

Welcome to the Zenith American Solutions web site Provider Login Training Manual!

The provider portion of this website is designed specifically to give providers instant access to patient information, such as checking eligibility and claims status.



REMARKABLE PEOPLE, REMARKABLE RESULTS



Welcome to Zenith American Solutions / ABPA Web Site



Welcome to the newly rebranded ABPA.com website. You will continue to have the same functionality, but with a different look and feel.

Existing customers please select and click on the menu item on the menu bar as you have in the past. Once you click on that item, you will be presented with new logon page that will allow you secure access into the website.

For more information about Zenith American Solutions, please visit our main website at www.zenith-american.com.

HOME PARTICIPANT CLIENT PROVIDER EMPLOYER CORPORATE SITE

REMARKABLE PEOPLE, REMARKABLE RESULTS



Provider

Providers find fast, convenient answers to their questions after logging into the Provider Portal.

Provider Login

Login

Information is available 24/7 after logging into the secure site.

New to our site?

Register

Once you are registered on our secure site, you will be able to log in immediately with the user ID and password you selected during registration.

You can access the provider portion of the website by pressing the Login button.



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New to our site? Register

PROVIDER LOGIN

This site provides access to information that makes our working together easier and more convenient. Patient eligibility and claims status is available after logging into our secure site.

Please enter your Username and Password to Login.

Username:

Password:

[New to our site? Register now.](#)

[Forgot your Username or Password?](#)

Information will be submitted via a secure connection to protect your confidentiality.

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If your Tax ID Number (TIN) has not yet been registered, proceed to the Registration process by selecting the [new to our site? Register now](#) link.

Provider Registration Step 1

The screenshot shows a web form titled "PROVIDER REGISTER FORM" with three steps: Step 1 (Verify Provider), Step 2 (Personal Information), and Step 3 (Security). Step 1 is currently active. The form contains the following text and fields:

To provide you with immediate access, first we verify your Provider office; then we collect information about you; finally we ask you to set up your security access.

If an Office Account Administrator has already been established in your office, please contact that person to set up your account rather than attempting to register on-line. To start registration, please enter your Provider's TIN, a Participant SSN or Alt ID and a Claim Number previously processed by us for the Patient. We use these items to verify the Provider in our System.

*TIN

*Participant SSN/Alt ID

*Patient Claim Number

Buttons: Cancel, Next

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Step 1: Required information

1. Tax ID Number (TIN)
2. Participant SSN/Alt ID
 - a. Any participant SSN from any of the above named funds will work. This information is used to verify your TIN in our system.
3. Patient Claim Number
 - a. A claim number that matches the above SSN that you use. This claim number needs to be from a processed claim.

Once you have filled in the necessary information, select the NEXT button to proceed. Note: Anything with an asterisk (*) is required information.

Provider Registration Step 2

The screenshot shows a web form titled "PROVIDER REGISTER FORM" with three steps: Step 1 (Verify Provider), Step 2 (Personal Information), and Step 3 (Security). Step 2 is the active step. The form contains the following text and fields:

- Step 1: Verify Provider
- Step 2: Personal Information
- Step 3: Security
- Message: "We have located your Provider Office in our system. Congratulations! You are now at Step 2."
- Instruction: "Please enter the following information about yourself."
- Note: "Starred (*) fields are required."
- Fields: * First Name, * Last Name, * Phone Number (with area code dropdown), * E-mail, * Confirm E-mail
- Buttons: Cancel, Prev, Next
- Disclaimer: "Information above will be submitted via a secure connection to protect your confidentiality."

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Now that your TIN has been verified in our system, you are required to complete your personal information for your unique profile.

Once you have filled in the necessary information, select the NEXT button to proceed.

Provider Registration Step 3

PROVIDER REGISTER FORM

Step 1 Step 2 **Step 3**
Verify Provider Personal Information **Security**

Congratulations! You are now at Step 3 where you will create your user name and password, and answer a security question. Here are a few tips:

- Your Username must be between 5 - 15 alphanumeric characters. Special Characters are not allowed. Please use only letters and numbers.
- Your password must contain 8 to 12 characters and must include a letter and a number. (Every six months you will need to change your password.)
- By creating a Security Question and Answer pair, we can help you to login if you forget your password or username.

Starved(*) fields are required.

* Username

* Password

* Confirm Password

Please choose a Security Question and enter your Security Answer. This security Question and Answer pair will be used if you ever need help with your username or password.

