Medicaid members offered free credit monitoring after possible data breach

The Georgia Department of Community Health (DCH) and Gainwell Technologies are announcing that on July 23, 2025, an unauthorized telephone caller gained access to a reimbursement account for a healthcare provider's Medicaid billing record. This access may have exposed the name, Medicaid member ID's, coverage and payment information for claims and date ranges for when services were provided under Georgia Medicaid. Gainwell provides fiscal-agent services for the Medicaid program administered by DCH.

DCH and Gainwell are committed to protecting the confidentiality and security of our customers' personal information. That is why we are providing this notice to make you aware of this event.

Anyone whose information was found to be involved has been notified by mail. Letters were mailed on September 25, 2025.

If you did not receive a letter stating that your information may have been compromised, but want to make sure you were not affected, please call IDX, a data breach and recovery services company, toll-free, at 1-833-788-9712. IDX will respond to questions about this event and can confirm if your information was affected.