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](https://profiles.ama-assn.org) 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 the Results list, click the *Report Issues* button to navigate to the reporting page.
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.

**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**.
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.

**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.
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

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 PA name be changed. Click the Learn how link for instructions on how to deliver the necessary documentation to AMA.

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.

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.
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.
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.

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**Discrepancy Report**

**Discrepancy Report Number**: 44010002  
**Discrepancy Report Date**: 06/02/2020

**Profiles User Name**: K*****F***

**Provider Name**: alan pangborn
**Product Type**: PA Profile
**Order Number**: 074190011
**Order Date**: 03/19/2020

**Investigation Details**

**Self-Designated Practice Specialty**

<table>
<thead>
<tr>
<th>Item</th>
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</thead>
<tbody>
<tr>
<td>Primary Specialty</td>
<td>ADULT CONGENITAL HEART DISEASE (INTERNAL MEDICINE)</td>
</tr>
</tbody>
</table>

**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.

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Questions. Please email questions to profilesCS@ama-assn.org or call (800) 665-2882, Monday through Friday from 7 am to 8 pm (central time).