U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Community Care

HealthShare Referral Manager (HSRM) Community Provider Post-Deployment Frequently Asked Questions

HealthShare Referral Manager (HSRM) is an electronic referral and authorization processing system used by the Department of Veterans Affairs (VA) to accelerate Veterans' access to community care. HSRM allows VA, third-party administrators (TPAs), and community providers to better manage community care referrals and authorizations. HSRM facilitates a reduction in turnaround time for processing referrals, providing care, submitting claims, and receiving payment.

Purpose: This document is intended to provide answers to common questions from community providers who are regularly using HSRM and optimizing the full system functionality.

#	Question	Answer
1	If I have received a referral but need additional medical documentation before I can accept, how can I let VA know?	You can let VA know you need additional medical documentation in two ways. You can either 1) send VA an 'Add Documentation, Community Request to VA' task or 2) manually change the status of the referral to **Rejected**, select 'Missing VA Data' in the 'Referral Return Reason' field, then explain what documentation is required in the freeform 'Comments' field. If this is a time sensitive issue, you may also contact the local VA Office of Community Care who sent you the referral by phone or email.
2	Is there a way to search for a specific referral or patient in HSRM?	Currently, there is no way to conduct a search on the Referral List. The best way to find a particular referral or patient is by using the 'Simple Sort' and 'Advanced Sort' features. *The ability to search on the Referral List is a feature **tentatively** scheduled to be made available with Release 13.0 of HSRM in Spring 2021.*

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3	What do I do if I need to refer a Veteran to another community provider?	You may use HSRM to refer a Veteran to a secondary provider if that secondary provider participates in the same network as you or you both are working under a Veterans Care Agreement (VCA) and the services the secondary provider would be performing fall within the Standardized Episode of Care (SEOC) of the referral.
		To do this, navigate to the Record Appointment Screen, enter the appointment details, and assign it to the secondary provider using the 'PPMS Provider Search' link. The secondary provider will be able to see the referral via their Task List.
		Community Providers can use the VA.gov "Find a VA location" tool to determine if the secondary provider is within the Community Care Network (CCN). Additionally, community providers can use the contractor portals to confirm their secondary provider is within the Community Care Network (CCN) or contact the help desks to confirm. Lastly, you may also contact the facility community care department for clarity/confirmation of network status on the secondary provider.
		Optum help desk options:
		CCN Provider Services Region 1: 888-901-7407
		CCN Provider Services Region 2: 844-839-6108
		CCN Provider Services Region 3: 888-901-6613
		TriWest help desk option:
		877-CCN-TRIW (226-8749)
		If the secondary provider is not using HSRM, send them the Offline Referral Form via secure fax or email after confirmation of in-network status under the Community Care Network (CCN).
4	Do I need to record all appointments? Do I need to upload records for all appointments?	You will share the same information with VA as you have been. HSRM is simply a new means of communicating this information. At minimum, please ensure you share medical records from the first visit (initial encounter) and any follow-up visit, thereafter. If there has been more than one visit, please ensure you share the summary for the entire episode of care for care coordination purposes. If you have any additional questions about what information VA is expecting from you, please reach out to the local VA Office of Community Care for further details.
5	How do I update an appointment to reflect rescheduling or a cancellation?	Since appointment details, such as date and time, cannot be edited after saving in HSRM, the original appointment must be cancelled and a new appointment reflecting the change must be created. Appointment cancellation can be performed by navigating to the Action Menu from the Referral Details screen, selecting 'Additional Referral Information' and selecting the 'Booked' link on the appointment in question. Fill out the fields on this screen to cancel the appointment. Select Update to save your changes. Once the cancellation has been completed, create a new appointment as you did originally from the Component Menu.

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6	How do I submit a Secondary Authorization Request (SAR)/Request for Services (RFS)?	An RFS can be submitted to VA by uploading a completed RFS form as a document to the referral the request is based on. You can find the RFS form template in the HSRM Menu, under Reports. Fill out this form, save it to your computer, and upload through the 'Add/View Documents' link on the Referral Details screen. When uploading, select 'Request for Services/SAR' as the Document Type. Based on this request, VA will create a new referral that can be used to process the requested care.
7	Will I always have access to the referral records in HSRM?	No, referrals will disappear from your referral list once VA has made the determination that the Episode of Care (EOC) is complete and has manually changed the status to **EOC Complete**. It is important to ensure timely submission of the Request for Services (RFS) document if you are requesting additional services beyond the referral authorization period. In order to save referral information for your records, generate and download the Offline Referral Form.
8	We have a lot of outdated tasks that we do not want to see. How can I remove these tasks?	We recommend using the filter feature to select the start date you would like to filter your tasks by. By doing this, you can hide tasks from before that date and only see ones that you consider to be current. Once you begin actively using your Task List, it is best practice to select the 'Completed' check box any time you have completed a task.
9	How can I learn about the reports that HSRM offers?	Users can navigate to the Main Menu, click 'Reports', then select 'HSRM Reports Reference Guide' to find a detailed outline of all reports for their security group.
10	I am seeing the following error when I open a referral: "Record is locked by another user. If you want this lock released, please contact your supervisor/system administrator." Why am I seeing this?	This error message indicates that another HSRM user is currently in the referral. You will not be able to make any changes on this referral until that user has navigated away from the referral. If the other user remains in the referral but is inactive for 15 minutes, they will be logged out of HSRM and you can enter the referral.

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11	Why am I receiving email notifications about referrals in HSRM?	The community provider email notification is generated any time a VA Medical Center (VAMC) assigns a referral to a community provider in HSRM. Email notification is sent to the email address associated with the provider's Provider Profile Management System (PPMS) record.
		
		If you would like the notification to be sent to a different email address, follow the guidance below:
		
		• For **TriWest providers**, the provider should reach out directly to TriWest (email VAPortalAssistance@Triwest.com or call the 24-Hour Hotline at 480-454-9167) and request that the email address associated with their PPMS record be modified
		
		• For **Optum providers**, the provider should reach out directly to Optum (via phone numbers below) and request that the email address associated with their PPMS record be modified
		
		  — CCN Provider Services Region 1: 888-901-7407
		  — CCN Provider Services Region 2: 844-839-6108
		  — CCN Provider Services Region 3: 888-901-6613
		
		• For community providers with **Veterans Care Agreement (VCA) or any other agreement**, the provider should reach out directly to the local VA Office of Community Care and request that the email address associated with their PPMS record be modified.
		
		This email notification will be generated every time a referral is assigned to a provider. If you do not like how many emails you are receiving, we suggest they have these emails directed to a specific email folder or to the email recycling bin.

12	Who can I contact about claims questions?	If you are a Community Care Network (CCN) provider under Optum, call 1-888-901-7407 or reach out directly to your Optum Contractor. If you are a Community Care Network (CCN) provider under TriWest, call 1-877-226-8749 or reach out directly to your TriWest Contractor. If you are a TriWest Patient Centered Community Care (PC3) provider, call 1-855-722-2838. If you have a Veterans Care Agreement (VCA) or any other agreement, please reach out to the local VA Office of Community Care who sent you the referral. General claims information is available on the Office of Community Care Claims Webpage.

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Additional Support

- **For technical support with HSRM:** Call the HSRM Help Desk at 844-293-2272 or email them at HSRMsupport@va.gov

- Community Provider End User Guide

- Community Provider Quick Reference Guide (QRG)

- **For general referral and authorization questions:** Reach out to the Community Care Point of Contact at the VA Medical Center(s) you partner with