

How to Report Discrepancies for a PA Profile (for Org Administrators and Org Users)

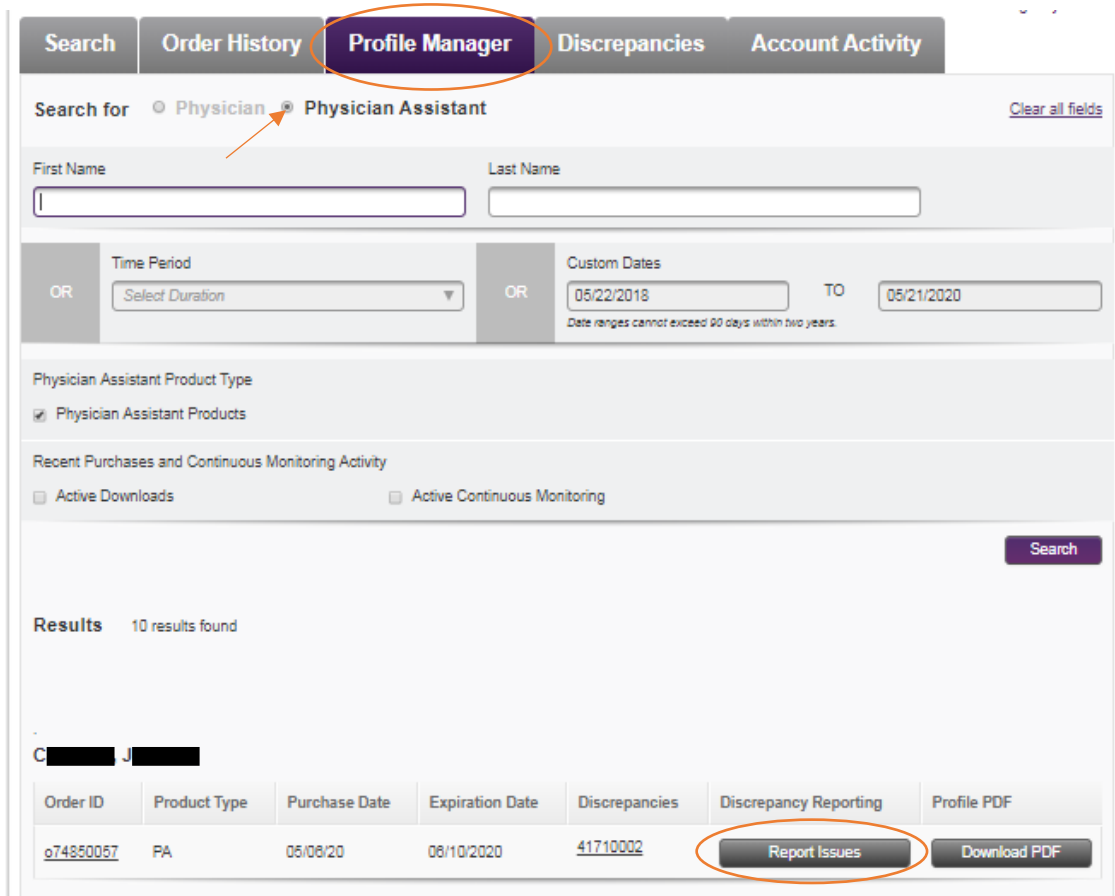
This document provides steps and tips to report a discrepancy for a physician assistant (PA) profile. A discrepancy report may be filed within 180 days of profile purchase. A separate instructional guide has been created for AMA subscription customers accessing profiles through credentialing software that integrates AMA Profile data.

Step 1

Sign into the [AMA Profiles Hub](#) and navigate to the **Profile Manager** tab.

Set the **Search for** option to physician assistant before entering a name or dates to conduct your search.

When you locate the appropriate profile in in the Results list, click the **Report Issues** button to navigate to the reporting page.



