

Healthshare Referral Manager (HSRM) Single Sign-On External (SSOE) Quick-Reference

1. Purpose

The purpose of this quick reference guide is to provide instructions for using the single sign-on external (SSOE) authentication system to log in to HealthShare Referral Manager (HSRM). Additionally, the guide outlines the general process for obtaining access to HSRM for community providers.

2. Prerequisites

If you are interested in using HSRM, please first confirm your facility has a Community Care Network (CCN) agreement with TriWest or Optum, a non-CCN agreement with TriWest, or a Veterans Care Agreement (VCA) with VA.

Note: The graphic below illustrates all of the steps involved in signing up for HSRM as a community provider. This quick reference guide demonstrates how to complete step 2 of the process. Please proceed to step 3 once you have successfully completed the activities outlined in this guide.

Exhibit 1: Community Provider HSRM Account Creation Process

Step 1	Training: Each staff member attends virtual training, completes eLearning lessons, or reviews one of the training guides.
Step 2	ID.me: Each staff member creates an ID.me account and verifies their identity at https://www.id.me/
Step 3	Submit EUT: One facility 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 provide confirmation of account creation to the facility POC.
Step 5	Log Into HSRM: Each staff member logs into HSRM at https://ccracommunity.va.gov

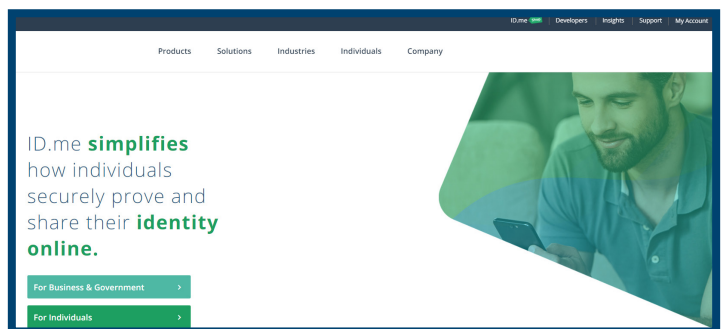
Once these steps are complete, contact the [VA Medical Center\(s\)](#) you work with to let them know you have access to HSRM and to discuss your transition to using HSRM.

3. ID.me Account Registration

Single sign-on external (SSOE) access to HSRM requires users to have a verified ID.me account. There is no cost associated with creating an ID.me account. Those who do not already have such an account can create one using the following process:

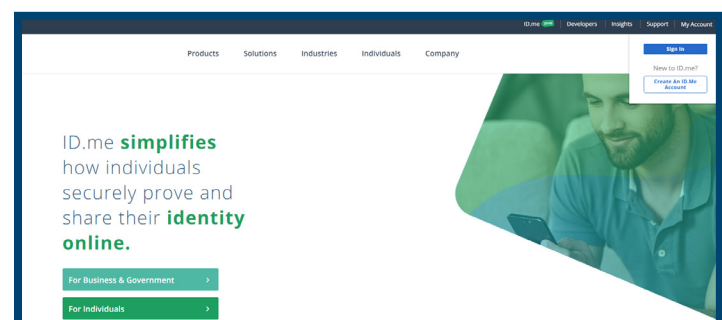
1. Go to the [ID.me](#) website using Google Chrome or Firefox web browser.
2. Click **My Account** at the top right of the screen.

Exhibit 2: ID.me Home Screen



3. Click **Create An ID.me Account** at the top right of the screen.

Exhibit 3: ID.me Account Creation



4.Fill out the fields on the Sign Up screen.

Note: The email address you use for your ID.me account should be the same email address you provide on the HSRM End User Tracker (from step 3 of **Exhibit 1**).

Exhibit 4: ID.me Sign-up

5.Go to the HSRM Login.

6.Click the **Community Care Referral and Authorization (CCRA)** icon on the top left.

Exhibit 5: CCRA Icon



7.Click **Sign in with ID.me**.

