June 4, 2009

MAXIMUS Recognized for Call Center Excellence in Georgia

RESTON, Va.--(BUSINESS WIRE)-- MAXIMUS (NYSE:MMS), a leading government services provider, announced today that its Georgia Families project call center is recognized as a "Certified Center of Excellence" by Purdue University's Center for Customer-Driven Quality (CCDQ).

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. The CCDQ and BenchmarkPortal provide thought leadership in customer service 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.

MAXIMUS 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. 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.

"A contact center that seeks and achieves the Center of Excellence Certification from Purdue University's Center for Customer-Driven Quality demonstrates a remarkable commitment to service excellence," commented Dr. Jon Anton of the CCDQ. "The obvious beneficiaries of this commitment are the center's customers, employees, and shareholders."

"This certification demonstrates the emphasis that we place on delivering high quality services in an efficient and effective manner to beneficiaries," commented Bruce Caswell, President and General Manager of the MAXIMUS Health Services Segment. "Georgia Families is the fifth MAXIMUS call center to receive this certification, joining our California Health Care Options, New York Medicaid CHOICE, Massachusetts Health Benefits (MassHealth) Customer Service, and HealthColorado projects."

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 and is devoted to providing health

and human services program management and consulting services to its clients. The Company has more than 6,000 employees located in more than 220 offices in the United States, Canada, Australia, Israel and the United Kingdom. Additionally, MAXIMUS is included in the Russell 2000 Index and the S&P SmallCap 600 Index.

Source: MAXIMUS