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:
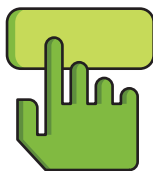
1

Go to ASETT.CMS.GOV

- If you have a CMS Enterprise Portal 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 Enterprise Portal 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.

2

Under "File HIPAA Complaint," click the "Get Started" button.

3

Click "Complaint Type" and select the issue you are reporting from the dropdown menu.

4

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

5

Fill the boxes, then click the "Filed Against Entity Information."

6

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

7

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

8

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

Department of Health & Human Services · USA

CMS — CENTERS FOR MEDICARE & MEDICAID SERVICES

Administrative Simplification