The screenshot shows the Profile Manager interface with the following elements:

- Navigation tabs: Search, Order History, **Profile Manager**, Discrepancies, Account Activity.
- Search for: Physician, **Physician Assistant** (highlighted with an orange circle and arrow).
- Search fields: First Name, Last Name.
- Time Period: Select Duration (dropdown).
- Custom Dates: 05/22/2018 TO 05/21/2020.
- Physician Assistant Product Type: Physician Assistant Products.
- Recent Purchases and Continuous Monitoring Activity: Active Downloads, Active Continuous Monitoring.
- Search button.
- Results: 10 results found.
- Table with columns: Order ID, Product Type, Purchase Date, Expiration Date, Discrepancies, Discrepancy Reporting, Profile PDF.
- Table row: 074850057, PA, 05/08/20, 06/10/2020, 41710002, **Report Issues** (highlighted with an orange circle), Download PDF.

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Alternatively, you can also complete this step by signing into the Hub and navigating to the **Order History** tab. Search for a profile by physician name, order number, or dates. In the filter section, check the Physician Assistant Profile option to narrow your results to PAs.

When you locate the appropriate profile in the results list, click the **Report** button associated with the profile to navigate to the reporting page.

Manage my account

Search **Order History** Profile Manager Discrepancies Account Activity

Clear all fields

First Name Last Name OR Order Number

Time Period Select Duration OR Custom Dates 06/19/2018 TO 06/18/2020
Date ranges cannot exceed 90 days within two years.

Filter Orders by Product Type

Initial Physician Profile Subscription Renewal Reappointment Physician Profile
 Continuous Monitoring Service Physician Assistant Profile

Recent Purchases and Continuous Monitoring Activity

Active Downloads Active Continuous Monitoring

Search

Results 17 results returned

Order ID	Order Date	Profile Name	Product Type	Discrepancies	Report a Discrepancy	Continuous Monitoring	Download Profile
075600647	06/16/20	H.S.	PA	44610004	Report	Not Available	Download

Quick Tip: Generating a results list of all ordered profiles

If you do not want to search by a name or dates, you can keep all search fields and filters blank and click the **Search** button to get a full results list of all profiles ordered. This tip works in both the **Profiles Manager** and **Order History** tabs.

Step 2

Once in the discrepancy form, enter your contact phone number, and follow the instructions. Use the selection boxes to choose the items for which you want to report a discrepancy, then click **Continue**.

Search **Order History** **Profile Manager** **Discrepancies** **Account Activity**

Discrepancy Report Form

The following report is against a PA Profile for J. C. [REDACTED]
The profile was ordered on May 6, 2020 in order o74850057.

* Indicates required field. [< Cancel](#) [Submit Discrepancy](#)

Reporter Information

Please confirm your contact information is correct.

Contact First Name* Contact Last Name*

Contact Phone Number* Contact Email Address*

How to Use This Discrepancy Reporting Form

1. Use the following list to select those sections of the AMA Profile that require a change.
2. After clicking Continue, the Hub will open one section at a time. When a section opens, enter data as needed.
3. To move to a new section, click the current section's Continue button.
4. If a section opens and you realize a change is not required, click the circled X at the top right of that section to remove it from your report.
5. After you complete your last selected section, the Hub will provide a final opportunity for you to review all changes that you entered in each section. Review carefully, then click the Submit Discrepancy button.

<input type="checkbox"/> Address Change	<input type="checkbox"/> Name Change
<input type="checkbox"/> State License(s)	<input type="checkbox"/> AAPA Membership
<input type="checkbox"/> Date of Birth	<input type="checkbox"/> Major Professional Activity
<input type="checkbox"/> Educational Institution and Graduation Year	<input type="checkbox"/> NCCPA Number
<input type="checkbox"/> Self-Reported Practice Specialty	<input type="checkbox"/> Clinical Work Setting

[Continue](#)

Step 3

Required fields are marked with an asterisk and must be completed if you wish to advance to the next section.

After entering all information for a section, click **Continue**. You can review the content before submission or click back into previous sections, if needed.

Note the asterisks for required fields.

NCCPA Number

Enter the PA NCCPA ID number.

NCCPA Number*

Year Granted or Regained

Certification Status Active Inactive

This section is for making clarifications and adding additional information. It is not for entering additional discrepancies. Please reference the corresponding section to add additional discrepancies.

Additional Information

Continue

Quick Tip: Completing the State License section

This section begins by asking you to select whether information needs to be added or existing information needs to be removed from the profile. When asking that information be removed, include each piece of data in the profile section that you believe should be removed.

Multiple entries can be made for the State License section of the report. A maximum of 10 entries can be made by clicking the button that allows you to update an additional data point.