Exhibit 6: ID.me Sign-In Options

8.Accept the terms of VA System use.

Exhibit 7: Secure Login Redirect

9.The next screen will direct you to check your inbox for a confirmation email. Go to your email account and find the confirmation email.

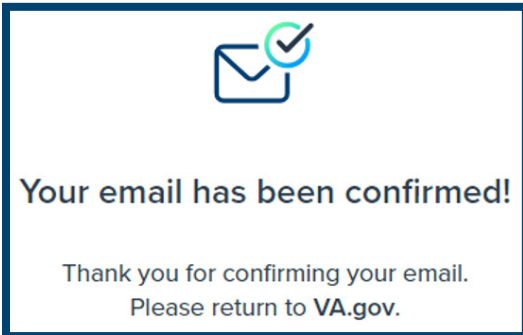
Exhibit 8: Email Address Confirmation 1

10.Follow the instructions provided in the confirmation email.

Exhibit 9: Email Address Confirmation 2

11. A new browser window will open. Instead of going to VA.gov, as directed on the screen, return to the [HSRM Login](#).

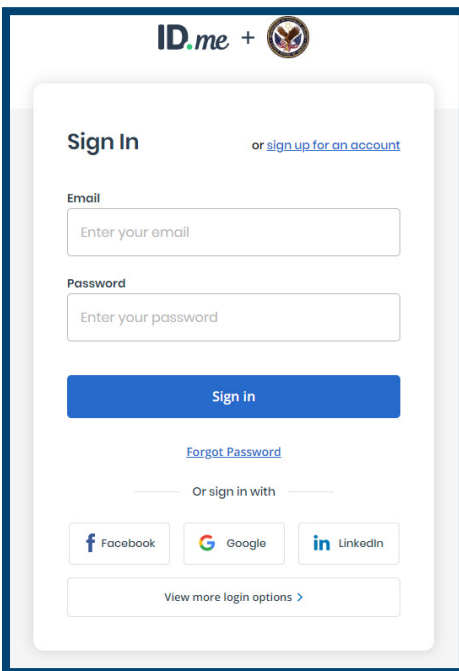
Exhibit 10: Email Address Confirmed



12. Repeat steps 6 through 8.

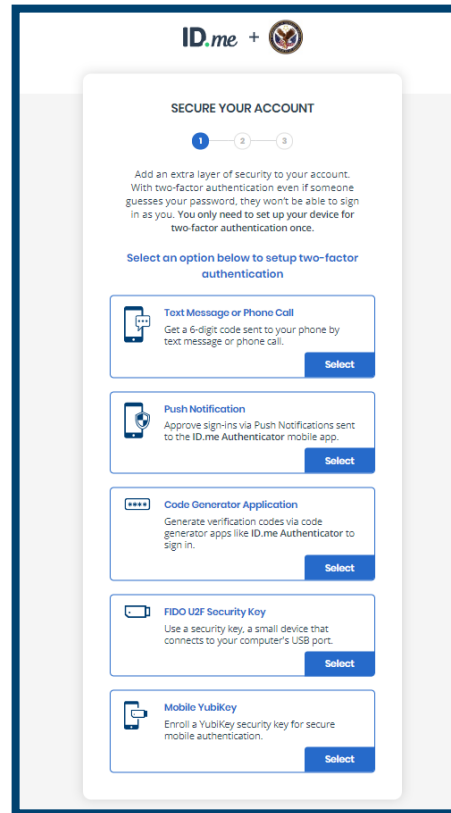
13. When prompted, enter your email address and password.

