



FOR IMMEDIATE RELEASE
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CONTACT: Questions should be directed to the DHS Media Office at dhsmedia@wisconsin.gov or 608.266.1683
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Statement Regarding Unauthorized Access
Potential Impact to Certain Wisconsin Medicaid Members

Today, Gainwell Technologies LLC (Gainwell) announced that an unauthorized individual gained access to an account beginning on October 29, 2020 that may have exposed the names, member identification numbers and billing codes for services received of some participants in Wisconsin's Medicaid program. Gainwell is a business associate of DHS that provides fiscal-agent services for the Wisconsin Department of Health Services (DHS) Medicaid program, which serves about 1.2 million members annually.

On January 15, 2021, notifications were mailed to 1,281 Wisconsin Medicaid members whose information may have been accessed. These members have been offered free credit monitoring for one year as well as given access to a dedicated call center to answer questions they might have.

Since discovering the unauthorized access on November 16, 2020, Gainwell and DHS have been working together to prevent such incidents from occurring in the future.

Members who received a notification letter or have questions about this incident, can call 1.855.525.2743 from 8:00 a.m. to 10:00 p.m. CT Monday through Friday and 10:00 a.m. to 7:00 p.m. CT Saturday and Sunday.

About Gainwell Technologies LLC

Gainwell Technologies is the leading provider of technology solutions that are vital to the administration and operations of health and human services programs. Gainwell is a new company with over 50 years of proven experience, a reputation for service excellence and unparalleled industry expertise. Gainwell offers clients scalable and flexible solutions for their most complex challenges. These capabilities make Gainwell a trusted partner for organizations seeking reliability, innovation and transformational outcomes. Learn more about Gainwell at gainwelltechnologies.com.

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