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MAXIMUS Contact Center Operations in Michigan Achieve Recognition as a Center of Excellence

EAST LANSING, Mich.--(BUSINESS WIRE)-- MAXIMUS (NYSE: MMS), a leading provider of government services worldwide, announced today that its Michigan Enrollment Broker Services customer contact center has been recognized as a “Certified Center of Excellence” by BenchmarkPortal.

The MAXIMUS customer contact 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 from thousands of contact centers. Performance data collected from the MAXIMUS contact center achieved BenchmarkPortal’s objective and quantitative criteria in areas such as operational efficiency, service-level standards, customer satisfaction and employee training.

The Michigan Enrollment Broker Services contact center serves the nearly two million beneficiaries of the statewide Medicaid program. MAXIMUS provides education and enrollment services, which includes assisting beneficiaries with the selection of a health plan that best fits their health insurance needs. In operation since 1997, the contact center serves the entire Medicaid program across all 83 counties.

The Michigan Medicaid program takes pride in being readily available to beneficiaries and providing them with the most up-to-date information. More than 80 MAXIMUS customer service representatives handle approximately one million calls each year and the excellent service they provide was a key factor in achieving this certification.

“This certification underscores our dedication to providing independent, high quality and effective services that assist the citizens of Michigan in receiving the health information they need. We have made a commitment to help them understand their options, and this recognition confirms that pledge,” commented Bruce Caswell, President and General Manager of MAXIMUS Health Services.

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, consulting and industry reports. 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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