

Fraudulent Messages Using 'MyChart' Name

By Sam Kennedy

St. Luke's University Health Network is aware of a phishing campaign targeting patients across the country using the MyChart name and branding.

This activity is part of a broader scam affecting multiple healthcare organizations and is not the result of a known security issue within the MyChart platform itself.

St. Luke's has been made aware of scam emails, text messages and phone calls that falsely claim to be from MyChart. These messages may offer a free health package, Medicare-related benefit, gift or other promotion and ask you to click a link or provide personal information. These communications are fraudulent and are not being sent by St. Luke's or MyChart.



What you should know:

St. Luke's and MyChart will not contact you unexpectedly to ask for passwords, financial information or other sensitive personal information.

Be cautious of messages that create a sense of urgency or offer something that seems too good to be true.

Do not click links or open attachments from suspicious messages.

If you are unsure whether a message is legitimate, do not respond. Instead, log in to MyChart directly through the MyChart app or by visiting the St. Luke's website.

If you believe you interacted with a suspicious message:

Change your MyChart password immediately.

Monitor your accounts for unusual activity.

Contact the St. Luke's MyChart Patient Support Line at 866-785-8537, option 5 for assistance.

At this time, there is no indication that MyChart itself has been compromised. Cybercriminals are simply misusing the MyChart name and branding in an attempt to trick patients into sharing personal information.

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