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MAXIMUS Call Centers Recognized for Efficiency and Effectiveness

-Texas Joins the Company's Six Call Centers Designated as Centers of Excellence by BenchmarkPortal-

RESTON, Va.--(BUSINESS WIRE)-- MAXIMUS (NYSE:MMS), a leading provider of government services worldwide, announced today that its Texas Eligibility Support Services call centers have been recognized as a "Certified Center of Excellence" by BenchmarkPortal in collaboration with the Center for Customer-Driven Quality (CCDQ) at Purdue Research Park.

BenchmarkPortal, Inc., the custodian of the CCDQ best practices and the repository of the world's largest database of call center operations and management, completed a review of the Texas call center operations. To earn the Center of Excellence designation, call centers must meet objective, quantitative criteria and pass audits conducted by BenchmarkPortal researchers. Key indicators for successful call center performance in customer service include operational efficiency, service level standards, process management, customer satisfaction, leadership resources and employee training.

"The certification of the Texas call centers' customer service operations as a Center of Excellence is a result of their effectiveness and efficiency in interacting with their customers," commented Dr. Jon Anton of the CCDQ. "We applaud their commitment to balancing cost-effective service solutions with superior customer service."

The Texas call center contracts support the Children's Health Insurance Program (CHIP), Enrollment Broker and Eligibility Support Services for the Texas Health and Human Services Commission. Under these contracts, MAXIMUS provides call center services for Medicaid Managed Care enrollment, CHIP and eligibility support for Medicaid, Food Stamps, Temporary Assistance to Needy Families, as well as, Medicaid for the Elderly and Persons with Disabilities. The call centers handle an average of 25,500 calls per day, totaling more than 1.2 million calls in the first quarter of 2010.

"This certification exemplifies our dedication to continually provide high quality, efficient call center services to Texans. Our management and call center staff understand the needs of the callers and are committed to striving for excellence," said Leslie Wolfe, Division President of MAXIMUS Health Services.

About BenchmarkPortal, Inc.

BenchmarkPortal is the custodian of the Purdue University Center for Customer-Driven Quality database of contact center metrics, the largest in the world. It provides reports, products and services for contact centers in the areas of operational metrics, customer satisfaction measurement and agent satisfaction measurement. For further research information, visit www.BenchmarkPortal.com.

About MAXIMUS

MAXIMUS is a leading provider of government services worldwide and is devoted to providing health and human services program management and consulting services to its clients. The Company has more than 6,500 employees located in more than 220 offices in the United States, Canada, Australia, the United Kingdom, and Israel. Additionally, MAXIMUS is included in the Russell 2000 Index and the S&P SmallCap 600 Index.

Source: MAXIMUS