Exhibit 11: Sign In to ID.me



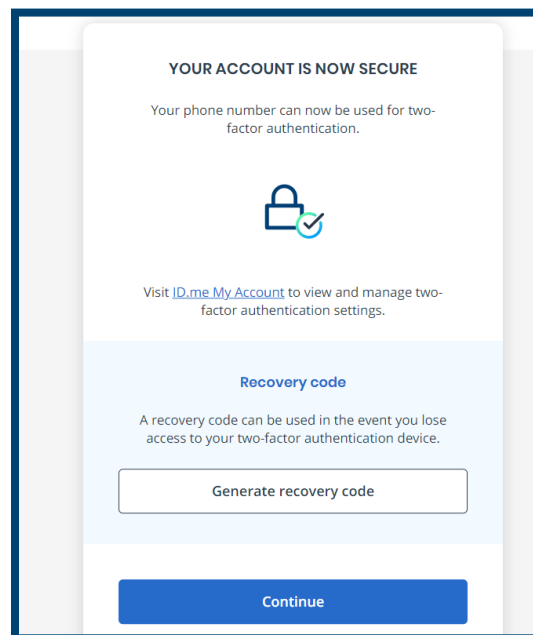
14. When prompted to secure your account, follow the instructions to enable two-factor authentication (2FA).

Exhibit 12: Two-Factor Authentication



15. Once you have completed the steps to enable 2FA, you will see a confirmation screen similar to the one shown here. Click **Continue**.

Exhibit 13: Confirmation of 2FA



16. Next, you'll be prompted to verify your identity. Select one of the options and follow the provided instructions.

Exhibit 14: Identity Verification

17. Once you have verified your information, you will be prompted to provide ID.me with permission to share your information with the VA application. Click **Allow**.

Exhibit 15: Authorize Your VA Application

18. Your information has been submitted to ID.me. Next, please ensure your team completes the activities listed in the **HSRM Account Registration Next Steps** section of this guide.

4. HealthShare Referral Manager Account Registration Next Steps

After completing the ID.me account registration process, perform the following steps so the Help Desk can create your HSRM account:

1. One point of contact (POC) from your organization will fill out the [End User Tracker](#) with names, email addresses, and additional information for the staff members requiring HSRM access. **Note:** Please ensure the email addresses listed match those used for each respective user's ID.me account
2. The POC will then submit the End User Tracker to the HSRM Help Desk at HSRMsupport@va.gov
3. The HSRM Help Desk will provide the POC with confirmation when staff access has been granted. At this point, staff can log into HSRM using the steps in the **Log into HSRM** section of this guide.

4.1 Log into HSRM

Once a user has received confirmation from the HSRM Help Desk that their HSRM account has been created, the following process should be used to log into the system:

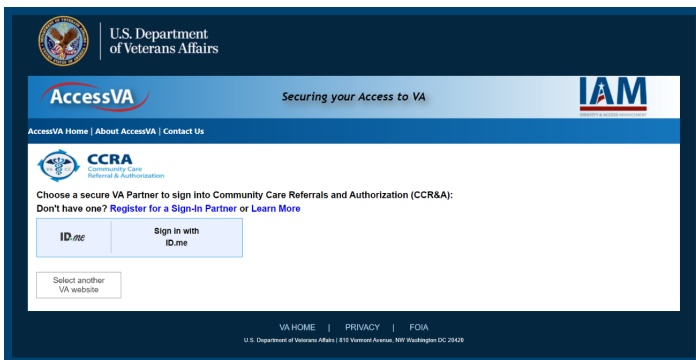
1. Go to the [HSRM Login](#).
2. Click the **Community Care Referral and Authorization (CCRA)** icon on the top left.

