


## HealthShare Referral Manager (HSRM): VA's Secure Online Portal for Managing Referrals and Authorizations

Why are community providers across the country excited to use HSRM?

- 
- ◆ **Facilitates Health Information Exchange (HIE)** between community providers and VA via a unified platform
  - ◆ Conveniently **organizes all active referrals** in one centralized location
  - ◆ **Reduces time spent** waiting for fax, phone or email contact
  - ◆ Allows community providers to **request authorization** for additional services or additional time to provide services
  - ◆ Promotes **reduced turnaround time** for authorizations and reimbursement

### Figure 1: HSRM Account Creation For Community Providers

- Step 1 Training:** Each staff member attends virtual training or reviews the eLearning lessons
- Step 2 ID.me:** Each staff member creates an ID.me account and verifies their identity at <https://www.id.me/>
- Step 3 Submit EUT:** One facility point of contact (POC) fills out the End User Tracker (EUT), then sends it to [HSRMSupport@va.gov](mailto:HSRMSupport@va.gov)
- Step 4 Receive Accounts:** Help Desk creates accounts in HSRM, then provides confirmation of account creation to the facility POC
- Step 5 Log Into HSRM:** Each staff member logs into HSRM at <https://ccracommunity.va.gov>

Once these steps are complete, contact the VA Medical Center(s) you work with to let them know you have access to HSRM and to discuss your transition to using HSRM.

For additional information about HSRM,  
visit [https://www.va.gov/COMMUNITYCARE/providers/Care\\_Coordination.asp](https://www.va.gov/COMMUNITYCARE/providers/Care_Coordination.asp)

## HSRM REGISTRATION RESOURCES

- ◆ **HSRM Support Points of Contact:** <https://www.va.gov/COMMUNITYCARE/providers/HSRM-POC-List.asp>
- ◆ **ID.me Registration Instructions:** [https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/FactSheet\\_26-06.pdf#](https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/FactSheet_26-06.pdf#)
- ◆ **End User Tracker**
  - End User Tracker Template: [https://www.va.gov/COMMUNITYCARE/docs/providers/HSRM\\_End\\_User\\_Tracker.xlsx#](https://www.va.gov/COMMUNITYCARE/docs/providers/HSRM_End_User_Tracker.xlsx#)
  - Send completed End User Tracker to [HSRMSupport@va.gov](mailto:HSRMSupport@va.gov)
- ◆ **HSRM Login:** <https://ccracommunity.va.gov>

## HSRM EDUCATIONAL RESOURCES

- ◆ **Live Virtual Training:** [https://www.train.org/virginia/course/1082953/live\\_event](https://www.train.org/virginia/course/1082953/live_event); please visit link to find available dates and to register in advance
- ◆ **HSRM eLearning lessons:** Log into <https://www.train.org/vha/welcome>, then search the course catalogue for “HealthShare Referral Manager”
- ◆ **HSRM User Guide:** [https://www.va.gov/COMMUNITYCARE/docs/providers/HSRM\\_User\\_Guide.pdf](https://www.va.gov/COMMUNITYCARE/docs/providers/HSRM_User_Guide.pdf)
- ◆ **HSRM Quick Reference Guide (QRG):** [https://www.va.gov/COMMUNITYCARE/docs/providers/HSRM\\_Quick\\_Reference\\_Guide.pdf#](https://www.va.gov/COMMUNITYCARE/docs/providers/HSRM_Quick_Reference_Guide.pdf#)

### HSRM Help Desk

Phone: 1-844-293-2272

Email: [HSRMSupport@va.gov](mailto:HSRMSupport@va.gov)

Hours: Monday - Friday

7:30 a.m. - 5 p.m. Eastern Time



For additional information about HSRM,  
visit [https://www.va.gov/COMMUNITYCARE/providers/Care\\_Coordination.asp](https://www.va.gov/COMMUNITYCARE/providers/Care_Coordination.asp)