HealthShare Referral Manager (HSRM):
Account Creation for Community Providers

Is your organization ready to start using HSRM? Make sure you satisfy the following prerequisites:

1. Your organization has either
   a. an active Community Care Network (CCN) agreement with Optum or TriWest, OR
   b. an active Veterans Care Agreement (VCA) with a VA Medical Center
2. The agreement specifically identifies all NPI numbers VA can assign referrals

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**Figure 1: HSRM Account Creation Steps For Community Providers**

**Step 1**
**Training:** Each staff member attends virtual training or completes the eLearning lessons.

**Step 2**
**ID.me:** Each staff member creates an ID.me account and verifies their identity at https://www.id.me/government.

**Step 3**
**Submit EUT:** One staff point of contact (POC) fills out the End User Tracker (EUT), then sends it to 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.

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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.

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For additional information about HSRM, visit https://www.va.gov/COMMUNITYCARE/providers/Care-Coordination.asp

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HSRM Registration Resources

- HSRM Support Points of Contact List
- ID.me Registration Instructions
- End User Tracker (Send completed End User Tracker to hsrmsupport@va.gov)
- HSRM Login Page

HSRM Educational Resources

- Two-Hour Live Virtual Training
- Two-Part Extended Live Virtual Training
- HSRM eLearning lessons (To find a specific lesson, log into https://www.train.org/vha/welcome, then search the course catalogue for “HealthShare Referral Manager”)
- HSRM Community Provider End User Guide
- HSRM Community Provider Quick Reference Guide

HSRM Help Desk
Phone: 1-844-293-2272
Email: 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