State License

This section is to add missing or edit existing state license information or to remove a license from a Profile.

Choose one:

Add or Edit a License Remove a License

Please update the following fields with the state license data you expect to see on the PA's Profile.

Issuing State*

License Number*

Profession Type PA

Expiration Date

This section is for making clarifications and adding additional information. It is not for entering additional discrepancies. Please reference the corresponding section to add additional discrepancies.

Additional Information

Update Another License **Continue**

Quick Tip: Removing a section from your report

There are two ways to remove a section that you selected for your report:

- Click the X button in the top right corner of the section you are working in
- Deselect the section from the check box menu at the top of the form, then click continue

or

If you have filled out any information, you will be prompted that any information you entered will be deleted if you continue to close the section.

Quick Tip: Adding a section to your report

To add a section after starting the form, check the section from the menu at the top of the form and click **Continue**.

Additional sections can be easily selected by checking any unchecked box

<input type="checkbox"/> Address Change	<input checked="" type="checkbox"/> Name Change
<input type="checkbox"/> State License(s)	<input type="checkbox"/> AAPA Membership
<input checked="" type="checkbox"/> Date of Birth	<input type="checkbox"/> Major Professional Activity
<input checked="" type="checkbox"/> Educational Institution and Graduation Year	<input checked="" type="checkbox"/> NCCPA Number
<input type="checkbox"/> Self-Reported Practice Specialty	<input type="checkbox"/> Clinical Work Setting

Continue

Quick Tip: Providing documentation for a name change request

Supporting documentation is required only when requesting a PA name be changed. Click the **Learn how** link for instructions on how to deliver the necessary documentation to AMA.

Name Change

Use this section to update the name, credentials, and/or suffix for S ■■■ H ■■■■
If a change to only the credentials and/or suffix is needed, the PA's name must still be entered in the appropriate fields.
Feel free to note in the Additional Information field that you are not requesting an update to the name.

You must submit supporting documentation for a name change. [Learn how](#)

PA First Name*

PA Last Name*

PA Middle Name

PA Credentials

PA Suffix

This section is for making clarifications and adding additional information. It is not for entering additional discrepancies. Please reference the corresponding section to add additional discrepancies.

Additional Information

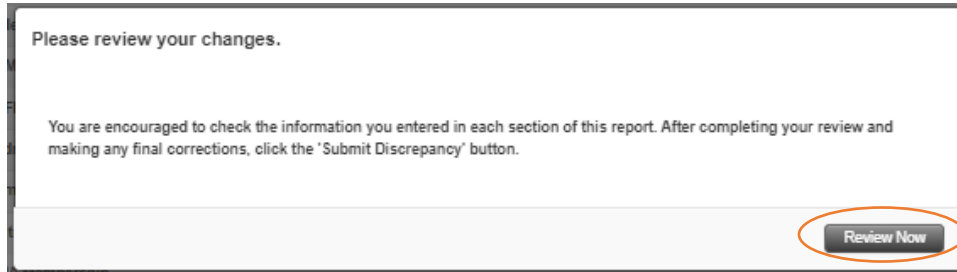
Continue

Quick Tip: Choosing an educational institution name

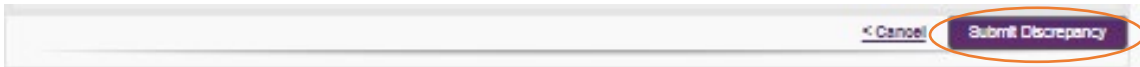
When making updates to the **Educational Institution and Graduation Year** section, it should be noted that an AMA Profile lists only the most current name of schools.

Step 5

When you reach the final section of your form and click **Continue**, you will be prompted to review all information that you entered. Click **Review Now** within that pop-up box to gain access to all sections you updated and complete your review.



Submit your form by clicking the **Submit Discrepancy** button at the bottom of the page.



Step 6

A summary page will open, providing a discrepancy report identification number and report details.

