



We heal and inspire the human spirit.

To: Provider Network & IPAs
From: IEHP – IT Security Operations
Date: October 1, 2026
Subject: **Protect You and Your Organization From Impersonated Emails**

We want to make you aware of ongoing phishing attempts in which threat actors are **impersonating IEHP Credentialing, Provider Relations, and other IEHP teams**.

These fraudulent emails may request signatures, credentialing documents, or ask you to click links or open attachments. They may appear to come from personal email domains, unknown senders, or spoofed “secure message” systems. Your vigilance is essential to protect your organization and the members we serve together. IEHP will alert our network to any campaigns that may include email requests through our standard provider communication bulletins.

Please review the guidance below to help protect your organization:

How IEHP Communicates

Legitimate IEHP email notifications will:

- Come from **@iehp.org** or **@providerservices.iehp.org**
- Reference known IEHP staff or ongoing processes
- Use only official IEHP websites or portals

How to Spot a Suspicious Email

- Sender is **not** from an IEHP domain (e.g., uses Yahoo, Gmail, AOL).
- Unexpected requests to **sign documents, verify accounts, or update credentials**.
- Links or attachments that **don’t match IEHP’s official site** (<https://www.iehp.org>).
- Pressure language such as *“immediate action required”* or *“signature needed to avoid suspension.”*

If You Receive a Suspicious Email

Don’ts

- **Do not reply** to the message.
- **Don’t click** unknown links or open unexpected attachments.
- **Don’t share** usernames, passwords, MFA codes, or personal information via email.
- **Don’t trust** messages labeled as “secure” or “registered” if the sender looks suspicious.

Do’s

- **Verify the sender** before opening or responding.
- **Hover over links** to ensure they point to IEHP’s official website.
- **Report suspicious emails** to your internal IT team.

If You Need Additional Support from IEHP

We are here to support you. If in doubt about the validity of an email, please:

- **Contact IEHP's Provider Call Center at (866) 223-4347, providerservices@iehp.org or your Provider Relations Manager**
- Optionally forward the email to: Information_security@iehp.org

Thank you for your continued partnership in protecting our provider community and members.

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org

All IEHP communications can be found at: www.providerservices.iehp.org > News and Updates > Notices