of Tennessee
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Chattanooga, TN 37402
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Important Information About Recent e-Signature Phishing Scams

Hackers are increasingly targeting companies that use electronic signature systems such as DocuSign®, our system of choice for contracting initiatives.

Your Information Security organization may already be sharing this information with you. However, we also want to make sure you know how to continue to work safely with our contracting organization.

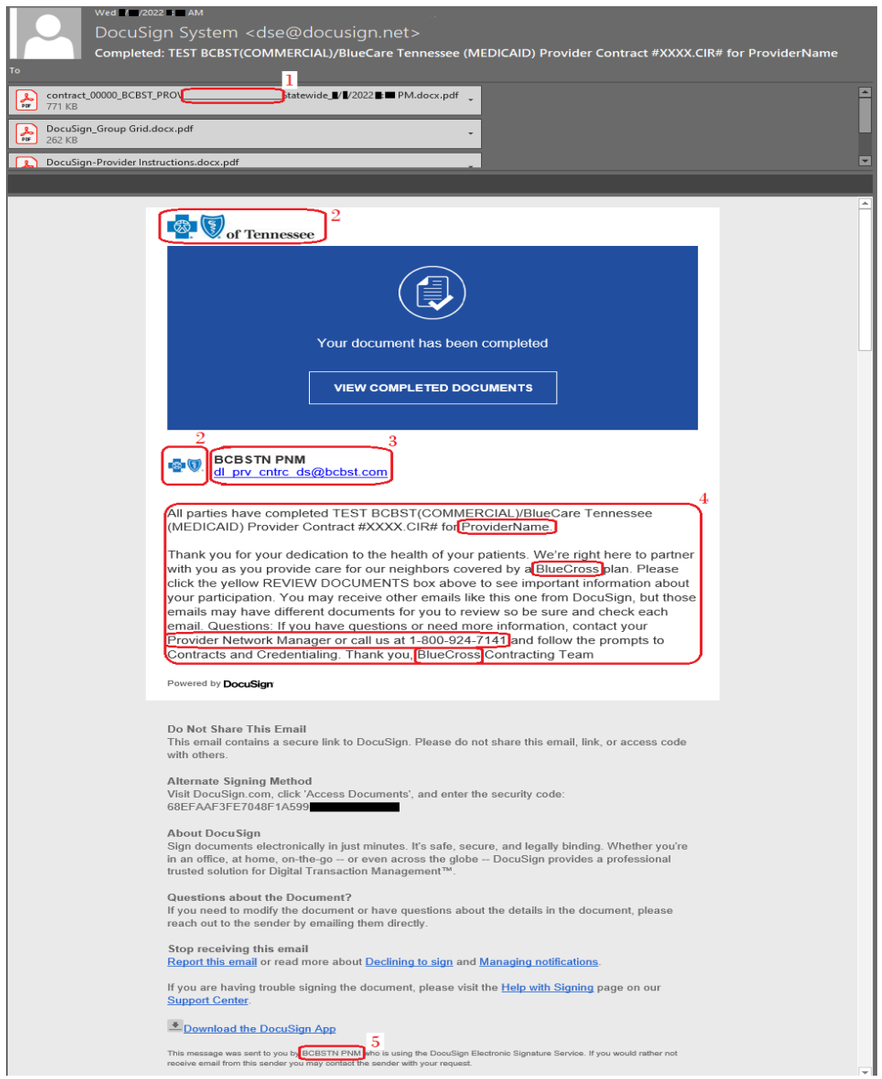
Before you open a DocuSign email from BlueCross, please:

1) Ensure PDF attachments include your provider name.
2) Check that our BlueCross BlueShield of Tennessee logo is at the top left corner of the email.
3) Verify that BCBSTN PNM or dl_prv_cntrc_ds@bcbst.com appear in the body of the email.
4) Make sure the email body looks like contractual language we would send. Most phishing emails are blank or include numerous typos.
5) Check that BCBSTN PNM appears in the footer of the email.

Please see the diagram for details.

If you click a DocuSign link and see what appears to be a Microsoft pop-up box asking for credentials, do NOT log in.

For your convenience, we've shared the link to a helpful DocuSign whitepaper[1] with tips about common phishing practices and how you can protect your data. If you have questions about any DocuSign transaction with our contracting team, please contact your Provider Network Manager.



[1] URL: https://www.docusign.com/sites/default/files/docusign_combating_phishing_whitepaper.pdf