the AR program will be reviewed during the **December 4, 2025,** meeting.

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- There will be **no November Education Committee meeting**.
- All complete applications for the AR program will be reviewed during the **December 4, 2025**, meeting.

We realize this is a lot of information, so if you have any questions or concerns regarding this announcement, please do not hesitate to contact the office at (614) 466-5114, or visit the BELTSS website at <http://www.BELTSS.ohio.gov>.