

Recent Data Security Incident Experienced by Service Provider

March 25, 2022. A Medicaid benefits administration service provider to the Oklahoma Health Care Authority, Gainwell Technologies LLC (“Gainwell”), recently discovered an inadvertent configuration issue within the Medicaid member portal it maintains that may have impacted the personal information of certain individuals whose information Gainwell processed on behalf of the Oklahoma Health Care Authority.

On January 26, 2022, Gainwell and the Oklahoma Health Care Authority discovered that certain individuals’ information within the Medicaid member portal that Gainwell maintains was inadvertently made accessible to a limited number of other Medicaid members, from February 4, 2017 to January 26, 2022. Gainwell determined the information that may have been impacted by this incident included individuals’ names and addresses, dates of birth, and health coverage provider information. In a limited number of instances, individuals’ Social Security numbers or other taxpayer identification numbers may have also been impacted.

As soon as Gainwell became aware of the issue, it launched an investigation and took measures to restrict any further potential access to this data. Through its investigation, Gainwell determined that due to an inadvertent configuration issue, when a member moved from one Oklahoma SoonerCare Medicaid member’s account to a different Oklahoma SoonerCare Medicaid member’s account, the individuals within the new account may have had access to certain information within the old account. Gainwell determined that the impacted individuals were limited to this group of members and that any potential access was limited to individuals who were previously members of the impacted individuals’ households and the primary Medicaid subscriber for the new households.

Gainwell is not aware of any evidence of misuse of members’ information as a result of this configuration issue. However, individuals should always remain vigilant for incidents of fraud and identity theft, including by regularly reviewing their account statements, monitoring free credit reports, and reporting any suspicious or unusual activity on their accounts or suspected identity theft or fraud to their financial institutions.

Out of an abundance of caution, Gainwell and the Oklahoma Health Care Authority mailed notice letters to all potentially impacted individuals for whom we had current mailing addresses on March 25, 2022. The notice letter includes information about the configuration issue and provides credit monitoring and/or identity theft protection services through IDX for the limited number of individuals whose Social Security numbers or other taxpayer identification numbers may have been impacted. Gainwell has also remediated the configuration issue and continues to work with its Oklahoma Health Care Authority partners to evaluate its systems to ensure the security of individuals’ personal information.

Individuals may call toll free to 1-833-774-2183, Monday through Friday 8:00 a.m. and 8:00 p.m., Central Time, to obtain more information about this matter.