

The Zenith American Provider Portal will allow you to look up eligibility data on any policy holder and their dependents.

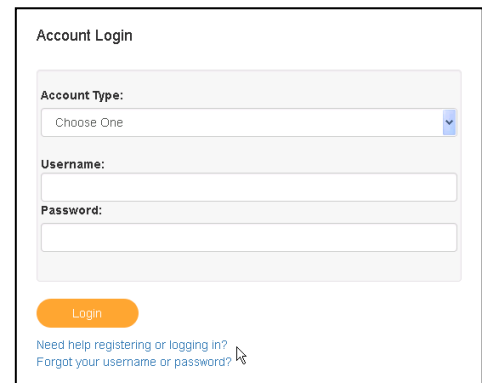
Processed claims can be viewed only for those policy holders or their dependents where the claim was filed under your institution or clinic – meaning the TIN number on the claim and the TIN number on your login must match.

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Requesting a Provider Login

Instructions for provider access are available on the <https://secure.zenith-american.com> website. The registration information is found by clicking on the **Need help registering or logging in?** link on the home page under the login fields.



The screenshot shows a web form titled "Account Login". It contains the following fields and elements:

- Account Type:** A dropdown menu with "Choose One" selected.
- Username:** A text input field.
- Password:** A text input field.
- Login:** An orange button.
- Need help registering or logging in?** and **Forgot your username or password?** links in blue text.

Please note- Each user must have their own unique user ID and password. Accounts are not to be shared. Every individual must Register for their OWN account.



Here's the provider information section:

Providers:

If you currently have a username and password for Zenith-American.com, choose the "Provider" account type from the drop-down list, enter your username and password then click the LOGIN button to access the secure area of the website. If you have forgotten your username, you can call your customer service contact or click on the "submit a request" link below to request a new username and password. If you have forgotten your password, there is a "forgot password" link on the [login screen](#); you will need to answer your security questions.

If you are a **new** Provider to Zenith-American.com, click here to [submit a request](#) for username and password. To register on our website, please review the [registration manual](#). You will need the following information when registering:

- Name of the person who will be accessing the website
- Their email address
- Their preferred Username
- Their preferred password
- Their phone number

- The Provider's Tax ID Number (TIN)
- The Provider's National Provider Identification (NPI) number
- The Provider name (may be a physician, hospital, or ancillary specialist)
- The Provider type (see above)

If multiple persons in the office will need to access the website, an individual account should be set for each of them. Likewise if access by one person for multiple providers is needed, a separate account for each provider should be requested. If the provider is already documented within our systems the new account will become immediately available for use. Otherwise you will be required to submit additional documentation before the account is activated.

Clicking the '**submit a request**' link will bring up a web page where your contact and identifying information can be entered. You must enter all the information (middle initial is optional) in order for a login to be registered for you. Click the **SUBMIT** button to submit your request.

Providers that are found in our system will be activated immediately; otherwise please send us your W-9 form (instructions will appear on the web page) and we will activate your account with 2 business days of receiving the W-9.

Request for New Provider User

Please enter Provider User Information:

| | | |
|---|--|----------------------|
| First Name MI: | <input type="text"/> | <input type="text"/> |
| Last Name: | <input type="text"/> | |
| Username: | <input type="text"/> | |
| Password: | <input type="password"/> | |
| Email: | <input type="text"/> | |
| Phone Number: | <input type="text"/> | |
| Provider Tax ID Number (TIN): | <input type="text"/> | |
| National Provider Identification (NPI): | <input type="text"/> | |
| Provider Name: | <input type="text"/> | |
| Provider Type: | <input type="text" value="- None selected"/> | |

SUBMIT

First and last name relate to the person the account will be used by
Email address relates to the person the account will be used by
Phone number relates to the person the account will be used by
Provider Tax ID Number and Provider Name are to identify the legal entity that provides health care services
Provider Tax ID Number must be numeric - no dashes
NPI must be numeric - no dashes

Providers that are activated immediately will be assigned a temporary password to use for the first login. At first login you will be required to choose and enter a new password, and set three security questions that will be used in case you forget your password in the future.



Provider Login

In an effort to continue protecting your personal data, Zenith American Solutions is enforcing stronger passwords on provider accounts.

