

# HEALTHSHARE REFERRAL MANAGER COMMUNITY PROVIDER SIGN UP

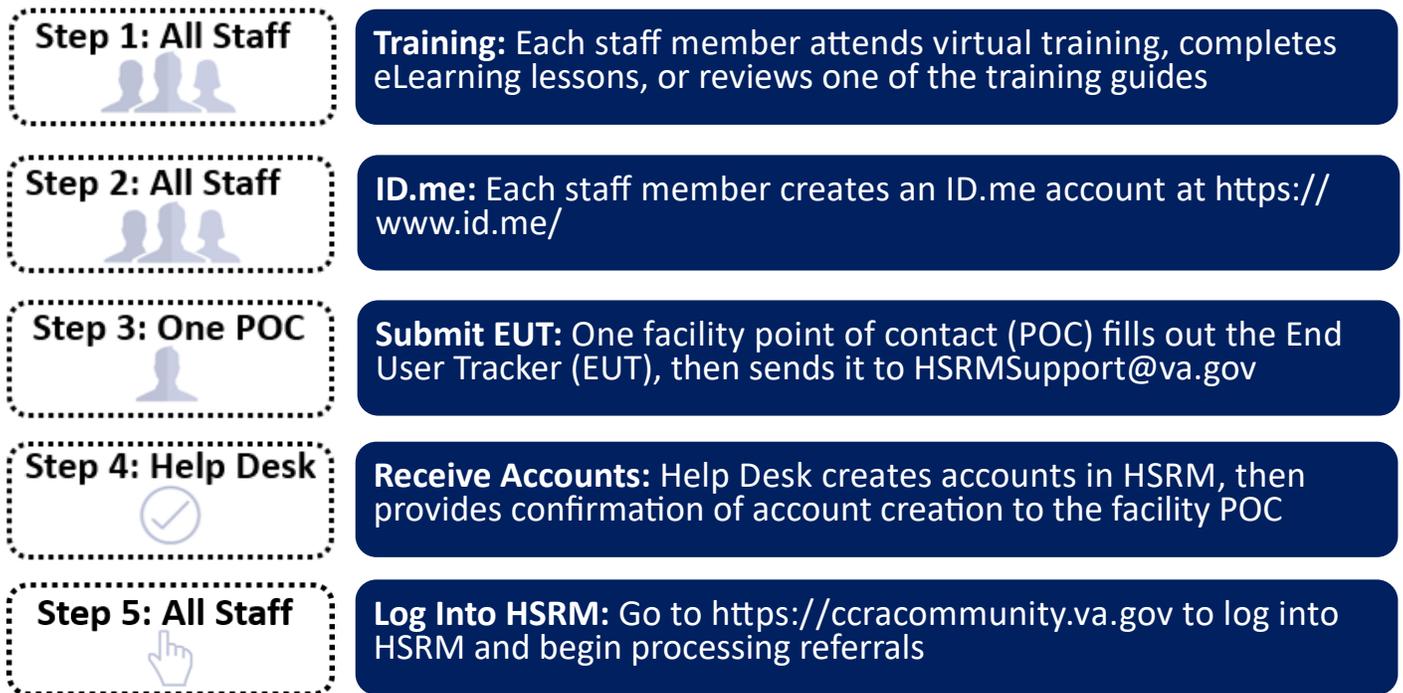
If you are interested in using HSRM, confirm your facility:

1. Has an active VA network agreement (i.e. Community Care Network (CCN) or TriWest) or Veterans Care Agreement (VCA)
2. Has reached out to the VA Medical Center(s) you partner with to:
  - a. Ensure your facility’s specialty can be processed in HSRM
  - b. Request the exact facility name/location on the Provider Profile Management System (PPMS) record for your NPI number(s)



## FIGURE 1: SIGN UP STEPS FOR COMMUNITY PROVIDERS

If your facility meets the above criteria, follow the steps in the figure below!



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

- ♦ **VA Medical Center 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>

Note: If your organization is already using HSRM and a new staff member needs an account, the facility POC should submit a ticket to the HSRM Help Desk.

## 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

TTY: 1-844-224-6186

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

Hours: Monday - Friday 7:30AM - 5PM EST

