September 27, 2012

MAXIMUS Awarded $23.5 Million Customer Relationship Management Contract for Oklahoma's SoonerCare and Insure Oklahoma Programs

RESTON, Va.--(BUSINESS WIRE)-- MAXIMUS (NYSE: MMS), a leading provider of government services worldwide, announced that it has signed a new contract with the Oklahoma Health Care Authority (OHCA) to operate a Customer Relationship Management (CRM) solution for the SoonerCare and Insure Oklahoma programs. The one-year contract includes five one-year renewal periods, for a total contract value of $23.5 million if all renewal periods are exercised. The contract was awarded on September 17, 2012 and the first contract term ends on June 30, 2013.

SoonerCare, the state's Medicaid program, provides medical benefits to qualified individuals who have inadequate or no health insurance coverage. Insure Oklahoma provides employers with premium subsidies to help buy private market health insurance for low- to moderate-income employees. The program's individual plan provides health benefits to employees whose workplace does not offer health insurance.

Under the contract, MAXIMUS will operate a local call center in the Oklahoma City area to field inbound calls from SoonerCare and Insure Oklahoma members, potential members, contracted or potential health care providers, and other interested parties. The Company will also handle Online Enrollment Tier 2 inquiries and conduct outbound calls to primary care providers. In addition, MAXIMUS will be responsible for improvements to the existing customer experience, including modifications to the existing Interactive Voice Response (IVR) system and technology enhancements to reduce handle times.

”We believe that by centralizing our call center operations, we will be able to offer our members an improved customer service experience,” said Dr. Garth Splinter, OHCA State Medicaid Director. “We look forward to working with MAXIMUS to advance our program.”

“We are pleased to help Oklahoma provide state-of-the-art customer service to its citizens,” commented Richard A. Montoni, Chief Executive Officer of MAXIMUS. “We will leverage our proven tools and experience running 60 customer service centers in North America to assist the state in delivering health insurance to qualified citizens.”

About MAXIMUS

MAXIMUS is a leading health and human services administrator for governments in the United States, United Kingdom, Canada, Australia and Saudi Arabia. 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 worldwide. For more information, visit www.maximus.com.

MAXIMUS
Lisa Miles, 703-251-8637
lisamiles@maximus.com
or
Blake Travis, 703-251-8398
blaketravis@maximus.com

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