Healthshare Referral Manager (HSRM): Account Creation and Single Sign-On External Quick Reference Guide (QRG) for Community Providers

1. **Purpose**
To provide instructions for community providers to create a HealthShare Referral Manager (HSRM) account and log in using the Department of Veterans Affairs’ Single Sign-On External (SSOe) system.

2. **Prerequisites**
If your organization is ready to start using HSRM, make sure you satisfy the following prerequisites:

   1. Your organization has either
      a. An active Community Care Network (CCN) agreement with Optum or TriWest, OR
      b. An active Veterans Care Agreement (VCA) with a VA medical center.
   2. The agreement specifically identifies all NPI numbers VA can assign referrals to.

3. **Account Creation Process**
The graphic below illustrates the steps needed to sign up for HSRM as a community provider. Steps 1–4 must be completed before you can use SSOe to log into HSRM.

Exhibit 1: HSRM Account Creation Process for Community Providers

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td><strong>Training:</strong> Each staff member attends virtual training or completes eLearning lessons.</td>
</tr>
<tr>
<td>Step 2</td>
<td><strong>ID.me:</strong> Each staff member creates an ID.me account and verifies their identity at <a href="https://www.id.me/government">https://www.id.me/government</a>.</td>
</tr>
<tr>
<td>Step 3</td>
<td><strong>Submit EUT:</strong> One staff point of contact (POC) fills out the End User Tracker (EUT), then sends it to <a href="mailto:hsrmsupport@va.gov">hsrmsupport@va.gov</a>.</td>
</tr>
<tr>
<td>Step 4</td>
<td><strong>Receive Accounts:</strong> Help Desk creates accounts in HSRM, then provides confirmation of account creation to the facility POC.</td>
</tr>
<tr>
<td>Step 5</td>
<td><strong>Log Into HSRM:</strong> Each staff member logs into HSRM at <a href="https://ccracommunity.va.gov">https://ccracommunity.va.gov</a>.</td>
</tr>
</tbody>
</table>
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.

**HSRM Account Creation**

**Step 1: Training**
Each staff member attends a live virtual training. Choose from a two-hour live virtual training, two-part extended live virtual training, or complete the eLearning lessons.

**Step 2: ID.me**
Each staff member creates an account and verifies their identity with ID.me. Instructions on performing identity verification are available [here](#).

**Step 3: Submit End User Tracker (EUT)**
Identify a point of contact (POC) from your organization to complete the EUT with names, email addresses, and additional information for staff members requiring HSRM access. (Note: Email addresses included on the EUT must match those used for each user’s ID.me account). Submit the EUT to [hsrmsupport@va.gov](mailto:hsrmsupport@va.gov).

**Step 4: Receive Accounts**
The HSRM help desk will confirm access has been granted. Staff can then log into HSRM.

4. **HSRM SSOe Login**
1. Go to the HSRM login screen at [https://ccracommunity.va.gov](https://ccracommunity.va.gov)
2. Select the Community Care Referral and Authorization (CCRA) icon on the top left.

Exhibit 2: CCRA icon

3. Select Sign in with ID.me.

Exhibit 3: AccessVA sign-in options
4. Accept the terms of VA system use.

Exhibit 4: Secure Login Redirect

5. Enter your ID.me email address and password.

Exhibit 5: ID.me sign-in
6. Complete the two-factor authentication method you chose when you set up your ID.me account. (Note: This example shows the text message method. Your screen may appear different depending upon which two-factor authentication method you chose).

Exhibit 6: Complete sign-in via two-factor authentication

![ID.me two-factor authentication](image)

7. Once you complete two-factor authentication, you will be logged into HSRM.

5. Resources
   - HSRM Community Provider End User Guide
   - HSRM Community Provider Quick Reference Guide
   - For assistance with the ID.me website, visit the [ID.me help center](#)
   - For assistance with HSRM, contact HSRM Support:
     - Call 844-293-2272
     - Email [hrmsupport@va.gov](mailto:hrmsupport@va.gov)