Exhibit 16: CCRA Icon



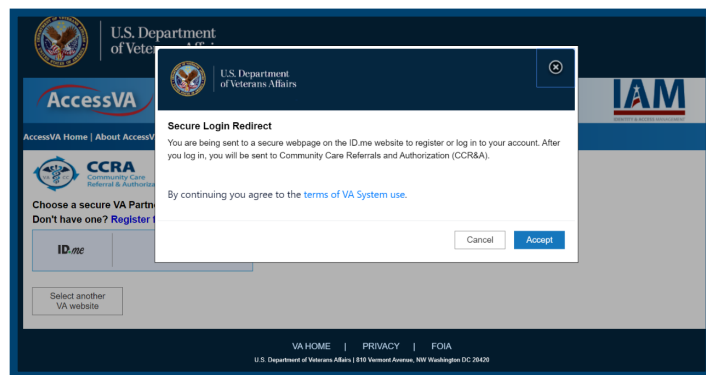
3. Click **Sign in with ID.me**

Exhibit 17: Sign in with ID.me



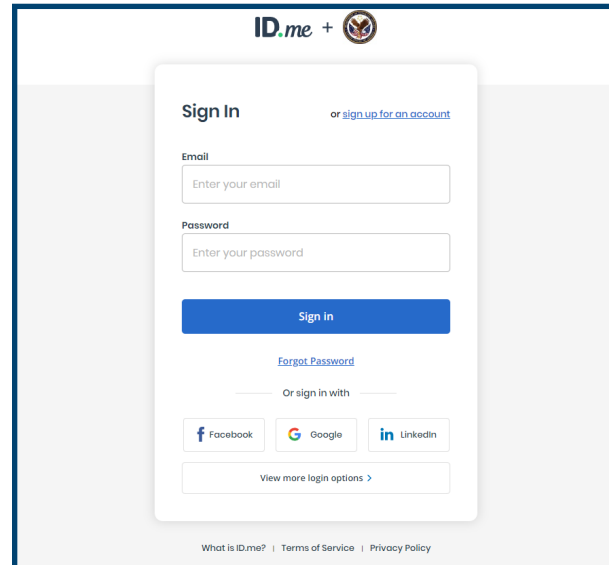
4. Accept the terms of VA system use.

Exhibit 18: Secure Login Redirect



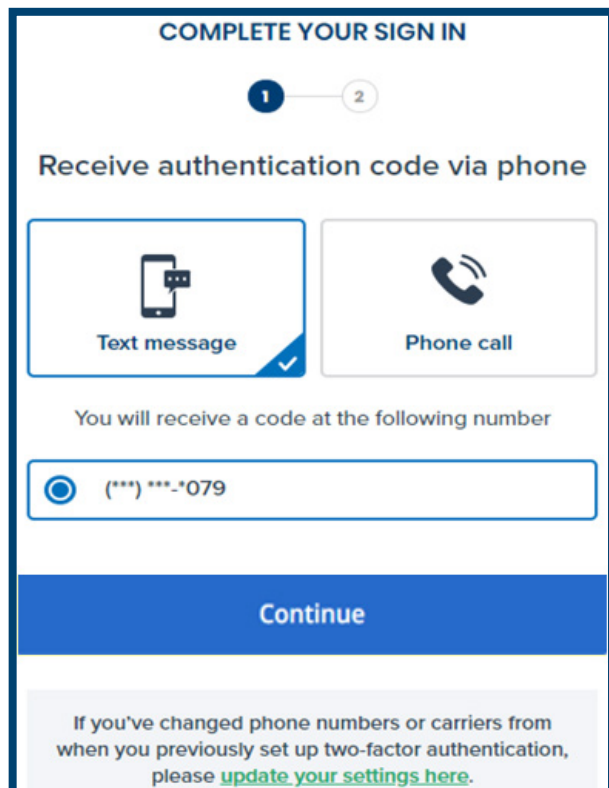
5. When prompted, enter your email address and password.

Exhibit 19: ID.me Sign-in



6. The next screen will prompt you to complete your sign-in via the 2FA method you chose when you set up your account (this example shows the phone method of 2FA). **Note:** There are five methods of 2FA (go to **step 14** in the **ID.me Account Registration** section of this guide). Your screen may be different depending upon which 2FA method you have chosen.

Exhibit 20: Complete Sign-in via 2FA



7. Once you complete your chosen method of 2FA, you will be logged into HSRM.

5. Resources

- For assistance with the ID.me website, please go to the [ID.me Support page](#).
- For direct support with HSRM, contact the HSRM Help Desk using either of the following methods:
 - Call 1-844-293-2272
 - Email HSRMsupport@va.gov