

# 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

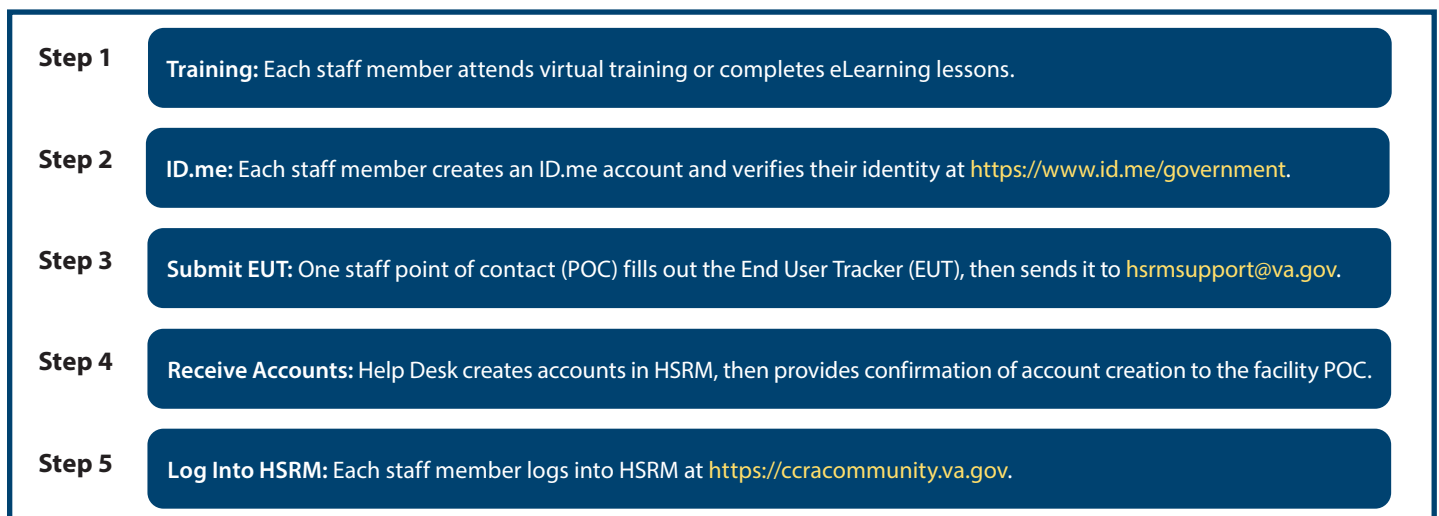
If your organization is ready to start using HSRM, make sure you satisfy the following prerequisites:

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



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>
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



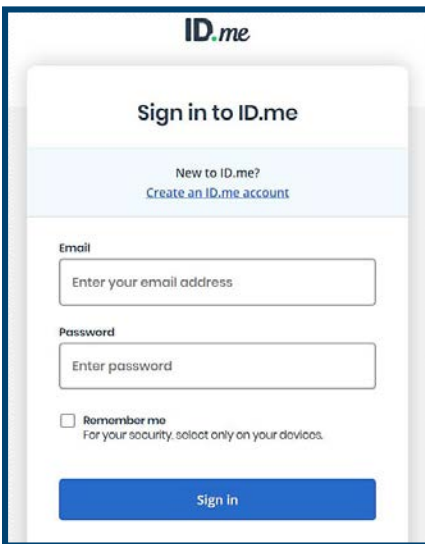
4. Accept the terms of VA system use.

Exhibit 4: Secure Login Redirect



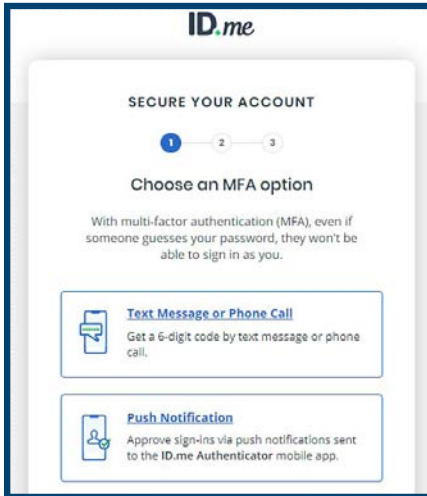
5. Enter your ID.me email address and password.

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



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 [hsrmsupport@va.gov](mailto:hsrmsupport@va.gov)