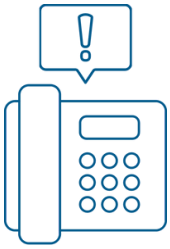
How to ID Potential Fraud Scams Quickly

MCKESSON

Be Watchful	Take this Action
 **Be prepared and alert.**	• Ensure staff is aware of procedures to respond to suspicious activity, including cybersecurity protocols. Regular training and awareness programs can help reinforce these practices. • Enable sales order notifications for accounts when possible.
 **Secure McKesson account access.**	• Verify all personnel have appropriate systems access according to their job role. • Notify McKesson of personnel changes impacting McKesson account access as soon as possible. • Never share passwords over the phone or email, even if the requester claims to be from IT support or a trusted entity. • Avoid requests for remote computer access unless initiated through official channels and confirmed by IT personnel with a valid support ticket.
 **If you receive a call asking for account information, login credentials or other private information.**	• Ask the caller for their name and phone number and hang up immediately. Then, promptly report the details to McKesson. • Contact your state's Board of Pharmacy using the number you have on file should you receive a call from a person stating they are the Board of Pharmacy. Most correspondence from the Board of Pharmacy will be via postal mail or email. • Protect your account information, McKesson login credentials, Medical license number and other privileged/private information. Do not share this information with anyone calling the practice. It is important to remember that a McKesson employee will never call you to request this type of private information.
 **If you receive a suspicious email or chat message asking you to click a link, open an attachment, respond with sensitive data or complete an unexpected request.**	• Hover over the links in the email (to see the true destination) and compare them to a legitimate site. • Call a known phone number (not one from the suspicious email/chat) and ask about the message. • Visit a trusted website by typing the address in your browser. • Promptly report details to McKesson.

Call or report suspicious activity through the McKesson Integrity Line at 1-877-625-4625 or at integrity.mckesson.com. For more information about how to avoid and report scams, go to the FTC Consumer Information site at https://www.consumer.ftc.gov/features/scam-alerts

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 **If you experience suspicious login activity or you are locked out of your McKesson ordering portal.**	• Reset your password immediately using your trusted systems password reset instructions. • Promptly report this to McKesson.
 **If there is suspicious order activity under your account.**	• Verify all orders on your McKesson ordering portal. • If fraudulent order activity is suspected, promptly report this to McKesson.
 **If a courier company other than your regular courier driver/company visits your site to pick up and process returns.**	• Release returns only with an approved Return Authorization from McKesson. • Only release returns to McKesson approved couriers. • Call McKesson immediately to report any variations in the returns process.
 **If you receive a suspicious invoice.**	• Do not remit payment until invoice is validated. • Validate invoice details with account purchase history. • Call a known phone number (not one from the suspicious invoice) and ask about the invoice. • If unable to validate, promptly report details to McKesson.
 **If you receive suspicious recall notifications.**	• Check your McKesson ordering system to confirm if the recall is listed. • If the recall is not listed in your McKesson ordering system, contact McKesson or the vendor directly using verified contact information on file.

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If you receive a suspicious wire transfer/banking change request.

- Do not complete transfer or make billing changes until request is validated.
- Call a known phone number (not one from the current request) to authenticate transfer/banking change.
- If unable to validate, promptly report details to McKesson.

Tips to prevent check fraud.

- Utilize online secure payment portals or electronic payment methods whenever possible.
- Secure checks in a locked and secure location with controlled access.
- Develop internal controls to separate the responsibilities of writing checks, reconciling accounts, and authorizing payments.
- Use high-security checks with features like microprinting, watermarks, and security threads.
- Use permanent gel ink to make it harder for threat actors to alter checks.
- For outgoing mail, use a post office or a secure drop box instead of regular mailboxes.
- Monitor financial accounts closely.
- If you suspect check fraud, notify your bank immediately and consider filing a police report.

Tips to prevent credential compromise.

- Keep operating systems and software updated with the latest security patches.
- Use strong unique passwords/usernames for each account and rotate regularly.
- Utilize a password manager where possible.
- Enable MFA (Multi-Factor Authentication) or SSO (Single Sign On) when able.
- Configure your browser to clear cookies & cache upon exit. If your browser does not support this, do so manually.
- Avoid downloading software from untrusted sources.
- Avoid entering credentials on pages reached through email links.

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