

October 16, 2025

Beware of phishing scams — don't take the bait!



One of the biggest information security risks in healthcare settings occurs when someone in a provider's office opens a phishing e-mail and clicks on a malicious link. It only takes one click to compromise a practice's data security.

Why it's important

Phishing scams are emails that look real but 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 a practice's confidential and proprietary information, at risk.

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 from that of 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 or subject line.
- Has a sense of urgency for you to act now.

Phishing emails may come from a trusted business partner that has experienced a security incident. All emails from outside your practice should be scrutinized.

If you suspect an email may be phishing, here’s what you should do:

- 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 Amazon.
- Do not reply to the email or forward it to anyone else at your organization.
- 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.

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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