AmeriHealth Caritas Next | FirstChoice Next A Product of Select Health of South Carolina, Inc.

Provider Alerts

Important information for our providers

November 10, 2026

Practical steps to help protect your practice from phishing

Why it matters

Secure communication is essential to protecting your practice, staff, and sensitive information. A single compromised email account can also put connected partners at risk. Use the steps below to help safeguard your email accounts and reduce the risk of phishing.

A potential phishing scenario

Imagine an employee receives a routine-looking email with a link to a fake login page and unknowingly enters their credentials. If **multifactor authentication (MFA)** is not enabled, an attacker could gain access to the account.

The attacker could then review prior email threads, use Artificial Intelligence (AI) to imitate the provider's writing style, and send convincing requests for information or documents. This scenario shows how quickly a compromised account could put your practice and trusted partners at risk.

How AI makes phishing harder to spot

AI can help attackers create polished, personalized messages that copy the tone, format, and context of real conversations — making phishing attempts harder to recognize.

Your best defense: multifactor authentication (MFA)

MFA adds a second verification step beyond a password. Even if credentials are stolen, MFA can help block unauthorized access. Although implementation may require staff training or IT support, it is one of the most effective account safeguards.

Simple steps to take

- Confirm sensitive requests through a callback or second verification step.
- Enable MFA for email accounts.
- Use strong, unique passwords.
- Remove inactive accounts.
- Train staff not to approve unexpected login prompts.
- Use an authenticator app when available.

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If something feels off

If you suspect an email account has been compromised, act immediately:

1. Reset the password and sign out of all active sessions.
2. Enable MFA if it is not already active.
3. Review your sent emails, forwarding settings, and email rules for unusual activity.
4. Notify your security or IT team and any affected partners.

Key takeaway: Small, practical security steps can make a meaningful difference. Enable MFA, verify unusual requests, and respond quickly to suspicious activity to help protect your organization and trusted partners.

Questions:

Thank you for your participation in our network and your continued commitment to the care of our members. If you have questions about this communication, please contact your Provider Network Account Executive.

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