[Manage my account](#)

Search
Order History
Profile Manager
Discrepancies
Account Activity

Discrepancy Report Result

Your Discrepancy Report ID is **45110003**. Thank you for contacting the American Medical Association (AMA) to report the PA Profile data discrepancy. The AMA will contact the primary source(s) to verify the submitted corrections. Please understand that verification from the primary source(s) may take up to 30 days to complete. For your convenience, you can check the status of our investigation from your Discrepancy page under the appropriate order number. Investigation outcome responses will be applied as verification from the primary source is received. If our investigation results in corrections to the PA's record, an updated PA Profile will be provided. Inquiries related to this matter can be directed to the AMA Unified Service Center at 800-865-2882 (Monday – Friday) 7am – 6pm Central Time. Please refer to the order and tracking numbers listed above when contacting the AMA.

Discrepancy Report Details

Major Professional Activity

Item	Correction	AMA Comments
MPA	Pre-PA	

An email confirming your discrepancy report submission will also be sent to the address provided in the contact information section of your form. This email also summarizes details of your report.

Dear alan pangborn,

Thank you for filing a discrepancy report in connection to an AMA profile. You may expect a resolution within 30 business days. At that time, details of the resolution will be emailed to you.

Information regarding the discrepancy report is summarized in this email and accessible within AMA Profiles Hub by clicking the following link:

<https://commerce-test.ama-assn.org/amaprofiles/account/discrepancyResult.jsp?drid=44410007>

Discrepancy report number: : 44410007
 Discrepancy report date: : 08/10/2020
 Profiles user name: : J [REDACTED]
 Provider name: : alan pangborn
 Product type: : PA Profile
 Order number: : o74430813
 Order date: : 04/14/2020

Discrepancy Report Details

State License(s)

Item	Correction
State License_1	
License Number	[REDACTED] 57
Remove Licence	Yes
State Expiration Date	08/25/2020
Issuing State	DE
Profession Type	PA

Step 7

To check on the status of your submitted report, navigate to the **Discrepancies** tab and filter by name, order number, or discrepancy ID number.

Manage my account

Search Order History Profile Manager **Discrepancies** Account Activity

This section of AMA Profiles Hub provides the status of and access to discrepancy reports you have filed.

If you wish to report a new discrepancy, follow these steps:

1. Click the **Profile Manager** tab or the **Order History** tab.
(Subscription customers accessing profiles through credentialing software that integrates AMA data must click the **Order History** tab and set the "search for" option to "AMA Profiles Connect orders.")
2. Search for the clinician profile for which you wish to report a discrepancy.
3. Click the **Report** button.

Filter by: [Clear all fields](#)

First Name Last Name Show Submitted In Progress Completed

Order Number Discrepancy Number

Recent Reports

Discrepancy Number	Order Number	Date Reported	Reported By	Status
44910005	o73980888	08/22/20	pangborn, alan	Submitted
44910004	o74890163	08/22/20	pangborn, alan	Submitted
44910003	o74830151	08/22/20	pangborn, alan	Submitted
44910002	o74430038	08/22/20	pangborn, alan	Submitted
44710007	o75600847	08/18/20	king, crimson	Submitted

Step 8

You will receive an email with a subject line of **Discrepancy investigation complete. Review results now** when AMA's investigation team completes its work. The email will summarize the results of the investigation and provide a link back to AMA Profiles Hub if the investigation resulted in an update to the profile. You will have 30 days to access the PDF.



Dear alan pangborn,

The American Medical Association has completed an investigation into a discrepancy report filed by you. The outcome of the investigation is summarized in this email and accessible within AMA Profiles Hub by clicking the following link:

<https://commerce-test.ama-assn.org/amaprofiles/account/discrepancyResult.jsp?drid=44010002>

If the investigation resulted in a change to the profile, an updated profile is now available within your AMA Profiles Hub account and may be downloaded within the next 30 days.

Discrepancy Report Number : 44010002
Discrepancy Report Date : 06/02/2020
Profiles User Name : K [REDACTED] F [REDACTED]
Provider Name : alan pangborn
Product Type : PA Profile
Order Number : o74190011
Order Date : 03/19/2020

Investigation Details

Self-Designated Practice Specialty

Item	Correction
Primary Specialty	ADULT CONGENITAL HEART DISEASE (INTERNAL MEDICINE)
AMA Comments	
No update can be made. The information on the AMA Physician Profile has been reverified with the primary source and is correct as reported.	

Questions. Please email questions to profilesCS@ama-assn.org or call (800) 865-2882, Monday through Friday from 7 am to 6 pm (central time).