* Security Question

* Security Answer

Information above will be submitted via a secure connection to protect your confidentiality.

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At the last step of registration, you are requested to create a username and password. This login information will be used for all future logins. In addition, you will choose a Security Question and Answer to assist with any login problems.

Once you have filled in the necessary information, select the NEXT button to proceed.

Provider Registration Confirmation

PROVIDER REGISTRATION CONFIRMATION

Please review the information you provided. If the entries are correct, click "Accept." If not, choose "Back" to edit the information you have provided.

First Name: Abpa
Last Name: Inc
Phone Number: (877)286-9028
Email: providersupport@abpa.com
Security Question: What was the name of your first pet?
Security Answer: Sparky
Username: TPAabpa
Password: password1

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Review the supplied information for accuracy. If all information is correct, select the ACCEPT button. If you need to edit information, select the BACK button.

Username and Password verification



PROVIDER REGISTER FORM

Thank you for Registering for access to the Provider Portal.
To access your Office's Patient information, please log in now.

Username: TPAabpa
Password: password1

[Login](#)

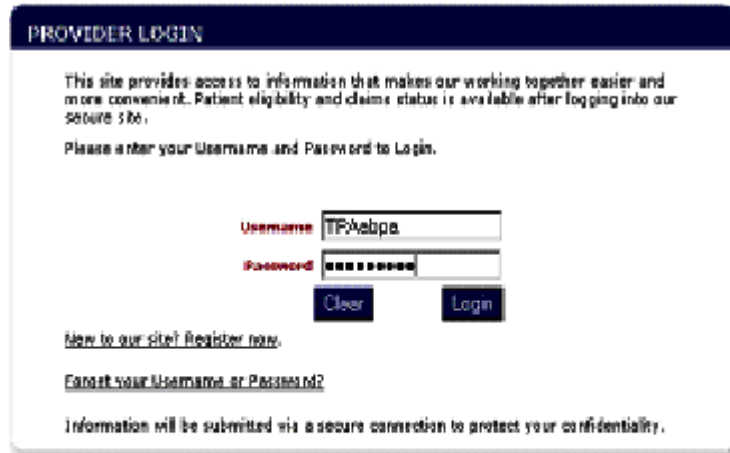
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This page is a confirmation of your username and password. Please be sure to note this login information and keep it in a safe place!

To access the secure site, select the LOGIN button.

Login page



The screenshot shows a web page titled "PROVIDER LOGIN". The page contains the following text and form elements:

- Header: PROVIDER LOGIN
- Text: This site provides access to information that makes our working together easier and more convenient. Patient eligibility and claims status is available after logging into our secure site.
- Text: Please enter your Username and Password to Login.
- Form fields:
 - Username: TFAbpa
 - Password: [masked]
- Buttons: Clear, Login
- Text: New to our site? Register now.
- Text: Forgot your Username or Password?
- Text: Information will be submitted via a secure connection to protect your confidentiality.

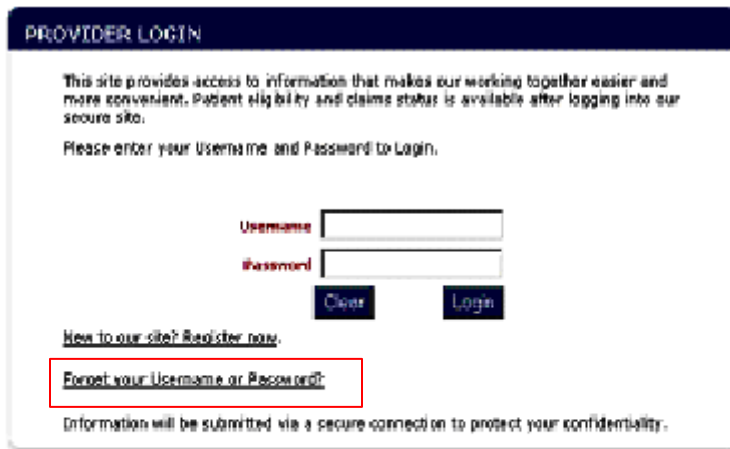
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To gain access into our secure website to check eligibility and claims status, enter in the username and password you've previously created.

After you have entered your username and password in the correct fields, you may then select the LOGIN button.

Forgot Username or Password



PROVIDER LOGIN

This site provides access to information that makes our working together easier and more convenient. Patient eligibility and claims status is available after logging into our secure site.

