



Centers for Medicare & Medicaid Services National Standards Group (NSG)

Administrative Simplification Enforcement and Testing Tool (ASETT) Quick Start User Guide

Introduction

The Centers for Medicare & Medicaid Services takes seriously its role overseeing Health Insurance Portability and Accountability Act of 1996 (HIPAA) covered entities' compliance with nationally-adopted transactions, code sets, unique identifiers, and operating rules. Under federal law, the Secretary for Health and Human Services establishes these rules, which reduce administrative burden and improve efficiency among HIPAA covered entities like health care providers, health plans and health care claims clearing houses. These rules are also sometimes referred to as the non-privacy/security provisions of HIPAA; CMS has been designated by the Secretary of Health and Human services to adopt and enforce them. A key part of this enforcement is ensuring the public has an opportunity to submit complaints related to covered entities compliance with adopted standards and operating rules.

This Quick Start User Guide serves as a brief reference guide for the web-based application that individuals can use to file complaints relating to covered entities' compliance with the non-privacy/security provisions of HIPAA. CMS believes it is very important for individuals to have the ability to file complaints and takes every complaint seriously. This application is called the Administrative Simplification Enforcement and Testing Tool, or ASETT. It specifically enables individuals or organizations to file a HIPAA and/or Patient Protection and Affordable Care Act (ACA) complaint against a HIPAA covered entity for potential non-compliance with the non-Privacy/Security provisions of HIPAA.

The ASETT system updates the previous Administrative Simplification Enforcement Tool. ASETT now allows covered entities, such as health care plans, to test HIPAA transaction files to determine whether they are in compliance with transaction standards. The system was also updated with a new user interface to make it easier for users to file and track their complaints. More information about the updates that CMS adopted with the launch of ASETT can be found in the comprehensive ASETT User Guide and Quick Start Guide that provide-by-step instructions, available on the [ASETT website](#).

Complaints related to the privacy and/or security provisions of HIPAA (for example, personally identifiable information is inappropriately shared) should be directed to the [Office for Civil Rights \(OCR\)](#).

Getting Started: Account Registration Walkthrough

Prior to entering ASETT, each potential user must complete the one-time registration process to gain access to the system. This registration process is set up to protect the security of users' information and collect the needed information to process a complaint. ASETT is fully integrated with CMS' Enterprise Identity Management (EIDM) system and the CMS Enterprise Portal. Collectively, these tools provide ASETT users an additional level of security for filing complaints and attaching supporting documentation and transactions, through Multi-Factor Authentication (MFA) and Remote Identity Proofing.

To register, you must perform the following steps:

1. Visit the [ASETT website](#).
2. Click the **Create an Account** button on the homepage (navigates you to the CMS Enterprise Portal).
3. Read and accept the terms and conditions.
4. Click **New User Registration**.
5. Enter your identifying information in all required text boxes.
6. Choose a User ID and password and Security questions and answers.
7. Login to the Portal
8. Click **Request Access Now**
9. Under ASETT, select the 'Registrant' role.
10. You should receive an email confirming your registration.

Registering your device in the CMS Portal

Once users obtain login credentials, they will be required to register their device (e.g. desktop computer, laptop, smartphone, and tablet) to login into ASETT. To register a device, users can follow the following steps:

1. Navigate to the [CMS Portal](#).
2. Click on the Login to CMS Secure Portal
3. Enter your User ID and click the **Next** button.
4. Click on **Register MFA Device** link
5. Click **Ok** to continue.
6. Enter your EIDM User ID and Password
7. Answer your security questions and click on **Next**

Everyone will need to obtain a credentialing ID and security code to complete the registration process. Please follow the directions for a device type to complete the registration process.

Logging in ASETT

After you registered your device, you may login to ASETT.

1. Visit the [ASETT website](#).
2. Click on the **Login** button at the top of the page.
3. Read and accept the CMS Portal Terms and Conditions
4. Enter your User ID and click the **Next** button.
5. Enter your password, select your device type, and obtain your security code and click **Login**

ASETT Capabilities

Once users are logged in, they may file a complaint of non-compliance, test transactions, check the status of an existing complaint, upload supporting documents, and retract an existing complaint.

Filing a Complaint

ASETT allows users to enter a complaint for violations that are specific to the HIPAA and ACA Transactions, Code Sets, Unique Identifiers, and Operating Rules. To file a complaint, click on the **File a Complaint** button at the top of the page. Everyone will be guided to fill out their complaint record with the following sequence of information.



Once complaints are submitted, users will be provided a complaint ID and instructions for next steps. For more information and tips on how to file a complaint, download the User Manual available on the [ASETT website](#).

Testing Transactions

ASETT now allows users to test transactions for compliance with the adopted standards. In order to use the test transaction tool, users must be logged into ASETT. Once logged in, users can click on the **Test a Transaction** button at the top of the page. Users will be prompted to upload their transaction and once they have uploaded their transactions they can generate an error report that will provide any errors. Users can run several tests to verify transactions, or they can run a test to provide evidence for any violations associated with a complaint. For more information on how to use the transaction tool, download the User Manual available on the [ASETT website](#).

Finding Help

The ASETT User Manual contains detailed steps on how to file complaints, test transactions, checking the status of complaints, uploading supporting attachments, closing or retracting complaints, and many more tips. A copy can be downloaded by clicking on the **User Manual** from the main menu of ASETT.

Additionally, ASETT provides more information about ASETT via Frequently Asked Questions (FAQs), Videos on the Enforcement Process, key terms, help pages, and helpdesk contact information.

Users may also submit an issue to the ASETT support staff (CMS Contractor) by sending an e-mail to hipaacomplaint@cms.hhs.gov. Hours of Operation are from 8AM to 5PM Eastern Time.