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

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

Intended Audience: Community Providers   Date Created: January 2022
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_Support_Coordination.asp