

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

This document provides steps and tips to report a discrepancy for a physician 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 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 filters: Search for Physician Physician Assistant
- Search fields: First Name, Last Name, Time Period (Current Month), Custom Dates (MMDD/YYYY TO MMDD/YYYY)
- Filter by All Physician Products:
 - All Physician Products
 - Reappointment Physician Profile
 - Initial Physician Profile
 - Continuous Monitoring Service
- Recent Purchases and Continuous Monitoring Activity:
 - Active Downloads
 - Active Continuous Monitoring
- Search button
- Results section: 23 results found. Includes a table with columns: Order ID, Product Type, Purchase Date, Expiration Date, Discrepancies, Discrepancy Reporting, Profile PDF.
- Table data:

Order ID	Product Type	Purchase Date	Expiration Date	Discrepancies	Discrepancy Reporting	Profile PDF
o74890163	FULL	06/08/20	06/07/2020	41610002 42710002	Report Issues	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 one or both of the physician profile product options to narrow your results to physicians.

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

OR Time Period OR Custom Dates TO
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

Results 90 results returned

1 2 3 4 Next

Order ID	Order Date	Profile Name	Product Type	Discrepancies	Report a Discrepancy	Continuous Monitoring	Download Profile
075610810	06/16/20	A, A	FULL	44610003	<input type="button" value="Report"/>	<input type="button" value="Add to Cart"/>	<input type="button" value="Download"/>
075530191	06/04/20	P, A	FULL	44110020	<input type="button" value="Report"/>	<input type="button" value="Add to Cart"/>	<input type="button" value="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 Reappointment Profile for H. J. [REDACTED]
The profile was ordered on May 8, 2020 in order o74890163.

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

Reporter Information

Please confirm your contact information is correct.

Contact First Name*	Contact Last Name*
<input type="text" value="alan"/>	<input type="text" value="pangborn"/>
Contact Phone Number*	Contact Email Address*
<input type="text" value="ex: 8006652882"/>	<input type="text" value="alanpangborn@dispostable.com"/>

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"/> Medical Training Programs (ACGME)	<input type="checkbox"/> Federal Drug Enforcement Administration
<input type="checkbox"/> ABMS Board Certification(s)	<input type="checkbox"/> ECFMG Certification
<input type="checkbox"/> Address Change	<input type="checkbox"/> Name Change
<input type="checkbox"/> State License(s)	<input type="checkbox"/> AMA Membership
<input type="checkbox"/> Telephone/Fax/Email	<input type="checkbox"/> Birthplace
<input type="checkbox"/> Date of Birth	<input type="checkbox"/> Major Professional Activity
<input type="checkbox"/> Medical School and Year of Graduation	<input type="checkbox"/> NPI Number
<input type="checkbox"/> Self-Designated Practice Specialty	

Step 3

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

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.

Medical Training Programs (ACGME)

This section is to add missing or edit existing ACGME residency and training program information or to remove a training program from a Profile. To update medical school information, please see the "Medical School and Year of Graduation" section.

Choose one:

Add or Edit an ACGME Remove an ACGME

Enter the requested information as you expect the training segment to appear on the physician's AMA Profile.

Training Program State*

Institution Name*

Specialty*

From Date*

To 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

[Federal Drug Enforcement Administration](#)

[ABMS Board Certification\(s\)](#)

[ECFMG Certification](#)

[Address Change](#)

Quick Tip: Entering multiple entries for select sections

Multiple entries can be made for the following sections of the report: Medical Training Programs (ACGME), ABMS Board Certification, and State License. For each of these three sections, a maximum of 10 entries can be made by clicking the button that allows you to update an additional data point.

