

# Use Discrepancy Reporting in AMA Profiles Hub

This quick guide explains how to file a discrepancy report within AMA Profiles Hub for a physician or physician assistant.

## 1. Search for the clinician for whom you believe inaccurate data has been reported.



Log into [AMA Profiles Hub](#) and navigate to the Profiles Manager tab or the Order History tab.\* Use any of the search fields to narrow your results list.

From the Results list, click the Report Issues button associated with the correct clinician. This will launch the discrepancy reporting form.

**Quick Tip:** You have 180 days from the time of your profile purchase to submit a discrepancy report against that profile.

**Quick Tip for AMA subscription customers accessing profiles through integrated credentialing software:** You must navigate to the Order History tab and set the “search for” option to “AMA Profiles Connect orders” before searching.

## 2. Enter the information that needs to be investigated.



Check off those form sections that correlate to the profile sections you wish to have investigated. As you complete one section, another section of the form will open.

**Quick Tip:** No longer wish to update a section you checked? Delete that section from your form by clicking the close-out symbol at the top right of that section.

## 3. Submit your report.



After submitting your report, you will be directed to a submission confirmation page that will summarize your report. This will also be delivered to you via email.

The discrepancy investigation process is thorough and often requires the AMA to contact one or more primary sources to validate data. Working with the primary sources adds a layer of complexity and time to the process.

AMA will report results or delays by email within 30 business days. If the investigation results in a change to the profile, an updated profile will be made available for download within AMA Profiles Hub. You will have 30 days to access that updated profile.

**Quick tip:** The status of a discrepancy report can be checked via the Discrepancies section of AMA Profiles Hub.

See the following resources for step-by-step instructions:

- [How to Report Discrepancies for a Physician Profile](#)
- [How to Report Discrepancies for a PA Profile](#)