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MAXIMUS Call Centers Recognized for Superior Performance

– MassHealth and Georgia Families Customer Service Operations Designated as Certified Call Centers of Excellence by BenchmarkPortal –

RESTON, Va.--(BUSINESS WIRE)-- MAXIMUS (NYSE: MMS), a leading provider of government services worldwide, announced today that its Massachusetts Health Benefits (MassHealth) Customer Service and Georgia Families call center operations have once again been recognized as “Certified Centers of Excellence” by BenchmarkPortal in collaboration with the Center for Customer-Driven Quality (CCDQ) at Purdue Research Park.

Both call centers received the award certification following a rigorous review by BenchmarkPortal. To earn the Center of Excellence designation, the call centers had to meet objective and quantitative criteria, as well as pass audits conducted by BenchmarkPortal researchers. The call centers were evaluated across several key indicators, including operational efficiency, service level standards, process management, customer satisfaction, leadership resources and employee training.

MAXIMUS has provided services for MassHealth participants since 1998. Through its Boston-based call center, the Company enrolls Medicaid participants into managed care health plans, processes provider claims, enrolls and credentials providers, and maintains self-service online options for both providers and participants. The Company has operated the Georgia Families Program for the Georgia Department of Community Health since 2005, facilitating program enrollment for eligible members of Medicaid and PeachCare for Kids, Georgia’s Children’s Health Insurance Program.

“Efficient and effective call center operations are a critical component to connect consumers to health insurance coverage. Our customer care representatives provide choice counseling to help Medicaid and CHIP participants evaluate and select the health insurance plan that best meets their needs,” commented Bruce Caswell, President and General Manager of the MAXIMUS Health Services Segment. “We are pleased to see that our MassHealth and Georgia Families customer service operations are once again recognized for providing a superior level of service to public health insurance program participants.”

About MAXIMUS

MAXIMUS is a leading health and human services administrator for governments in the United States, United Kingdom, Canada and Australia. The Company delivers administrative solutions to improve the cost effectiveness, efficiency and quality of government-sponsored benefit programs, such as Medicaid, Medicare, Children's Health Insurance Program (CHIP), Health Insurance BC (British Columbia), as well as welfare-to-work and child support enforcement programs across the globe. The Company's primary customer base includes federal, provincial, state, county and municipal governments. Operating under its founding mission of *Helping Government Serve the People*®, MAXIMUS has more than 8,800

employees located in more than 270 offices worldwide. For more information, visit www.maximus.com.

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.

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