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Kentucky Cabinet for Health and Family Services and Gainwell Technologies Notice of Data Security Incident

Frankfort, KY
October 16, 2026

Gainwell Technologies provides fiscal agent and account administration services for the Kentucky Medicaid program, KY Health-Net, administered by the Kentucky Cabinet for Health and Family Services ("CHFS"). Both CHFS and Gainwell (together, "we" or "our") are committed to protecting the personal information of the Medicaid members we serve.

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

Upon becoming aware of this activity, we immediately took steps to secure the provider portal from further activity. The incident was reported to law enforcement, and we completed an investigation across accounts. We have confirmed the attack was successfully contained, and the unauthorized access has been disabled.

Our investigation determined that the unauthorized caller was trying to obtain information about payments intended for providers. We do not believe the individual was trying to access member information. Nevertheless, Gainwell and CHFS determined that the unauthorized third party gained access to information relating to approximately 3,816 individuals. While the impacted information varied by individual, in the aggregate this incident involved full name; identification number associated with the providers account or Medicaid claim; 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 number. The unauthorized third party did not gain access to electronic health records, Social Security, or financial account information, as such information is not contained within the system that was accessed.

While Gainwell and CHFS are not aware 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.



Gainwell and CHFS began notifying all potentially impacted individuals on 10/16/2026. The notice letter includes more information about the incident and provides an offer of free identity protection and credit monitoring services for one year through IDX.

For more information, please contact Cecile Fradkin, at cfradkin@scprgroup.com.

For website notice requirements we should instead include the following:

For More Information: Please call 1-888-202-1242 or go to <https://app.idx.us/account-creation/protect> for assistance with identity protection enrollment. You may also contact the Kentucky Cabinet for Health and Family Services toll-free at **(833) 372-0004** or by mail at 275 E Main St, Frankfort, KY 40601. For questions about your account, call or visit CHFS at (866) 231-0003 Option #2 or <https://kyid.ky.gov/helpcenter/>.