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MAXIMUS to Operate the Customer Service Contact Center and Support Service for the Hawai'i Health Connector

RESTON, Va.--(BUSINESS WIRE)-- MAXIMUS (NYSE: MMS), a leading provider of government services worldwide, announced that it has been awarded a multi-year contract for the development, implementation, and management of the Hawai'i Health Connector's Customer Service Contact Center and Support Service. The contract, which starts on June 16, 2013, has a three-year base period and two one-year option periods. If the client chooses to exercise these option periods, the total contract value is approximately $12 million.

Under the contract, MAXIMUS will establish and run the Customer Service Contact Center for the Hawai'i Health Connector (the Connector). The Connector is an online health insurance marketplace created to help individuals and small businesses take advantage of the health insurance choices available to them through a "one-stop" shopping experience. The customer service contact center will receive inquiries from consumers through multiple communication channels, including telephone assistance, e-mail, postal mail, web chat and fax. The contact center will be based in Oahu and will operate from 8 a.m. to 8 p.m. HST, seven days a week, starting in mid-September.

"At the Connector, we remain committed to our goal of providing customer service that is 'of Hawai'i; for Hawai'i.' As with all of our procurements, we used a very intensive selection process for the Connector's Contact Center," said Kevin Hause, Hawai'i Health Connector's Chief Operating Officer. "We are confident that choosing MAXIMUS as a partner will help us deliver exceptional customer service to all of our state's residents."

"MAXIMUS is proud to have been selected to support the State of Hawai'i with this important program. We bring our proven experience in providing customer contact operations to nearly 25 million state Medicaid beneficiaries across the country as we help the residents of Hawai'i understand their health insurance options," commented Richard A. Montoni, Chief Executive Officer of MAXIMUS. "This latest contract award further expands our portfolio of projects related to the Affordable Care Act. We have also been selected as the vendor of choice to support health insurance marketplaces in Minnesota, New York, Vermont and Connecticut."

MAXIMUS brings unrivaled experience in helping states administer and operate large-scale government health benefits programs. The Company operates Medicaid programs in 19 states and the District of Columbia. Having managed a variety of public health insurance program operations on behalf of states, MAXIMUS offers Hawai'i both a deep understanding of the state's population needs and the capacity and scalability to support the state's long-term efforts in helping individuals and families secure affordable health insurance through the Connector.

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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