

HealthShare Referral Manager (HSRM) Help Desk Support for Community Providers

For technical assistance with HSRM, contact HSRM Support.

Common requests for assistance include:

- Sign-on issues
- End User Provisioning (adding, removing, or modifying users)
- General HSRM troubleshooting



Contact HSRM Support

To open a request with HSRM Support:

- Call 1-844-293-2272
- Email hsrmsupport@va.gov
- Hours of Operation: Monday-Friday, 7:30 a.m. - 5:00 p.m. Eastern Time

Please be aware:

- HSRM Support sets priorities for requests
- ID.me technical issues and password resets cannot be addressed by HSRM Support
 - Visit the ID.me Help Center at <https://help.id.me/hc/en-us>

For additional information about HSRM, visit

http://www.va.gov/COMMUNITYCARE/providers/Care_Coordination.asp#HSRM