February 23, 2011

# MAXIMUS Call Center Recognized for Exceptional Performance

- MassHealth Customer Service Operation Designated as a Certified Call Center of Excellence by BenchmarkPortal -

RESTON, Va.--(BUSINESS WIRE)-- MAXIMUS (NYSE: MMS), a leading provider of government services, announced today that its Massachusetts Health Benefits (MassHealth) Customer Service 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 MassHealth call center received the award certification following a rigorous review by BenchmarkPortal. To earn the Center of Excellence designation, the call center met objective and quantitative criteria, as well as passed audits conducted by BenchmarkPortal researchers. The call center was 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 MassHealth project first received recognition for its call center operations from the CCDQ in 2004. 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 MassHealth call center earned our Center of Excellence certification after implementing several initiatives focused on sustainable service excellence," commented Dr. Jon Anton of the CCDQ. "We applaud the MassHealth call center team for their commitment to exceptional service and congratulate them on achieving this elite designation."

"MassHealth Customer Service is among six MAXIMUS call centers to receive this certification, which include our California Health Care Options, Georgia Families, HealthColorado, New York Medicaid CHOICE and Texas Eligibility Support Services projects," commented Bruce Caswell, President and General Manager of the MAXIMUS Health Services Segment. "We are proud of the MassHealth team as their achievement further underscores our commitment to providing a superior level of service to program participants in the states we serve. We look forward to building on our reputation for service excellence as we help states address new requirements under health care reform."

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 and the United Kingdom. Additionally, MAXIMUS is included in the Russell 2000 Index and the S&P SmallCap 600 Index.

Source: MAXIMUS