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MAXIMUS Awarded Contract for Connecticut's Health Insurance Exchange Customer Contact Center Operations

RESTON, Va.--(BUSINESS WIRE)-- MAXIMUS (NYSE: MMS), a leading provider of government services worldwide, announced that it has signed a new contract with the state of Connecticut to operate the customer contact center operations for Access Health CT, the state's Health Insurance Exchange. The three-year, five-month base contract is valued at $15 million, commences on March 1, 2013, and runs through August 31, 2016. Thereafter, the contract also has a two-year option period that the state may exercise following the completion of the base contract.

Under the contract, MAXIMUS will serve as the primary customer service center to all Connecticut residents who will use Access Health CT to determine their eligibility for, and enroll into, a qualified health plan. Operating under a no-wrong-door model, MAXIMUS professional staff will take on the vital role of helping consumers navigate health plan information to determine which health plan best meets their unique needs. The service center will also leverage self-help options such as Web portal assistance and interactive voice response. Access Health CT is scheduled to go live for open enrollment on October 1, 2013.

"We view our customer service centers as the face of Access Health CT. It's a critical and very visible function, and we are looking forward to partnering with MAXIMUS to deliver best-in-class service that is knowledgeable, friendly and truly helpful," said Kevin Counihan, Chief Executive Officer, Access Health CT. "The decision to purchase insurance is an important one, especially for those who have not had insurance in the past, and we want to make sure our customer service center representatives are sensitive to this. The fact that MAXIMUS is already working with several states, including New York, on the Affordable Care Act and related health insurance customer call center programs is a big advantage."

"MAXIMUS has proven experience in providing customer contact center operations to more than 20 million state health program beneficiaries across the country and we are pleased to provide assistance for the residents of Connecticut in accessing and understanding their health insurance options through Access Health CT, the state's Health Insurance Exchange," commented Richard A. Montoni, Chief Executive Officer of MAXIMUS. "With two decades of experience in helping consumers select the right public health plan, and helping our government clients meet challenging implementation deadlines, we look forward to extending this strong legacy to Access Health CT and other Health Insurance Exchanges."

About MAXIMUS

MAXIMUS is a leading operator of government health and human services programs in the United States, United Kingdom, Canada, Australia and Saudi Arabia. The Company delivers business process services 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 programs around 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 approximately 8,800 employees worldwide. For more information, visit www.maximus.com.

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