

HealthShare Referral Manager Help Desk Support for Community Providers

For support with HealthShare Referral Manager (HSRM), contact the HSRM Help Desk.

Common requests for support include:

- Sign-in issues
- End User Provisioning (adding, removing, or modifying users)
- General HSRM troubleshooting



Contact the Help Desk

Open a request for support with the HSRM Help Desk:

- Call 1-844-293-2272
- Email HSRMsupport@va.gov
- Monday – Friday, 7:30 a.m. – 5:00 p.m. Eastern Time

Please be aware:

- The HSRM Help Desk sets priorities for support requests
- ID.me technical issues and password resets cannot be addressed by the HSRM Help Desk; please contact ID.me technical support at <https://help.id.me/hc/en-us>

For support and more information:

http://www.va.gov/COMMUNITYCARE/providers/Care_Coordination.asp