



How to File a Complaint

CMS, on behalf of HHS, enforces **HIPAA Administrative Simplification** requirements. CMS **enforcement activities** include investigating **complaints** about potential noncompliance. Anyone can **file a complaint** against a **HIPAA-covered entity**.


If you believe an entity is not complying with **transaction, code set, unique identifier, or operating rule** requirements, here's how to file a complaint:


- 

Go to ASETT.CMS.GOV

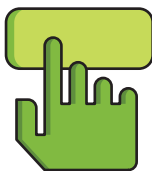
 - If you have a CMS Identity Management System account, you can log in to gain access to additional ASETT features by clicking "Login" at the top right corner of the page.
 - If you create a CMS Identity Management System account, you can save a draft complaint, add info to your complaint, and view complaints you've submitted. To create an account, click "Register" at the top-right corner of the ASETT home page and follow the steps in the ASETT Quick Start Guide or the User Manual.
- 


Upon logging in, click the "New Complaint" button on the welcome page.


 - If you aren't a registered user, click "Get Started" under "File HIPAA Complaint."
- 

Click "Complaint Type" and select the issue you are reporting.
- 

Click "Complainant Information" to go to the next page.
To keep your complaint confidential, select "Yes" for the "Anonymous" option.
- 

Fill the text fields, then click the "Filed Against Entity Information."
- 

Enter information about the HIPAA-covered entity you believe is noncompliant then click "Complaint Details Information."
Registered users can include supporting files to speed up review, such as transaction files, correspondence, and copies of explanation of benefits.
- 

Add details about the complaint, then click "Complaint Review."
- 

Review your complaint for accuracy, then click "Submit."

