VA | U.S. Department of Veterans Affairs

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.
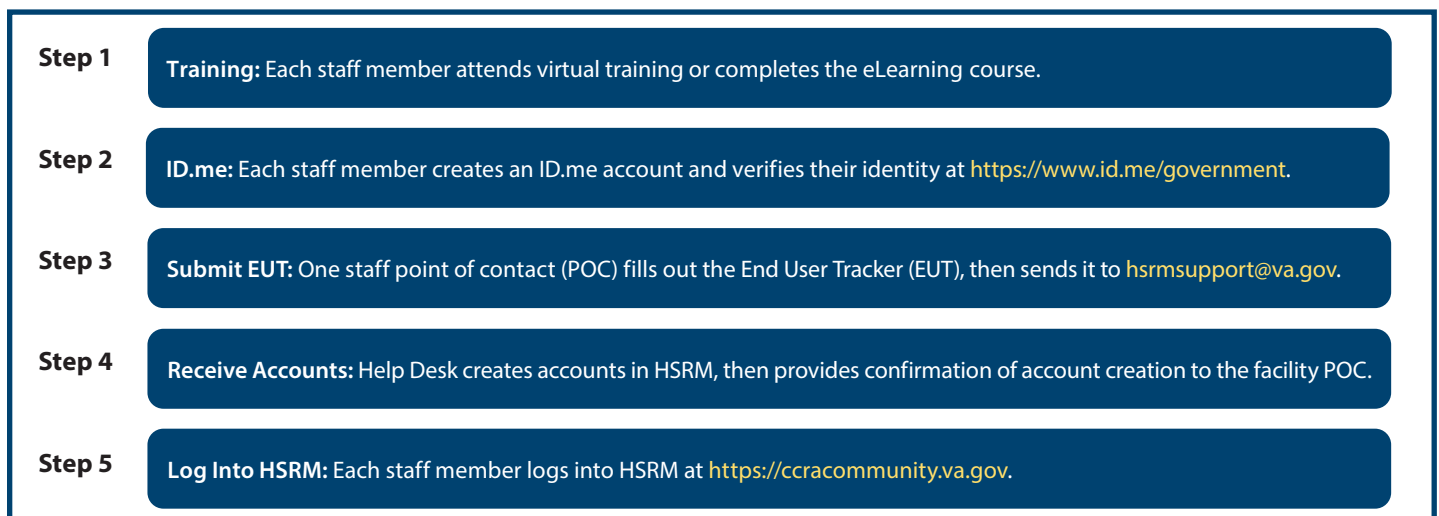
2. Prerequisites

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

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

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 course.

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.

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.

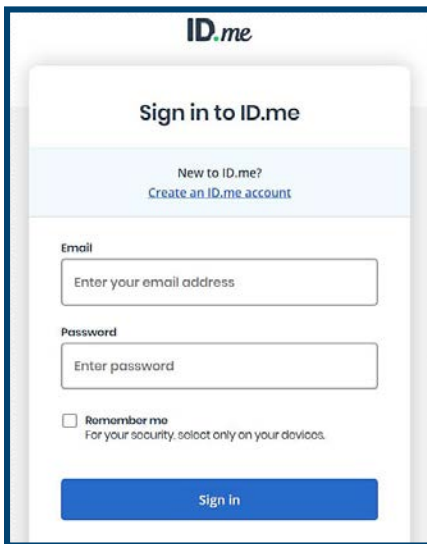Exhibit 3: AccessVA sign-in options

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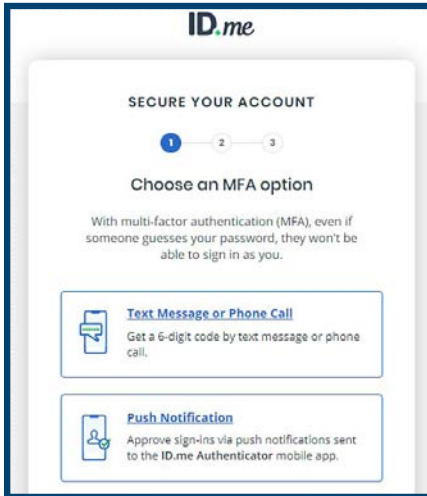
7. Once you complete two-factor authentication, you will be logged into HSRM.

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