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Statewide News Release

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Cabinet for Health and Family Services Officials Share an Important Data Security Notice

FRANKFORT, Ky. (Oct. 19, 2026) – The Cabinet for Health and Family Services (CHFS) is sharing information regarding a recent security breach involving Gainwell Technologies, a vendor contracted with the Kentucky Department for Medicaid Services' Ky Health-Net information system.

On Aug. 18, 2026, a health care provider notified Gainwell that an unauthorized third party had gained access to some provider payment accounts on the KY Health-Net Provider Portal and downloaded files containing Kentucky Medicaid member information. A subsequent investigation revealed this unauthorized access occurred on three dates: March 26, April 16, and April 21.

Immediate action took place upon discovery and steps were taken to secure the information portal. Law enforcement was notified and a thorough investigation was completed. It is believed the unauthorized caller was seeking access to provider payment information rather than patient information: However, an estimated 3,816 individuals are believed to be impacted by this incident.

While the impacted information varied by individual, this incident involved the disclosure of full names; identification numbers associated with the providers account or Medicaid claims; dates of medical services; information about services received and how they were billed; payment information, including amounts paid; and information about applicable non-Medicaid health insurance, including policy and group numbers.

The unauthorized third party did not gain access to electronic health records, Social Security Numbers, or financial account information. While CHFS has not yet received reports of any misuse of personal information or harm to KY Health-Net members as a result of this incident, potentially impacted individuals are encouraged to remain vigilant.

CHFS began notifying all potentially impacted individuals on Oct. 16, 2026. The notice letter includes more information about the incident and provides an offer of free identity protection and credit monitoring services for one year by calling 1-888-202-1242 or visiting <https://app.idx.us/account-creation/protect>. Additional assistance is available from CHFS at **(833) 372-0004** or by mail at 275 E Main St, Frankfort, KY 40601. Medicaid members can obtain information about their accounts by calling (866) 231-0003 Option #2 or online at <https://kyid.ky.gov/helpcenter/>.

CHFS is working with Gainwell Technologies to ensure all necessary actions are taken to mitigate the impact of the incident and to prevent future incidents from occurring. At the direction of CHFS, Gainwell Technologies has implemented specialized training for call center staff on validating individuals requesting new or revised provider portal access. Additionally, Gainwell is implementing security enhancements while coordinating with the Department for Medicaid Services, Division of Program Integrity on suspected bad-actor investigations.

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Information on how the state is working to improve the lives and health of our people is available at [CHFS.ky.gov](https://chfs.ky.gov). The cabinet can also be followed on [Facebook](#), [X](#), [Instagram](#), and [LinkedIn](#).