



Filing a Complaint with the Administrative Simplification Enforcement & Testing Tool

Overview of ASETT

The [Administrative Simplification Enforcement and Testing Tool \(ASETT\)](#) is a free, online tool operated by the Centers for Medicare & Medicaid Services' (CMS) National Standards Group (NSG), on behalf of the U.S. Department of Health & Human Services (HHS).

One of the tool's key capabilities is allowing users to **file a complaint** alleging that a HIPAA covered entity, directly or through a business associate acting on its behalf, is noncompliant with [Administrative Simplification](#) requirements related to the format and content of electronic, administrative health care transactions. NSG can investigate complaints against health plans, health care clearinghouses, or health care providers that conduct certain transactions electronically.

Supporting compliance with Administrative Simplification standards across the health care industry will help to create significant time and cost savings and allow for more focus on patient care.

How to File a Complaint

Here's how to file a complaint using ASETT:

- Visit: <https://asett.cms.gov>
- Log in or register for an ASETT account:
 - Please refer to the [ASETT Quick Start Guide](#) or the [ASETT User Manual](#) to register for an ASETT account. If you are not a registered user, select "Get Started" under "File HIPAA Complaint."
 - Once registered, click the "New Complaint" button on the welcome page.
- Select the complaint type and write up the details of the complaint. Please include any supporting documents. You will also be asked to include demographic information about yourself and the entity you are filing the complaint against.
- Click submit when you are finished.
- For additional details on submitting a complaint, see the [How to File a Compliant Infographic](#).

What's Next? Should your complaint allege noncompliance with an Administrative Simplification requirement within NSG's purview, NSG may contact the entity, and investigate the issue(s). NSG works to resolve complaints and violations identified during compliance reviews informally, to the extent practical, by seeking the cooperation of covered entities and providing technical assistance to help covered entities comply voluntarily with applicable Administrative Simplification provisions.

Enforcement Statistics

CMS publishes quarterly complaints reports on the [HIPAA Enforcement Statistics page](#) of the Administrative Simplification [website](#). The reports provide insights on the types of complaints submitted to NSG and their status (e.g., open, corrective action plan, closed).

HELPFUL TIPS

If you need help registering for or logging into your account, call or email the:

ASETT Helpdesk
(703) 951-6810
asetthelpdesk@religroupinc.com

Remember to include as much information as possible to support your claim.

Questions? Check out our [ASETT FAQs](#).

You can also test the compliance of transactions using the ASETT Tool. Once you log in, click on the "Test HIPAA Transactions" option, and follow the system prompts.

ADDITIONAL RESOURCES

[How to File a Complaint Infographic](#)

[Complaint Progress Infographic](#)

[Quick Start Guide](#)

[User Manual](#)

[Frequently Asked Questions](#)