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

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 (as shown in the first image)
- Deselect the section from the check box menu at the top of the form, then click continue (as shown in the second image)

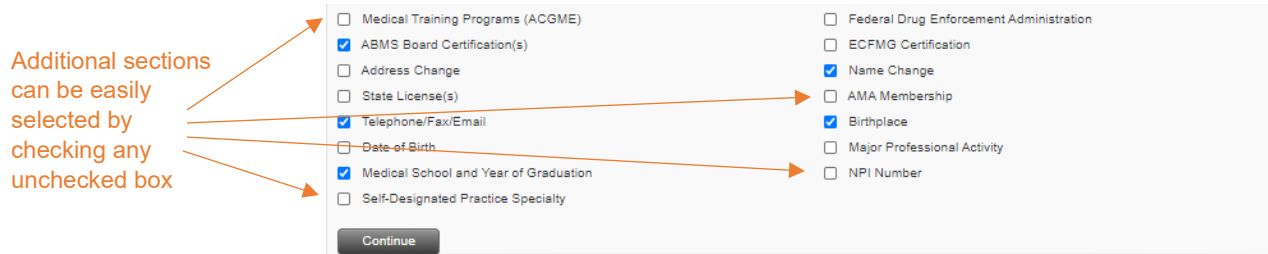
or

Sections chosen
can be easily
deselected by
unchecking a
checked box

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**.



Quick Tip: Providing documentation for a name change request

Supporting documentation is required only when requesting a physician's 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 H [REDACTED] I [REDACTED].
If a change to only the credentials and/or suffix is needed, the physician'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](#)

Physician First Name*

Physician Last Name*

Physician Middle Name

Physician Credentials

Physician 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

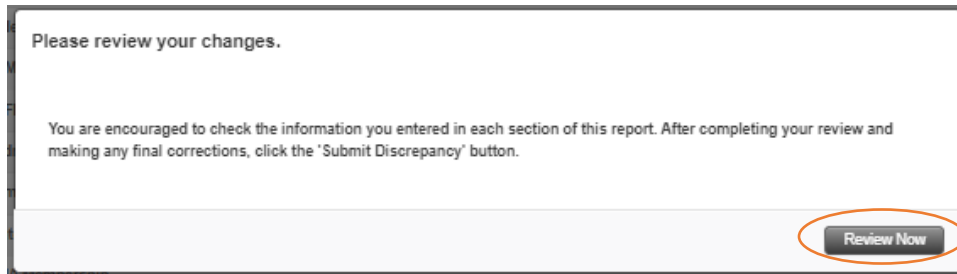
Continue

Quick Tip: Choosing a medical school name

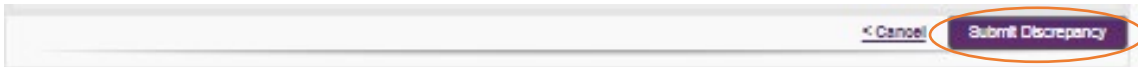
When making updates to the **Medical School and Year of Graduation** section, it should be noted that an AMA Profile lists only the most current name of medical schools.

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.

Discrepancy Report Result



Your Discrepancy Report ID is 42910002. Thank you for contacting the American Medical Association (AMA) to report the Physician 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 physician's record, an updated Physician 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

Self-Designated Practice Specialty

Item	Correction	AMA Comments
Primary Specialty	ADDICTION PSYCHIATRY	

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=44410006>

Discrepancy report number: : 44410006
 Discrepancy report date: : 08/10/2020
 Profiles user name: : W [REDACTED]
 Provider name: : alan pangborn
 Product type: : Initial Physician Profile
 Order number: : o75540191
 Order date: : 08/04/2020

Discrepancy Report Details

ABMS Board Certification

Item	Correction
ABMS_1	
Specialty	Pain Medicine
Certifying Board	American Board of Emergency Medicine
Recertification	No
Remove abms	No
Initial Certificate	No
Certificate Type	SUB-SPECIALTY
ABMS_2	
Specialty	Pain Medicine
Expiration Date	08/19/2020

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=43810002>

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 : 43810002
Discrepancy Report Date : 06/02/2020
Profiles User Name : M [REDACTED] A [REDACTED]
Provider Name : alan pangborn
Product Type : Initial Physician Profile
Order Number : o73960698
Order Date : 03/06/2020

Investigation Details

State License(s)

Item	Correction
State License_1	
Recertification Date	06/17/2020
License Number	3 [REDACTED]
Remove Licence	No
Issuing State	[REDACTED]
Profession Type	DO
State License_2	
License Number	3 [REDACTED]
Remove Licence	Yes
State Expiration Date	06/09/2020