Please provide a new password below. Passwords must be 8 characters long, and must contain at least one upper-case letter, lower-case letter, numeric character, and special character.

New Password:

Confirm Password:

In order to protect your account, please select three security questions from the options below. If you ever forget your password, you will have to provide the answers to these questions in order to re-set your password.

1)

Answer:

2)

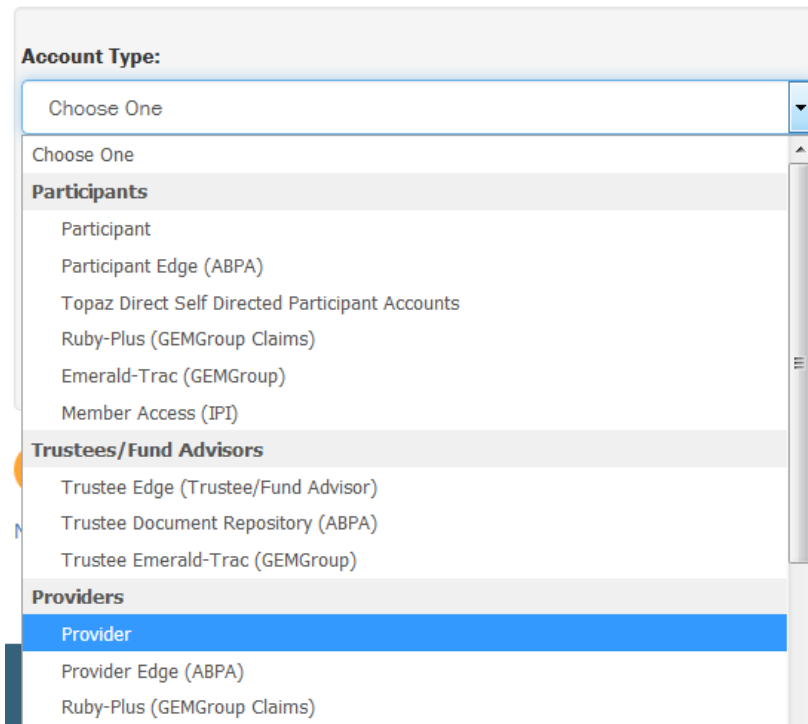
Answer:

3)

Answer:

Using the Provider Login

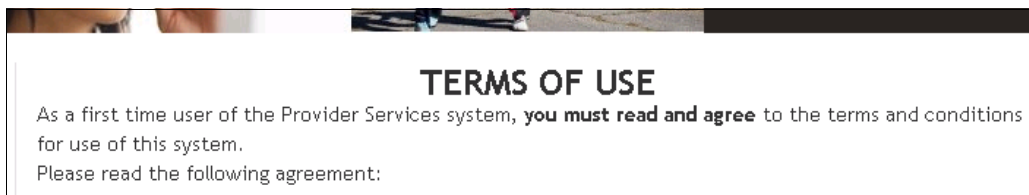
Once a provider login has been established, go to the Home page and sign into the website by selecting “Provider” from the Account Type drop-down list, enter your username and password, and click the **LOGIN** button.



The screenshot shows a web form with a dropdown menu titled "Account Type:". The dropdown is open, showing a list of options. The "Providers" section is highlighted in blue, and the "Provider" option is selected. The options are:

- Choose One
- Choose One
- Participants**
 - Participant
 - Participant Edge (ABPA)
 - Topaz Direct Self Directed Participant Accounts
 - Ruby-Plus (GEMGroup Claims)
 - Emerald-Trac (GEMGroup)
 - Member Access (IPI)
- Trustees/Fund Advisors**
 - Trustee Edge (Trustee/Fund Advisor)
 - Trustee Document Repository (ABPA)
 - Trustee Emerald-Trac (GEMGroup)
- Providers**
 - Provider**
 - Provider Edge (ABPA)
 - Ruby-Plus (GEMGroup Claims)

On your first login to the system, you must accept the terms of use before you can proceed.



The screenshot shows a dialog box titled "TERMS OF USE". The text inside the dialog box reads:

As a first time user of the Provider Services system, **you must read and agree** to the terms and conditions for use of this system.
Please read the following agreement:

Read the Terms of Use and then click the **YES** button at the bottom of the page if you agree to the terms. If you click the **NO** button, you will not be allowed to use the website.

after such claim or cause of action arose or be forever barred. The section titles in these terms are for convenience only and have no legal or contractual effect.

