Welcome to HealthShare Referral Manager: Community Provider Brief

Monday, April 08, 2019
Department of Veterans Affairs
Office of Information and Technology
VHA Office of Community Care
Agenda

- Vision
- Introduction to HealthShare Referral Manager (HSRM)
- Benefits for Community Providers
- Community Provider Functions
- Resources You Can Use
- Training Opportunities
- HSRM Lifecycle
VA's Vision for Referral and Authorization Processing

VA is modernizing community care business processes and technologies in order to:

- **Strengthen partnership between VA and community providers** by simplifying and standardizing referrals and authorizations using a modern electronic process.

- **Seamlessly** provide eligible Veterans with prompt referrals to a community provider of their choice, and improve care coordination.
HealthShare Referral Manager (HSRM) is part of VA's IT modernization effort

- **HSRM** streamlines community care referral and authorization management
- **The purpose of HSRM is to provide Veterans with greater access to community care. HSRM:**
  - Standardizes referrals with consistent format and data from VA
  - Provides VA and community providers the ability to share medical documentation and communicate with one another
- Following successful initial deployment, HSRM will be implemented at **all VA medical facilities that perform community care functions, along with partnering community providers**
Benefits for Community Providers

- **Streamlines care coordination and communication** between VA staff and community providers via one unified platform.
- **Allows users to upload and share multiple types of essential clinical documents including images, notes, and tests** in one convenient location, facilitating health information exchange (HIE) between VA and community providers.
- **Reduces turn-around time** for authorizations and reimbursement.
- Provides easy access to **bundled care/standardized episode of care (SEOC) information**.
- Indicates **which services are required and how to acquire pre-certification**.
- Allows community providers to **submit Request for Services (RFS) Forms**.
- **Reduces time wasted waiting** for fax, phone or email contact prior to serving a Veteran.
- Offers **standardized and accurate** referrals and authorizations consistent with industry standards.
HealthShare Referral Manager Community Provider Functions

- Easily receive and view referrals and authorizations from VA
- Accept or reject referrals

- Record new appointments and track communication with the Veteran

- Document services provided to the Veteran by recording delivery and completion of care

- Upload medical documents such as encounter summaries, images, and test results
Welcome to HealthShare Referral Manager: Community Provider Brief

Thursday, September 13, 2018
Community Care Referral and Authorization (CCRA)
Department of Veterans Affairs
Office of Information and Technology

HealthShare Referral Manager improves the patient experience and strengthens the relationship between VA and community providers:

- Streamlines care coordination and communication between VA staff and community providers via one unified platform
- Allows users to upload and share multiple types of essential documents

HealthShare Referral Manager is VA's new online portal for digitally sharing referrals with community providers.

HealthShare Referral Manager results in:

- Shorter turn-around time for clinical and financial processing
- Less time waiting for fax, phone, or email contact with VA regarding Veteran care
- Less effort spent trying to locate information you need

HealthShare Referral Manager revolutionizes the way community providers partner with VA to serve veterans by:

- Simplifying and streamlining referral and authorization management
- Standardizing referrals with consistent format and data from VA
- Consolidating multiple systems into one easy-to-use and secure portal
- Improving Veterans' access to care by reducing wait times for appointments
- Generating reports to inform decision-making and track workflow
- Improving care coordination and communication between VA and community providers

For support and more information: CCRA@va.gov

These materials will be posted on the VA Provider Website
Multiple training modalities are available to promote HealthShare Referral Manager proficiency and adoption for community providers

**Virtual Training**
- Virtual training courses will be offered for community providers as HealthShare Referral Manager is deployed.

**E-learning Courses**
- Online courses will be available for use on *Training Finder Real-time Affiliate Integrated Network* (TRAIN) – VHA’s external learning management system.
STEP 1: Referral enters HSRM in the Approved status.

STEP 2: VA assigns the referral to a community provider. Status automatically changes to Sent.

STEP 3: Community provider reviews referral and manually changes the status to Accepted or Rejected. If Accepted, proceed to Step 4.

STEP 4: Community provider records appointment in HSRM. Status automatically changes to First Appointment Made.

STEP 5: After the first appointment, community provider adds medical documentation and notes, and manually changes the status to Initial Care Given.

STEP 6: After the final appointment, VA reviews medical documentation and confirms the entire episode of care has been completed, and manually changes the status to EOC Complete.

*The status of the referral automatically changes in HealthShare Referral Manager once the step is completed.*
Thank You!

Please submit questions on HealthShare Referral Manager to ccra@va.gov