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MAXIMUS Georgia Families Project Recognized Again for Excellent Call Center Operations

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

To be re-certified as a Center of Excellence, the Georgia Families project met objective, quantitative criteria and achieved all audit measurements set by BenchmarkPortal, the custodian of the CCDQ. BenchmarkPortal evaluated the Georgia Families call center for operational efficiency, service level standards, process management, customer satisfaction, leadership resources and employee training.

"We re-certified the MAXIMUS Georgia Families call center operations as a Center of Excellence after evaluating the company's ongoing effectiveness and efficiency in interacting with their customers," commented Dr. Jon Anton of the CCDQ. "We applaud their commitment to superior customer service."

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. Georgia Families is the fifth call center operated by MAXIMUS to receive this recognition.

"This re-certification demonstrates our commitment to maintaining stringent call center processes and operations for the Georgia Families program," commented Bruce Caswell, President and General Manager of the MAXIMUS Health Services Segment. "Operating a high quality call center is a critical step in ensuring program beneficiaries across Georgia access health care in an efficient and effective manner."

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 6,500 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