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MAXIMUS Call Center Operations in Vermont Achieve Multiple Recognitions as a Top Customer Support Center

BURLINGTON, Vt.--(BUSINESS WIRE)-- MAXIMUS (NYSE: MMS), a leading provider of government services worldwide, announced today that its Vermont Health Connect and Green Mountain Care Customer Support Center has been recognized as a “Certified Center of Excellence” by BenchmarkPortal. MAXIMUS also received the added distinction of being recognized as one of the top 100 small call centers studied by BenchmarkPortal across North America.

The MAXIMUS customer support center achieved the Center of Excellence distinction based on best-practice metrics drawn from the world’s largest database of objective and quantitative performance data collected from thousands of contact centers. Performance data from the MAXIMUS customer contact center achieved BenchmarkPortal’s recognition in areas such as operational efficiency, service-level standards, process management, customer satisfaction, leadership resources and employee training.

BenchmarkPortal also named the MAXIMUS customer support center in its top 100 small call centers. A small call center is defined as having between 5 and 99 employees, and centers with the highest statistical levels for efficiency and effectiveness were recognized.

The MAXIMUS customer support center supports the Vermont Health Connect and Green Mountain Care programs, the state’s health benefits exchange marketplace and portfolio of public health insurance programs. MAXIMUS customer support representatives help Vermonter’s navigate the health care marketplace, understand their health care options, and select a health plan that best fits their health insurance needs.

“We applaud the Vermont Health Connect and Green Mountain Care Customer Support Center team for their ongoing dedication to meeting performance-based metrics for high quality customer service,” commented Bruce Caswell, President and General Manager of MAXIMUS Health Services. “Our contact center will also be supporting Vermont’s new Health Benefit Exchange, so this certification demonstrates our long-standing and continued commitment to helping Vermont residents understand their coverage options and enroll in a health insurance plan that best meets their needs.”

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 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 approximately 8,800 employees worldwide. For more information, visit www.maximus.com.

About BenchmarkPortal

Founded in 1995, BenchmarkPortal is a global leader in the contact center industry providing benchmarking, certification, training, industry reports and consulting. The BenchmarkPortal team of professionals has gained international recognition for its expertise and an innovative approach to best practices for the contact center industry and hosts the world's largest database of contact center metrics. BenchmarkPortal's mission is to help contact centers reach peak performance in operational effectiveness and efficiency so that the centers will realize increased levels of agent and customer loyalty while containing costs and building enterprise value. For more information on BenchmarkPortal, please visit www.BenchmarkPortal.com.

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