



Department of Veterans Affairs

VHA FAX TRANSMITTAL

VA



U.S. Department
of Veterans Affairs
Veterans Health
Administration
St. Cloud VA
Health Care System

"This fax is intended only for the use of the person or office to which it is addressed and may contain information that is privileged, confidential, or protected by law. All others are hereby notified that the receipt of this fax does not waive any applicable privilege or exemption for disclosure and that any dissemination, distribution, or copying of this communication is prohibited. If you have received this fax in error, please notify this office immediately at the telephone number listed below."

Attention Home Care Agency Staff:

Attached you will find the letter that was sent to you in October 2021. We would like to remind you that we are now paper free in the Home and Community Based Care department.

Effective January 3, 2022, we are requesting that all previous faxes for physician orders, plans of care/485s, extension of services packets, authorizations, and any other documents you previously faxed to be uploaded through the Health Share Referral Manager (HSRM) portal.

If you are not yet enrolled in HSRM, instructions on how to enroll are included in the attached letter. If you have questions, please feel free to contact us at 320-255-6369.

Thank you for your partnership in providing care to our nations Veterans.

"Certain protected health information (PHI) is enclosed; specifically, information related to HIV, sickle cell anemia and substance abuse. This specific PHI may NOT be re-disclosed or used by the recipient person or office for any purpose other than that for which the disclosure was made. [Ref. 38 USC 7332(b)(2)(H)(ii)] The information is being disclosed by VA only for the treatment and care of the named patient in the health record"

TO:	FAX NUMBER <input type="checkbox"/> FTS <input checked="" type="checkbox"/> COMMERCIAL	DATE:	NO. PAGES ATTACHED
SUBJECT:			
FROM: Home and Community Based Care Program of the Extended Care & Rehabilitation Department	TELEPHONE NUMBER <input type="checkbox"/> FTS <input checked="" type="checkbox"/> COMMERCIAL Phone: (320)255-6369 Fax: Utilize HSRM Portal		

10/15/2021

Dear Partner in Veteran Care:

Starting August 1, 2021 a new tool--HealthShare Referral Manager (HSRM)--was made available to assist partner agencies to manage VA referrals and authorizations more efficiently.

HSRM is a secure, web-based system VA uses to generate and submit referrals and authorizations to community providers. HSRM allows community providers and VA to better manage community care for Veterans. The system's robust functionality facilitates reduced turnaround time for processing referrals, providing care, submitting claims, and receiving payment. Registration, training, and technical support for HSRM are available to community providers at no cost.

By January 3, 2022, we intend to start using HSRM as the primary means of sending and receiving documentation. The Home and Community Based Care (HCBC) department at the St. Cloud VA will no longer send MD orders, authorizations, plans of care, and request for reauthorization paperwork via fax and will instead upload this information into the HSRM portal.

To learn more about HSRM visit:

https://www.va.gov/COMMUNITYCARE/providers/Care_Coordination.asp

HSRM user training is available at: https://www.train.org/vha/course/1082953/live_event

Thank you to all of our partners that are enrolled and utilizing HSRM currently! We hope that you are finding this tool's benefits beneficial!

If you need additional assistance or information, please contact Sara Makarrall at 320-252-1670 ext. 6895. Also, a HSRM step-by-step powerpoint has been created, and can be emailed if you would find this information beneficial. Please email Sara to obtain this information at sara.makarrall@va.gov.