Please enter your Username and Password to Login.

Username

Password

[New to our site? Register now.](#)

[Forgot your Username or Password?](#)

Information will be submitted via a secure connection to protect your confidentiality.

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If you have forgotten your username or password information, you will need to select the forget your Username or Password link. This link will walk you through steps in creating a new password and retrieving your username.

Username and Password Help Verify TIN and E-mail



Username and Password Help

If you've forgotten your username or password, please enter your e-mail and your Office's TIN below.

Required(*) fields are required.

* TIN

* Email

Retrieve Security Question

Information above will be submitted via a secure connection to protect your confidentiality.

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1. The first step in obtaining your password or username is by entering in your tax id number.
2. Fill in your e-mail address.
3. After you have entered the requested information, then select the RETRIEVE SECURITY QUESTION button.

Username and Password Help Security Answer



Username and Password Help

If you've forgotten your username or password, please enter your e-mail and your Office's TIN below.

Starred(*) fields are required.

* TIN

* Email

[Retrieve Security Question](#)

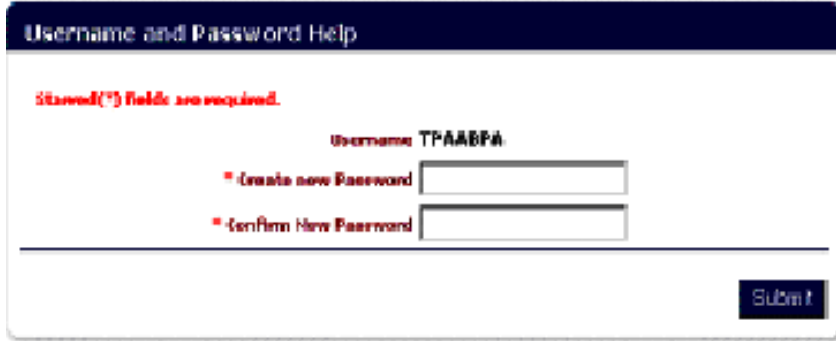
Information above will be submitted via a secure connection to protect your confidentiality.

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1. The security question that you previously selected will show.
2. Enter your security answer into the field titled answer.
3. After you have entered in your security answer, select SUBMIT ANSWER.

Username and Password Help Create a new password



Username and Password Help

Starred(*) fields are required.

Username: TPAABPA

* Create new Password

* Confirm New Password

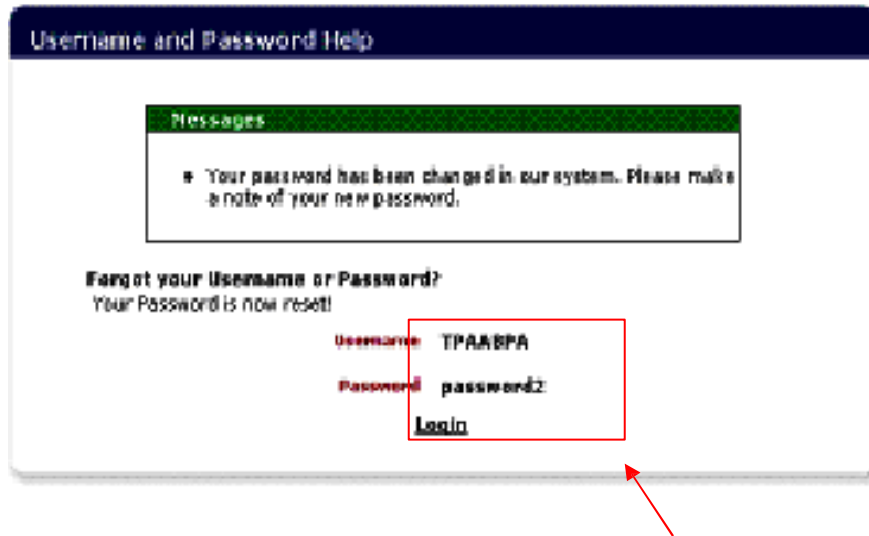
Submit

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1. This page provides you with your username, as well as prompts you to create a new password.
2. Enter in your new password it must contain 8-20 characters, and must include a letter and a number.
3. Re-enter your new password for verification purposes.

Username and Password Help - Confirmation



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Please note your username and new password. When you are ready to continue into the system, select the login link.