

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.

The screenshot shows the 'Order History' tab selected in the top navigation bar. Below the navigation bar, the search options are set to 'AMA Profiles Connect orders', which is highlighted with an orange circle. The search fields include First Name, Last Name, Order Number, Time Period, and Custom Dates. Below the search fields, there are checkboxes for 'Filter Product Types' and 'Show only profiles with Discrepancy'. A 'Search' button is located at the bottom right of the search section. The results section shows 55 results returned, with a table listing the results. The 'Report' button for the second result is circled in orange.

Order ID	Order Date	Profile Name	Product Type	Discrepancies	Report a Discrepancy
42080177	06/10/2020	S [REDACTED]	FAPA	44710002	Report
42080177	06/10/2020	A [REDACTED]	FULL	44810003	Report

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 [Manage my account](#)

Discrepancy Report Form

The following report is against a FAPP for G [REDACTED] W [REDACTED]
The profile was ordered on in order .

* 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"/> 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	

[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.

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 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.

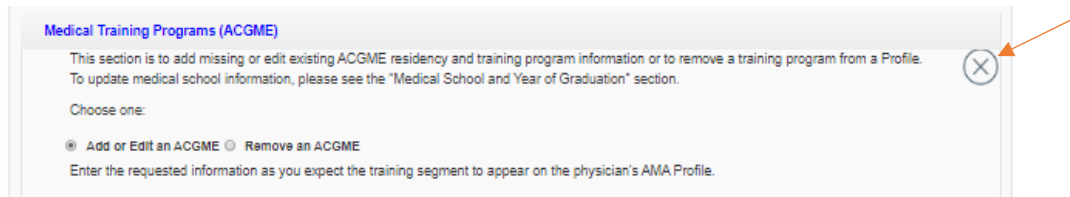
This section is for making clarifications and adding additional information. It is not for entering additional discrepancies. Please reference the corresponding section to add additional discrepancies.

Additional Information

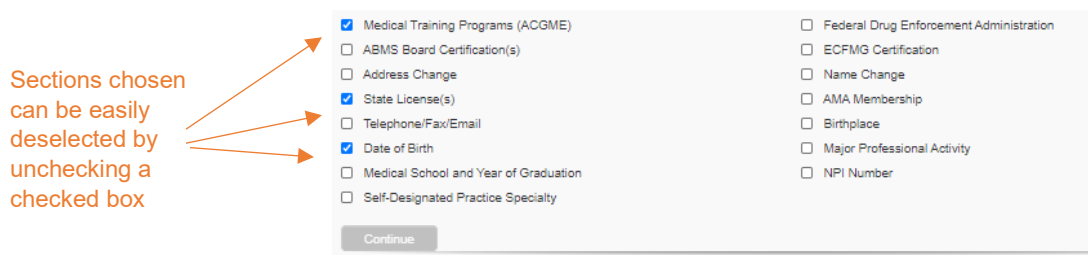
Quick Tip: Removing a section from your report

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

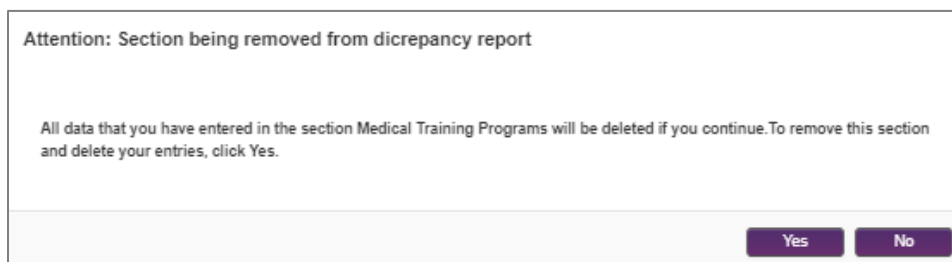
- Click the X button in the top right corner of the section you are working in
- Deselect the section from the check box menu at the top of the form, then click continue



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

A screenshot of a form menu with two columns of checkboxes. The left column includes: Medical Training Programs (ACGME), ABMS Board Certification(s) (checked), Address Change, State License(s), Telephone/Fax/Email (checked), Date-of-Birth, Medical School and Year of Graduation (checked), and Self-Designated Practice Specialty. The right column includes: Federal Drug Enforcement Administration, ECFMG Certification, Name Change (checked), AMA Membership, Birthplace (checked), Major Professional Activity, and NPI Number. A 'Continue' button is at the bottom.

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.

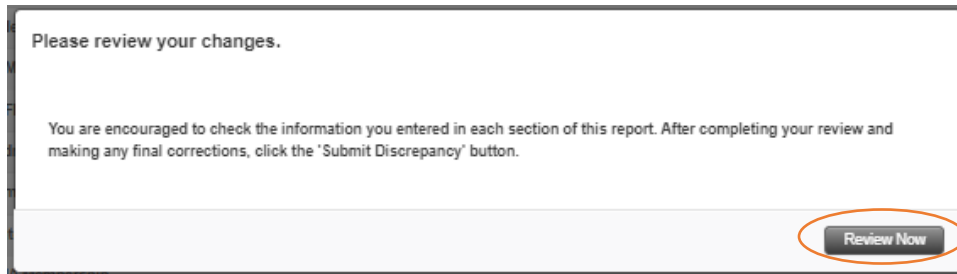
A screenshot of a 'Name Change' form. At the top, it says 'Use this section to update the name, credentials, and/or suffix for [redacted]'. Below that, it says 'If a change to only the credentials and/or suffix is needed, the physician's name must still be entered in the appropriate fields. Feel free to note in the Additional Information field that you are not requesting an update to the name.' A line of text follows: 'You must submit supporting documentation for a name change. [Learn how](#)'. Below this are five input fields: 'Physician First Name*', 'Physician Last Name*', 'Physician Middle Name', 'Physician Credentials', and 'Physician Suffix'. At the bottom, there is an 'Additional Information' text area and a 'Continue' button.

Quick Tip: Choosing a medical school name

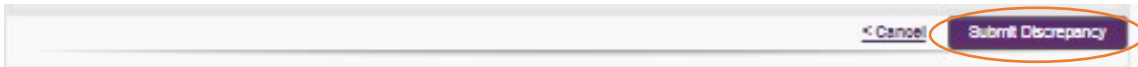
When making updates to the **Medical School and Year of Graduation** section, it should be noted that an AMA Profile lists only the most current name of medical schools.

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	o73960698	06/22/20	pangborn, alan	Submitted
44910004	o74890163	06/22/20	pangborn, alan	Submitted
44910003	o74830151	06/22/20	pangborn, alan	Submitted
44910002	o74430038	06/22/20	pangborn, alan	Submitted
44710007	o75600647	06/18/20	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. Any changes made should be reflected in the profile data that you access via your integrated credentialing software.



Dear alan pangborn,

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.

Discrepancy Report Number : 45410009
Discrepancy Report Date : 07/08/2020
Profiles User Name : alan pangborn
Provider Name : L [REDACTED] G [REDACTED]
Product Type : FAPP
Order Number : 42068455
Order Date : 05/07/2020

Investigation Details

AMA Membership

Item	Correction
Current Member	Yes
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.	

ECFMG Certification

Item	Correction
Applicant Number	[REDACTED] 46
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.	