Welcome to HealthShare Referral Manager: Community Provider Brief

Wednesday, March 13, 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.
Introduction to HealthShare Referral Manager

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/standard 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
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<th>Community Provider Functions</th>
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<tr>
<td>✓ Easily receive/view referrals and authorizations from VA</td>
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<tr>
<td>✓ Accept or reject referral</td>
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<td>✓ Record new appointment &amp; communication with the Veteran</td>
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<tr>
<td>✓ Document services provided to Veteran by recording delivery and completion of care</td>
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<tr>
<td>✓ Upload medical documents, such as consult notes, images, and test results</td>
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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 a unified platform
- Allows users to upload and share multiple types of essential referrals
- Easily receive/referrals and authorize from VA
- Accept referrals

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.
This lifecycle depicts the steps in the referral process in HSRM

STEP 1: Receive referral. If approved, go to Step 2.

STEP 2: Assign referral to a Community Provider. If sent, go to Step 3.

STEP 3: Accept or reject referral; proceed to Step 4.

STEP 4: Record appointment* (first appointment made); proceed to Step 5.

STEP 5: After initial care is given, follow-up on appointment. Go to Step 6.

STEP 6: Medical documentation received. 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