

August 14, 2025

Can you spot the phish?



More than 3.4 billion phishing emails¹ are sent out each day worldwide. But one factor can make life much harder for scammers: You. As the first line of defense, it is important that you are able to recognize and report a suspected phishing email.

What is phishing?

Phishing scams are emails that look real, but they are designed to steal important information. A phishing email with malicious software can allow cybercriminals to take control of your computer and put protected health information (PHI) and personally identifiable information (PII), as well as your practice's confidential and proprietary information, at risk.

Beware of ransomware

In addition to stealing information, phishing scams can lead to ransomware attacks. Ransomware is a form of malware designed to encrypt files on a device, rendering them unusable until a ransom is paid. It may be a phishing email if it:

AmeriHealth Next and First Choice Next are individual and family health plans offered by certain companies within the AmeriHealth Caritas Family of Companies. AmeriHealth Caritas Next is offered by AmeriHealth Caritas VIP Next, Inc. in Delaware; AmeriHealth Caritas Florida, Inc. in Florida; AmeriHealth Caritas North Carolina, Inc. in North Carolina; and First Choice Next by Select Health of South Carolina, Inc. in South Carolina.



- Promises something of value (e.g., “Win a free gift card!”)
- Asks for money or donations
- Comes from a sender or company you don’t recognize
- Links to a site that is different than the company the sender claims to represent
- Asks you for personal information, such as your username and password/passphrase
- Includes misspelled words in the site’s URL address or subject line
- Has a sense of urgency for you to act now

What you should do

If you receive a suspicious email:

- Do not click any links in the email.
- Do not provide your username and password. You should never share your username or password, even if you recognize the source. Phishing scams frequently mimic well-known companies, such as banks or retailers like Target or Amazon.
- Do not reply to the email or forward it to anyone else at your practice.
- Familiarize yourself with your practice’s process for reporting suspicious emails. If you suspect an email is a phishing attempt, report it immediately.
- If you have questions, please contact your practice’s security department

¹ Gary Smith, “Top Phishing Statistics for 2025: Latest Figures and Trends,” StationX, June 2, 2025, www.stationx.net/phishing-statistics, accessed July 8, 2025.

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 Account Executive or the Provider Services Department for your state.

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