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MAXIMUS Recognized for Outstanding Call Center Operations

- New York Medicaid CHOICE Among the Company's Five Call Centers Certified as Centers of Excellence -

RESTON, Va.--(BUSINESS WIRE)-- MAXIMUS (NYSE: MMS), a leading provider of government services, announced today that its New York Medicaid CHOICE project call center has once again been recognized as a "Certified Center of Excellence" by BenchmarkPortal in collaboration with the Center for Customer-Driven Quality (CCDQ) at Purdue Research Park.

The project first received recognition for its call center operations from the CCDQ in 2006. The award certification followed a rigorous review by BenchmarkPortal, Inc., the custodian of the CCDQ best practices and the repository of the world's largest database of call center operations and management. 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.

MAXIMUS operates the New York Medicaid CHOICE project for the New York State Department of Health, providing Medicaid managed care enrollment services to 2.4 million New Yorkers in over 10 languages. As a Certified Center of Excellence, the project's toll-free customer service line ranks among the top ten percent of the 20,000 call centers evaluated by the CCDQ.

"The achievement of the Center of Excellence Certification from Purdue University's Center for Customer-Driven Quality represents a contact center's commitment to delivering customer service that is both effective and efficient," commented Dr. Jon Anton of the CCDQ.

"MAXIMUS remains committed to delivering high quality services to beneficiaries of health and human services programs," commented Bruce Caswell, President and General Manager of the MAXIMUS Health Services Segment. "New York Medicaid CHOICE is among the five MAXIMUS call centers to receive this certification, which also include our California Health Care Options, Georgia Families, HealthColorado projects, and Massachusetts Health Benefits (MassHealth) Customer Service."

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