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.

Contents

- Requesting a Provider Login
- Using the Provider Login
- Forgot Password

Requesting a Provider Login

Instructions for provider access are available on the [https://secure.zenith-american.com](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.

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:

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 Ml: 

Last Name: 

Username: 

Password: 

Email: 

Phone Number: 

Provider Tax ID Number (TIN): 

National Provider Identification (NPI): 

Provider Name: 

Provider Type: - 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.
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.

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Password:</td>
<td></td>
</tr>
<tr>
<td>Confirm Password:</td>
<td></td>
</tr>
</tbody>
</table>

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) What street did you live on in third grade? Answer:

2) What school did you attend for sixth grade? Answer:

3) What is your oldest cousin's first and last name? Answer:

NEXT
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.

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

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.
Provider Portal Registration and Login
Zenith-American.com

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

This screen will appear; just enter your username and click the NEXT button.
Forgot your password?

Provide your username below and you will be instructed on how to reset your password.

Username: TESTBROWNAK

Forgot Username?

NEXT
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.

**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