How to Report Discrepancies for a Physician Profile
(for AMA Subscribers using integrated software)

This document should be referenced by AMA subscription customers accessing profiles through credentialing software that integrates AMA Profile data. To view a list of integrated software platforms visit the AMA Credentialing Services site. A discrepancy report may be filed within 180 days of profile purchase.

Step 1

Sign into the AMA Profiles Hub and navigate to the Order History tab.

Set the Search for option to AMA Profiles Connect orders before entering a name or dates to conduct your search. Alternatively, you can keep search fields blank and click the Search button to get a full results list of all profiles accessed via your integrated credentialing software. When you locate the appropriate profile in the Results list, click the Report button associated with the profile to navigate to the reporting page.

After clicking the radio button, AMA Profiles Connect orders must be displaying in black font (not grey) before you can click the Search button.
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

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.

**Quick Tip: Entering multiple entries for one section**

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.
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.

![Image of form with sections]

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.

![Image of name change form]

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.

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. Any changes made should be reflected in the profile data that you access via your integrated credentialing software.

Dear [Your Name],

The American Medical Association has completed an investigation into the discrepancy report you filed. The outcome is summarized below.

If the investigation resulted in a change to the profile, that change is reflected in the profile data accessible to you via your integrated credentialing software. Additionally, if a change was made and you wish to download a copy of the updated profile from that software, please do so within four days of the date of this notification.

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**Discrepancy Report Details**

**Discrepancy Report Number**: 45610009

**Discrepancy Report Date**: 07/08/2020

**Profiles User Name**: [Your Name]

**Provider Name**: [Redacted]

**Product Type**: FAPP

**Order Number**: 4206455

**Order Date**: 05/07/2020

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**Investigation Details**

**AMA Membership**

<table>
<thead>
<tr>
<th>Item</th>
<th>Correction</th>
<th>AMA Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Member</td>
<td>Yes</td>
<td></td>
</tr>
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</table>

No update can be made. The information on the AMA Physician Profile has been reverified with the primary source and is correct as reported.

**ECFMG Certification**

<table>
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<th>Item</th>
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<th>AMA Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicant Number</td>
<td>[Redacted]</td>
<td></td>
</tr>
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