Centers for Medicare
& Medicaid Services

Administrative Simplification Enforcement and Testing Tool (ASETT) Frequently Asked Questions

Introduction

The Administrative Simplification Enforcement and Testing Tool (ASETT) is a web- based application which enables individuals or organizations to file a complaint against a HIPAA covered entity (which includes health care providers, health plans, and clearinghouses) for potential non-compliance with the HIPAA adopted transactions, code sets, unique identifiers and operating rules. The complaint resolution process is enforced by the Centers for Medicare & Medicaid Services (CMS) on behalf of the Department of Health and Human Services (HHS).

This document addresses many commonly found issues or questions that may arise while using the ASETT system based on numerous enforcement-related activities and previous feedback we have received.

Frequently Asked Questions

1. **Why do I need to request access to Salesforce in the Enterprise Portal if I want to request access to ASETT?**

   The CMS Enterprise Portal has recently launched a Salesforce integration platform with the purpose of housing all CMS Salesforce applications. The ASETT application has been recently migrated to the Salesforce cloud environment, so going forward, all new Enterprise Portal users attempting to access ASETT will need to request a role within Salesforce and also a role within ASETT. For more detailed instructions, please reference the User Manual under the Support tab on the ASETT Home Page.

2. **I am an existing ASETT user. Why do I need to request a role within ASETT again?**

   The application has been recently upgraded. This major upgrade consisted of migrating ASETT to the Salesforce cloud environment. As a result, all existing users must request a role within ASETT again to gain access to the upgraded system. For more detailed instructions, please reference the User Manual under the Support tab on the ASETT Home Page.

3. **Who should I contact for registration, user account and password related issues?**

   For assistance with registering in ASETT and/or logging into your existing ASETT account, you can contact the ASETT Helpdesk at (703) 951-6810.

4. **Can I file a complaint without an account?**

   Yes. To file a complaint without registering, click on the **Get Started** button on the ASETT Home Page. If you elect to file a complaint without first creating an account, you will not have the ability to view the complaint after it is submitted. Also, you will not be able to upload supporting documents, correspond electronically, or test transactions.

5. **Who should I contact for ASETT technical assistance or questions when filing a complaint?**

   You can contact a Helpdesk representative at (703) 951-6810. Email inquiries can be sent to the ASETT helpdesk mailbox at asett@actionet.com.

6. **Why was I logged out after stepping away from my computer?**

   For security precautions, the system will log users out of the application after 30 minutes of inactivity. To log back in to your account, please log in through the ASETT Home Page.

7. **Who should I contact for general HIPAA/ACA inquiries**?

   You can send an email to the HIPAA complaint mailbox at hipaacomplaint@cms.hhs.gov.

8. **Where can I go to get additional information regarding the HIPAA/ACA regulations?**

   For additional information, you can visit the CMS website at the following link: CMS website.

9. **How will I know the status of my complaint?**

   Upon submitting a complaint in ASETT, you will receive correspondence from the Program Management National Standards Group (PMNSG) via U.S. mail within 30 days regarding the status of the complaint. We may also attempt to communicate with all parties via telephone and/or email. For specific inquiries related to your complaint, you can email the HIPAA complaint mailbox at hipaacomplaint@cms.hhs.gov.

10. **How do I manage my complaint once it has been submitted?**

    Once a complaint is submitted, you will be able to log into ASETT at any time to upload additional documents to support your complaint, add notes, and/or check the status of your complaint. Please note, all complaint management functionalities listed above are only available with an account, but users can email the HIPAA complaint mailbox with additional documentation or follow up communication at hipaacomplaint@cms.hhs.gov.

11. **Can I use ASETT to file a complaint if I believe the privacy of my health information has been compromised?**

    No. You should file a Privacy/Security complaint with the Office for Civil Rights (OCR). Complaints filed in ASETT regarding privacy or security breaches will not be investigated by the Program Management National Standards Group

(PMNSG) and are sent to the OCR for processing. To learn more about how to file security and privacy complaints, you can visit the OCR website at the following link: [Office for Civil Rights](#).

12. **How long will it take for my complaint to be resolved?**

A complaint investigation involves a number of steps so the amount of time for resolution can vary. A brief overview of the process is below:

   a. CMS investigates the validity of the complaint to determine whether it is a HIPAA/ACA violation.

   b. CMS notifies the complainant and the filed-against entity of next steps and/or may request additional information.

   c. The filed against entity has 30 days to respond to the allegation(s).

   d. CMS evaluates the filed-against entity's response.

   e. Corrective action by the filed-against entity may be required.

Depending on the remedy to resolve the complaint, time may be needed for system changes. CMS will evaluate and confirm with the complainant on whether compliance has been achieved by the filed-against entity before the complaint is closed.

13. **Can I test my transactions to verify if they are HIPAA compliant?**

Yes. The ability to test a transaction requires a registered ASETT account, but is separate from filing a complaint; a user does not have to file a complaint to test a transaction.

14. **Can I submit a paper complaint?**

Yes. At the CMS website you can download the [HIPAA Non-Privacy Complaint Form](#) and send the completed form to the HIPAA complaint mailbox at hipaacomplaint@cms.hhs.gov, or mail the complaint to:

Centers for Medicare & Medicaid Services (CMS)
HIPAA Enforcement, S2-25-15
Attn: Division of National Standards (DNS)
P.O. Box 8030
Baltimore, MD 21244-8030

Please note, if a paper complaint is submitted, you will not be able to view the complaint. Also, you will not be able to upload supporting documents, correspond electronically, or test transactions.

15. **Is there a step-by-step user manual available?**

Yes, a comprehensive step-by-step user manual is available under the Support tab on the ASETT Homepage.