U.S. Department of Veterans Affairs
Office of Information and Technology
Development, Security, and Operations

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

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.

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

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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

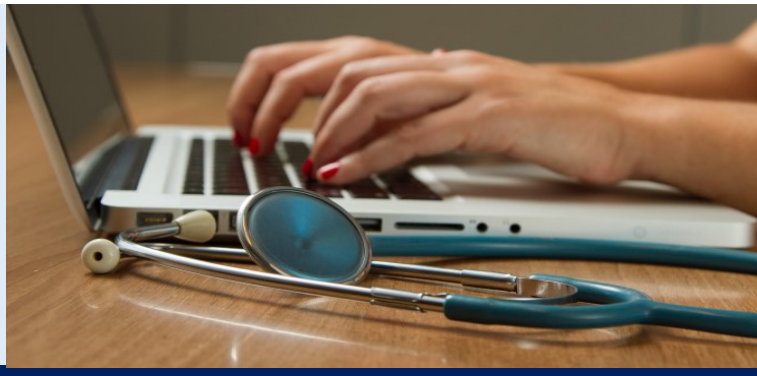
- **Two-Hour Live Virtual Training**
- **Two-Part Extended Live Virtual Training**
- **HSRM eLearning lessons** (To find a specific lesson, log into https://www.train.org/vha/welcome, then search the course catalogue for “HealthShare Referral Manager")
- **HSRM Community Provider End User Guide**
- **HSRM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



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