This TERMS OF USE Agreement was last updated December 15, 2009.

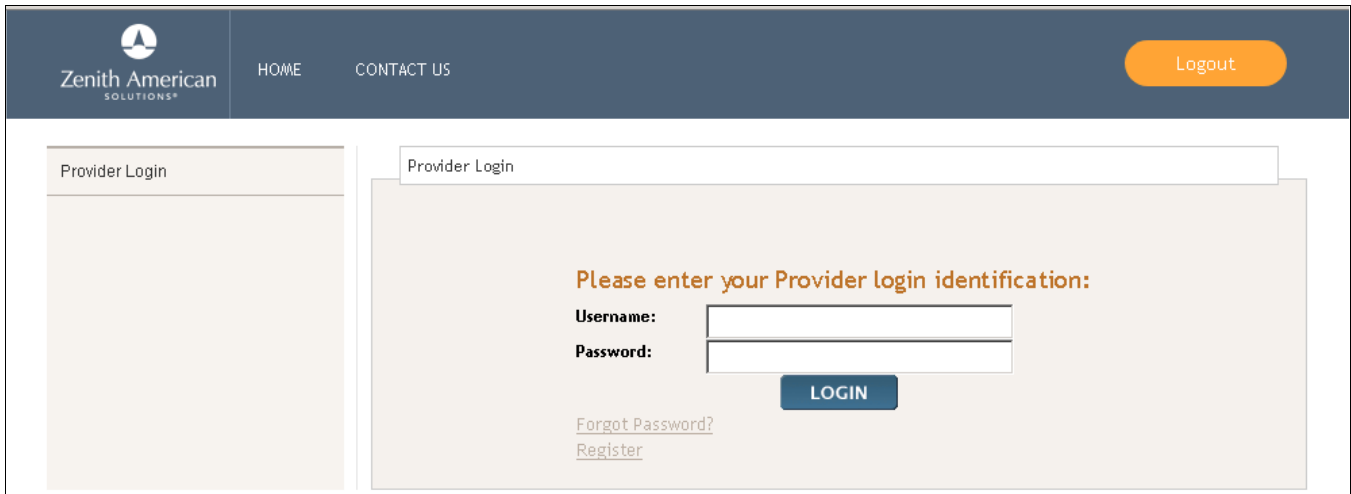
YES

NO

At that point the left-hand menu should change to allow you to select a participant to view. Additional instructions are available once the login has been successful.

Forgot Password

If you forget your password, just click on the “Forgot Password” link from the login screen



The screenshot shows the Provider Login interface. At the top, there is a dark blue navigation bar with the Zenith American SOLUTIONS logo on the left, and links for HOME and CONTACT US in the center. On the right side of the navigation bar is an orange Logout button. Below the navigation bar, the main content area is divided into two columns. The left column is a sidebar with a 'Provider Login' header. The right column is the main login area, also with a 'Provider Login' header. The main login area contains the text 'Please enter your Provider login identification:' followed by two input fields labeled 'Username:' and 'Password:'. Below these fields is a blue LOGIN button. At the bottom of the login area, there are two links: 'Forgot Password?' and 'Register'.

This screen will appear; just enter your username and click the **NEXT** button.



| | |
|-----------------------|---|
| <p>Provider Login</p> | <p>Provider Login</p> <p>Forgot your password?</p> <p>Provide your username below and you will be instructed on how to reset your password.</p> <p>Username: <input type="text" value="TESTBROWNAK"/></p> <p>Forgot Username?</p> <p>NEXT</p> |
|-----------------------|---|



Answer your security questions, then enter your new password twice and click the **NEXT** button. As long as you answered the security question correct and your password meets the strength criteria, your password will be reset to the new one and you will be logged in.

Provider Login

Forgot your password?

Please provide the answers to your three security questions and set a new password.

1) What was the name of your first stuffed animal?
Answer:

2) In what city or town was your first job?
Answer:

3) What color was your first car?
Answer:

Passwords must be 8 characters long, and must contain at least one upper-case letter, lower-case letter, numeric character, and special character.

New Password:

Confirm Password:

NEXT